



NORTH LINCOLNSHIRE SCHOOL BECOMES CASHLESS AND PAPERLESS

NORTH LINCOLNSHIRE PRIMARY SCHOOL ON GOING CASHLESS

In 2016 North Lincolnshire Council decided to utilise ParentPay as a means for schools to collect income online from parents for their children’s school meals. Now, ParentPay is used by more than 30 Schools in North Lincolnshire, and is helping to improve efficiencies.

Charlotte Naylor and her colleague Clair Welch, Administration Assistants at St Peter and St Paul CE Primary School, share their experience since becoming cashless:

“Since using ParentPay to collect income for school meals, we have realised the benefits it brings” says Clair. “Being cashless has meant less time is spent counting money/banking and rectifying errors. There is no need to write receipts or process any cash. It’s also easy to report on meal numbers for the kitchen as we use classroom selection, which allows meals to be chosen at registration, so we know numbers and meal choices in advance. This makes the dinner service much more efficient, and reduces waste.”

Charlotte adds: “We use ParentPay to collect income for trips too, consent can be given at the time of payment so there’s no need for permission slips or danger of forms getting lost! We also have an online shop for uniform. We no longer have to use paper receipts and it gives the office time to process the uniform orders, instead of ‘on the spot’ requests. Parents are happier paying online from home instead of bringing cash into the office, it’s convenient for them.”

REPORTING AND DEBT REDUCTION

Charlotte outlines the difference ParentPay has made to the level of debt in school: “Tracking debt is so much easier now, we run a report to see who has payments outstanding, and send them a text or an email from within ParentPay. As a result, we have much less debt, because it has given us the time to chase parents. The whole process is much quicker.”

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OBJECTIVE

Remove cash and paper from school to improve efficiencies, saving time and money.

SOLUTION

Introduce online payment system that includes school - parent communication

OUTCOMES

No more processing cash in school.
No paper in school. Easier for staff and parents. Less debt




We noticed a positive impact on time saved within a couple of weeks.

Maria Smith
St Lawrence CE Primary school

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PLEASE CALL 02476 994 870

SCHOOL BECOMES CASHLESS AND PAPERLESS

ST PETER AND ST PAUL'S SCHOOL OFFERS THEIR ADVICE

Charlotte says: "Keep going! We noticed a positive impact on time saved within a couple of weeks. We ran a report every week of the parents who had not registered, and sent them another activation letter. We now have time to do other office jobs more efficiently and to a higher standard as we are able to be proactive. Some of our teachers also rewarded pupils who had registered, ensuring all parents are engaged."

PREPARING FOR THE IMPLEMENTATION...

The key to parents engaging with anything new, explains Clair, is communication: "We sent lots of notifications and updates home to parents about ParentPay, and what it means for them. We are a cashless and paperless school, so parents must register in order to pay for lunches, clubs, uniform, trips, tickets and other events, and to receive school information."

Clair continues: "Also, let parents know what support they can expect from the school. We have a 'community computer' in school for parents that do not have access to the internet so they can log in and register/pay. Most parents use their mobile phone and pay online, which is much easier and safer than finding the right change and sending it into school with their child. Parents have the flexibility to pay at any time of the day, which makes paying more convenient for them."

OVERALL EXPERIENCE WITH PARENTPAY

Clair reflects: "On the whole, we have had a great experience. There will always be teething problems and the odd 'blip', but it's worth it as it has made a massive difference to admin staff and parents. Our teachers also love that there is less paper to hand out at home time! We don't ever want to go back to office life without it!"

USEFUL TIPS

- 1. AGREE A CASHLESS STRATEGY WITH SLT AND COMMUNICATE THIS TO ALL STAKEHOLDERS**
Your strategy could be something as simple as: From next term we'll be offering and encouraging parents to pay for items online, helping us reduce cash in school. Our aim is to be totally cashless in 5 years. Or your strategy could be more aggressive: All parents must pay online or through PayPoint from next term.
- 2. HAVE A PLAN THAT CAN DELIVER YOUR STRATEGY**
Plan key timescales including an onsite system demonstration, getting sign-off by SLT/Governors, staff training and roll-out. ParentPay advisors can help you with this.
- 3. RAISE AWARENESS AND INTEREST**
Central to your plan should be communication with parents and staff. Keep communication simple and positive. Our advisors can work with you to plan communications to suit your school. Aside from using your website, you could also use letters and emails as well as parent's evenings and events.
- 4. SPARK ACTION**
Consider a promotion to encourage parents to pay online or through PayPoint. Eg: for a specific event or school trip.
- 5. BE INCLUSIVE AND PROVIDE FOR CASH BASED PAYERS**
94% of parents prefer to pay online, but for those who don't or can't, sign-post them to PayPoint. There are over 33,000 local shops offering PayPoint across the UK.
- 6. REMEMBER ALERTS AND REMINDERS**
Provide balance or new payment notifications via ParentPay's email and text system to increase early payments and drive uptake.

GET STARTED, IT'S SIMPLE

Our experienced advisors are ready to help, they can answer any questions you may have; provide a quote for your school; or give a demonstration of our system. You can even arrange to see us in person; we'll visit your school and show you and your staff how it all works.

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