

# SOMERSET SCHOOL SAVES MONEY BY REDUCING FOOD WASTE

## BISHOP HENDERSON ON GOING CASHLESS

Guy Wolfenden, School Premises Manager at Bishop Henderson C of E Primary School in Taunton, shares how the school has benefitted from going cashless: "Collecting payments online has allowed parents to provide donations towards trips and visits, as well as select and pay for meals at a time of their choosing, which has been a great help to parents as it's so convenient. ParentPay has been a very positive step for the school."

Guy adds: "Having ParentPay in place has vastly reduced the amount of money being moved around the school, which in turn has assisted in complying with audit requirements."

## BENEFITS TO SCHOOL CATERING

There are various features available within ParentPay which can be utilised depending on requirements of schools: "Using the online booking facility for meals has enabled the school to reduce its food waste significantly, which has enabled us to introduce more interesting and varied menus."

Guy continues: "The reporting module shows the meals which have been booked, this has been a great benefit to our chef, as well as helping our lunch time staff ensure each child receives the meal they have selected."

## HOW HAVE PARENTS FOUND THE CHANGE?

Ensuring parents are on board is key: "Allowing parents to pay for items at their convenience, as well as offering the opportunity for part payments over a period of time has been very warmly welcomed." Guy says.

"We have also found, by using ParentPay as our main email communication tool, it enabled a higher percentage of parents to engage with the system. In addition to this, parents like the flexibility of partial payments for visits and trips as it allows them to budget efficiently and spread the cost easily."

## HOW BISHOP HENDERSON DID IT

Schools may have a different cashless plan depending on aims and objectives. Guy says: "We staggered the process of engagement. We started with KS2 pupils as they were to pay for meals. This reduced the level of administration initially, and allowed everyone the opportunity to get used to the process. After half term, we then rolled out ParentPay to KS1 and reception classes."

### OBJECTIVE

Reduce food wastage. Reduce the amount of money moving around school. Offer convenient payment method for parents.

### SOLUTION

Introduce online payment system that offers online meal booking facility.

### OUTCOMES

Saved money with reduced food wastage. Reduced amount of cash on school grounds. Convenient and flexible payment options for parents.



ParentPay has enabled the school to reduce its food waste significantly

Guy Wolfenden  
Bishop Henderson CofE Primary School

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# SOMERSET SCHOOL GOES FULLY CASHLESS

In terms of banking, this has been one of our biggest changes, as I no longer need to! ParentPay has helped massively, as there is no need to spend hours on finance and admin tasks associated with collecting and reconciling cash and cheque payments. Using ParentPay saves us about 2 days a month, which is great as it means we can put this to better use elsewhere.

Personally, a big benefit for me is that the end of term is no longer a stressful time, it's so much easier to keep on top of payments. I can log in and view the small list of accounts in debt, then send reminders via the system to those parents within minutes. It's been great!"

## ADVICE TO OTHER SCHOOLS

Maria reiterates the importance of communicating the change to parents: "It's important parents know what they can expect and what it means if they don't activate their accounts. They need to book their child's meals and pay for trips so they don't miss out.

If you have or work with a pre-school or nursery attached to the school, get them paying online too. This may only be for milk or meals initially, but by the time they join the school, parents will already be familiar with the system and how it works.

There have been parents that have not found it as easy as others, but we tackled this head on and invited them into the office to take them through the process. This takes a bit of time, but is worth it in the long run, as they become more confident paying this way, and now we're 100% cashless."

## 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.

## 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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