

## NORTHERN IRELAND SCHOOL CASHLESS SUCCESS

### CASHLESS SCHOOL DINNERS

Mark Beattie, Principal at The Diamond Primary School in County Antrim, knows the challenges created by cash in a school environment. Even in a small school, tens of thousands of pounds will need processing by the school office, taking up precious resources.

The Diamond Primary School decided at first to focus on making school meals cashless. Mark said: "We are saving 10-15 minutes a day, about an hour a week, per teacher. They were having to take the cash on a daily basis and mark the meal choices each morning in the class."

The teachers aren't the only members of staff that have experienced the benefit of ParentPay. Mark said: "Meal management in the dining hall is much easier as catering staff can see who has ordered what meal and therefore they are confident that the right children get the right meal, reducing food wastage."

### ROLLING PARENTPAY OUT

Once parents had become accustomed to using ParentPay to pay for dinners, The Diamond Primary School began to use the system to collect money for everything else.

A feature rich payments system such as ParentPay offers schools a variety of ways to make payment easier, resulting in reduced debt and happier parents. Mark specifically likes the ability to pay in installments for higher value trips as it's then easy for staff to see which parents haven't yet paid in full and need to be reminded.

The ability to collect permission and consent is also invaluable to a busy school and has improved safeguarding and GDPR compliance.

#### OBJECTIVE

To free up staff time. To improve safeguarding. To reduce waste.

#### SOLUTION

A feature rich payments system that provides the functionality needed by a busy school.

#### OUTCOMES

Freeing up teacher time. Reducing waste in the school kitchen. School is almost entirely cashless.



**THE  
DIAMOND  
PRIMARY  
SCHOOL**

# NORTHERN IRELAND SCHOOL CASHLESS SUCCESS

## REDUCING PARENT DEBT

Parent debt, an issue faced by far too many schools, has also become far easier to manage with ParentPay. Mark said: "Another major benefit is the ability to have a clear record and audit trail of who has and hasn't paid. This has made debt collection much easier and has resulted in reduced debt."

## CASHLESS SUCCESS

ParentPay know that support and training are an integral part of the success of any new technology. Mark said: "Their support has been really good, they've been helpful if ever I've needed to pick up the phone for help."

The result of implementing ParentPay has been that The Diamond Primary School is now virtually cashless, having put over £30,000 through ParentPay last year, and 99% of their parents are using ParentPay on a regular basis. Staff can focus on more important tasks and parents are better equipped to manage their payments.

Another major benefit is the ability to have a clear record and audit trail of who has and hasn't paid. This has resulted in reduced debt

Mark Beattie, Principal,  
The Diamond Primary School

## 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 and our Parent Pack is filled with resources to help you better communicate with your parents. Aside from using your website, you could also use letters and emails as well as parents' evenings and events.

### 4. SPARK ACTION

Consider a promotion to encourage parents to pay online or through PayPoint e.g. 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 450 PayPoint outlets in Northern Ireland.

### 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.