

## Westbourne Academy

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Principal - Mr Garry Trott

Our ref: KRO/KSC(EPE)

20 October 2017

Dear Parent



### School Meals & ParentPay: Important Changes to our System

As of Friday 10<sup>th</sup> November, the Westbourne Food Hall will be going completely cashless. After this date, there will no longer be facilities on site to take student's money. **It is therefore crucial that you sign up to and use ParentPay, if you have not already done so.** I must stress that after Friday 10<sup>th</sup> November it will not be possible for your child to pay for food and drink on the premises using cash, we request that your child does not carry any cash with them in the academy.

To give parents time to adjust to the changes we will keep the cash loaders switched on until Friday 10<sup>th</sup> November, after which they will be deactivated and removed from the premises.

Students without money on their accounts will not be able to purchase food or drink from the premises from this date.

Unfortunately the 'cash loaders' are no longer able to accept notes. The cash loaders will accept only coins until they are switched off.

#### What important changes are being made to our systems?

In order to remove all cash and cheque payments from school we require all parents to only use our online payment method to pay for school meals, trips, music lessons etc. This may be done online using a very secure website called ParentPay or in cash at local stores where you see the PayPoint logo.

#### Why are we making the changes?

These changes will reduce the risk for students, as they will no longer have the need to carry any money on them during school hours. You will also be able to keep a better record of how much money is already on your child's account, and when the account will need to be topped up.

#### Already have a ParentPay account?

The changes will have no impact if you are already paying for school meals with ParentPay, However if you have an active account and do not pay for school meals, we urge you to start topping up online as soon as possible.

#### New to ParentPay?

Providing you have a live email address you will have been issued with a secure online account, activated by using a unique activation username and password; you will be prompted to change these and to keep them as your Username and Password for future logins.

Today in tutor time, students were each given a personalised letter to give to their parents which showed their temporary username and password. Please visit [www.parentpay.com](http://www.parentpay.com) and activate your account via the **Account login** area on the home page of the site.



If you have two or more children at a ParentPay school, you can merge accounts onto one main account by using the add child tab on your homepage, if for any reason you have trouble merging accounts or logging in to your ParentPay please email [data@westbourne.attrust.org.uk](mailto:data@westbourne.attrust.org.uk) where a member of staff will be able to answer any queries.

### **Keeping track of your payments.**

ParentPay holds an electronic statement of your payments, but will not store any card details you enter. Once you have activated your account, you will be able to make payments and money will be available to spend immediately.

### **Does this affect free school meals?**

The free school meal allowance will continue to appear on your child's account but they will only be able to top up with cash via ParentPay or a PayPoint.

### **What if we do not hold an email address for you?**

You will need to email [data@westbourne.attrust.org.uk](mailto:data@westbourne.attrust.org.uk) by Tuesday 31st October, stating your child's name, your name and an email address so we can set you up with a Parentpay account or so you can be issued with a unique card to be used at PayPoints. If you do not have access to email, please call 01473-466107 and leave a message to that effect and somebody will call you back.

Please be aware if you are using a PayPoint card, payments can take up to 3 days to process and appear on the ParentPay account.

Yours sincerely



Kevin Roche  
Assistant Principal



### **Information**

This is a letter about important school information. If you are unable to read this information because English is not your first language, please ask someone who speaks English to contact the school on 01473 742315 or email [office@westbourne.attrust.org.uk](mailto:office@westbourne.attrust.org.uk)

### **Lietuvių kalba/Lithuanian - Informacija/General information**

Tai laiškas apie svarbią mokyklos informaciją. Jei negalite perskaityti šios informacijos, nes anglų nėra jūsų gimtoji kalba, kreipkitės į ką nors, kas kalba angliškai arba kreipkitės į mokyklą 01473 742315 arba el [office@westbourne.attrust.org.uk](mailto:office@westbourne.attrust.org.uk)

### **Polski/Polish - Informacja/information**

Jest to pismo o ważnych informacjach o szkole. Jeśli nie możesz przeczytać tej informacji, ponieważ angielski nie jest twoim pierwszym językiem, poproś kogoś, kto mówi po angielsku, lub skontaktuj się ze szkołą 01473 742315 lub e-mail [office@westbourne.attrust.org.uk](mailto:office@westbourne.attrust.org.uk)

### **Em português /Portuguese - Informações/information**

Esta é uma carta sobre informações importantes sobre a escola. Se você é incapaz de ler esta informação, porque o Inglês não é sua língua nativa, por favor, pergunte a alguém que fala Inglês deve contactar a escola 01473 742315 ou e-mail [office@westbourne.attrust.org.uk](mailto:office@westbourne.attrust.org.uk)

### **Limba română/Romanian - Informații/ General information letter**

Aceasta este o scrisoare cu privire la informații importante școlare. Dacă nu puteți citi această informație pentru că engleza nu este prima limbă, vă rugăm să întrebați pe cineva care vorbește limba engleză trebuie să contacteze școala 01473 742315 sau e-mail [office@westbourne.attrust.org.uk](mailto:office@westbourne.attrust.org.uk)