



9<sup>th</sup> September 2020

Dear Parents and Guardians,

**Re: Lunch Money Payment Options, Frequently Asked Questions and Answers**

An up to date menu programme for the Autumn Term will be provided shortly from Govindas. This will be sent to you via ParentMail. Once available this will be displayed on our school website for future reference.

If your child/ren is/are in Reception, Year 1 or Year 2, you will be entitled to Universal Infant Free School Meals (UIFSM) and therefore, you will not need to make a payment for your child/ren. If your child/ren is/are in Years 3, 4, 5 or 6 the following details will be helpful to ensure your child/ren school lunch account (via ParentPay) remains in credit and paid for according to the options (listed below) that is suitable to your needs.

**2020-2021 academic year payments for lunch money for child/ren in Years 3, 4, 5 or 6 must be made via ParentPay using the login and password issued by school office. Please ignore the payment options section if your child comes under an exemption such as Free School Meals.**

**Reminder:**

The Lunch money is £2.20 per day for pupils. Govinda's can change the amount at any time and information will be sent to you should this happen. Payments must be made in advance per half term, full term or the whole school year or variable amount as long as your account is in credit. Please check your ParentPay account on a regular basis to settle any outstanding balance and arrange to pay the arrears promptly.

**Please see below the payment options for 2020-2021**

<b>PAYMENT OPTIONS FOR YEARS 3, 4, 5 OR 6</b>			
<b>Terms</b>	<b>Number of School days</b>	<b>Total to Pay</b>	<b>Parent Pay Payment Deadline</b>
First half Autumn term	31	£68.20	W/C 31 Aug 2020
Second half Autumn Term	30	£66.00	W/C 2 Nov 2020
<b>Full Autumn term</b>	<b>61</b>	<b>£134.20</b>	<b>W/C 31 Aug 2020</b>
First half Spring term	29	£63.80	W/C 4 January 2021
Second half Spring Term	29	£63.80	W/C 22 February 2021
<b>Full Spring term</b>	<b>58</b>	<b>£127.60</b>	<b>W/C 4 January 2021</b>
First half Summer Term	29	£63.80	W/C 19 April 2021
Second half Summer Term	32	£70.40	W/C 7 June 2021
<b>Full Summer Term</b>	<b>61</b>	<b>£134.20</b>	<b>W/C 19 April 2021</b>
Whole school year payment is from 3 <sup>rd</sup> September 2020 – 21 <sup>st</sup> July 2021	180	£396.00	W/C 31 Aug 2020

If you have more than one child at our school you can merge their accounts giving you future access using a single set of login details. Log in and activate your account, the click **Add a child**. Add the activation codes the school have provided you with, into the relevant boxes.

Press **Search**. This will then bring up your child. If you have already activated the other account, simply add the new username and password instead.

There is a feature within ParentPay to set reminders on your ParentPay account for low balance and new payment items. Please follow ParentPay guidelines on how to set this up.

Please note the above dates have been adjusted to when the school is/will be closed on inset days and bank holidays. Any credit balance at the end of the school year will be rolled over to the next academic year for lunch money payments with the exception of year 6 children who will receive a refund as they transfer to secondary school. Please ensure that your child's ParentPay account is in credit at all times and payments are regularly made to the lunch money account to ensure you do not receive any debt correspondence from the school office. Payments must be made for the full half term, full term or whole school year by the first day of the new term starting. Parents will be sent reminders if their account is in arrears and this will be followed up by a meeting with me or the Trust Finance Team for further referral to debt collection.

We do not have the provision for outside lunches. However, if your child has a specific medical/dietary need or has a medically prescribed diet which requires an alternative school lunch which cannot be provided by the school kitchen; you must inform the school office who will provide you with an 'Alternative school lunch' form. Agreements made in the past will not be carried into the new academic year and parents must complete a new form annually to ensure that the school and catering company can review the needs of your child at the beginning of each school academic year. Please make an appointment with the school to discuss dietary needs if necessary.

We do like to work in partnership with our parents and should you have any comments, regarding the school lunches, payments or menu then please put this in writing via email so that we may respond back accordingly. You may wish to note some frequently asked questions in the second page and our responses.

Thank you for your co-operation.

Yours sincerely



Bindu Rai

Principal

## Questions and Answers

### School Meals and Parent Pay Frequently Asked Questions and Answers

#### **Q. Who provides the school meals?**

**A.** School Meals are provided by Govindas. A catering company managed by the Avanti Schools Trust. The school does not have provisions for a pack lunch and our children will be provided with a nutritious meal.

#### **Q. When and how will I receive the school menu?**

**A.** The school menu is set by Govinda's and is usually sent in the first week of the term to all parents via email communication. The menu will also be displayed on the school's website.

#### **Q. What happens when the school is closed?**

**A.** The ParentPay system has been set up to recognise the school term dates and the upcoming closures. Absences will be adjusted on a weekly basis given the school office is informed before 8:15am.

#### **Q. Will I still be charged for a school lunch if my child is absent from school?**

**A.** You will not be charged if you notify the School office before 8:15am of your child's absence. Your ParentPay account will be credited for that day of the absence. If you have any queries please speak to the school office.

#### **Q. My child has an appointment or fell ill during the school day and he/she will not or did not have a school lunch, will I be charged? (Tooth ache, tummy ache, vomiting etc...)**

**A.** Yes you will be charged as the school would have counted your child in during the morning registers and informed the catering provider of our meal numbers for the day. If your child has an appointment the school may make a provision for your child to have lunch a little earlier or later than normal only if the school has been informed of the appointment in advance. Please be reminded that all appointments should be made out of school hours, especially as our school finishes one hour earlier than other state schools (at 2:30pm). Please speak to the school office if you are unclear.

#### **Q. When and how often do I make payments?**

**A.** Payments must be made by the first day of the beginning of the new term. **Parents should make full payment each term to ensure their ParentPay account is up to date and keep your child's ParentPay account in credit at all times.** You should ensure that you have a credit of a minimum of £11.00 to ensure your child's account is not in arrears.

#### **Q. I am on a low income. Are there any other benefits I could be eligible for to assist in paying for my child's lunch?**

**A.** You may be eligible for Pupil Premium funding. Did you know that every child who is known to be eligible for Pupil Premium via Free School Meals (FSM) allows their school to gain extra funding through Pupil Premium Grant to ensure that they achieve the highest standards and do not fall behind. This funding is used to improve staffing and facilities that benefit the children.

In our school funds are allocated, for example, to support parents in purchasing school uniform, payment towards school lunches, to support children's achievement and their participation in extra-curricular activities including school trips. **IF YOUR CHILD WAS ENTITLED TO FREE SCHOOL MEALS LAST YEAR, YOU MUST STILL RE-APPLY ANNUALLY IN SEPTEMBER OF THE NEW ACADEMIC YEAR USING THE WEBSITE LINK.** Eligibility cannot be

backdated therefore, you are advised to renew applications in the first week of September. To find out if you qualify, use the Free School Meals eligibility checker by visiting <http://fsm.lgfl.net>. It only takes a moment! If you are eligible for FSM please inform the school office who will give you a form to complete.

**Q. Who is entitled to Universal Infant Free School Meals (UIFSM)?**

**A.** All children from Reception to Year 2 classes are entitled to UIFSM. This means that if you have a child in reception, year 1 or year 2 the UIFSM age group applies and you do not have to pay for school lunches. Should the regulations change the school will inform you nearer to the time.

**Q. I am concerned that my child is not eating enough?**

**A.** All children are encouraged by the School Meals Supervisory Assistant (SMSA) to finish their meals daily. If there are concerns please speak to the school office.

**Q. How do I set up low balance reminders and alerts for new items.**

**A.** Log into your ParentPay account, and follow the ParentPay guidelines from the help section.

**Q. I am having difficulty paying for school lunches or trips?**

**A.** If there are arrears, more than £20, and you are having difficulty paying this please inform the school office immediately via email [kapsarrow@avanti.org.uk](mailto:kapsarrow@avanti.org.uk) The finance team will discuss any reasonable time limits extension for payment.

**Q. I am owed a refund how will this be processed?**

**A.** Once the refunds are confirmed by the AST finance department, the school will refund the amount. The refund will appear on your child's ParentPay account and you will need to withdraw the balance from your parent pay account or use it for future payment items.

**Q. Mr Child is leaving KAPS and I have a credit/debt on my child's ParentPay account. How can I get a refund and what happens to my debt?**

**A.** Refunds will be made by the school office to all parents if there are credit balances on your child's ParentPay account. If your child is in year 6, the school would like to request that parents only top up sufficient amount to last them whilst their child is registered at KAPS. If your child has arrears this will be monitored. The school may transfer the debt owed to the school to a younger sibling to recover the money owed to school. If there is no younger sibling the school will forward your child's details to the AST finance department who may authorise debt collectors to collect money owed to school.

**Q. How can I set up bank transfer or auto top up?**

**A.** Please refer to help section on ParentPay website for further information and follow the guidance to set up. ParentPay are introducing new ways to ensure parents are supported therefore please do check out their new features.

**Q: I have forgotten my password how can I reset this?**

**A:** New parents will be provided with their login details and password. You will be requested to activate your account. Should you forgot your password, please refer to ParentPay guidelines, alternatively please speak to an office staff member who will advise you accordingly.

**Please note: The school may refuse/withdraw your child from participating in clubs/school trips if payments for school lunch are not paid but payments for extra-curricular activities / trips are paid.**