



St Robert of Newminster Catholic School and Sixth Form College

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Head Teacher: Mr D Juric
Chair of Governors: Miss A Nichols

20th September 2023

Dear Parent/Carer

We would like to update you further on the issues we have unfortunately been experiencing in completing the initial set-up of the new Year 7 intake on our cashless system, ParentPay, following our Trust-wide migration to a new Management Information System. ParentPay is used to manage school canteen payments by your son/daughter.

Thank you for your patience with this matter and we do apologise for any inconvenience. Following liaison with the external partners involved, we are close to a resolution. Your child's ParentPay account now displays a balance, which in many cases will be in debit. Currently, the system only allows for debit to be shown up to approximately -£30, and so it is possible that for some students the figure owed may be greater still. As of Friday 22nd September, the system will be altered to allow a fully accurate balance to be displayed, reflecting all food and drink purchases made by your son/daughter since the beginning of term. Please be mindful that we are into the third week of term and so some students will have by now purchased quite a number of items from the school canteen.

We politely ask you to check the balance on your child's account and bring the likely negative balance back into credit as soon as you are able, and to continue to add funds moving forward for future purchases. We do realise that it may not be possible for you to clear the amount owed immediately and so we ask you to address the matter in as timely a manner as is feasible for you personally, over the next few weeks.

Going forward, we ask you to check your child's balance on a weekly basis so that they always have sufficient funds in their account. We will review accounts regularly and will seek to remind those with a negative balance in order to assist you in maintaining control of your payments. Once again, we apologise for these technical issues which have affected Year 7 pupils' accounts at the start of term.

If you feel you may have difficulty in making this payment, please contact the school via the following email finance@str.bwcet.com so that we can assist you.

Yours faithfully

Mr D Juric
Headteacher

