



# HIGH STANDARDS, HIGH ASPIRATIONS, HIGH EXPECTATIONS

25<sup>th</sup> January 2024

Dear Parents/Carers,

I realise I haven't written since the return after New Year. It feels quite late now to be wishing people a Happy New Year but I do hope everyone managed to have a good festive period despite how long ago it now feels. It has been a relatively quiet term so far against a pretty busy run up to the end of Term 2 so the updates below are largely operational.

**ParentPay Low Balance Alerts** – we have seen a growing problem at lunch time with students not having funds on their accounts and then having to contact parents/carers to ask them to top up their account. Understandably, parents/carers are busy and they often then have to log in and top up and their child has to wait for the balance to come across to buy their lunch. This can mean students using much of their lunchtime trying to access provision. With 1100 students being serviced in a relatively short window it is impossible for the student reception team to manage a high volume of account checks and queries requiring looking up ParentPay accounts and balances. We would be really grateful if parents and carers could set up the "low balance alert" feature within ParentPay which will allow you to set up both email and/or text alerts when the balance on the account drops below the value you determine which should enable sufficient warning and time for the account to be topped up in good time.

Instructions on how to set up the low balance alert feature are demonstrated below. Thank you in advance for your support in ensuring pupils have easier access to the funds needed to access the canteen.

Log into your account on ParentPay. Down at the bottom of the Home Page you will see "Manage Alerts". If you click on that you can then set up low balance alerts for each child but also alerts for when new payment items are added so you never miss anything.

The screenshot displays three panels of the ParentPay interface. The top-left panel shows a dinner money balance of £0.00 with buttons for 'Pay for meals' and 'Pay for other items'. The top-right panel shows a dinner money balance of £209.49 with buttons for 'Pay for meals' and 'Pay for other items' (with a red notification icon). The bottom-left panel shows a dinner money balance of £16.80 with buttons for 'Book meals and places' and 'Pay for other items'. At the bottom of the interface, there is a 'View all items' button and a 'Manage alerts' button with a bell icon, which is circled in red. The text 'Lunchtime meal activity' is visible at the bottom of the interface.





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Thank you in advance for your support. The catering company are not able to allow students to build up overdrafts and therefore it is critical that balances are regularly checked and credits maintained in order to ensure that students are able to purchase items as they need them.

It is also really important that students bring their Student Card every day as this is used to access the tills. We are not able to serve students without it as it is the only way the canteen staff have of ensuring that students only access their own account and don't try to use someone else's funds. We are currently exploring installation of biometric devices which would enable an alternative to their swipe card but currently students must have their cards. Again, thank you in advance for your support.

**CLF P16 Information Evening** – The CLF run a dedicated P16 provision on a dedicated site in Kingswood. They offer both L2 courses as well as the traditional suite of L3 courses (A-Levels and BTECs). If you would like to find out more about the provision offered then consider attending the Information Evening on Tuesday, 30<sup>th</sup> January 2024 from 4:30pm to 7pm. Please book to attend using the website [www.post16.clf.uk/open-event](http://www.post16.clf.uk/open-event)

**Measles** – the UK Health Security Agency are currently highlighting a growing number of measles cases across the UK. Although we haven't had any cause for concern within the Academy yet we have been asked to ensure that families are aware of general guidance and in particular the importance of considering vaccination if people are not already vaccinated through their childhood immunisations. Further information can be found on [this link](#) and the UKHSA would encourage any individual of any age who is not previously vaccinated to consider being vaccinated.

I hope all of our families have a good rest of the week and a great weekend when it arrives.

Cameron Shaw  
Principal