

Newchurch Community Primary School
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Headteacher: Mrs J Narraway

1st October 2020

Dear Newchurch Robins Club Parents and Carers,

We would like to take this opportunity to provide you with an update on our Newchurch Robins Club following the recent return to school in September.

It is with confidence that we can say that the transition back into school has been a smooth one and all children have settled in to Newchurch Robins incredibly well. Our Newchurch Robins' managers and staff team have worked tirelessly to ensure that our Newchurch Robins setting is the best and safest it can be for our children.

Thank you for your continued support and patience as we have implemented the new booking terms and conditions. To help all families, we have put together a frequently asked questions below and our School Business Manager remains your main point of contact to answer any questions regarding arrangements and bookings. Please use the email address Newchurch_Robins@warrington.gov.uk for any contact.

Once again, we thank you for your continued support.

With kindest regards,

Mrs J Narraway

Head Teacher

Frequently Asked Questions



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Q. My child started in Reception class and I have not yet paid my invoice for Newchurch Robins childcare, how do I pay my Newchurch Robins invoice?

A. All fees are collected via Parentpay www.parentpay.com the cashless payment system that we use across school. We no longer accept cash or cheques. All Reception children have now been set up with a Parentpay account. All parents are advised to check their Parentpay invoice and arrange for payment of any outstanding fees either through a transfer of funds onto Parentpay or through childcare vouchers. Your Parentpay account should always remain in a credit position.

Q. How do I check my invoice on Parent Pay?

A.

- Access your Parent Pay Account and click on transaction history on the left hand side of the screen. A section called 'balance history' should appear.
- Double click balance history. From here you should be able to see your child's name and a drop down box labelled 'Account' – select Newchurch Community Primary: Newchurch Robins and press the search button.
- You will be able to see each debit in date order and the amount of your debit balance.

Q. How do I pay with childcare vouchers?

We have childcare voucher accounts in place with the following providers: Edenred, Fideliti, Care-4.co.uk, Computershare, Busy Bees, Kiddivouchers and Sodexo. We will happily accommodate additional providers. Our Ofsted number for account purposes is: 111189. If you would like support to set up payment with a childcare voucher, please contact Newchurch_Robins@warrington.gov.uk

Q. What happens if my account falls into a debit position?

A. We ask that parents and carers keep their accounts in a credit position to help us to ensure the long term viability of the club. If your account falls into a debit position, we will contact you and request that the debt is paid immediately, failure to do so may result in the loss of the childcare place.



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