

7th October 2022

Re: Parent Pay

Dear parents and carers,

We wanted to write to you to apologise for any inconvenience and confusion caused by our Parent Pay system. At present, Birmingham Local Authority are experiencing some significant issues with the new finance system which they have implemented and this is causing our school (and many other Birmingham schools) a number of complex and significant issues. These are outside of school's control. As a result of this, we are not able to adjust bills on Parent Pay at present. Once the Local Authority resolves the issues with its system school will need time to make the necessary adjustments to our Parent Pay system. We will update you on this when we are able to do so.

As you will be aware, Universal Free School Meals provision is only available for children in YR, Y1 and Y2. Once children move into Y3, and beyond, meals are charged at a rate of £2.50.

Some parents may have received auto-generated emails yesterday from the Parent Pay system once the school meals were added. Parent Pay produces letters when an account exceeds £30.00. This limit was reached when the amounts were added and the letter was sent automatically by Parent Pay. Thank you to those parents who have alerted us to this. The letter which is created by Parent Pay is a generic letter and is not individually written directly to you from school. The system will generate letters from time to time but these are to act as a reminder only regarding the balance on your account. As a school, we have to set a manageable risk level for income and monies owing and as a consequence the parameters of Parent Pay produce the letters you have received.

Please note that the amount owing does not have to be paid as a lump sum and can be paid off in as many instalments as you wish. If you have any concerns regarding this please contact the school office by email: enquiry@moseleyce.bham.sch.uk

Some children are eligible for free school meals. Even if your child is in the infants and receives universal free school meals or is in the juniors and chooses to eat a packed lunch, please register for Free School Meals if your child is eligible. You may be eligible to claim free school meals for your child, up to the age of 19 years, if you (or your child) get one of the following:

- Income support
- Income-based Jobseeker Allowance
- Support under part VI of the Immigration and Asylum Act 1999
- Child Tax Credit (provided you're not also entitled to Working Tax Credit and have an annual gross income of no more than £16,190)
- Working Tax Credit run-on (paid for the 4 weeks after you stop qualifying for Working Tax Credit)
- The guaranteed element of State Pension Credit
- Universal Credit

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Parents can check their child's eligibility for Free School Meals and Pupil Premium via a free, confidential online eligibility checker. Details of how to access this are available from the school office. This is a quick and simple process. All you need is your National Insurance Number, date of birth, name and child's details. An eligibility check is carried out using the Eligibility Checking System, this will confirm if details have been matched or not. It will not tell school what benefits you are in receipt of, dates when a benefit was awarded or say how much you receive. Confirmation will be sent to you and to the school.

Warmest wishes,

Dawn Gallagher

Headteacher



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