

# RED HILL C. of E. PRIMARY SCHOOL

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Friendship Love Respect Responsibility Perseverance Hope

At Red Hill C of E Primary School, we look to Jesus as our example in our aspirations for Excellence and Enjoyment in all that we do. We believe that Everyone is unique and Everything is celebrated. God created you to be amazing (Ephesians 2:10)

15 May 2023

Dear Existing Users of RAP

RE: the trial of the new booking system

We have had a number of messages over the weekend with concerns over the new booking system via Parent Pay. Hopefully this letter will help reassure you and remove any anxiety you maybe experiencing, for which, I apologise. Rather than respond to individual emails, hopefully this letter will act as response to your queries on mass.

Firstly, the booking system has only been made available to the current users of the RAP service. This means that you **WILL** be able to get the days you require after half term and up to the summer as you always would have done. You do not have to book the entire half term in one go if you do not wish to, although it is possible to do so. The purpose of having the 4pm cut off the night before is to allow for booking flexibility and for payments to be spread. It is important to only book the days you have normally used for this trial period and not days that you are on the waiting list for. This will ensure everybody gets during summer 2 what they have always had. We are working on ways to increase capacity from September onwards so that more sessions will be available each day. We are also looking into the option of a Friday RAP club for 1 hour until 16:30 – when we have more information on this, I will let you know.

As the school is now a cashless one, this system will fit better with all types of bookings as it will mean you can book daily, weekly, monthly or half termly. The system will ask for payment at the time of booking for however many sessions you have applied for. This will prevent anybody going into arrears within the Parent Pay system moving forward.

I am aware that people have recently paid their Summer 1 invoice and that this new system closely follows this. If you are in a position to book and pay now then that is acceptable, however, there is no requirement to pay now for sessions not starting until June. If you would prefer to wait until May half term to book and pay then, this is also fine. From what I understand, Parents / Carers are “panic buying” to ensure that they get a space. Please do not panic and therefore panic buy and create yourselves unnecessary financial pressures. For the summer term, book what you would normally receive in terms of RAP provision

The other main concern which has come forward relates to payment through the tax free child care schemes. In these situations, you should email in to the office (although we are in the process of setting up a RAP specific email address) with your requirements. The office will book these in Parent Pay on your behalf and put your account into “debt”. You will then be able to pay through the relevant scheme and let the office know so the payment can be recorded and your account updated.

Yours sincerely

A handwritten signature in black ink, appearing to read 'D Sparkes'.

Mr D Sparkes

Business Manager