



FAIRLANDS PRIMARY SCHOOL & NURSERY

Pound Avenue
Stevenage
Hertfordshire
SG1 3JA

Dear Parents/Carers

1st April 2015

IMPORTANT CHANGES TO DINNER MONEY

Please note that we are being instructed by the Local Authority that there are important changes to the way in which we collect dinner money. At present you receive up to four reminder letters along with phone calls and text messages asking for payment for School Meals that have been taken. Although this has been necessary, in order to keep our level of debt to Herts Catering at a minimum, it has been time consuming and not the most cost effective way of communication. The Local Authority is now taking the view that this cannot be allowed to continue. As a result, from 21st April 2015, we will be working to these new arrangements:

- If you would like your child to have School Meals which need to be paid for, please can you pay for them in advance, either by cash, cheque or use Wisepay. **On the reverse of this letter is a reminder about how to use Wisepay.**
- In the event that a child arrives at school without a packed lunch or a pre-paid school meal, we will contact you to ask you to pay for the meal **BEFORE** we serve any food to your child. This will mean either coming into school before lunchtime or paying online using Wisepay.
- If we are unable to make contact with you, we will send a letter home with your child requesting payment and **NO FURTHER MEALS** will be provided.

I am sorry to have to write to you in these terms, but I want to make it clear that is your parental duty to ensure that your child's basic need for food is met, not the school's. If we have persistent concerns about unmet need, we will refer the case to social services on the grounds of neglect.

We understand that this involves a change in budgeting for you, which is why we are letting you know before we return to school after the Easter Holidays.

Thank you for your understanding in this matter,

Kind regards

Robert Staples
Headteacher

You Can Now Make Online Payments to our School using your Debit/Credit Card

We are working in conjunction with Hertfordshire County Council and a company called WisePay. Your personal account has already been set up for you. Therefore, if you would like to use the Service to make online payments, please follow the instructions below.

To go to the Payment Pages

Please go to our school's web site and click on the WisePay logo

This will take you to our school's payment pages.

In the right hand side of our online payment home page you will find a login area.

Please type in your personal User Name and Password:.

Username : If you have lost your details contact school office

Password : If you have lost your details contact school office

What Can I do in my Account?

Once in your 'Wise Account' you can make payments specifically for your child.

You can also view your payment history by clicking on the "my Wise Account" tab at the top right of the page.

Can I Change My Password?

After logging in for the first time to WisePay, you will be able to change the password given above to one or your choice.

Please go to your 'my Wise Account' and then go to 'My Account Details' to do this.

For security purposes, please ensure that the Wise Account password that you choose is unique to your Wise Account and that you do not use it for any other login. Also, please do not share your login details with anyone else.

I Have More than One Student at the School

If you should have more than one child at our school, you will receive a username and password for each child.

You can either choose to keep each account separate (by using the usernames and passwords provided for each child) or you can view all your accounts under one master account.

To merge multiple accounts:

1. Log in to one of your Accounts (using your user name and password for that account).
2. Click on the top in top bar called 'my Wise Account'. Go to 'Merge Student Accounts' section at the bottom right of this page.
3. Click on to the 'Merge Student Account' link at the bottom right of the page.
4. On the next screen, enter the username and password of one of your other children and press 'Find Student Account'.
5. If a matching student account is found, the student is displayed on the next screen with a 'Merge this Account' button. Pressing this button merges the account. A message will also appear to return to the 'my Wise Account' page.
6. Once a student account has been 'merged', in your 'my Wise Account' page, your student is listed as a link which allows you to switch to that account.
7. For subsequent visits to WisePay, you must login in with the first child's user name and password as that is now the master account.

We hope you find the Service of benefit to you. If you have any questions about it, please contact the school office.

