

01 May 2020

Dear Parents/Carers,

I hope you are all keeping safe and well whilst we endure these unprecedented times we find ourselves in. As Chief Finance Officer of Brighter Futures Learning Partnership Trust, I wanted to contact you regarding various monies which you will have paid over to our schools and how we are trying to manage this moving forward. The various schools within our Trust have differing payment items and indeed methods of payment and I have attempted to capture below the different solutions we have to date:

Primary schools who currently use ParentPay

All of our primary settings use ParentPay as their online portal for payments to school and this will include monies for lunches, school visits, various clubs and music tuition. For those children who will be remaining in their setting, when schools reopen the balance on your account will remain the same as when schools were requested to close. Some children will be leaving their current setting either for transition on to the next phase e.g. leaving Year 2 to go to key stage 2, or Year 6 to go to key stage 3 or transferring to another setting. If this is the case for your child any credit balances will be refunded to you either via ParentPay or directly by the school, however this will not be done until the end of the summer term in July whilst we currently monitor the status of schools reopening.

Hungerhill School

Hungerhill School have many more larger payment items such as educational visits abroad as well as standard items such as monies for lunches, clubs, music tuition and the Year 11 prom and these will be dealt with differently.

School Visits abroad:

The visit to Florida scheduled at Easter was cancelled based on government advice. We are currently working with the travel companies, the Department for Education and our travel insurers to secure the best outcome. It has been suggested that credit be offered initially although we appreciate that for our Year 11 students this is not a viable option. Cash refunds will be available, however, we are told that this could take as long as up to March 2021 for these to be processed.

The visit to Rome which is scheduled for the end of May is unlikely to take place, however, as we have yet not had specific instruction to cancel this we are not yet in a position to commence discussions with the travel company, our insurers or the Department for Education.

We will be in contact with you as soon as possible once an outcome has been decided and would like to assure you that we are doing our utmost to find a solution which does not leave you at any disadvantage. I am sure you are all aware that travel companies worldwide are currently trying to deal with private, corporate and school travel disruption and have been overwhelmed with the enormity of this task.

Years 7 to Years 10 – Lunches, music, clubs etc

For those children currently holding a credit balance on WorldPay for any of the above items, the credit balance will remain on your child's account until such a time that school reopens. I know that you all understand that this is a decision which will be taken by Parliament and we are as uncertain about this as

Brighter Futures Learning Partnership Trust

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the rest of the country. If your child is due to leave Hungerhill to transfer to another setting arrangements will be made for a refund of any credit balance however this will not be done until the end of the summer term in July whilst we currently monitor the status of schools reopening.

Year 11 – Lunches, music, clubs, Prom

Some students who will be leaving Hungerhill in Year 11 will have credit balances which you may wish to be refunded. We are currently exploring the most efficient way of being able to do this given that many of our staff are currently working from home or self-isolating. In any event you will be refunded any monies owed to you and we would request that you bear with us whilst we calculate the amounts concerned. The amounts involved will inform the method of payment we are able to use and we will be contacting you over the coming weeks with a further update. It maybe that we then ask for bank details etc to facilitate a bank transfer or similar. Please rest assured that we are currently working on this and will be in touch as soon as possible to provide a solution which is deliverable by us whilst we have staffing restrictions and also causes you the least amount of hardship.

I hope this has provided you with some reassurances that we are doing our utmost under these difficult circumstances. You will be contacted by your child's school with further details of how we are moving forward and I would like in the meantime to thank you for your patience and understanding.

Yours sincerely



**Teresa Ladley
Chief Finance Officer
Brighter Futures Learning Partnership Trust**