The Coastal Federation

Bacton Primary, Mundesley Infant (SRB) and Junior Schools

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27 May 2021

Dear MIJS Parents/Carers

We are pleased to announce the launch of our new Parent App portal!

Following the letters over the past week or two here are the next steps to launch the roll out of the new Parent App which will replace your existing Teachers2parents app that you have been using to book lunches, clubs and events.

There are some changes that have been put in place to help us work more efficiently and reduce cost and waste to provide better services to you and our children.

<u>Bookings and Payments</u>
We regularly have children whose accounts are in debit as parents are not pre-booking Breakfast and After School clubs. This means that admin staff are having to chase for payments and the school is bearing the cost of holding a debt for a service that has already been used. Please ensure that these are booked in advance and paid for. Every debt is money we cannot use for the education of our children. If your account is not up to date we cannot guarantee we will be able to provide a club place for them. Please do not put staff in a position that they may have to turn you away. Please pay for these services before you bring your child to a club at school.

<u>Budgeting and Top Up payments</u>: We are aware that budgeting to pay for meals and clubs throughout the year can be tough, we now have the ability for you to make regular payment top ups to meals and the clubs. This means that you can spread the cost and make a deposit weekly or monthly and carry a balance - even through the school holidays to help even out the cost. To prevent the buildup of debts there is now a minimum payment of £10 per transaction. This is to ensure that you always carry a balance in your child's account and to encourage you to make your bookings in advance.

Lunch bookings: All lunch bookings will need to be made at least ***1 week in advance.*** If you forget to order a lunch for your child you will need to bring in a packed lunch. We will be sending reminder texts out to help you remember when you need to be booking your child/rens lunches. All our lunches are cooked and freshly prepared on site and require us to source local ingredients. To keep costs competitive and provide your child/ren with the standard of lunches they deserve and expect we need your help by booking and paying for them in advance.

To book your lunches please see the new Summer Menu and choose either Option 1, Option 2 or snack packs as detailed and book them on your app for the relevant day of the week.

Absence reporting and your information: You will now be able to notify the school of your child's absence through the portal on your device. In addition you can change your own address or contact details and the information flows directly through into our systems meaning we always have your up to date information to hand and there is no need to contact us if you move, change numbers or email address. In addition you will be able to see your child's attendance rate dynamically.

School Shop: You can use the school shop to top up your account, make purchases for clubs and other items. As items become available you will be notified in your app.

In order to have a smooth handover of systems, Mrs Webster will be on hand through the half term break. If you experience any difficulties, please email the office on office-mijs@coastalfederation.com and you will be contacted so that we can resolve your issue as quickly as possible.

All information will also be available on our website if you need to reference it at a later date.

Lastly, don't forget to delete the teachers2parents app on your device!

Many thanks and kind regards

David Hopkins	**Abi Howett**	**Emie Croft**
Deputy Executive Head	Head of School MIS	Head of School MJS