



Townfield Primary School

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www.townfieldprimaryschool.co.uk Headteacher: Mrs Moira Loftus

Friday 4th September 2020

Dear Parents/Carers,

New Townfield Payment and Booking System

Firstly, please accept our apologies for the delay in communicating this information to you. As you will be aware school underwent a major IT systems upgrade, which unfortunately created additional issues which have only been resolved this week. We appreciate your patience and understanding in this regard, however we are mindful that as with the implementation of any new system or service, there will inevitably be “teething” issues which we will be more than willing to help you with. We ask that you continue your patience and bear with us during this period of transition.

The positive news is our new school app is up and running and is really fantastic. Mrs Loftus very quickly identified communication was an area with huge room for improvement and something which needed rectifying quickly. We believe in conjunction with our new IT updates, the website and app will ensure **all** parents and carers are always kept apprised of goings on in school, as well as important information and updates.

How to get the App?

You will by now be aware we have a new, much improved school website, and have no doubt familiarised yourself with this. In the [Parents](#) section of the website, you can find lots of useful information and downloads. Within this section there are also guidance notes in relation to our new school app ([School Spider guide to app](#)) which works in conjunction with the website meaning you have all school related information conveniently in one place.

Firstly, you will need to search and download the School Spider App from



or



How do I log in to the App?

Once you have downloaded the App, enter the app and enter Townfield Primary and click “continue”



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This will then direct you to a log in page.

To set yourself up with a password simply click the “forgotten password” link

This will then direct you to the following page asking you to confirm your email address and school – then click “reset password”

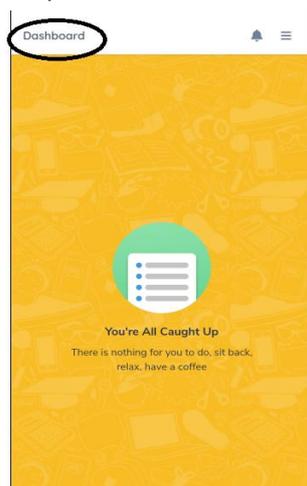
You will then receive a link to your school registered email address which is only valid for 60 minutes.

Create yourself a memorable password which needs to contain a certain amount of letters, a numerical character (0-9) and specialised character (e.g. ?*!). Then click reset password and go back to the original log in screen and enter your username and password

Please note your username is your first surname without any spaces e.g. Joe Bloggs

joebloggs

Once your log in details have been set, you can go back to the log in section of your app and enter your user name and password. You will then be logged in taking you to the school’s home page within your app – this will say “dashboard” at the top righthand corner”. Any new notifications since your last log in will show here.



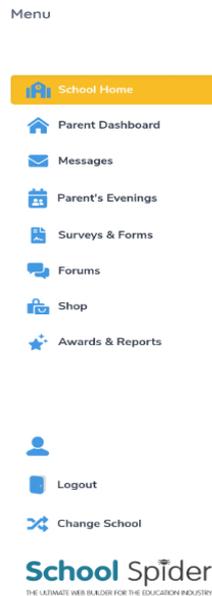
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To navigate the app, select one of the icons along the top



 This is where you will find any messages from school

 This is the navigation menu where you can navigate to different areas of the app



Take some time to explore each item within the navigation menu to familiarise yourself with the app. You will find it is very user-friendly and as term starts you will find it invaluable in ensuring you not only are kept up to date with school communications, but will also be able to see your child's class blogs and photographs, which will help you keep in touch with your child's school life at Townfield.

What's in the App & do I need it?

The app is the easiest and most convenient way for you to keep up to date with what is going on in school and any school information or communications.

As well as allowing you to have access to a multitude of information at your fingertips, including links to your child's class page, school news and calendar, the app will also allow you to easily access the following services:

- Instant messaging and school notifications direct to your phone / device
- Booking and payment for any school services such as school dinners, trips, wrap around care and Nursery
- Access school information and correspondence
- Make parents evening bookings
- Complete school surveys
- School activity savings facility

Changes to Bookings & Payments

For all other bookings, there is information and guidance in the [Parents](#) section of our website or you can find this guidance linked below:-

- [School Spider guide to app](#)
- [How to make payments in the School Spider App](#)

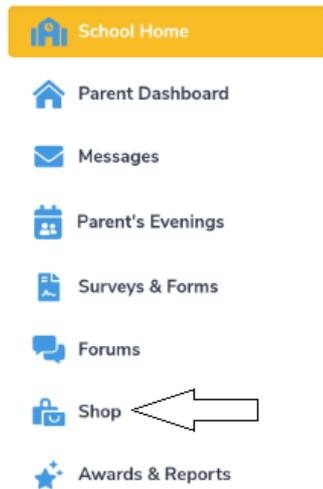
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In addition to these guidance notes, we have answered some questions you may have below.

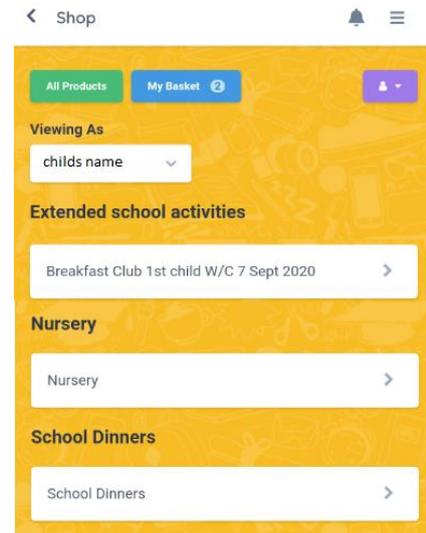
How will bookings & payments will be made?

Bookings and payments for all school related costs will now be made through our school App with the exception of Nursery. To access bookings and payments in the app you will need to go to the “shop” section in the App.

Menu



The items available for booking will be displayed in various categories



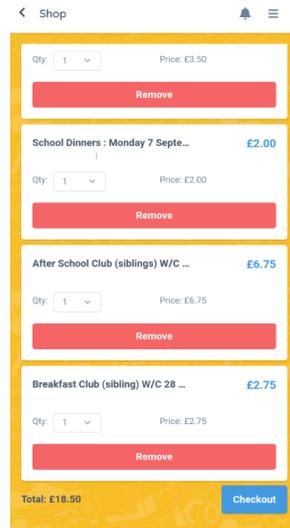
Select the category you wished to book for, e.g. school dinners



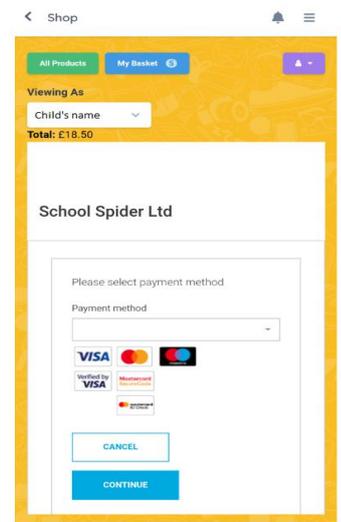
To proceed simply add each individual booking to your basket. Please note you cannot bulk book, and will need to select and add each day individually to your basket. 

When you have added all the services/activities you need to, click your basket and then proceed to check out. 

You will then be given the opportunity to review and amend your order prior to completing your checkout and payment.



Once you are happy with your orders/bookings click check out and you will be directed to the School Spider payments page for you to enter payment



Once you have completed your payment, your booking will be completed and your child's place/lunch secured.*

Please ensure when booking for just one child, you use the 1st child option only. Bookings for any additional children should be done using the sibling option as this will ensure you receive the associated discount.

What if I can't get on?

If you have any difficulty getting on to the School Spider App, please call the office and Mrs McDowell or Miss Derbyshire will talk you through getting online. If they are unable to help, they will contact our web developers at School Spider for assistance and get back to you as soon as possible with a resolution.

What if I have a credit on the previous system?

Please rest assured that any credits will not be lost due to transfer of our payments system. If you have credit and need to "book" a place for your child for lunches or wrap around care please email school office and we will make this booking on your behalf. Once your credit has been exhausted you will be able to book and pay for school activities via the new system

What if I have a debt on the previous system?

School simply cannot allow debts to rise or remain outstanding for protracted periods as this is to the detriment of all our children. Mrs Loftus has already contacted any parent/carer with outstanding debts to arrange payment as soon as possible. If you have an outstanding debt and are struggling to settle your debt, please contact the school office and a payment plan can be arranged. Failure to settle outstanding debt or failure to follow any payment plan will leave school with no option but to follow the debt recovery procedures as set out in our school policy.

IMPORTANT From September 2020 if a child has not paid for a lunch, they simply will not be allowed one. Of course, if it is a simple mistake has been made or a child has forgotten their lunch, a lunch will be provided and a request made for payment to be made later that day. The following day your child's account will be checked and if payment has not been received, the school office will check to see if your child has brought a packed lunch. If not, a call will be made requesting lunch be brought in to school in time for lunch.

What if I forget to pay/book?

If you forget to pay for lunches, as explained above you will be notified and given a days grace to put your child's account in order.

Unfortunately, due to the Covid pandemic we have had to adjust numbers in line with government guidelines and social distancing. In view of this breakfast and afterschool club places are now limited to 30 places. If you fail to make the appropriate booking, unfortunately we will not be able to accommodate your child. Once the 30 places have been booked, you will no longer be able to book a slot and these will become unavailable for booking. Once you have made your booking and proceeded via the checkout to payment, your booking is confirmed and your place is secured.

Nursery children who have wrap around care within their funded hours do not need to book a place. If you have any concerns or queries in this regard please speak to Mrs Black who will be happy to help.

What if I use voucher schemes to pay for childcare?

If you use a childcare voucher scheme through your employer you simply need to continue to pay for your childcare as you have previously. You will however need to also book your place through the school App. To do this, select the option of "Wraparound Voucher Scheme Bookings". Although your payments will continue as normal you must ensure you book your child's place for wrap around care. If you make any bookings over and above your funded childcare vouchers amount, you will be invoiced direct and will need to pay any outstanding balance via BACs to the following:-

Account Name: TPS
Account No: 49187660
Sort Code: 30-15-52
Reference: YOUR CHILD'S NAME

As you will be aware, childcare voucher funding can only be used for childcare and cannot under any circumstances be transferred for any other use, e.g. trips, dinners or any other school activities. We are also unable to refund any voucher payments made direct to an individual; as these payments are subject to tax relief by your employer we are legally obliged to ensure refunds are only made direct to your voucher provider. If you have any queries in relation use of childcare vouchers, please contact your voucher provider directly.

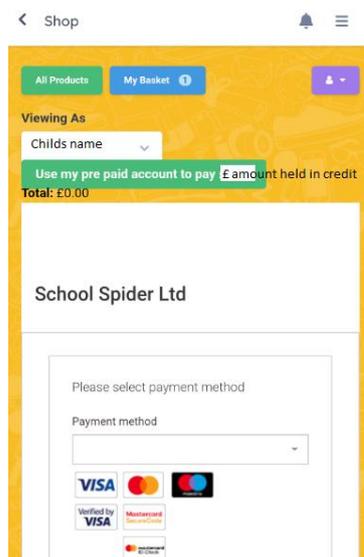
Nursery Bookings & Payments

Nursery attendance does **not** require as booking Mrs Black deals with this directly. Invoices must be paid promptly and paid via BACs to the following account:-

Account Name: TPS
Account No: 49187660
Sort Code: 30-15-52
Reference: YOUR CHILD'S NAME

School Savings Facility

Our new app will also allow the convenience of being able to pay money on your accounts which can be held in credit for future purchases/bookings. *Any amounts held in credit can be used at the point of checkout.



In addition, this savings facility can also be used towards school day excursions and residential trips, which will help with the burden of costly school trips, particularly for those with more than one child at school. Further information in this regard will be circulated shortly.

We appreciate there is a lot of new information to digest, particularly as there is a lot of changes around school surrounding Covid-19, however we are confident you will be really pleased with our new website and app as it will make finding out school information so much easier to find and more convenient to access.

Please do not hesitate to contact the school office if you have any concerns or further queries, which have not been addressed above.

We look forward to welcoming all your children back at Townfield next week. We've missed them!

Yours faithfully

School Office

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Townfield Primary

