

22nd July 2022

Before and after school club – Contract update and Q&A

Dear Parents/Carers,

Firstly, we would like to apologise for any confusion around payment up front for the provision due to clause 7.7 in the contract issued for use of the clubs. This was an error, and we are re-issuing the contract with this corrected as follows:

7.7 The fees must be paid in advance of the session and your child will not be able to attend unless this has been paid in advance. Sessions can be booked and paid for at any time and for any duration available (i.e. day by day, weekly, monthly or termly)

We would also like to take the opportunity to explain why the set up and launch of the clubs under SECAT has been more rushed than we would have liked and why everything has not gone as smoothly as we would have hoped.

As we advised you in our letter of 5th July 2022, we chose to bring the service back in house and return the service to being run directly by the Trust. What we did not advise you of, and on reflection feel it is appropriate for you now to know, is that we were originally intending for the service to continue with Energy Kidz for a further period before doing this. However, less than four weeks ago we were advised by Energy Kidz that due to profitability (with the provision having made a loss over the past year) that they needed to both raise prices and close some of the provisions with a reversion to walking bus operation between sites unless the schools subsidised the provision by tens of thousands of pounds a year, even with a price increase.

As a Trust and as agreed by all the Headteachers with the Trust central team, we did not believe this was acceptable to either you as users of the service, or us.

We therefore took the decision to bring forward the plan and bring operations in house to ensure that in September your provision could continue in the same way it was.

This has meant that we have had a very short amount of time to put things in place and get this right for you. As such we apologise for any shortcomings and ask you to please bear with us as we iron out the challenges.



We would also like to take the opportunity to address some common questions which have come up from parents:

Q: Do you accept childcare vouchers?

A: Yes

Q: How can I pay with childcare vouchers as ParentMail does not have this facility?

A: You can select your school the club is based at as the provider from your voucher provider account and assign the vouchers to us. Please email us at basc@secat.co.uk to advise which sessions you would like to book along with confirmation you have assigned the vouchers and any confirmation reference/code you were given so we can match this to payments received in the bank. We will hold your slots until payment is received so you don't lose them and assign them on ParentMail with confirmation of a match to the payment. Should you be unable to find our provision with your voucher provider please email us with the details of slots you would like to book so these can be held, along with your voucher provider information so we can ensure we are registered with them.

Q: Do you accept tax free childcare?

Yes

Q: How can I pay with tax free childcare as ParentMail does not have this facility?

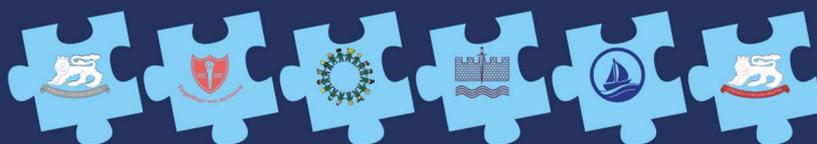
You can select your school the club is based at as the provider on the tax-free childcare account, schools can be found by searching by postcode and we have confirmed with the government helpline that all schools are automatically registered and can be found in this way. Please email us at basc@secat.co.uk to advise which sessions you would like to book along with confirmation you have assigned the vouchers and any confirmation reference/code you were given so we can match this to payments received in the bank. We will hold your slots until payment is received so you don't lose them and assign them on ParentMail with confirmation of a match to the payment.

Q: Energy Kidz are going to be removing their resources, does that mean the children won't have any to use?

No – We are purchasing new resources over the summer to replace those which are going, some of the resources belonged to the schools and will remain also.

Q: Is there flexibility to amend bookings?

A: Yes – Bookings are amendable on ParentMail as long as there are spaces for the session you wish to change to. In the event of issues please email basc@secat.co.uk



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Q: My days of work vary according to shift patterns can you accommodate this?

A: Yes – Bookings are amendable on ParentMail as long as there are spaces for the session you wish to change to. In the event of issues please email basc@secat.co.uk

Q: Can I set up a payment plan?

A: Yes – Please email basc@secat.co.uk with the details of how you would like the plan set up and we can discuss this with you.

Kind regards



Ben Stickley
Chief Operating Officer

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