
Report To:	Education and Communities Committee	Date:	23 January 2018
Report By:	Head of Education	Report No:	EDUCOM/02/18/RB
Contact Officer:	Ruth Binks	Contact No:	01475 712824
Subject:	Online School Payments Update		

1.0 PURPOSE

- 1.1 The purpose of the report is to provide the Education and Communities Committee with an update on the progress of the Online School Payments Project.

2.0 SUMMARY

- 2.1 A Business Case for Online School Payments was written in response to the Modernisation Corporate Improvement Group's request to explore an alternative option to the continued roll out of the current cashless catering system. The 4 options outlined within the Business Case were presented to the Corporate Management Team on 24 March 2016.
- 2.2 The Corporate Management Team approved option 2 of the Business Case, a pilot of Online School Payments in 2 primary schools and 2 secondary schools during the 2016/17 academic session.
- 2.3 Acceptance testing was carried out in April 2017 and an evaluation of the pilot, using the critical success factors defined in the Business Case, was presented to the CMT on 27 April 2017. The CMT approved the continued roll out of the Online School Payments System, ParentPay, during the 2017/18 academic session.
- 2.4 Phase 1 of the rollout has now been completed. The roll out for the remaining schools will take place over three phases and be complete by June 2018.

3.0 RECOMMENDATIONS

- 3.1 It is recommended that the Education and Communities Committee notes the contents of the report.

Ruth Binks
Head of Education

4.0 BACKGROUND

- 4.1 A Business Case for Online School Payments was presented to the Corporate Management Team in March 2016. The CMT approved option 2 of the Business Case, a pilot of Online School Payments during the 2016/17 academic session, in 2 primary schools and 2 secondary schools. (St Mary's Primary School, St Ninian's Primary School, Inverclyde Academy and Clydeview Academy).
- 4.2 A Capability and Capacity Assessment was conducted in May 2016 to appoint a supplier from the Scotland Excel framework for Online School Payments. Following supplier demonstrations, ParentPay were awarded the contract.
- 4.3 The population of pilot school sites was carried out during June-September 2016. Training was delivered towards the end of August 2016 to education admin, finance, catering and teaching staff. Following completion of training, initial payment items were added to school sites.
- 4.4 Acceptance testing was carried out in April 2017 and an evaluation of the pilot, using the critical success factors defined in the Business Case, was presented to the CMT on 27 April 2017. The CMT approved the continued roll out of the Online School Payments System, ParentPay, during the 2017/18 academic session.

5.0 CURRENT POSITION

- 5.1 The 4 schools that participated in the pilot have been collecting income for school meals and school trips through the ParentPay system for over a year. Launch dates for the pilot schools are as follows:

31 October 2016	St Mary's Primary School
14 November 2016	St Ninian's Primary School
25 October 2016	Inverclyde Academy
25 October 2016	Clydeview Academy

- 5.2 The roll out for the remaining schools, during the 2017/18 academic session, has been split into 3 phases to mirror the academic terms. All schools within phase 1 have successfully launched the ParentPay system and phase 2 is currently in progress. Launch dates for phase 1-3 are as follows:

Phase 1

24 October 2017	Craigmarloch School
25 October 2017	Notre Dame High School
25 October 2017	St Columba's High School
1 November 2017	Port Glasgow High School
1 November 2017	St Stephen's High School
8 November 2017	Newark Primary School
15 November 2017	All Saints Primary School
22 November 2017	Aileymill Primary School
29 November 2017	Wemyss Bay Primary School

Phase 2

10 January 2018	Inverkip Primary School
17 January 2018	Ardgowan Primary School
24 January 2018	Gourock Primary School
31 January 2018	Moorfoot Primary School
07 February 2018	Lady Alice Primary School
21 February 2018	Whinhill Primary School
28 February 2018	King's Oak Primary School
7 March 2018	St Patrick's Primary School
14 March 2018	St Andrew's Primary School

Phase 3

25 April 2018 St Joseph's Primary School
2 May 2018 St Francis' Primary School
9 May 2018 St John's Primary School
16 May 2018 St Michael's Primary School
23 May 2018 Kilmacolm Primary School

- 5.3 Prior to the launch of the ParentPay system in each establishment, communication plans are distributed to the head teachers outlining the required promotion of the system with parents/carers. As of 8 December 2017, the following percentage of parents/carers activated a ParentPay account:

St Mary's Primary School	81%
St Ninian's Primary School	88%
Inverclyde Academy	21%
Clydeview Academy	57%
Craigmarloch School	11%
Notre Dame High School	16%
St Columba's High School	27%
Port Glasgow High School	17%
St Stephen's High School	8%
Newark Primary School	37%
All Saints Primary School	47%
Aileymill Primary School	47%
Wemyss Bay Primary School	49%

- 5.4 In 2018 all secondary school trips will be added to the ParentPay system. Parents/carers will be given the option of paying online using a debit/credit card or paying cash using the PayPoint facility in local convenience stores. This approach should increase the activation rates of secondary school ParentPay accounts.

EMERGING ISSUES

- 5.5 At the beginning of 2017 there were 24 revaluation machines within the authority. With the introduction of Online School Payments the number of revaluation machines has been reduced to 15 and are only located within secondary schools.

Upgrades to the machines were carried out in April 2017 to accept new £5.00 and £10.00 polymer notes and £1.00 coins.

- 5.6 A report on MyAccount Scotland to the Policy and Resources Committee on 9 August 2016 recommended MyAccount Scotland as the authentication process for Online Council Services. It is possible to create a MyAccount login to merge with a ParentPay account, creating a single sign on. The ParentPay system does not force users to create and use a MyAccount login. The Education Department have created an activation guide for parents/carers outlining the steps to create a MyAccount login and merge their Parentpay account.
- 5.7 Mygovscot generated a report on 20 November 2017 showing the total number of MyAccounts created in each of the 32 local authorities in Scotland. Inverclyde Council currently have the second highest number of MyAccounts created.

6.0 IMPLICATIONS

Finance

6.1

Financial Implications:

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments
Full Implementation: ParentPay					
Modernisation Fund	Capital Costs	2017/18	24		
	Employee Costs	2017/18	18		

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments
Full Implementation: ParentPay					
Nutrition from Schools	Service Fee	2017/18	14		In addition to the savings highlighted in April 17 CMT Report it is anticipated that further efficiencies may be achievable in terms of Food Wastage, cash uplift costs and transportation costs. These are not quantifiable at this stage but will be monitored on an ongoing basis. Funding Available from Nutrition for Schools £12,270, funding of £7,477 would require to be identified from existing budgets although this may reduce as further savings are recognised.
	Reval Machines	2017/18	13		
	Transaction Charges	2017/18	10		
	Catering Employee	2017/18	(9)		
	Costs Provision	2017/18	(8)		

Legal

6.2 There are no direct legal implications arising from this report.

Human Resources

6.3 There are no direct human resource implications arising from this report.

Equalities

6.4 Has an Equality Impact Assessment been carried out?

Yes See attached appendix

No This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

Repopulation

6.5 There are no direct repopulation implications arising from this report.

7.0 CONSULTATIONS

7.1 Corporate Communications
Internal Project Team – Education, Facilities, Finance, ICT, Procurement
Primary school and secondary school catering and admin staff
ParentPay
Other local authorities
Scotland Excel
Head teachers
Education business support staff
Trade Union
Internal Audit

8.0 BACKGROUND PAPERS

8.1 There are no background papers relevant to this report.