



8<sup>th</sup> February 2019

Dear Parents/Carers,

## Concerns about Robinwood Residential

We have been made aware of a number of concerns that parents have shared regarding the communications about the upcoming Robinwood residential when the children start in Year 6. We therefore felt it best to send out a formal communication to address these concerns to all parents in the year group.

Firstly, there was a concern about the change of the venue, the subsequent price increase and the communication of both of these changes. We decided to change the venue from Kingswood to Robinwood as it was felt that the standard facilities and range of activities on offer at Robinwood offered far better value for money. We appreciate that this comes with a higher price point and we accept that the communications around these changes could have been better and more consistent with our usual standard of communication, so for this we apologise.

You can see an example timetable for a three-day trip on the Robinwood website, along with videos of all of the fantastic activities on offer. Go to [www.robinwood.co.uk/activity\\_centers/cross-lanes/](http://www.robinwood.co.uk/activity_centers/cross-lanes/).

We understand that this the new venue comes with quite a substantial increase in cost. We have already paid the cost of the transport, which has brought the cost down slightly. Furthermore, we welcome any parents that are concerned about being able to pay the new cost to come and in have a discreet and confidential conversation with our Finance Team so that we can discuss how we can offer you support with this. We will do all we can to ensure all children have the chance to go on this trip as it is a massive teambuilding exercise to get the Year 6s off to a great start to their last year at school.

There were also concerns as to why the trip was moved from Monday-Wednesday to Wednesday-Friday. We have found in previous years that having the trip on Monday-Wednesday has a big impact on children's attendance levels for the rest of the week, and we therefore thought it would be in the best interests of the children to allow them the weekend to rest after the trip. We'd like to assure parents that there was absolutely no difference in cost by having the trip on the second half of the week as opposed to the first half of the week.

We've also been told that a number of parents were unable to access the trip on Parent Pay after we sent them a text asking for their deposit money. The issue here was that we had to temporarily pause



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# Oswald Road Primary School

Oswald Road, Chorlton-Cum-Hardy, Manchester M21 9PL  
Telephone: 0161 881 4266/4319 Fax: 0161 881 4319  
Email: admin@oswaldroad.manchester.sch.uk  
Headteacher: D. Howard



the item on Parent Pay once we only had 7 places left on the trip, as we did not want to risk overbooking as other parents were also bringing in reply slips and cash to the school office. We appreciate that this would have been frustrating for those trying to pay on Parent Pay and apologise for any disappointment caused by this. We will send a text out once all of the places have been filled so that you are fully informed.

After the deposit deadline of Friday 1<sup>st</sup> March we will create a new payment item on Parent Pay so you can start paying the remainder of the trip balance. This payment item will be set up so that parents can pay as little of as much as they want in increments up until payment closes. To summarise, the payment plan details are as follows:

- The £50 deposit is due Friday 1<sup>st</sup> March
- The remaining balance of £199 is due on Wednesday 18<sup>th</sup> September, which is two weeks before the trip. Any number of payments can be made before this deadline in any way that suits parents- there will be no minimum payment on Parent Pay.

I hope that this gives you a better idea as to why we made the changes we did to the trip. Please do come and speak to us if you are concerned about your ability to fund the full cost of the trip.

Kind regards,

Deborah Howard  
Headteacher



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