



School Voucher Case Study

Maltings Academy
Jen Reid
Business Manager

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Maltings Academy

Background

The Maltings Academy is part of the Academies Enterprise Trust and is based in Witham, Essex. The setting currently has 900 students across years 7 to 11 and a 6th Form of 80 which is shared with another Academy under the same Trust. There are a total of 151 students eligible for free school meals.

The Challenge

At the first lockdown, Maltings had to undertake a complete data review of their contact database, ensuring emails were up to date. Many of their families did not have access to computers or were not computer literate and therefore, the school required a solution that had the flexibility to manage this.

In the first instance, the school used Wonde as their preferred solution with their Trust (Academies Enterprise Trust) paying for the vouchers however the process of payment approval meant a delay in the ability to issue vouchers quickly. When the Government introduced the national voucher scheme from Edenred, the school switched providers to ensure prompt payment and access to vouchers.

Because of the ease of use and flexibility of service, the school use Wonde for bubble closures, individual isolation and holidays and Edenred for term time.

The Solution

Maltings Academy did not have an existing Wonde account and therefore needed to register as a new customer. The support from the Wonde account team made this process seamless and the school was able to start ordering vouchers immediately. The school now has total visibility over their pupil data and is able to assign vouchers in a simple and quick manner. The school is able to either email, text or print the vouchers which provides the flexibility to parents who don't / can't have access to emails.

Working with Essex County Council, following the launch of the COVID Winter Grant Scheme, Wonde set up a system which invoices the council directly each time Maltings Academy places a voucher order over the Christmas holiday and February half-term. This helps to expedite the approval process for school's ability to issue vouchers.

A huge benefit in using Wonde has been the time savings it has enabled. Previously, the school was required to download their pupil data, go through and update information, reformat and then attempt to upload it to the alternative voucher system - a hugely laborious task that left itself open to human error.

The ability to send vouchers via email or text message has enabled Maltings Academy to better serve those families who are not IT literate, or don't have access to emails or printers. The flexibility of how the school can provide vouchers to families is a huge advantage.

Overall, Maltings Academy has found the Wonde service faultless and incredibly convenient. The access they have to their student data enables them to be organised, accurate and supportive to families.

The Future

Maltings Academy would look into using Wonde going forward for pupil rewards or book tokens - where vouchers can be sent directly to the student's email address.