



Haygrove School

Durleigh Road, Bridgwater, Somerset TA6 7HW

Tel: 01278 455531 Fax: 01278 427972

www.haygroveschool.co.uk

Headteacher – Mrs K Canham, BA (Hons), MA



Dear Parent/Carer

Catering/School Meals

I am pleased to inform you that we operate a cashless catering system that allows us to operate a better quality of service for your son/daughter at break and lunchtimes.

The cashless system incorporates technology that eliminates the need for students to carry cash throughout the day, thus reducing the risk of lost money and provides a range of benefits listed in the attached information pack. It is also biometric, so there is no need for students to carry a card as the system will recognise the thumb of your child at the revaluation pay points and at the tills.

Biometric is simply a method of identifying an individual person and uses an algorithm based scan, which reads between 50 & 130 points on the finger/thumb. It is not a fingerprint in any way, shape or form and is used only in the cashless system.

In order for your son/daughter to use the biometric system we must have written permission from a parent/guardian and in this respect I would ask you to complete the attached slip and return to the school marked for the attention of Ms H Crowley.

The preference of the school is to use biometrics, as this is more secure and faster than any other method of identification and we would appreciate your cooperation in this matter. However, if you choose not to have your child registered on the Biometric System, a 4 digit PIN Code will be allocated. Please note that PIN codes do not have the same level of security and it will be your child's responsibility to remember the code and keep it secure at all times. Our experience has shown that some students routinely forget their PIN Codes, thereby delaying the service at key times.

Whatever method is chosen all students will have to be registered on the cashless system on their first day at Haygrove. It is therefore important that we receive a reply from parents/guardians in order for their first day to run smoothly.

Any amount of money can be paid into a student's account and money spent on food and drink will be deducted on a daily basis. We have three payment options available to you – online payments, coin and note payments at the pay-point machines and by cheque. All payment options are explained within the FAQ attached.

Whilst writing, I would like to encourage parents/carers to check if they are eligible to receive free school meals for their child(ren). An increased proportion of school funding is based on criteria such as FSM eligibility and as such, not only will you be saving yourselves money by taking your entitlement, you will be increasing funding we receive in the future. We are aware that some students have felt there is awkwardness in obtaining free school meals, however under the cashless system this has been completely removed as all students will debit their account in the same manner regardless of how the account is credited. If you feel that you may qualify for FSM please contact Somerset County Council at <http://www.somerset.gov.uk/education-learning-and-schools/school-life/free-school-meals/>



耀华国际教育学校
Yew Wah International Education School



The attached information should answer any questions you may have, but if this is not the case please contact me at the school if you require further information.

Yours sincerely



Mrs T Lee
Business Manager

FAO: Ms H Crowley, Haygrove School – Please return as soon as possible

I/We.....(1) and(2)

Parent(s)/Carer(s) of the following students at Haygrove School (delete as necessary):

Name: Tutor Group.....

Name: Tutor Group.....

I GIVE CONSENT/DO NOT GIVE CONSENT (Please delete as appropriate)

For the above named student(s) to have their thumb(s) biometrically scanned and to be registered on the school's Biometric Cashless catering system in order to set up an account for the cashless catering system at the school. I/We understand that this system may be extended to cover other activities within school, e.g. registration and payment for school trips and equipment. I understand that I/we may withdraw my child's registration at any time in writing.

Signed:.....(1) and(2)

Date:.....Date.....



Haygrove School

Durleigh Road, Bridgwater, Somerset TA6 7HW

Tel: 01278 455531 Fax: 01278 427972

www.haygroveschool.co.uk

Headteacher – Mrs K Canham, BA (Hons), MA



FREQUENTLY ASKED QUESTIONS

Q What are the benefits of the cashless system?

A

- Healthy eating is encouraged and can be monitored through the reporting facility
- Detailed reporting facilities allow access to your child's account and eating habits
- Discourages the misuse of school dinner money through spending in shops outside of the school grounds.
- Queuing times are reduced through increased speed of service.
- Increased uptake on Free School Meals
- Automatic free school meal allocation with the students remaining anonymous.
- A more efficient delivery of service helps the canteen to provide wholesome, health and enjoyable school meals.
- Control of student accounts, ability to confirm money paid into the accounts and various other reports on all aspects of the system.
- No need to carry cash, preventing loss/theft
- Automatic alerts to stop students purchasing allergy trigger items.
- Students learn about important lifestyle control by monitoring their own accounts
- Reporting facilities help decrease wastage and improve the overall efficiency of the meal service

Q What is a Cashless System?

A A Cashless Catering System is a solution which is purpose designed to meet the changing needs and demands of the Catering Provision required by today's Schools and Academies.

The Trust-e Cashless Solution allows schools to be better able to provide their students with a faster, more efficient and more appealing meal service.

Q What is Biometric?

A Biometric is simply a method of identifying an individual person. We will be using an algorithm based scan, which reads between 50 & 130 points on the finger/thumb. It is not a fingerprint in any way, shape or form and is of use only in the cashless system.

Q How does a Biometric System work?

A The information of a pupil or staff member, who has been biometrically registered, is stored on a secure Biometric Controller within the school, which only our provider, Nationwide Retail Systems Ltd, can access. Once an account is credited the student or staff member places their finger/thumb on the EPOS Terminal, which looks up their account details and allows them to purchase items using only this method of identification.



耀华国际教育学校
Yew Wah International Education School



Q How does my child register on the Biometric System?

A Registration day will take place on Wednesday 4th September 2014. At this time, registration terminals will be placed in the school. Your child will attend at a requested time and they will be required to place their finger/thumb on a Biometric sensor twice to obtain a matching template, which only takes a few seconds. If you have chosen to 'Opt Out' of this procedure, your child will be presented with a 4 digit PIN Code.

Q What methods of payment can be used to credit an account?

A Any amount can be credited to an account by way of any of the methods shown below. Once an account has been credited the monies cannot be withdrawn and must be spent on the school meal/break services.

Cash at the Paypoint – There are two machines sited at different locations within the school. These can be used to top up accounts by the student/member of staff placing their finger/thumb on the sensor or by entering their 4 digit PIN Code followed by inserting the accepted tender below:

£20, £10, £5 notes

£2, £1, 50p, 20p, 10p, 5p coins

(Please note – copper coins are not accepted)

Cheques – Cheque payments can be accepted via the Cashless Catering System. Cheques should be made out to Millennium Catering and have written on the back of the cheque, student name & tutor group. All cheques must be handed to the school kitchen and must be received by 9.00am prior to that day's commencement of service. Cheques received after this time will not be credited to the relevant account until the following day.

On-Line Payments – We have introduced On-Line Payments in partnership with the Cashless Catering System. To make a payment on line please go to <http://www.haygrove.somerset.sch.uk> to make an electronic payment.

Q How can I check the credit on an account?

A This can be done by the account holder placing their finger/thumb on to the pay point machine or by entering a 4 digit PIN Code. The current balance will then be displayed. Alternatively, this can be accessed via the On-Line payment system.

Q Can I change the daily 'Spend Limit'?

A Yes – The daily 'Spend Limit' has a default of £5 but this may be changed by written request to the school office.

Q How do 'free meal' entitlements work?

A All free meal entitlements will be entered on to the system prior to the 'Live' day. The Cashless Catering System will, on a daily basis, automatically allocate the appropriate accounts with the free meal amounts. Students with Free Meal Entitlements remain anonymous at all times, as all account types are accessed in exactly same manner, regardless. NB. Any monies not spent from the daily free meal allocation will not be carried over to the next day.

Q Can anyone else use my child's account?

A No – Due to the extensive security on Biometric templates, no-one will be able to access your child's account. As a secondary precaution, a photo image is allocated to each student. If your child is using a 4 digit PIN Code, which someone obtains and attempts to use, the photograph shown on the till point will alert the operator to a fraudulent sale taking place.



Haygrove School

Durleigh Road, Bridgwater, Somerset TA6 7HW

Tel: 01278 455531 Fax: 01278 427972

www.haygroveschool.co.uk

Headteacher – Mrs K Canham, BA (Hons), MA



Q Can I dictate my child's dietary requirements?

A The system will allow you to register any items that your child is not allowed due to dietary needs or religious beliefs. Any such items must be confirmed in writing by the parent/guardian to the school office.

Q Can I request a printed report of my child's meal intake?

A Yes – The Cashless Catering System allows numerous reporting facilities, which includes Dietary Habits. These may be requested by contacting the school office.

Q Will we be able to have any information on how the system is being used?

A It will be possible to obtain a range of reports showing use by students for specific days/weeks.



耀华国际教育学校
Yew Wah International Education School



Parent Information

Data Protection Information

Nationwide Retail Systems (e-Trust) is accredited with ISO27001 – Information Security Management System and is committed to ensuring that privacy is protected. Should we ask you to provide certain information by which you can be identified, you can be assured that it will only be used in accordance with this privacy statement.

NRS is registered as a data processor under the Data Protection Act (DPA) and operate at all times under the DPA Guidelines.

Schools' data will remain their responsibility and they remain fully in control of accessing, managing and updating all student data within the system. Schools and the local authority are operating as Data Controllers under the DPA. All NRS Staff that may have administrator access to schools data for support purposes are Criminal Records Bureau (CRB) checked.

Information collected to implement a Cashless Catering system is outlined below

Essential information collected		Optional information may be requested
Admissions Number	Gender	Photographs
Surname	Date of Birth	Ethnicity
Forename	Year	
Form	UPN	
Free School Meal Allowance		

Nationwide Retail Systems Ltd does not sell, distribute or lease your personal information to third parties.

You may request details on personal information which we hold about you under the Data Protection Act 1998.

NRS removes all data from Servers one week after the Cashless System has gone live within the school.

If you believe that any information we are holding about you is incorrect or incomplete, please write to or email us as soon as possible, at the address below.

Nationwide Retail System Ltd.

Whaley Road

Barugh Green

Barnsley

S75 1HT

01226 732 200

support@nrsltd.com