

June 2020

Dear Parent/Carer

Canteen Cashless System

IMPORTANT – Please return the reply slip on the last page as soon as possible

Hall Green Secondary School has a cashless catering system. The system allows us to provide a more efficient, faster and ultimately better quality of service.

This system incorporates the latest technology and eliminates the need for pupils to carry cash throughout the day. It is a biometric system (see FAQ's attached) in that it recognises the thumb of your child at the tills to allow payment from your child's account for any food and drink purchased. Please note under no circumstances will cash be accepted on the tills.

Any amount of money can be paid into a pupil's account which can then be used by your child to make purchases.

There are two payment options available to you to top up your child's account – **online payments via ParentPay or at a local PayPoint** -payment options are explained within the FAQ's attached.

A daily 'spend limit' of £3.50 is programmed into the system. This can be increased or decreased for an individual student by making a written request to the canteen.

As per current legislation we will be operating an 'Opt In' policy. If you would like your child to be able to buy food from the canteen, we require you to complete the reply slip on the final page. 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.

The attached information should answer any questions you may have but if this is not the case then please don't hesitate to contact me.

Yours sincerely

Ms Tina Dragoonis
Bursar

FREQUENTLY ASKED QUESTIONS

Q What is a Cashless System?

A A Cashless Catering System means that cash payments will not be accepted in the canteen or kiosk.

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 and 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, Civica, can access. Once an account is credited the pupil or staff member places their finger/thumb on the Electronic Point Of Sale (EPOS) Terminal, which looks up their account details and allows them to purchase items only using this method of identification.

Q How does my child register on the Biometric System?

A Registration days will take place in September. Registration terminals are in 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 in two ways. Once an account has been credited the monies cannot be withdrawn and must be spent on the school meals.

On-Line Payments

We have already introduced on-line payments in partnership with ParentPay. Simply log in as usual to credit the account. In exceptional circumstances, i.e. if you do not have access to the internet, you can request a barcode from the school, which can be used to top up your child's account at your local PayPoint stores. Payments via PayPoint will take up to 48 hours to be credited to the appropriate account. You can find your local stores by visiting <http://www.paypoint.co.uk/locator.aspx>

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 EPOS terminal in the canteen or by entering a 4 digit PIN Code. The current balance will then be displayed. Alternatively, this can be accessed via ParentPay. Please ensure your child's account is in credit.

Q Can I change the daily ‘Spend Limit’?

A Yes – the daily ‘Spend Limit’ has a default of £3.50 but this may be changed by written request to the School Office.

Q What happens if my child’s account is not in credit?

A Unfortunately your child will not be able to purchase a meal from the canteen.

Q How do ‘free meal’ entitlements work?

A All free meal entitlements will be entered on to the system. The Cashless Catering System will, on a daily basis, automatically allocate the appropriate accounts with the free meal amounts. **Pupils with Free Meal Entitlements now remain anonymous at all times as all accounts are accessed in the exact same manner regardless as to whether paid for or not.** (Evidence of benefit is still required) 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 else will be able to access your child’s account. As a secondary precaution a photo image is allocated to each pupil. If your child is using a 4 digit PIN Code, which someone obtains and attempts to use, the photograph shown on the EPOS Terminal will alert the operator and prevent a fraudulent sale taking place.

Q My child has an allergy, how will this be monitored?

A All allergy records registered with school will be entered on to the Cashless System. When pupils attempt to purchase an item, which has ingredients that they are allergic to, the system will alert the operator and prevent them from selling the chosen item.

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 changes must be confirmed in writing by the parent/carer to the school nurse.

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 canteen.

June 2020

Dear Parent/Carer

Consent Form for the use of Biometric Information

Please complete this form if you consent to the school taking and using information from your child's fingerprint as part of an automated biometric recognition system. This biometric information will be used by Hall Green School to enable students to obtain school lunches.

In signing this form you are authorising the school to use your child's biometric information for this purpose until he/she either leaves the school or ceases to use the system. If you wish to withdraw your consent at any time, this must be done in writing and sent to the school at the following address:

Hall Green School
Southam Road
Hall Green
Birmingham
B28 0AA

Once your child ceases to use the biometric recognition system, his/her biometric information will be securely deleted by the school.

Please return this reply slip to the School Office

Pupil's Name: **Form:**

Having read the guidance provided to me by Hall Green School, I consent to information from the fingerprint of my child being taken and used by the school for use as part of an automated biometric recognition system for school lunches.

I understand that I can withdraw this consent at any time in writing.

Parent/Carer Name/s:

Signed: **Date:**