

In partnership to
Educate, Nurture & Empower



Abbey Grange C of E Academy

POLICIES & PROCEDURES

Catering System

Cashless Catering System

Abbey Grange C of E Academy operate a biometric cashless system for the payment of meals and drinks within the dining hall. The system is controlled by the latest technology and eliminates the need to carry cash around the Academy on a daily basis. Payment can be only be made by the online payment system (ParentPay) at intervals to suit parents' budgets. Further information regarding ParentPay is contained within your pack.

What is a Cashless System?

A cashless system is used for the payment of meals, where no cash is taken at the point of sale. Each student and member of staff using the system will be allocated an account, much like a bank account. This information is held on a secure server and stores details of individual cash balances, records cash spent and cash received and records details of the items that have been purchased, together with the date and time of the transaction.

How are students and staff recognised by the system?

Staff and students have their finger or thumb scanned prior to using the system. This scan will be converted into a number and stored on the system against that individual. Once the finger scan has been taken it is automatically converted to numeric form. No register of fingerprints is kept and it is impossible to reconstitute a fingerprint from the numeric reference. (See the section on Biometric Registration for further details)

How is the Biometric Recognition System used to obtain a meal?

At the till point is a dermal scanner, when the student wishes to pay for the meal they simply place their finger on the scanner;

this will bring up that individual's account. A display will show the terminal operator the cardholder's photo, name, tutor group and current cash balance held within the system. The selected food items will be entered into the system from the touch screen terminal while the product values and the total balance will show on the display.

How is money entered into the system?

Payment can be made online via the online payment system (ParentPay) of which further information is available inside your pack.

If we pay for a set number of school meals, can it be spent in one day?

No, a global daily spend limit of £6.00 per day will be set up for all students and no purchases above that limit can be made. However, parents can increase or decrease this limit by advising the Academy in writing. Requests should be addressed to The Finance Department.

What if the student does not hold a sufficient cash balance one day to pay for a school dinner?

Abbey Grange will only allow students to borrow money under exceptional circumstances and each case will be determined on its own merit. Parents can access their child's lunch account

balance via the online payment system, therefore allowing accounts to be topped up.

How does the system deal with students entitled to Free Meal Benefit?

The system works exactly the same for all students whether they pay or have a Free School Meal entitlement. The amount

allocated for the Free School Meal will be entered into the system by the software daily. The government guidelines are that Free School Meal entitlement can only be spent on a lunchtime meal. At Abbey Grange we understand that students may wish to eat their lunch at break time, therefore a system is in place whereby students can pre-order their lunch, which incorporates a sandwich, dessert and a drink for the cost of a Free School Meal. This must be ordered at the breakfast period and collected at break time. This pre order system is open to all students. The system will then allow on a daily basis the equivalent cash amount (currently £2.50) for each individual student to be allotted to their current cash balance. However, any under spend or missed dinner will not be added to the next day's balance.

The student can also add extra cash on to his or her account by using ParentPay, to enable purchases to be made at breakfast and morning break. All students in receipt of this benefit will retain complete anonymity.

What is meant by dietary control?

The system has the ability to bar a specific product or group of products from being sold to an individual throughout the day. Should the student attempt to purchase a 'barred' item, an on-screen warning message will alert the till operator.

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

Reports can be obtained via the online payment system (ParentPay) showing your child's dining transactions. The report will display the following information:

- a) To show all individual payments made directly to the Academy by credit/debit card or cash.
- b) Every transaction including all sales and credits itemised.

Does my child have to eat in the dining hall every day?

Your child can eat as often or as infrequently as he/she likes. Any remaining credit will be held on the account until spent.

Can students purchase food for other students?

No, any student who is caught doing so may have their lunch account suspended and be forbidden from entering the dining hall for a period of time.

What happens to the balance when the student leaves school?

The balance can be transferred to another student or refunded.

Biometric Registration

Each individual's fingerprints are unique. The Biometric cashless system will store only a section of the print as a unique number and not as an image.

Each child will have that unique number stored on a central server. This is done by scanning the finger with a non-invasive electronic scanner, which passes light over the finger. The same scanner will be installed at the tills where they get their food.

A print will be stored numerically, as a set of between 20 and 50 reference points, unique to the individual's print. Each reference point comprises of three numbers which are the X and Y co-ordinates and an angle of curve. The system does not store the image of the finger scanned. The stored co-ordinates are only of use in matching part of the individual's print and cannot be used for the purpose of reconstructing a print.

The numbers will be held in a secure SQL database on the server. Access to this database is given only by the Academy and then only to those who are required to administer the system.

Data Handling

Certain data will be held on the system to enable accurate operation. This will include your child's name, class, photo, account balance and meal entitlement. Access to this information is controlled strictly by the Academy. For information on how we collect, store and use personal data you provide; please refer to our 'Privacy Notice for Students' and 'Privacy Notice for Parents/Carers' available on our website at www.abbeygrangeacademy.co.uk or on request from the school office.

Further Information

Our preference is that all students are registered on the biometric cashless system. If you require any further information, please contact Miss Grant either by email at finanace@abbeygrangeacademy.co.uk or telephone (0113 2757877)