

PARENTS GUIDE TO CASHLESS SYSTEM – SCHOOL MEALS

There are a number of benefits that a cashless system will bring to the school and these include:

- Specific food allergy ingredients can be barred automatically.
- Healthy eating is encouraged.
- Discourages the misuse of school dinner money through spending in shops outside of the school grounds.
- Alleviates many of the associated problems with the use of cash in schools. i.e.: Loss, theft and bullying.
- Queuing times are reduced through increased speed of service.
- Automatic free meal allocation with the student remaining anonymous.
- Having control of student accounts by students teaching them important life skills.
- A more efficient delivery of service helps the canteen to provide wholesome, healthy and enjoyable school meals at a lower cost.
- Control of student accounts ability to confirm money paid into the accounts and various other reports on all aspects of the system.

After the new system has been operating for a while, we hope to enhance the school's 'healthy eating policy'. When the food is selected on the canteen server's keypad, it will also register points for balanced, healthy and nutritious choices which could then be used for introducing awards in recognition of achievement for the highest scoring students, tutor groups or houses.

Should the student have a specific food allergy, or be a diagnosed diabetic, this medical information can be coded into the system, preventing foods with allergy ingredients from being served to a particular student, by automatically locking out relevant buttons on the keyboard.

Reports can be obtained from the system giving comprehensive information on all aspects of use for each individual student as well as each day's service. These reports can be for a specific day or number of dates, they will be dated and timed to the minute, and can be obtained from the Catering Department via the school administration office.

- (a)** To show every item of food served and the total cost of each serving.
- (b)** Individual payments made direct to the school by cheque or cash and manually entered into the system.
- (c)** Each payment made by cash at the revaluation station by the student and if required, even the number of individual coins and the denomination.
- (d)** A total overview to show the date, time and location with cost of each purchase value of all manual cheque or cash payments, value of all cash deposited in the revaluation station and current cash balance

The new system software will require certain data to be held on the system to enable accurate operation. This will include your child's name, tutor group, photo, account balance and meal entitlement. This information is already held by the school however you can be reassured that it will be handled under the guidelines of the Data Protection Act and only used by parties directly involved with the implementation of the system.

Some Popular Questions and Answers

Q. How do I credit the account?

A. This can be done in 2 ways:

By Cheque, this eliminates the need for pupils to carry any cash. Cheques should be made payable to **Carillion Plc** with bankers card details, pupils name and form on the back.

Place in the cheque box in the dining room.

By Cash, into the revaluation machines on site.

These take £5, £10 and £20 notes, £2, £1, 50p, 20p, 10p, 5p coins – **no copper is accepted.**

There is no minimum or maximum amount that has to be credited to the account before it can be used. (However the account must be in credit to purchase food)

Q. Can I still continue to pay by cheque?

A. Cheques are encouraged because it means no cash has to be carried. Cheques should be made payable to **Carillion Plc** Paying by cheque means you know the money is being spent on food and drink within the school.

Q. When can I use the revaluation machine?

A. Before the 1st bell in the morning, at morning break and at lunchtime.

Remember to credit your account in advance before purchasing food.

This Section is optional for the school to provide as all schools work differently.

Q. How do I check if I have credit on my account?

A. Enter the pin into the revaluation machine and this will tell you the balance on your account.

Q. I am entitled to a free meal, how does it work?

A. The allowance is credited to you each lunch time to allow you to purchase your meal. **(This allowance will not carry over to the next day if not used).**

Q. Can anyone else use my account?

A. No – a unique number is allocated to each pupil and a photo image of each pupil appears on the tills once the pin is entered. Anyone found using someone else's pin will be reported to the school.

Q. What if my photograph has not been taken?

A. New pupils will have their photograph taken within the first weeks of term.

Q. What happens if I forget my money to credit my account?

A. You will need to see a member of school staff or student support to authorise and cover the cost of a meal – this **MUST** be paid back in full the next day.

Q. Can I have any say in what my child eats?

A. The system has a blocking facility that will identify any items the child is not allowed either by choice or dietary needs. This facility can only be provided if confirmation is provided in writing by the parent/guardian.

Q. Do I get a receipt from the revaluation unit when I credit my account?

A. No. Although when you enter a number your account is recognisable prior to putting in cash. If you feel a mistake has been made it should be brought to the attention of the catering team immediately where an investigation can be carried out.
