



trust-e

Cashless Catering Solutions from
Nationwide Retail Systems



Parent Information Pack

PARTNER WITH
LACA
Local Authority Caterers Association
School Food - One Voice, One Vision



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THOMAS ALLEYNE'S HIGH SCHOOL
UTTOXETER

Dear Parent/Carer

Thomas Alleyn's High School canteen operates a cashless catering system. This system allows us to continue to develop the school meal service, and provides us with a more efficient, faster and ultimately better quality of service.

This system incorporates the latest technology and eliminates the need for students to carry cash throughout the day thus reducing the risk of bullying. It is also biometric (see FAQ's) so there is no need for students to carry a card as the system will recognise the thumb of your child at the tills.

Any amount of money can be paid into a student's account, and any money spent on food & drink will be deducted on a daily basis. We have two payment options available to you – online payments through ParentPay or with a PayPoint card. All payment options are explained within the FAQ's attached. A daily 'spend limit' of £5.00 will be programmed into the system. This can be increased or decreased for an individual student by making a written request to the school Finance Office.

ParentPay is our preferred method of payment and details about setting up an account will be provided. The system is very safe and simple to manage. Parents who have been using ParentPay successfully have commented on how easy and convenient it is.

Please notify the Finance Office if you wish to use the PayPoint facility. A plastic card will be issued to you to make cash payments for school meals at local PayPoint stores. In Uttoxeter, Spar and Asda have this facility (other outlets can be found via this link: www.paypoint.com/en-gb). The first card is free of charge; however, any lost or damaged cards will be charged at £2.50 each. Payment cards take about two weeks to arrive but we can issue a barcode letter as an interim measure.

As per current legislation we operate an 'Opt In' policy and therefore require you to complete and return the form at the end of this pack. Registration will take place during your child's first few days with us. 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.

Yours sincerely

Mrs J Rudge
Head Teacher

Data Protection Information

NRS 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	School House Group
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

BENEFITS OF THE TRUST-E CASHLESS CATERING SYSTEM

- Increased speed of service reducing queuing times
- Increased uptake on Free School Meals
- Anonymity on Free School Meals reducing bullying
- Facility to pay On-Line
- 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

FREQUENTLY ASKED QUESTIONS

Q What is a Cashless System?

A A Cashless Catering System is a solution, which is purpose designed to meet the ever evolving needs and demands of the Catering Provision that is 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 student 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.

Q How does my child register on the Biometric System?

A For incoming Year 9 students, registration will take place on either on the Intake evenings or days in July or when they arrive in September. If you have given your consent, your child 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 following methods. Once an account has been credited the monies cannot be withdrawn and must be spent on the school meal/break services.

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 www.ParentPay.com to make an electronic payment. If you haven't yet activated your account and need a reminder of your login details, please contact the school Finance Office.

PayPoint cards - Please notify the Finance Office if you wish to use the PayPoint facility. A plastic card will be issued to you to make cash payments for school meals at local PayPoint stores. The first card is free of charge; however, any lost or damaged cards will be charged at £2.50 each. Payment cards take about two weeks to arrive but we can issue a barcode letter as an interim measure. Payments are recorded by ParentPay and can be seen by logging into your ParentPay account and viewing your payment history online. The nearest outlets to you can be found via this link: www.paypoint.com/en-gb. In Uttoxeter, Spar and Asda have this facility.

Q How can I check the credit on an account?

A This can be accessed on-line via ParentPay or by the student when making a purchase at the till.

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 Finance Office

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

A A 'Lend' can be processed at the EPOS Terminal, which will then allow a meal to be taken. An automatic overdraft can be set up, which will allow the student/staff member to go into debit at the cost of 1 meal. The Cashless Catering System has a debt tracking facility and the ability to send debt letters to overdue account holders.

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 the exact same manner regardless as to whether paid for or not. 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 EPOS Terminal will alert the operator and help prevent a fraudulent sale taking place. However, keeping the PIN code secure is your child's responsibility.

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

A All allergy records registered with the school will be entered on to the Cashless System. When students attempt to purchase an item, which has ingredients that they are allergic to eg nuts, the system will alert the operator and prevent them from selling the chosen item. Please let us know in writing of any allergies if you haven't already done so.

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 Finance 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 Finance Office.

Healthy School Survey Information

School meals have been the focus of much interest nationally in recent years.

There have been concerns over the nutritional quality of the food provided plus evidence of an increase in child obesity.

A Health Survey in England found that 16.6% of boys and 16.7% of girls aged 2-15 was obese and a further 13.6% boys and 14.3% girls were overweight. The Survey also found that most children eat too much fat, added sugar and salt and only eat two of the recommended five portions of fruit and vegetables each day.

Nationwide Retail Systems are in partnership with the Local Authority Caterers Association (LACA) and work closely with them to ensure that we stay abreast of the current standards. We are also in constant discussions regarding to future developments and possible requirements.

Nationwide Retail Systems Limited offer a healthy eating points reward facility. Healthy items can have points allocated to them which when sold can be added to staff/students accounts. Catering staff then have the ability to take a report detailing who is eating the healthiest and can reward this in a number of ways.

Benefits the Trust-e Cashless System brings to Healthy eating

- Improved nutritional & dietary control
- Healthy eating is encouraged and can be monitored through the reporting facility
- No more using school dinner money for out of school purchases
- Detailed reporting facilities allowing access to students accounts and eating habits



THOMAS ALLEYNE'S HIGH SCHOOL
UTTOXETER

Dear Parent/Carer

To enable your child to access the new Biometric Trust-e Cashless System supplied by Nationwide Retail Systems Ltd, we require the consent of at least one parent in order that the biometric information of your child can be processed. Please be assured that this information remains within the school and that the biometric information taken is an algorithm and not the actual finger print.

If you choose not to have your child registered the school will provide alternative methods of identification such as 4 digit PIN code. The preference of the school is to use biometrics as this is more secure and faster than any other method of identification and we appreciate your co-operation with regards to this matter.

Could you please therefore complete and sign the form below and return to the Canteen Manager, as soon as possible.

Yours sincerely

Mrs J Rudge
Head Teacher

To: Thomas Alleyn's High School

I/We confirm that we wish our child to be registered on the school's Biometric Cashless Catering System with immediate effect. Yes No

I understand that I/we may withdraw my child's registration at any time in writing.

Student's Name	
Form/Middle School/House	
Name of Parent/Guardian	
Relationship to Child	
Signature	
Date	