



trust-e

Cashless Catering Solutions from
Nationwide Retail Systems



Parent Information Pack



Contents

Letter to Parents	Page 3
Data Protection Policy	Page 4
Benefits to Cashless Catering	Page 5
Frequently Asked Questions	Page 6
Healthy School Survey Information	Page 9

Dear Parent/Carer

The Garibaldi School operate a cashless catering system. The system allows us to continue with the development of 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. 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 revaluation pay points and at the tills.

Any amount of money can be paid into a student's account, and any 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 revaluation pay-points, and by cheque**. All payment options are explained within the FAQ's attached.

A daily 'spend limit' of £5 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.

Legislation stipulates that the School requires parental consent for any child using the Biometric System. 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 faithfully

Ryan Hawley

Mr Ryan Hawley
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 Disclosure and Barring Service (DBS) 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
Mentor Group	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
- 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 Your child can go the Hall or The Hub between the hours of:

Monday to Thursday

8:00am – 8:35am

11:05am – 11:15am

12:20am – 12:55pm

Friday

8:00 – 8:35am

11.05am – 11.40am

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.

Cash at the Revaluation Machines – Revaluation machines are sited at two different locations within the school (Main Hall & Business Corridor). These can be used to top up accounts by the student placing their 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)

On-Line Payments – You will receive a letter containing a unique link code. Follow the step by step instructions and this will allow you to set up an online account to put money on (minimum of £10.00). You will also be able to view what your child has purchased.

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 revaluation machine or by entering a 4 digit PIN Code. The current balance will then be displayed. Alternatively, this can be accessed via your on-line account.

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 Catering Manager.

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

A We do not run a ‘lend’ policy so your child needs money on their account to be able to purchase food or drink. Only under special circumstances would the Catering Manager arrange a way for your child to access a lunch if no money was on their account.

Q How do ‘free meal’ entitlements work?

A The Cashless Catering System will, on a daily basis, automatically allocate the appropriate account 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. Please note they can

only access their FSM allocation (£2.22) during lunchtime. If you wish your child to access food at breakfast or break time money can be put on their account and this money will be used during these times. **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 a fraudulent sale taking place.

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

A Yes – The Cashless Catering System allows numerous reporting facilities. These may be requested by contacting the Catering Manager.

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 were obese and 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