

Cashless Catering System

Catering services at Eggar's is provided by **HC3S**, the main provider of educational catering within Hampshire.

Working in partnership with HC3S, the school operates a cashless catering system to support the operation of a daily Breakfast Club, Morning Break and Lunchtime provision.

The cashless catering system incorporates the latest biometric technology and eliminates the need for students to carry cash throughout the day. In order for the biometric information (thumb print) of your child to be processed, the school requires consent from at least one parent. Please ensure you complete and sign your consent located in your child's Admissions Form. Should you prefer not to have your child/children registered, they will still be able to use the cashless catering system, as they can be allocated a 4 digit Personal Identification Number.

For further information on the cashless catering system please see the Frequently Asked Questions below or visit the school website.

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 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 student, 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 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 A Registration day will take place when your child joins us in September. 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 Personal Identification Number (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. Refunds can be processed via the Finance Office, where necessary.

Cash at the Revaluation Units

A revaluation unit is sited in School Canteen. This can be used to top up accounts by the student placing their finger/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**)

Cheques

Cheque payments can be accepted via the Cashless Catering System. Cheques should be made out to **HC3S (not Eggar's School)** and have written on the back of the cheque the student's name and tutor group. All cheques must be received by 09:00 prior to that day's commencement of service. Cheques received after this time will not be credited to the relevant account until the following day.

On-Line Payments

The school operates an on line payment system in partnership with the Cashless Catering System. Payments can be made on line via the Online School Payments link on the school website. This will be available once your child has been registered. Once registered, please ensure your child's account is in credit at all times.

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 their 4 digit PIN Code. The current balance will then be displayed. This will also be accessible via the On-Line payment engine.

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 school office.

Q How do 'free meal' entitlements work?

A All free meal entitlements will have been entered on to the system ready for the new Year 7 '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 help to alert the operator that a fraudulent sale is taking place.

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

A All allergy records registered with the school can be entered on to the Cashless System. When students 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 such items must be confirmed in writing by the parent/guardian to the school 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 school office.

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
- Facility to pay On-Line
- No need to carry cash
- Automatic alerts to stop pupils 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

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 a further 13.6% of boys and 14.3% of 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.

CIVICA 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 future developments and possible requirements.

CIVICA offer a healthy eating points reward facility. Healthy items can have points allocated to them which, when sold, can be added to student 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 and 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 pupils accounts and eating habits.