



# WEST KIRBY GRAMMAR SCHOOL

Graham Road, West Kirby, Wirral CH48 5DP

Telephone: 0151 632 3449 · Facsimile: 0151 632 1224

Email: office@wkgs.net

March 2015

Dear Parent/Carer

Last year we installed a new cashless system for the Sodexo catering service at West Kirby Grammar School. We continue to provide and improve on the quality of the school meal service at your school.

We are sure you will appreciate the advantages this system will offer the parents and pupils of the school. The system will also enable us to deliver a more efficient, faster service and to continue to provide wholesome, healthy, and enjoyable meals at the lowest cost.

The system will start in operation on Wednesday 3<sup>rd</sup> September 2014. All new pupils will be informed of and given training on how to use the system. No cash can be accepted at the food counter 'Till Point'. For your convenience and to assist us in our administration of the service, an online method of payment has been introduced. More details about the online payment method will follow early in the Autumn Term.

Any amount of money can be paid into your account held within the system, money spent on food will be taken out of the system and you can always check by using the revaluation terminal to see how much you have left. The school is also able to provide you with a report detailing each item of food served, each credit made to the system, for any time period and show a current balance. There is a daily 'spend limit' programmed into the system of £10, this can be increased or decreased for an individual pupil by making a written request to the school kitchen.

Should you wish your child to bring 'dinner money' to school, the facility for accepting cash payments for the day or a number of days will of course always be available. However, all cash will have to be entered into the system by using the automatic cash terminals and cannot be used to buy food directly at the dinner counters. They are programmed to accept £20, £10, £5 notes and £2, £1, 50p, 20p, 10p coins.

Attached to this letter are frequently asked questions about how the cashless system will work for pupils.

Also attached is a letter concerning the collection and use of biometric data. Please note that we are not recording fingerprints, but rather biometric measurements that enable us to identify a student. I would be grateful if you could read this letter carefully, **sign it and return the consent form with your daughter's/ward's acceptance form**. We will then collect the biometric measurements of pupils when they are in school on Wednesday 8 July.

Yours faithfully

Mrs A Duffy  
Headteacher

## Frequently Asked Questions

### What is a Cashless System?

At the heart of the cashless system there is a computer controlled by I.M.P.A.C.T. - Software. This allows the system to recognise each individual pupil, hold individual cash balances, record cash spent and cash received record where money is spent, on what food, on any specific date and time of day.

### How are pupils recognised by the system?

Each pupil will have their fingerprint registered which will then be translated to an Alpha Numeric number, the image is then discarded, when used this will then enter them into the system program and identify them by a number.

### How is this then used to obtain a school meal?

The pupil simply places their finger on a scanner at the point of sale; a display will show the server the pupil's name, class and current cash balance held within the system. The selected food items will be entered into the system from an itemised keyboard while the amount spent and the new cash balance will show on the display.

### How is money entered into the system?

- (a) By Online Payments (If available) a parent / Guardian would 'log-on' using a secure user name & password to 'top-up' their child's account online using the internet.
- (b) By 'Cash Coin and Note' into an automatic cash revaluation terminal located in the school which is set to accept £20, £10, £5 notes and £2, £1, 50p, 20p, 10p coins. (1p, 2p and 5p coins, cannot be used.)

### How does the revaluation station work?

Firstly the pupil places their finger on the scanner mounted on the Revaluation Station to enter the I.M.P.A.C.T system which will display the pupil's name and current cash balance held within the system.

The second stage coins are inserted into the slot. Each incremental cash balance will show on the display. Press the silver button to tell the system that the transaction is completed.

### How will the pupil be able to check what the current cash balance is held in the system at any one time?

- (a) By using the revaluation station. Place their finger on the scanner display the current cash balance. There is no need to deposit any money, just press the red button to finish.
- (b) Also a Remote Display at the point of sale will show the new cash balance when the food service is finished.

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

No, a daily spend limit of £10 (or a selected amount) will be set for all pupils and no food above that limit can be bought. On request, an individual pupil limit of your choice could also be set, to include a school dinner and break time snacks

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

As before, no pupil is refused a school dinner because they have not brought their dinner money to school with them. The school will allow for the pupil to loan money for one day. However, just as before, the pupil would be expected to bring some money with them the next day to repay the loan and re-credit the system by using the revaluation station or by online payment.

## **What about pupils entitled to a 'free school meal'?**

The system works exactly the same for all pupils whether they pay or have a free school meal. All pupils have their own account to use in exactly the same way. Pupils who are entitled to a free school meal will no longer need to identify themselves to catering staff.

The amount allocated for the free school meal will be entered into the system by the software daily and will only be accessible at dinner break.

The system will then allow on a daily basis the required cash amount for each individual pupil to be allotted to their current cash balance. However, any under spend or missed dinner will be identified by the system and will not be added to the next day's balance.

The pupil can also add extra cash on to his or her balance in the system by using the revaluation station, to enable a greater daily spend on the school dinner than allocated by their free meal allowance. As this allowance can only be spent on a school dinner, extra cash added into the system can also be used for break time snacks.

## **How will 'healthy eating' be encouraged?**

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 a balanced, healthy and nutritious school dinner. At the end of the term the top scoring pupils will be identified and the winner receives an award.

## **Will pupils have problems in using this system?**

Some pupils may find it difficult to control their accounts for the first couple of weeks, but because of a daily spend limit, most learn this important life skill very quickly and will enjoy being in control of their account.

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

Reports can be obtained from the system giving comprehensive information on all aspects of use for each individual pupil as well as each day's service. These reports can be for a specific day or between any dates you wish, they will be dated and timed to the minute, and can be obtained from the Catering Department.

- (a)** To show every item of food served and the total cost of each serving.
- (b)** Individual payments made through the online system.
- (c)** Each payment made by cash at the revaluation station by the pupil 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

## **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. This data will be handled under the guidelines of the data protection act and only used by parties directly involved with the implementation of the system. If you have any concerns please contact the school.**

## **Main Benefits**

- \* Convenient way of paying for school meals. No more looking for change every morning.
- \* 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.
- \* Specific food allergy ingredients can be barred automatically.
- \* Healthy eating is encouraged.
- \* Queuing times are reduced through increased speed of service.
- \* Automatic free meal allocation with the pupil remaining anonymous.
- \* Detailed reports to analyse all aspects of the use of the system.
- \* Having control of pupil accounts by pupils using the I.M.P.A.C.T. System teaches important life skills.
- \* A more efficient delivery of service helps the caterer to provide wholesome, healthy and enjoyable school meals at a low cost.

## **Introduction to the Cunninghams Impact Cashless System.**

Information - **M**anagement for - **P**oint of sale - **A**ccess and - **C**ashless - **T**racking

### **Catering Staff Objectives**

To serve pupils healthy food as quickly as possible.

A more efficient delivery of the service helps the caterers provide wholesome, healthy and enjoyable school meals at the lowest cost.

### **School Objectives**

To ensure all pupils are served healthy food within the stipulated time.

To solve the administrative problems associated with free school meals

### **Pupils Objectives**

Automatic free meal allocation with the anonymity this allows.

To alleviate many of the associated problem with the use of cash within the school, through loss, theft or bullying.

Convenience of paying for school meals – No more looking for change every morning.

To help reduce queuing times through increased speed of service.

Specific food allergy ingredients can be bared automatically.

To enjoy the fun of 'healthy eating' with awards.

To acquire important life skills by being responsible for your own account.