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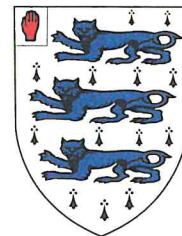
THE THOMAS ADAMS SCHOOL, WEM

incorporating

THOMAS ADAMS SIXTH FORM ADAMS HOUSE (BOARDING)

Headteacher: Mark Cooper BA (Hons)

Deputy Headteacher: Gavin Sterry BSc (Hons) MA



June 2021

Dear Parent/Carer

Cashless Catering System

As you may be aware, we have had a cashless catering system in use for a few years now. The system allows us to provide a more efficient, fast and ultimately better quality of service.

This system eliminates the need for pupils to carry cash throughout the day thus reducing the risk of bullying or loss. It is also biometric so there is no need for pupils 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 pupil's account, and any money spent on food & drink will be deducted on a daily basis.

We will provide your son/daughter with a letter on how to set up the account on their first day.

A daily 'spend limit' of £4.00 has been programmed into the system. This can be increased or decreased for an individual student by making a written request to Mrs Belinda Howells, Head's PA, at the school.

As per current legislation we are operating an 'Opt In' policy and therefore require you to complete the attached form. 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.

The attached information should answer any questions you may have.

Yours sincerely

Mark Cooper
Headteacher



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The Thomas Adams School is part of The 3-18 Education Trust. Company Number 08064698. Registered Address: Longden Road, Shrewsbury, SY3 9EE

Dear Parent/Carer

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 a 4 digit PIN code. Our preference is to use biometrics as this is more secure and faster than any other method of identification, and we appreciate your co-operation with regard to this matter.

We would like to process your child's biometric information on their taster day, Friday 3rd September 2021 (if possible) or alternatively on their first day (Monday 6th September). Could you please therefore complete and sign the form below and return to Mrs Belinda Howells by no later than Friday 16 July 2021.

Yours sincerely



Mark Cooper
Headteacher

To: Mrs Belinda Howells, Thomas Adams School

I/We confirm that we wish our child / children TO BE/NOT TO BE (please delete where applicable) registered on the school's Biometric Cashless Catering System with immediate effect.

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

Child's Name(s): _____

Relationship to Child: _____

Date: _____

Name of parent/guardian: _____

Signed: _____

Frequently Asked Questions

Q What is a cashless system?

A Cashless Catering System is a solution which is purpose designed to meet the ever evolving needs and demands of the catering provision, required by today's schools and academies. The Trust-e Cashless Solution allows schools to be better able to provide their students and staff with a faster, more efficient and more appealing meal service.

Q What is 'biometric'?

Biometric is simply a method of identifying an individual person. The Trust-e Cashless System uses 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?

The information of a pupil or staff member, who has been biometrically registered, is stored on a secure biometric controller within the school, which only your provider, Nationwide Retail Systems, can access with permission from the school. Once an account is credited, the pupil or staff member places their finger/thumb on the EPOS Terminal Biometric Reader, which looks up their account and allows them to purchase items using only this method of identification.

Q How does my child register on the biometric system?

Registration day will take place on either Friday 3rd September or Monday 6th September. During this day, your child will be required to place their finger/thumb on the Biometric Reader 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 given with a 4 digit PIN code.

Q What methods of payment can be used to credit an account?

Any amount can be credited to an account online. Once an account has been credited, the monies cannot be withdrawn and must be spent on the school meal/break services.

Online Payments

We use an online payments system. To make a payment online please go to www.parentpay.com. Your child will bring home a letter with username and password information.

Q Can I change my child's 'daily spend limit'?

Yes – the amount your child can spend throughout one day can be changed by written request to Mrs Belinda Howells, Headteacher's PA. Please contact your school for information on the current spend limits in place.

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

A 'lend' can be processed at the tills, which will then allow a piece of pizza or a sandwich to be taken. This is usually for one day only so that parents can top up the account.

Q How do 'free meal' entitlements work?

All free meal entitlements will be entered on to the system prior to the start day. The Cashless Catering System will, on a daily basis, automatically allocate the appropriate accounts with the free school meal amounts. Pupils with FSM entitlement remain anonymous at all times as all account types are accessed in the exact same manner, regardless of whether paid for or not. Please note that any monies not spent from the daily free meal allocation will not be carried over to the next day. FSM entitlement can only be spent at lunchtime, if your son/daughter wants to purchase something at break time then you will need to credit the account with some money.

Q Can anyone else use my child's account?

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 pupil (at the schools discretion). If your child is using a 4 digit PIN code, which someone obtains and attempts to use, the photograph shown at the Tills will alert the operator of a fraudulent sale.

Q My child has an allergy. Will this be monitored through the Cashless System?

Yes – all allergy records registered with the school will be entered on to the Cashless System. When pupils attempt to purchase an item, which contains 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?

The system will allow you to register any items that your child cannot consume due to dietary needs or religious reasons. Any such items must be confirmed in writing by the parent/guardian, and addressed to Mrs Belinda Howells, Headteacher's PA.

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

Yes – the Cashless Catering Solution allows numerous reporting facilities, including dietary habits. These may be requested by contacting Mrs Lisa Addy in the Kitchen.

Benefits of the 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 online
- No need to carry cash preventing loss/theft
- 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