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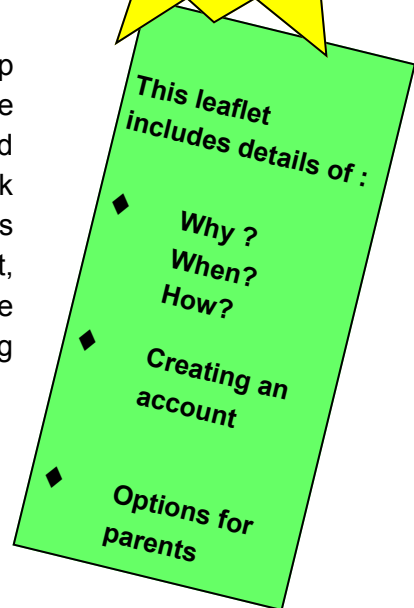
Dear Parent

The canteen at Sponne School is cashless. Students new to Sponne will be invited to register their finger to generate an account and then you can either put money into their account online via TSCO or by entering cash into the Revaluation machine outside the canteen .

Our hope is that the majority of parents will opt to top up their son / daughter's account via TSCO (separate instructions are available for this). It is a quick, easy and secure way of sending in lunch money and you can track both your top ups, and what your son / daughter is spending, on line. If you are without the internet, students can top up with cash at the revaluation machine and we can inform you of your son / daughter's spending patterns on request.

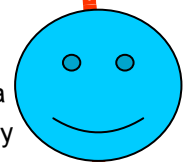
Yours faithfully

Sue Wagstaff
School Business Manager



Why Cashless Catering?

- ◆ **OFSTED** - From September 2009, the Government require that we offer a school menu that meets their nutritional standards. We must be able to demonstrate when inspected, the uptake by our students of the various items on offer and that we are monitoring and adjusting our offer using the nutritional data compiled. A cashless system gives this information in a useable format.
- ◆ **FREE SCHOOL MEALS** - Students entitled to free school meals often feel embarrassed by producing a card or giving their name in front of their peers to claim their meal - this system will keep their identity from others. In fact they need not even know themselves if you prefer!
- ◆ **HEALTHY EATING** - We have been working hard to encourage healthy eating at the school and from the feedback received from parents, you would welcome the opportunity to pay us directly so you do not need to worry about lunch money going astray to the local sweet shop, McDonalds or the bakery to name but a few of the temptations near to the school.



The Technology - How it Works

- ◆ The system we have chosen is a biometric system i.e. it uses a point of identification on a person to update account information - in our case, a finger. The system is provided by Nationwide Retail Systems.
- ◆ When a finger is placed on the scanner, the system identifies five points on the finger that it then converts to numbers. This number is then linked to identify the student when they use the system.
- ◆ The system does not store an image of the print, only the number created, so a whole finger print cannot be created nor can the data be used for any kind of criminal identification purposes.
- ◆ The data is stored on a stand alone computer kept at the school so the biometric data never leaves the school premises. A backup is taken on our main school server but again, this does not leave the school site.
- ◆ The Cashless system links into the data we already hold on our school database, that you regularly check and update for us through data check sheets. We are registered with the Data Commissioner and registered to use biometric data.
- ◆ When your son / daughter comes to pay for their lunch, they will place the registered finger on the reader which will call up their account. The items they have purchased will be logged onto the till and the correct amount of money deducted.

General Information:

- ◆ If you put in £10 a week, you can specify how you want that to be spent i.e. no limits, £2.00 a day, 50p at break and £1.50 at lunchtime etc. A default setting of £5.00 per day (£10.00 for Sixth Form) will be applied and you just need to inform us if you want it tailored to your family's needs.
- ◆ If you apply an upper limit, any unspent money remains in your cashless account however if you set a limit that is too low, you may be preventing your son / daughter from buying something they need.
- ◆ Free School Meal allowances will be set at the normal daily rate (currently £2.30 per day) to be spent at lunchtime. Any unspent allocation for that day will be returned to the school not the caterer. It will not accrue in the student's account.

Time frame for On-line top ups and account transaction reports

If you top up on line - please be aware that we will sweep for any new transactions every

HOUR

from

7.30am TO 4.30pm

It is this sweep that also populates TSCO with your son / daughter's food choice transactions for you to look at.

Benefits for Parents

- ◆ You can top up their account on line through TSCO - see making a payment on the opposite page.
- ◆ No scrabbling around for dinner money every morning.
- ◆ You know that the money you give for lunch will be spent on lunch from the canteen not on sweets at the corner shop - and you can check this if you wish.
- ◆ Encourages your son / daughter to manage their 'account' and be responsible for their spending in the same way as actually having cash, but without the risk of losing it.
- ◆ Detailed information is available, if you wish to see it, on the menu available, choices made, the nutritional content of the food and even eating habits can be tracked.

Crediting your son / daughter's school dinner account

1. Log into TSCO as explained in the separate TSCO leaflet (or see the TSCO Start Up Reminder below).
2. You should see listed all the items applicable to your son / daughter that require a payment including a service called **Cashless Catering**.
3. Enter the online link code (on activation letter), once activated, an email will be sent to you with a link for you to verify your details and activate your account.
4. On the **Cashless Catering** option enter amount and **click Add to Basket**.
5. Type the amount you wish to top up by - minimum amount has been preset at £5.00 and the maximum is £200. The money does not 'expire'.
6. Check amount, **Click Checkout** and then **click Place Order**.
7. Enter your card details in the appropriate fields then click Make Payment. TSCO accepts most major debit and credit cards including Mastercard, Visa and Maestro. You will need to re-enter your card details every time you top up as this information is not retained by the school.
8. You must click on **confirm order** on **thank you** screen.

Your money will then be credited directly into your son / daughter's cashless catering account within the agreed time frame and they will then be able to make a purchase in the canteen without any further action being required.

Alternative methods of 'topping up'

- ◆ There will be a revaluation unit outside the canteen for students to put in cash and link it to their account. There is no minimum amount for this. The student will put their money into the machine, using their finger as an identifier and the account will be **immediately** topped up. They can then walk into the canteen and make a purchase without delay.
- ◆ Please bear in mind that this machine can get busy at break and lunch so your son / daughter may have to queue to top up. Best times for topping up are before school or even better - DO IT ON LINE via TSCO!!

TSCO Start up Reminder!

1. Log on to www.scopay.com or through the link on our school website www.sponne.org.uk
2. Enter your email address and a password of your choice and confirm (please enter the email address required for all communication)

Need more help? See the detailed instructions for 'activating your account' on the full TSCO instruction leaflet available on our website or in your New Parent information packs.

Charges

We will not be passing on the individual transaction charges to parents so the service is free to use.



Questions from Parents

How secure is our personal information?

The cashless system only uses the information we already hold for your son / daughter and will use it solely for the purpose of administering your account; we do not share or give information to any other organisations unless permission has previously been sought from you. We operate under strict guidelines set out by the Data Protection Act 1998, which ensures the protection and care of personal information. This means that any information you give us electronically will only be used for the purpose that you intended. We are registered as authorised users of biometric data with the ICO.

Why are you taking my son / daughter's fingerprint?

We will only record a section of the print then convert it to a numerical ID which will be used to administer the account. The print can not be converted to a full fingerprint for identification purposes. We are registered to use biometric data with the Data Commissioner and we will also seek your consent.

What happens if there is not enough money in the account when my son / daughter comes to pay?

Accounts will be updated every hour during the school day. If however you forget to top up but your son / daughter is expecting it to be there, they will be cross with you! We will give them a voucher for a basic sandwich and a drink so they do not go hungry but we will then make contact with you to ask you to top up the account if you do not automatically top it up overnight.

How do the students know how much they have on their account?

Students can use the Revaluation Unit outside the canteen to check their balance before going into the canteen if they wish. Alternatively you can look it up on line and let them know.

What happens if the system breaks down over a lunch period?

It hasn't happened yet! The system has been installed in many schools and we are reassured by it's track record but should it fail completely over a lunch period we will have a back up paper system on hand. No student will go without a lunch or a snack due to system failure.



REMEMBER - from our school website and you can:

- ◆ Find a link to TSCO and download a copy of the TSCO step by step guide.
- ◆ Find a link to the Nationwide Retail System website to look at the cashless system we have chosen in more detail.

www.sponne.org.uk

For assistance with the Cashless Catering System please contact Diane Simpson on dsimpson@sponne.org.uk in the first instance. Diane will be the first port of call for issues with allowances, top ups, transaction queries or charging errors.

NEED MORE HELP WITH TSCO?

If you need any assistance with activating or accessing your account, how to use any of the functions of TSCO or just have a general enquiry, please contact one of the Sponne Admin and Finance Team at the school on 01327 350284

Finance Manager Diane Simpson ext 106

Accounts Manager Sonya Acourt ext 103

or you can email us by using the format of our initial plus surname@sponne.org.uk i.e. swagstaff@.....

We look forward to dining with your son / daughter shortly!