

February 2016

Dear Parent/Carer

New Caterers and a Cashless Catering System

We are pleased to announce that the school will be changing to a new catering company, Pabulum, with effect from Monday 18 April 2016. As part of the move, we will be introducing a new cashless catering system, which will allow us to continue with the development of the school meal service and also provide us with a more efficient, faster and ultimately better quality of service.

The new cashless system operates using a biometric reader whereby an individual account will be created for each student, using their thumb or finger as a means of identification. Please be assured that this information remains within the school and that the biometric information taken is an algorithm and not an actual finger print and is only compatible with the Cashless System. The advantage of this system means that there will be no need for students to carry a card as the system will recognise their thumb or finger at the tills and it will eliminate the need for students to bring cash to school. For full information on how the system operates, please read the FAQs, together with Data Protection Information, both of which can be found on www.backwellschool.net/catering.

We will commence operating the cashless system on Monday 18 April and as such no cash will be accepted at the till points from that point on. All students will be registered prior to this date and training will be given on how to use the system.

There are two payment options available to parents to top up their child's account; either online via their existing ParentPay account or by cheque made payable to 'Pabulum Limited' to paid direct to Pabulum staff in the main dining room between 8.30 – 9.00 am only. Alternatively a PayPoint barcoded letter can be obtained from the Finance Office for cash payments. All payment options are explained in the FAQs on the school website. A daily 'spend limit' of £5.00 will be programmed into the system. This can be increased or decreased for an individual student by making a written request to the Finance Office.

As per current legislation we will be 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 four digit PIN code will be allocated instead. 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 to keep it secure at all times.

If you have any queries, please do not hesitate to contact school via mailbox@backwellschool.net.

Yours sincerely



Wendy Farrier
School Business Manager

KEY 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, 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?'**

A 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?**

A 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. More details are available on www.backwellschool.net/catering

Q **How do 'free meal' entitlements work?**

A All free meal entitlements will be entered on to the system prior to the 'live' 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.

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 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 EPOS Terminal will alert the operator of a fraudulent sale.

Please note : These, and other FAQs are also available to view on www.backwellschool.net/catering along with full Data Protection guidance and an information sheet on 'What is a biometric algorithm?'



Cashless Catering Payment

System Consent Form

The 'live date' for the new Biometric Trust-e Cashless System (supplied by Nationwide Retail System Limited) will be Monday 18 April 2016. In order to set up an account for your child we will require the consent of at least one parent in order that the biometric information can be processed. Please be assured that this information remains within the school and that the biometric information taken is an algorithm and not an actual finger print.

Should you choose not to have your child registered the school will provide an alternative method of identification via a four digit PIN code. The preference of the school is to use biometrics as this is more secure and faster than any other method of identification and we appreciate your cooperation in this matter.

I/We confirm that we **DO / DO NOT** (please delete as applicable) wish our child / children to be registered on the school's Biometric Cashless Catering System with immediate effect.

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

Name of Student(s)*	Tutor Group
(1)	
(2)	
(3)	
(4)	
Signed:	
Name of Parent/Guardian (Please Print):	
Dated:	

* If you have more than one child at school, please list them on one form, rather than on individual forms.

Please complete and return this form the Finance Office no later than Friday 4 March 2016.