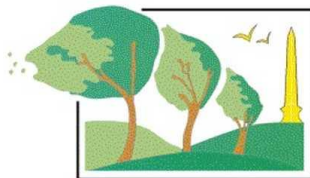


Court Fields School

Achieve | Belong | Participate

Mantle Street
WELLINGTON
Somerset
TA21 8SW



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sch.552@educ.somerset.gov.uk
www.courtfields.net
<https://twitter.com/CourtFieldsSch>

Headteacher: Ms R Bennett

Executive Head: Mrs S Watson

13 January 2017

Dear Parent/Carer

We are pleased to announce that Court Fields School is installing a cashless catering system. The new system will allow us to continue with the development of the school meal service, and will provide us with a more efficient, faster and ultimately better quality of service.

This system incorporates the latest technology and eliminates the need for students to carry cash throughout the day. It is also biometric (see FAQ's) so there is no need for students to carry a card, as the system will recognise the thumb of your child at the revaluation pay point and at the tills.

We will start operating the system on **Monday 20 February** and as such no cash will be accepted at the till points from this date onwards.

All students and staff will be given training on how to use the system.

Any amount of money can be paid into a student's account, and any money spent on food and drink will be deducted on a daily basis. We have two payment options available to you – online payments and coin and note payments at the revaluation pay-point. Both payment options are explained within the FAQ's attached.

A daily 'spend limit' of £5 will be programmed into the system. This can be increased or decreased for an individual student by making a written request to the school finance office.

As per current legislation, we will be operating an 'Opt In' policy and therefore require you to complete the attached form (see last page). 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.

NB Please note that the school is also planning to re-launch the biometric system previously used in the Learning Resource Centre (for the purposes of taking out and returning books) and so if providing your consent, we will assume that you are happy for the registration to apply in both areas unless you tell us otherwise.

The attached information should answer any questions you may have but if this is not the case, do please give us a call and ask for the Business Manager or finance team.

Yours sincerely

A handwritten signature in black ink, appearing to read 'R Bennett', written over a light blue horizontal line.

RACHAEL BENNETT
Headteacher

Data Protection Information

NRS is accredited with ISO27001 – Information Security Management System and is committed to ensuring that privacy is protected. Should we ask you to provide certain information by which you can be identified; you can be assured that it will only be used in accordance with this privacy statement.

NRS is registered as a data processor under the Data Protection Act (DPA) and operate at all times under the DPA Guidelines.

Schools' data will remain their responsibility and they remain fully in control of accessing, managing and updating all student data within the system. Schools and the local authority are operating as Data Controllers under the DPA. All NRS Staff that may have administrator access to school's data for support purposes are Disclosure & Barring Service (DBS) checked.

Information collected to implement a Cashless Catering system is outlined below.

Essential information collected		Optional information may be requested
Admission Number	Gender	Photographs
Surname	Date of Birth	Ethnicity
Forename	Year	School House Group
From	FSM Allowance	UPN

Nationwide Retail Systems Ltd does not sell, distribute or lease your personal information to third parties.

You may request details on personal information which we hold about you under the Data Protection Act 1998.

NRS removes all data from servers one week after the Cashless System has gone live within the school.

If you believe that any information we are holding about you is incorrect or incomplete, please write to or email us as soon as possible, at the address below.

Nationwide Retail System Limited
Whaley Road
Barugh Green
Barnsley
S75 1HT
01226 732 200
support@nrsLtd.com

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 student 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 student 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?

A Registration days will take place leading up to the 'go live' day of the Cashless System. During these days, registration terminals will be placed in the school. Your child will attend at a requested time and 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 presented with a 4 digit 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 either 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.

Cash at the Revaluation Unit

A revaluation unit will be sited in the dining hall within the school. This can be used to top up accounts by the student/member of staff placing their registered finger or thumb on the Biometric Reader or by entering their 4 digit PIN Code followed by inserting the accepted tender: £20, £10, £5 notes or £2, £1, 50p, 20p, 10p or 5p coins. Please note that copper coins are not accepted.

Online Payments

We have introduced online payments in partnership with the Cashless Catering Solution. To make a payment online please go to www.courfields.net , select PARENTS and then 'Payments'.

Q How can I check the credit on an account?

A This can be done by the account holder either placing their finger/thumb on the Revaluation Machine scanner or by entering a 4 digit PIN code. The current balance will then be displayed. This can also be accessed via the schools online payment facility, if applicable.

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

A Yes – the amount your child can spend throughout one day can be changed by written request to the school finance office. 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 A 'lend' can be processed at the EPOS terminal, which will then allow a meal to be taken. Alternatively, money can be taken from an automatic overdraft account. (This is at the discretion of each individual school.)

An automatic overdraft can be set up, which will allow the student/staff member to go into debit at the cost of 1 meal (again at the discretion of the school). The Cashless Catering System has a debt tracking facility and the ability to send debt letters to overdue account holders.

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. Students 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 student (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 to a fraudulent sale.

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

A Yes – all allergy records registered with the school will be entered on to the Cashless System. When students attempt to purchase an item which contains ingredients that they are allergic to, the system will assist the till operator in preventing the purchase from proceeding.

Q Can I dictate my child's dietary requirements?

A 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/carer, and addressed to the school finance office.

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

A Yes – the Cashless Catering Solution allows numerous reporting facilities, including dietary habits. These may be requested by contacting the school finance office.

Benefits of the Cashless Catering system

- Increased speed of service reducing queuing times
- Increased uptake on Free School Meals
- Anonymity on Free School Meals
- Facility to pay online
- No need to carry cash preventing loss/theft
- Automatic alerts to stop students 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

13 January 2017

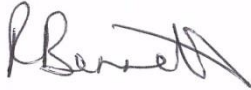
Dear Parent/Carer

As the 'Live Date' for the new Biometric Trust-e Cashless System supplied by Nationwide Retail Systems Ltd is imminent, 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 in the form of a 4-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 co-operation in this matter.

Please complete and sign the attached consent form and ask your child to return it to his/her form tutor by no later than **Wednesday 1st February**.

Yours sincerely

A handwritten signature in black ink, appearing to read 'R Bennett', written in a cursive style.

RACHAEL BENNETT
Headteacher

LATEST RETURN DATE: WEDNESDAY 1ST FEBRUARY 2017

To: **COURT FIELDS SCHOOL**

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

NB Please note that the school is also planning to re-launch the biometric system previously used in the Learning Resource Centre (for the purposes of taking out and returning books) and so if providing your consent, we will assume that you are happy for the registration to apply in both areas unless you tell us otherwise.

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

Child's Name	Tutor Group	Relationship to Child
Name of Parent/Carer	Signature	Date