



# trust-e

## Cashless Catering



## Successfully implementing biometrics in your school

### How can we ensure that parents and carers accept this biometric technology?

We have followed the advice given by Becta to ensure that the solution that we provide meets the needs of the school, parents and students. Becta, the Government's schools ICT agency, sets out clear guidelines on how the Data Protection Act 1998 applies to the use of Biometric data in schools.

Biometric systems currently used in schools are based on fingerprint recognition technology. The system works by taking measurements of the fingerprint, but they **do not** capture a complete image. This means that the original fingerprint cannot be reconstructed from the data.

Nationwide Retail Systems offer an alternative system for families that want to opt out.

Schools cannot use biometric information for any reason other than for the express purpose for which it was collected.

To see the guidance go to [www.becta.org.uk](http://www.becta.org.uk)

### Guidance on the use of biometric systems in schools

Guidance on how the Data Protection Act 1998 applies to the use of biometric data in schools is now available.

It advises schools to fully involve parents in any decision to introduce biometric or fingerprint technology to run cashless lunch queues, school libraries and attendance systems.

The guidance also underlines that head teachers and governing bodies should be clear and open with all parents and students about this and all aspects of their education.

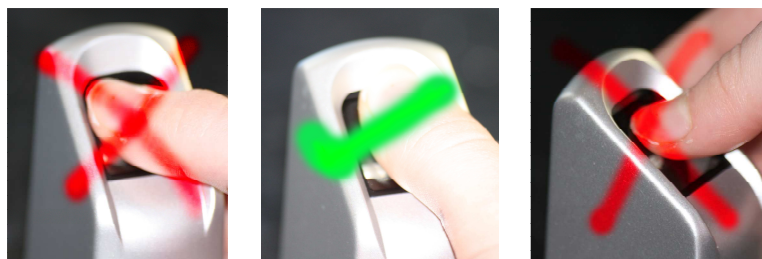
#### Key Points

- We advise schools to communicate their intentions to operate any biometric technology to parents at an early stage and if possible 5 to 6 weeks in advance of a 'go live' date.
- Consultation is the key to successfully implementing a biometric system.
- We strongly recommend that your school seeks parental consent when enrolling their child. If they refuse for any reason there is still a manual verification option.
- We provide schools with posters and information to display to students in advance of enrolment, in order to explain what the biometric system is and what the enrolment procedure comprises of.
- We also assist schools by issuing parent information letters that detail what the school is installing and how the technology works.
- An open evening with NRS and school staff is available to parents and carers of students at QEHS on **Wednesday 4 May at 5pm** in the Conference Centre.

## Registrations for Cashless System

You will shortly be asked to register your thumb print for the new cashless catering system. Please read the guide below. You will be provided with a time and location to attend for the registration by your tutor. At the session you inform the operator of your SURNAME, who will search for you on the system, the operator will then ask you to confirm your forename.

When asked, please rest your right thumb onto the sensor, flat on and to the top of the plastic as shown. The scanner will not register you if you press on too hard, if you are required to apply more pressure, the operator will tell you.



The system requires two scans so it can make sure that both scans are the same so you'll be asked to take your thumb off and place it back on. Finally, the operator will ask you to place the same thumb on another sensor, which will then bring up your name on the display, please check this is correct. Once this is done, the registration is finished.

Registrations will take place week commencing: - 13 June 2011

The Live Date for the new system is: - Tuesday 5 July 2011

## **Information on the provision of school meals and how it integrates with the NRS trust-e Cashless System**

School meals have been the focus of much interest nationally in recent years.

There have been concerns over the nutritional quality of the food provided (including the Jamie Oliver campaign) plus evidence of an increase in child obesity.

The Health Survey England in 2002 found 16.6% boys and 16.7% girls aged 2-15 were obese and a further 13.6% boys and 14.3% girls were overweight. The Survey also found that most children eat too much fat, added sugar and salt and only eat two of the recommended five portions of fruit and vegetables each day.

In March 2005 the Secretary of State for Education and Skills announced a package of measures designed to improve significantly the quality of school meals.

These included:

- New nutritional standards for school food
- The establishment of a School Food Trust to advise and support
- Additional funding to authorities & schools of £220m between 2005 & 2008
- New qualifications for catering staff
- New arrangements for monitoring food standards through Ofsted
- Priority for the building and refurbishment of kitchens

Benefits the trust-e cashless system will bring to the school.

- Specific food allergy ingredients can be barred automatically.
- Healthy eating is encouraged.
- 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.
- Queuing times are reduced through increased speed of service.
- Automatic free meal allocation with the student remaining anonymous.
- Having control of student accounts by students teaching them important life skills.
- A more efficient delivery of service helps the canteen to provide wholesome, healthy and enjoyable school meals at a lower cost.
- Control of student accounts - the ability to confirm money paid into the account and various other reports on all aspects of the system.

### **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. There will be some recognition for the highest scoring students.

### **What is meant by 'dietary control'?**

Should the student have a specific food allergy, or be a diagnosed diabetic, this medical information can be coded into the system, preventing foods with allergy ingredients from being served to a particular student, by automatically locking out relevant buttons on the keyboard.

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

Some students 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 parents be able to have information on what their child consumes from school catering service and how they use the cashless system?**

Reports can be obtained from the system giving comprehensive information on all aspects of use for each individual student 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. Further details on when and how these reports will be provided will be posted on our website in due course or contact Mrs Hope, School Business Manager.

- (a) To show every item of food served and the total cost of each serving.
- (b) Individual payments made direct to the school by cheque or cash and manually entered into the system.
- (c) Each payment made by cash at the revaluation station by the student 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, tutor group, 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 Susan Hope, School Business Manager by telephone 01434 610369 or email [shope@qehs.net](mailto:shope@qehs.net)

**How do I credit the account?**

This can be done in 2 ways:

**By Cheque**, this eliminates the need for student's to carry any cash. Cheques should be made payable to **Creative Management Services** with student name and tutor group on the back. Place in the cheque box near the Main Hall.

**By Cash**, using the new revaluation machines; located in Lower School Building – A floor Corridor and Main Hall, Hydro Building Main Entrance. These take £5, £10 and £20 notes, £2, £1, 50p, 20p, 10p, 5p coins – no copper is accepted.

There is no minimum or maximum amount that has to be credited to the account before it can be used. (However the account must be in credit to purchase food)

Please note the account can go in debit temporarily when authorised by a member of the Senior Leadership Team.

**When can I use the revaluation machine?**

Before morning registration or at break or lunchtime.

**How do I check if I have credit on my account?**

Place your thumb on the scanner on the revaluation machine to activate your account and this will tell you the balance.

**I am entitled to a free meal, how does it work?**

The allowance is credited to your account each lunch time to allow you to purchase your meal. This allowance, if not used, will not carry over to the next day.

**Can anyone else use my account?**

No – a unique number is allocated to each pupil and a photo image of each pupil which appears on the tills

**What if my photograph has not been taken?**

New students will have their photograph taken within the first few weeks of term.

**What happens if my child forgets their money to credit their account?**

They will need to report this to their Year Office to get authorisation and cover the cost of a meal. You must credit their account the next day.

**Can I have any say in what my child eats?**

The system has a blocking facility that will identify any items the child is not allowed either by choice or dietary needs. This needs to be confirmed in writing by the parent/carer.

**If you require any further information please contact Susan Hope, School Business Manager on 01434 610369 or email [shope@qehs.net](mailto:shope@qehs.net)**

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