



WEST SUSSEX COUNTY COUNCIL

IMBERHORNE SCHOOL

Participation Achievement Support Success

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Dear Parents and Carers,

Introduction of Cashless Catering at Imberhorne – important information for parents

In response to feedback from parents and students we have been investigating ways of improving the service offered by our canteens. This improvement programme has already seen an extension and complete refurbishment of the upper school canteen. Our next step is to address concerns about the speed of service; an issue which we understand irritates, and indeed puts off, some students from using the canteen.

Having spoken to a number of other schools, both locally and nationally, we feel that introducing a cashless catering system to our canteens will considerably improve our speed of service.

Under the cashless system each student will get a canteen account which you will be able to top up with money either online, via an internet payment portal using a debit or credit card, or by sending a cheque into school. Canteen purchases made by your son/daughter will then be deducted from this account.

Once the canteen moves over to the cashless system on 10th November, cash will no longer be accepted; any student wishing to purchase food after this time will need to have sufficient credit on their account to cover the purchase.

We believe this offers a number of benefits, including:

- Faster canteen service – it takes less time at the till to process a cashless transaction
- Ensures that dinner money is spent in the school canteen and not in shops on the way to school
- Removes potential issues associated with students having money in school, such as loss
- Allows parents to view online details of the purchases their son/daughter has made
- Assists students in learning about money management – students can view their balance each time they make a purchase. (Optionally, low balance reminders can be e-mailed to parents!)
- Greater equality – students that qualify for a free school meal have a daily allowance credited to their account automatically, appearing in the same way as that credited by parents. (Parents can still top up these accounts to allow for extra purchases above the allowance if desired)

Biometrics

The lynchpin to this system working successfully is a method of quickly and reliably identifying students when they reach the till. There are a number of options open to us, but our preferred choice is to make use of a finger-scan based biometric system.





Under such a system we would take a scan of one of your son/daughter's fingers; the system then analyses the pattern on the finger by choosing a number of points and applying a mathematical formula that generates a number based on the relationship between the points. This number is then stored on the system against the relevant account. When your son/daughter arrives at the till a finger scan is taken and the process is repeated to generate the id number which in turn activates their account.

We feel that such a biometric system is the most efficient and reliable way to identify students as they will always have their finger with them. **At no point is an entire image of the finger surface ever stored on the system, and it is impossible to work backwards from the identification number to an image of the finger surface.**

Should the biometric identification prove a success for cashless catering, we are keen to extend its use to other areas where students currently identify themselves via a card, areas such as the library, borrowing laptops, and sixth form registration.

We appreciate that you may have some concerns over such a means of identification, and so feel that it would be most appropriate to operate such a system on an opt-in basis. For those students who opt out of the biometric system, we will activate their Student ID Card for use in the canteen. We shall provide the first card free of charge, but unfortunately must charge a fee of £10 for subsequent replacement cards in order to cover the administration costs involved in issuing the replacement card.

There is currently a draft bill making its way through parliament, the Protection of Freedoms Bill, which, if it becomes law in its current form, sets out some requirements for us using biometric data, namely that:

- Each parent of the child consents to the information being processed
- Students have the right to refuse to participate, or refuse to continue to participate, in such a system

As we agree with these principals we shall ensure that we only store biometric information from students that meet these criteria.

The changeover

The Cashless Catering System is being installed in early November, with a "go-live" date of Thursday, 10th November and cash will no longer be accepted in our canteens.

Managing your account

We shall shortly be sending home access details for ParentPay – the online system that will allow you to add credit to your son/daughter's cashless catering account. These login details will be e-mailed if we have a current e-mail address for you, otherwise they will be posted home. ParentPay will also allow you to pay for school trips online – full details will be provided in the welcome e-mail/letter.

If you do not have access to the internet, we can issue you with a PayPoint card which will allow you to top up your son/daughter's account at any PayPoint outlet, such as a local corner shop. Details of how to apply for a PayPoint card will be contained in the ParentPay welcome letter.

Alternatively, for a limited period we will accept cheque payments – please hand in any such payments to school reception marked for the attention of "Mrs. J. Cooper", ensuring your have written your son/daughter's name, form and "cashless catering" on the reverse of the cheque.

Please note that we will not allow student's cashless catering account to be overdrawn, if the account has insufficient balance, they will not be served – just as they wouldn't be served currently if they didn't have enough money.



Briefing Evenings

We shall be talking about the system in more detail at the following forthcoming briefing evenings, and will, of course, be available to discuss any concerns you might have. Where possible, we have added cashless catering and biometrics to a briefing evening that covers other topics.

Year Group	Briefing Evening
Year 7	Year 7 Briefing & Social Evening Thursday 22 nd September 6pm – 8pm (see separate letter for detailed timings) Windmill Lane Hall
Year 8	Year 8 Briefing Evening Thursday 6 th October Timings to follow Windmill Lane Hall
Year 10	Year 10 Briefing Evening Thursday 3 rd November Timings to follow Imberhorne Lane Hall <i>Whilst cashless catering will be discussed at this briefing, Year 10 parents are also welcome to attend the briefing evening below should they feel that this meeting is too near our "go live" date.</i>
Year 9	Cashless Catering Briefing Evening
Year 11	Wednesday 12 th October
Year 12	Two sessions: 6:30 pm and 7:30pm
Year 13	Imberhorne Lane Hall

Biometric opt-in

Please could you return the attached Biometric Response Form to the box located in each reception as soon as possible – even if your son or daughter doesn't eat in the canteen at present. This will cover them should they decide to do so in the future and if we extend the use of biometric identification to the other areas mentioned above.

Yours sincerely

Mr J Ford
Headteacher

Cashless Catering: What do I need to do now?

What	When
Attend Briefing Evening	See above
Return Biometric Response Form (attached), signed by all three parties	By Friday 21 st October
Receive ParentPay login details	By Friday 28 th October
Add credit to account (preferably via ParentPay)	By 9am Thursday 10 th November
Cash no longer accepted in canteens	Thursday 10 th November

IMBERHORNE SCHOOL



Biometric Response Form

Return to the box in reception as soon as possible, by Friday, 21st October at the latest.

Please ensure that this form is signed by ALL THREE parties – this is a requirement of the Protection of Freedoms Bill. If this is not possible, please explain the missing signature(s) in the comments box below.

Student's Name:		Form:	
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Parent One:			
	I give permission for Imberhorne School to collect and store a biometric finger scan of my son/daughter for use in identifying them to IT systems in-school.		
	Imberhorne School may <u>not</u> use a biometric finger scan of my son/daughter for any purpose.		
Parent's Name:		Date:	
Parent's Signature:			

Parent Two:			
	I give permission for Imberhorne School to collect and store a biometric finger scan of my son/daughter for use in identifying them to IT systems in-school.		
	Imberhorne School may <u>not</u> use a biometric finger scan of my son/daughter for any purpose.		
Parent's Name:		Date:	
Parent's Signature:			

Student:			
	I give permission for Imberhorne School to collect and store my biometric finger scan for use in identifying myself to IT systems in-school.		
	Imberhorne School may <u>not</u> use my biometric finger scan for any purpose.		
Student's Signature:		Date:	

Comments: