

**Principal Haughton Academy**  
**Jonathan Lumb** B Ed (Hons) M Ed  
E: [jlumb@educationvillage.org.uk](mailto:jlumb@educationvillage.org.uk)

Salters Lane South, Darlington, County Durham DL1 2AN  
T: 01325 254000 F: 01325 254222  
E: [admin@educationvillage.org.uk](mailto:admin@educationvillage.org.uk)

[www.educationvillage.org.uk](http://www.educationvillage.org.uk)

Dear Parent/Carer

### **Cashless Catering System**

Haughton Academy runs a Biometric Trust-e Cashless System supplied by Nationwide Retail Systems Limited. The system allows us to continue with the development of the school meal service, and provides us with a more efficient, faster and ultimately better quality of service.

This system incorporates the latest technology and eliminates the need for pupils to carry cash throughout the day. It is also biometric (see FAQ's) so pupils will not need to carry a card as the system will recognise the thumb/finger of your child at the revaluation pay points and at the tills.

Parent Pay – (personalised login will be sent out in September 2019)

We have two payment options available to you – online payments and coin/note payments at the revaluation pay-points. Both payment options are explained within the FAQ's attached.

A minimum amount of £20 can be paid into a pupil's account, and any money spent on food & drink will be deducted on a daily basis.

A daily 'spend limit' of £3.50 will be programmed into the system. This can be increased or decreased for an individual pupil by making a written request to the academy finance office.

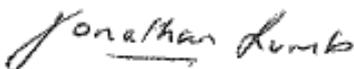
We require the consent of at least one parent/carer in order that the biometric information of your child can be processed. Please be assured that this information remains within the academy and that the biometric information taken is an algorithm and not the actual fingerprint.

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 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. The preference of the academy 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 form, indicating your preference by ticking one of the boxes, and return to Pupil Reception at Haughton Academy.

The enclosed information should answer any questions you may have, but if this is not the case please contact the academy.

Yours sincerely



Mr J Lumb  
**PRINCIPAL AT HAUGHTON ACADEMY**

## 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 for 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.

**Q How does my child register on the biometric system?**

A Registration will take place on the pupils first day at school.

**Q What methods of payment can be used to credit an account?**

A Any amount can be credited to an account, with a minimum level of £20, by way of any 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 Units:

Revaluation units will be sited at different locations within the school. These can be used to top up accounts by the pupil/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 see attached Parent Pay login details go to (state website of online payment provider and all additional information).

**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 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.

**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.

To: EV Academy

I confirm that I wish our child/children

To be registered on the academy's Biometric Cashless Catering System

To be provided with a PIN code for the academy's Biometric Cashless Catering System

(please tick applicable box)

I understand that I 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