



Tudor Grange Academy  
**Kingshurst**

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**24<sup>th</sup> July 2020**

**Dear parent/carer,**

**The Live Date for the new Cashless System is: 1<sup>st</sup> September 2020**

We are pleased to announce that Tudor Grange Academy Kingshurst is installing a cashless catering system in August 2020. 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 pupils to carry cash throughout the day thus reducing the risk of bullying. It is also biometric (see FAQ's) so there is no need for pupils to carry a card as the system will recognise the thumb of your child at the tills.

We will commence operating the system on **1<sup>st</sup> September 2020** and as such no cash will be accepted at the till points after this date. All students and staff will be given training on how to use the new system at the start of term. **Please note, there will be no coin loaders in school to manually add cash payments onto your child's account throughout the day in September, so please do ensure their account is topped up each week.**

You will receive a letter this week, regarding how to credit your son/daughters catering account. We have two payment options available to you – Parentpay, our normal online payment service, will continue to be an option or we have Paypoint Top up cards where payment, in cash, can be made via local Pay point stores. All payment options are explained within the FAQ's attached.

Any amount of money can be paid into a pupil's account, and any money spent on food & drink will be deducted on a daily basis. Students receiving free school meals will continue to get their daily allowance automatically added to their account each day. Please note that any monies not spent from the daily free meal allocation will not be carried over to the next day.

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 school finance office.

The attached information should answer any questions you may have, but if this is not the case, then please do feel free to contact me at my email address where I will do my very best to answer any queries (KPendleton@kingshurst.tgacademy.org.uk)

**Yours sincerely,**

**Kay Pendleton**  
**Central Finance Lead**



## 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, Civica Cashless, 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 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 How does my child register on a card system?

A Each child will be allocated a card designed specifically for use with the Cashless Catering System. Both swipe cards and MiFare cards are 'tagged' to each pupil or staff members account before being distributed to each account holder.

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

A Any amount can be credited to an account 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.



## Online Payments

We have introduced online payments in partnership with the Cashless Catering Solution. To make a payment online please go to [www.Parentpay.com](http://www.Parentpay.com). If you are a parent of a student currently in the school you can continue to use your existing Parentpay account.

## PayPoint

All parents wishing to continue to top up using cash can request a PayPoint card, which can be used to top up your child's account at your local PayPoint stores. Payments via PayPoint will take up to 48 hours to be credited to the appropriate account. You can find your local stores by visiting the website below:

<http://www.paypoint.co.uk/locator.aspx>

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 Balance Checker Machine scanner, swiping or tagging their card 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 Kay Pendleton, Central Finance Lead. 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 pupil/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. 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.

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 pupils attempt to purchase an item, which contains ingredients that they are allergic to, the system will alert the operator and prevent them from selling the chosen item.

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/guardian, and addressed to Marc Carpenter, Catering Manager.

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 Marc Carpenter, Catering Manager.

### **Benefits of the Cashless Catering System**

- Increased speed of service reducing queuing times
- Removing the need to handle unhygienic money in light of the Corona Virus Outbreak.
- Increased uptake on Free School Meals
- Anonymity on Free School Meals, reducing bullying
- Facility to pay online
- No need to carry cash preventing loss/theft
- Automatic alerts to stop pupils 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



### Data Protection Information

CIVICA 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.

The processing of the data is carried out by the School/Catering Company under the General Data Protection Regulation (GDPR) and the Protection of Freedoms Act 2012

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 CIVICA Staff that may have administrator access to schools data for support purposes are Disclosure and 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
Form	FSM Allowance	UPN

Civica does not sell, distribute or lease your personal information to third parties.

CIVICA do not hold any data on premises and all setup and configuration is done on the school/council location.



### What is a biometric algorithm?

The individual templates are encrypted using a 256 bit AES key that is built into the scanners hardware. Also the persisted file is encrypted using a different 256 bit AES key built into the matching algorithm supplied by Secugen and generated by a unique license purchased for each site. This is more secure than the ANSI and ISO standards that government department's use as the Secugen Template is encrypted and the ANSI and ISO standards are not. The template data is useless and cannot be interpreted back into a usable fingerprint image. If this was not the case then there would be no world standards and performance measures for such technologies. The data is stored in an array in the RAM of the Biometric Controller and is also permanently stored on the hard drive of the Bio Controller to be restored in the event of a reboot.

Below is an example of a template code for an individual finger:

```
OX417741414142514141414445415141414151415341414D415A4141414141414174774541414C71  
4777346C5869656D6C574945494A764A6B42466D6837616C4E764D704F517874517A706A4A395A3  
1784935686C4177395366726E777645576357386C4573314B426F47443166694170675559704C763  
168423642682A7043
```

The solution is secure because the matching can only be done by the individual's consent as the finger has to be presented to the device for matching. We do not hold images of fingerprints in our system.

The technology provided for this method of identification meets with BECTA guidelines and also allows students the option to opt out of the scheme and use a PIN number instead.

Also under the data protection act the school or caterer (the originator of the data) cannot allow access to this data by anyone for any other means than for the purpose the data was collected and that is to identify an individual within the solution we supply. Any biometric data that belongs to an individual that leaves the school is purged which also is in line with the BECTA guidelines.