



# ParentPay and the Cashless Catering System

Coombe Wood School is a cashless society through the implementation of the 'ParentPay' and 'Cashless Catering' systems. By removing cash from the school it reduces the social risk to students, makes vast administration savings and gives parents a more convenient and flexible way to make payments for educational visits, learning resources, equipment and school lunches. ParentPay gives peace of mind to parents that money is reaching the school safely and promptly and that lunch funds can be spent within the school on healthy meals.

## ParentPay

ParentPay offers parents access, through the school website, to top-up or purchase items assigned to their child's account quickly and easily with a debit or a credit card. All parents will be provided with a secure online account which is accessed with a unique user ID and password. An electronic record of all payments can be viewed online at any time.

To enable an accurate operation some personal information will have to be transferred from the School to ParentPay. This data will be held securely by ParentPay under the strict guidelines of the Data Protection Act and therefore is only used by parties directly involved with the system (ParentPay & the cashless catering provider). The data that will be transferred will be name, date of birth, address and Free School Meals (FSM) entitlement. Parents will be responsible for adding their own account details to ensure the transfer of funds.

## Cashless Catering system

The cashless system allows us to recognise each individual student. We can hold balances, record spend and receipts, and identify what food and drink is consumed on any specific date and time of day. The cashless system is based on 'Biometric Finger patterns' which follow Government and BECTA guidelines. Each student has their finger pattern registered which is then translated into an alphanumeric number which identifies an individual. **No images of 'fingerprints' are ever recorded.**

## How do students obtain food and drink?

Students simply collect the food and drink items they wish to consume and then place their finger on a scanner at the point of sale. Café staff are able to see the balance on the account and any allergy or food restrictions which may have been notified to the school. For students who receive Free School Meals (FSM) the system works in exactly the same way and therefore students cannot be identified as claimants. **It is the students'/parents'/carers' responsibility to make sure that their School Lunch account is in credit and we ask that accounts are regularly monitored to ensure that this is the case.**

## Limits to the amount that can be spent each day

The cashless catering system has the facility to set a daily spend limit for the CWS café should parents require this. If you would like a daily limit setting on your child's account, please email the school on [enquiries@cws-croydon.co.uk](mailto:enquiries@cws-croydon.co.uk). Any daily limits applied can be increased or decreased at any time by contacting the school office on the same email address.

## What do I do if I have unreliable internet access at home?

Parents who have unreliable internet access at home are encouraged to contact the school office on 0208 289 4745 or [enquiries@cws-croydon.co.uk](mailto:enquiries@cws-croydon.co.uk) to discuss alternative arrangements.