

## **SHREWSBURY HIGH SCHOOL LUNCH POLICY 2023-24**

### **1 Background**

The School Lunch Policy has been adopted to ensure that there is a clear and consistent approach for the payment of School lunches and similarly a clear and consistent approach to recover any debts incurred by pupils whilst using the dining facility. Any outstanding debts that cannot be recovered will reduce the funding of the dining room provision and therefore affect the overall quality and provision of food that is available to all pupils.

### **2 Provision of School Meals**

The School uses an in-house catering team for the provision of food for pupils, staff and visitors. The service covers:

- Breakfast from 8:00 to 8:30
- Senior break from 11:05 to 11:25
- Junior lunch 12:30 to 13:45
- Senior lunch from 12:30 to 13:45
- After school snacks from 16:00 to 16:30.

### **3 Cost of School Lunches**

School lunches are compulsory for years 7 to 11 inclusive and charged termly by Trust along with tuition fees. The fee paid covers the full cost of lunch each day. The cost of lunches will be reviewed annually and parents will be notified of any changes by the GDST in their annual fee increase letter.

School lunch is not compulsory for pupils in Years 12 and 13. Any food purchased in the dining room must be paid for through funds loaded on ParentPay (see section 7 below) which is the School's e-payment system linked to the School dining room tills.

Free School Meals (FSM) are available for parents who have been awarded tuition fee bursaries of 95% or greater. The provision of FSM will be reviewed annually and if a bursary awarded falls below 95%, the FSM will no longer be available and School meals will have to be paid for as per above.

### **4 Menus**

Lunch menus for both the Junior and Senior Schools are available each week through the link provided in the weekly school newsletter. Senior menus are also available on ParentPay.

There are also a number of products and deals on offer outside the lunch service. These will vary throughout the year and be advertised in the dining room along with the day's menus.

### **5 Management of School Lunch Accounts (Senior School)**

The School operates a till system for Senior School pupils which accesses pupil dining room accounts through either finger print recognition software or through a PIN code. The School encourages pupils to use finger print recognition to access their dining room accounts so that there is no need to remember a PIN code. However, as the finger print recognition is an opt-in system requiring consent from parents/carers, parents/carers must complete and sign an acceptance form prior to its use. A copy of this form and the supporting information is appended to this policy at Appendix 1.

All pupils who the School does not have a completed and signed consent form for will be issued with a PIN code. Should this code be forgotten, pupils can ask in the finance office or the kitchen for a reminder. This PIN code is unique for individual accounts and should not be shared with any other pupils.

Items purchased outside of the lunch allocation are chargeable extras and a cashless system, ParentPay, is in place for parents to top up money available for pupils. Any parents needing details for ParentPay should contact the finance office on [financeofficer@shr.gdst.net](mailto:financeofficer@shr.gdst.net).

Dining room accounts are unique to each pupil and catering staff will check that the pupil accessing the account matches the pupil information displayed on the account.

## **6 ParentPay**

The School introduced ParentPay following the refurbishment of the dining room and kitchen in 2016 and it may be used to pay for food and drinks outside of the lunch service throughout the day. It offers the freedom to make payments 24 hours a day, 7 days a week - safe in the knowledge that the technology used is of the highest internet security available.

ParentPay provides families with a secure online account, activated using a unique username and password provided by the School in an activation letter. Families with more than one child at School or children at another ParentPay school, can create one single account login for all children regardless of which school they attend.

Making a payment is straightforward and ParentPay holds a payment history which can be viewed at a later date. No card details are stored in any part of the system and once the account is activated, online payments can be made straight away.

A ParentPay account allows parents/carers to see what food and drink purchases their child has made each day and what balance is on their dining room account. Balances can also be checked by pupils using the "Balance Checker" machine in the School dining room or by asking catering or finance staff. A daily 'spend limit' of **£20** is programmed into the system. This can be increased or decreased for an individual pupil by making a written request to the Director of Finance and Operations via email at [financeofficer@shr.gdst.net](mailto:financeofficer@shr.gdst.net)

Further general information on ParentPay is available in Appendix 2 to this Policy or at [www.parentpay.com](http://www.parentpay.com).

## **7 Refunds**

No refunds will be made from the School lunch fees paid to Trust. School lunches are compulsory for all pupils from Reception to Year 11. They are purchased on an annual basis with the charge divided into three equal convenient instalments charged with the School fees invoice. In setting the total lunch charge for the year, the School has allowed for the fact that all pupils will not have full attendance throughout the year including illness, trips, study leave and other absences. Therefore, the lunch fee charged each term is not representative of the cost for the term, just a third of the total annual cost.

Funds added to ParentPay can be refunded at any point. Please contact the Finance department by email [financeofficer@shr.gdst.net](mailto:financeofficer@shr.gdst.net) to request a refund. The School will refund any balance requested on the account back to ParentPay. Funds can then be assigned to another payment item (eg trip) or can be withdrawn to the bank account used to fund ParentPay.

Funds can be withdrawn from ParentPay up to 3 times within a 3 month period. Once the refund has been processed by the School, the funds can be returned to the payer's bank account as follows:

1. Log into your ParentPay account
2. Select **Parent Account** from your homepage.
3. At the bottom of your statement summary, select **Withdraw**.
4. Enter an amount between the minimum and maximum shown
5. Select **Make withdrawal**.

ParentPay procedures may require them to carry out various checks to prevent fraud before they can process any withdrawal request. Most withdrawals are processed immediately, however, funds can take up to 10 days to appear on accounts.

## **8 Debts**

The catering system allows pupils to spend up to £5 (more at the discretion of the Head Chef) without any funds in their account. This ensures that pupils who don't pay for their lunch by invoice can access lunch should they have forgotten their money or packed lunch. Pupils wishing to purchase food and drink at breakfast, break and after school must have funds available to make their purchases as loans will not be available at these times.

Parents will be alerted that there is a debit balance on their dining room account via email within 5 days. Debit balances should be cleared as soon as possible and within 7 working days of the email date.

A list of pupils who persistently have debit balances on their accounts which are not cleared within the expected timeframe will be contacted by the Director of Finance and Operations (DFO). The DFO will email parents asking that the balance is cleared within 7 working days of the date of the email and at their discretion, the ability to incur debt may be removed from individual pupil accounts to prevent further debts arising.

When a pupil leaves the school, any debit balances on catering accounts not cleared by the end of term will be deducted from pupil deposits.

The aim of the School's lunch money policy in this respect is to minimise the opportunity for debt balances to build up and prevent costs of recovering outstanding debts arising.

**August 2023**

## **APPENDIX 1 FINGERPRINT RECOGNITION FOR SENIOR SCHOOL DINING ROOM**

As part of the refurbishment of our dining facility, we introduced the use of two systems to support the monitoring and payment of food items – Civica and ParentPay (see section 6 above and Appendix 2 below for frequently asked questions).

### **Civica**

Civica provide our cashless payment system in the dining room which is used for purchasing food and drinks outside the lunch service.

The system uses biometric/fingerprint recognition to register pupil food choices and purchases. It is policy in schools to notify each parent/carer and obtain the written consent before being able to continue using your child's fingerprint/biometric information for an automated system. In addition, it is policy to inform parents/carers of how the system works.

### **How the system works in schools**

The technicalities of the system mean an image of your child's fingerprint is not stored. The template (i.e. measurements taken from your child's fingerprint) is what will be used to permit your child to access Catering services, not the fingerprint itself.

You should note that the law places specific requirements on schools when using personal information, such as biometric information, about pupils for the purposes of an automated biometric recognition system.

For example:

- a. the School cannot use the information for any purpose other than those for which it was originally obtained and made known to the parent(s) (i.e. as stated above)
- b. the School must ensure that the information is stored securely
- c. the School must tell you what it intends to do with the information
- d. unless the law allows it, the School cannot disclose personal information to another person/body – you should note that the only person/body that the school wishes to share the information with is Civica. This is necessary in order to provide the Biometric catering facilities in School.

### **Providing your Consent**

In order to implement our fingerprint recognition system for your child we require your consent as well as that of your child. If you ever change your mind about using the system you are free to contact us to do this.

As in all schools, if you do not give consent to your child being registered on the fingerprint system a 4 digit PIN code will be allocated. Please note however that PIN codes do not offer the same level of security and it will be your child's responsibility to remember the code and keep it secure at all times.

If you give consent for your child to use the fingerprint recognition system, **please sign, date and return the enclosed consent form to the School as soon as possible.**

Please note that when your child leaves the School, or if for some other reason she ceases to use the system, their data will be securely deleted.

### **Further information and guidance**

This can be found via the following links:

Department for Education's 'Protection of Biometric Information of Children in Schools – Advice for proprietors, governing bodies, head teachers, principals and school staff':

<https://ico.org.uk/your-data-matters/schools/fingerprinting/>

ICO guide to data protection for organisations:

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/>

ICO guidance on data protection for education establishments:

<https://ico.org.uk/your-data-matters/schools/>

**SHREWSBURY HIGH SCHOOL**

**CONSENT FORM FOR THE USE OF BIOMETRIC INFORMATION IN SCHOOL**

Please complete this form to indicate whether you consent to Shrewsbury High School taking and using information from your child’s fingerprint as part of an automated biometric recognition system. This biometric information will be used by Shrewsbury High School for the purpose of Catering.

In signing this form, you are authorising the School to use your child’s biometric information for this purpose until they either leave the School or cease to use the system. If you wish to withdraw your consent at any time, this must be done so in writing and sent to the School.

Once your child ceases to use the biometric recognition system, their biometric information will be securely deleted by the School.

Having read the guidance provided to me by Shrewsbury High School:

- a. I **give** consent to information from the fingerprint of my child being taken and used by Shrewsbury High School for use as part of an automated biometric recognition system for access to Catering Facilities:

**Name**..... **Form** .....

- b. I **do not give** consent to information from the fingerprint of my child and require a PIN number:

**Name**..... **Form** .....

I understand that I can change this decision at any time by writing to the School Head Chef.

**Name of Parent/Carer:** .....

**Signature:** .....

**Date:** .....

Please return this form to the School Dining Room

## **APPENDIX 2**

### **ParentPay Frequently Asked Questions (FAQs)**

- **When can I log in to my account?**

Once you have received your activation letter from school with your activation login details you'll be able to activate your account and start making payments. This letter will be sent to new starters in August or at the point of entry by your school.
- **Which cards can I use?**

ParentPay accepts MasterCard and Visa credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions.
- **Is it safe to make payments on the internet?**

Yes. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the school have access to your card details.
- **How can I check that it's secure?**

Standard website addresses begin with *http*; the address for a secure site will always begin with *https*. You will also see a padlock at the bottom/top right of the screen on our login page and after you have logged into your account; never enter your card details or personal data on any web page whose address does not start *https*.
- **What about our personal information?**

ParentPay holds a very limited amount of information about you and your child solely for the purpose of administering your account; however, ParentPay does not use your personal information other than for supporting the school. We do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998.

ParentPay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay, please contact us immediately on 0845 257 5540.
- **I don't have a home PC so how can I use ParentPay?**

Why not visit your local library, internet café or see if you can get access to a computer at work alternatively ask if you can use your school's computers. Many schools have computers available for parents/carers and will be happy to show you how to use them.

**For more information, please visit [www.parentpay.com/Parents](http://www.parentpay.com/Parents)**