



**Northgate High
School**

**Catering and
Cashless Payments
Parent Information
Pack**





Northgate High School

Inspiring excellence, fulfilling potential

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Headteacher Mr Glyn Hambling, B.Ed. (Hons), M.Sc.

Dear Parent/Carer,

We are pleased to announce that Northgate High School has installed an online payment system to facilitate cashless catering in school. This 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 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 pay point unit located in the hall and at the tills.

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.

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

A daily 'spend limit' of £5 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.

As per current legislation we will be operating an 'Opt In' policy and therefore require you to complete the enclosed form and ask you to return it no later than **Thursday, 16th July 2015**. If you choose not to have your child registered on the Biometric System a 4 digit PIN Code will be allocated and issued to your child in a sealed envelope. 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.

Cash and cheques will still be accommodated for music tuition and trips, but you will also have the option to pay online if you prefer. You will receive a letter towards the end of August detailing your child's online link code which will enable you to register with the online system which will be accessible via the school website.

The enclosed information should answer any questions you may have but if this is not the case please contact Mrs Steer at school or email businessmanager@northgate.norfolk.sch.uk

Yours sincerely,

Mr. G. Hambling.
Headteacher





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 that is required by today's Schools and Academies.

The Trust-e Cashless Solution allows schools to be better able to provide their students 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. We will be using an algorithm based scan, which reads between 50 & 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 our provider, Nationwide Retail Systems Ltd, can access. Once an account is credited the pupil or staff member places their finger/thumb on the EPOS Terminal, which looks up their account details 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 your child's first day at school. They will be required to place their finger/thumb on a Biometric sensor 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. The 4 digit PIN Code is only used if your child needs to add cash to their account using the Reval machine located in the school hall.

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.

Cash at the Revaluation Units

A Revaluation unit is located in the school hall. It can be used to top up accounts by the pupil placing their thumb on the sensor or by entering their 4 digit PIN Code followed by inserting the accepted tender below:

£20, £10, £5 notes

£2, £1, 50p, 20p, 10p, 5p coins

(Please note – copper coins are not accepted)



On-Line Payments

We have introduced On-Line Payments in partnership with the Cashless Catering System. You will also be able to use the on-Line payment system for school trips and music tuition payments.

We would encourage you to use the on-line payment system particularly for school dinners, snacks and drinks, as this reduces the need for your child to carry cash on a daily basis and queuing time at the Reval machine.

Q How can I check the credit on an account?

A This can be done by the account holder placing their thumb on the revaluation machine or by entering a 4 digit PIN Code. The current balance will then be displayed. Alternatively, this can be accessed via the on-Line payment engine, accessed via the school website.

Q Can I change the daily 'Spend Limit'?

A Yes – The daily 'Spend Limit' has a default of £5 but this may be changed by written request to Mrs Steer.

Q What happens if my child's account is not in credit?

A Your child should speak to a member of the office staff and they will contact you to make arrangements.

Q How do 'free meal' entitlements work?

A The Cashless Catering System will, on a daily basis, automatically allocate the appropriate accounts with the free meal amounts. Pupils with Free Meal Entitlements remain anonymous at all times as all account types are accessed in the exact same manner regardless as to whether paid for or not. NB. Any monies not spent from the daily free meal allocation will not be carried over to the next day. Please note that the Free School Meal allowance can only be used at lunchtime, and is sufficient to buy either a two course set meal, a main course and drink or a wide variety of hot and cold items. You can top up your child's account which can then be spent at break-time and/or to purchase additional items at lunch over and above the FSM allowance.

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, the photograph shown on the EPOS Terminal will alert the operator that a fraudulent sale is taking place.



Q My child has an allergy, how will this be monitored

A Please advise us if your child has a food allergy and this will be entered on to the Cashless Catering System. When pupils attempt to purchase an item, which has 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 is not allowed due to dietary needs or religious beliefs. Any such items must be confirmed in writing by the parent/guardian to Mrs Steer.

Q Can I request a printed report of my child's meal intake?

A Yes – The Cashless Catering System allows numerous reporting facilities, which includes Dietary Habits. These may be requested by contacting Mrs Steer.



Benefits of the Trust-e Cashless Catering System

- Increased speed of service reducing queuing times
- Increased uptake on Free School Meals
- Anonymity on Free School Meals reducing bullying
- Facility to pay On-Line
- 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



Is your child entitled to a FREE SCHOOL MEAL?

Your child may be able to get free school meals if you get any of the following:

- Income Support
- Income-based Jobseekers Allowance
- Income-related Employment and Support Allowance
- Support under Part VI of the Immigration and Asylum Act 1999
- the guaranteed element of State Pension Credit
- Child Tax Credit (provided you're not also entitled to Working Tax Credit and have an annual gross income of no more than £16,190)
- Working Tax Credit run-on - paid for 4 weeks after you stop qualifying for Working Tax Credit
- Universal Credit

Children who get any of the above benefits in their own right (ie they get benefits payments directly, instead of through a parent or guardian) can also get free school meals.

Children under the compulsory school age who are in full time education may also be able to get free school meals.

If you think your child is entitled to free school meals, you'll usually need to fill in an application form you can get from your local council. Give your completed application to your child's school and make sure you can show documentary proof of any support you get.

See HM Government's website: <https://www.gov.uk/apply-free-school-meals>

Norfolk County Council's website:

http://www.norfolk.gov.uk/Childrens_services/Schools/School_meals_and_milk/NCC027121

Northgate High School's website: <http://www.northgate.norfolk.sch.uk/Parent-Area/Lunchtime/>

from our **Kitchen** by E&B

Edwards & Blake..... The Right Choice!

The health and well-being of students is a prime concern of Northgate High School. It is also shared by Edwards & Blake. With years of experience in education catering we provide nutritious, varied and interesting meal choices to suit all tastes and dietary requirements throughout the school. Our food is always fresh, homemade and utilising the best locally sourced ingredients.

Our aim is to provide the students of Northgate High School with an exceptional catering experience and to exceed your expectations whilst maintaining our high standards. We welcome any comments or suggestions so please contact a member of our catering department with your ideas. Edwards & Blake are a well-established privately owned, owner operated contract catering company, based here in Norfolk. Our menus are all compiled in accordance with the Schools Food Trust guidelines.

For further information on the service that we provide please contact our Catering Manager at the school, Chris Seddon, or check out our website www.edwardsandblake.co.uk.

We look forward to serving you, so tuck in!

Good fresh honest food

from our **Kitchen** by E&B

School Lunches..... The Healthy Choice!

National standards for school food mean that Schools provide all students choosing a school lunch with a healthy and balanced range of food and drinks to choose from. Food based standards also apply across the school day including breakfast & mid-morning break. School lunches must include a portion of fruit and a portion of vegetables for each student and there are strict controls on the nutritional content.

By choosing school lunches, not only will you be saving yourself the time and hassle of preparing a packed lunch every day, but you can also be sure that your child is getting the range and amount of food that will help contribute to their health and well-being.

HEALTHY EATING

We are proud to have achieved the following healthy initiatives in the School.

- Meals contain no undesirable food additives or hydrogenated fats
- 75% of meals are freshly prepared
- Meat is from farms which satisfy UK welfare standards
- Eggs are from cage-free hens
- Menus are seasonal
- Training is provided for all catering staff
- No GM ingredients are used



edwards & blake

A fresh approach to quality catering

NORTHGATE HIGH SCHOOL

AUTUMN MENU Sample Week 1

WEEK 1	Monday	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Food To Go <i>from £1.30</i>	Cheese, Ham & Pineapple Panini	Hog Roast Hot Sub	Hot Dog with Onions	Homemade Pizza (v)	Fish Finger Bap
	Hot 'Food to Go' Special of the Day				
Wraps & Jackets £1.50	Spicy Sweet Potato Wedges with Cheese and Beans	Chicken Fajita Wrap	Love Joes Wraps	Sweet & Sour Chicken Noodle Pot	Hot Topped Potatoes
"Fasta" Pasta £1.50	Veggie Bolognese (v) quorn mince with peppers & herbs in a tomato sauce	Spicy Sausage in a BBQ tomato sauce	Carbonara creamy cheese sauce with bacon	Pomodoro (v) simple tomato sauce	Spicy Tomato (v)
Taste Adventure* £1.70	Chicken Chow Mein Served with egg noodles	Roasted Vegetable Lasagne (v) served with side salad	Vegetable Chilli (v) served in a taco shell with grated cheddar	Meatballs in Tomato Sauce with Spaghetti served with garlic bread	Sticky Honey Chicken served with chips, BBQ sauce & Coleslaw
OLD SCHOOL FAVOURITES* £1.70	Build Your Own Burger Served with wedges and salad	Roast Gammon Ham served with sauté potatoes, carrots, parsnips, apple sauce & gravy	Chicken & Ham Pie served with new potatoes & broccoli	Sausage Meat Plait served with mashed potatoes, cabbage & gravy	Fish & Chips served with peas or baked beans
Deli To Go	A delicious range of sandwiches, baguettes, wraps, baps & salads Homemade yogurts, fruit salads & dessert pots & homemade cakes				
Dessert 65p <i>* 45p with Main Meal</i>	Chocolate & Vanilla Marble Cake with Custard	Apple Strudel with Custard	Steamed Lemon Sponge Pudding with Vanilla Sauce	Fruit Crumble with Cream	Chocolate Crunch with Chocolate Sauce

FOOD ALLERGIES & INTOLERANCES

IF YOU SUFFER FROM ANY OF THE ABOVE, PLEASE SPEAK TO THE CHEF MANAGER PRIOR TO PLACING YOUR ORDER

We will be pleased to discuss the contents of any dish with you

NORTHGATE HIGH SCHOOL

AUTUMN MENU Sample Week 2

WEEK 2	Monday	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<i>Food To Go</i> from £1.30	Jumbo Sausage Roll	Ham & Cheese Sub	Chicken & Bacon Panini	Homemade Pizza (v)	Crispy Chicken Hot Sub
	Hot 'Food to Go' Special of the Day				
<i>Wraps & Jackets</i> £1.50	Love Joes Wrap	Hot Topped Potatoes	Cheese & Beans Fat Jacket	BLT Wrap	Hot Topped Potatoes
<i>"Fasta" Pasta</i> £1.50	Bolognaise ragout of mince in a rich tomato sauce	Macaroni Cheese (v) creamy cheese sauce	Roasted Pepper in a rich tomato sauce	Pomodoro (v) simple tomato sauce	Garlic Mushroom tasty mushrooms in a garlic sauce
<i>Taste Adventure*</i> £1.70	Spicy Bean Burger (v) served with coleslaw & baked wedges	Chinese Roast Pork Stir Fry served with noodles	Vegetable Dhansak (v) served with rice & poppadum	Vegetable Hot Pot with Cheesy Herby Scone (v)	Chicken, Soy & Honey Stirfry served with noodles
OLD SCHOOL FAVOURITES* £1.70	Enchilladas served with mexicorn & baked wedges	Roast Chicken served with stuffing, roast potatoes, broccoli & cauliflower cheese & gravy	Traditional Beef Lasagne served with salad & garlic bread	Huntsman Chicken - topped with BBQ Sauce & Cheddar served with herby potatoes, peas & sweetcorn	Fish & Chips served with peas or baked beans
Deli To Go	A delicious range of sandwiches, baguettes, wraps, baps & salads Homemade yogurts, fruit salads & dessert pots & homemade cakes				
<i>Dessert</i> 65p <i>* 45p with Main Meal</i>	Lemon Shortbread Layer	Cornflake Syrup Tart with Custard	Chocolate Brownie with Chocolate Sauce	Banana Sponge with Custard	Toffee Pancakes

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AUTUMN MENU Sample Week 3

WEEK 3	Monday	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<i>Food To Go</i> from £1.30	Cheese & Bacon Turnover	Homemade Pizza (v)	Cheese & Bacon Panini	BBQ Meatball Sub	Pepperoni & Double Cheese Panini
	Hot 'Food to Go' Special of the Day				
<i>Wraps & Jackets</i> £1.50	Love Joes Wrap	Cheese & BBQ Bean Fat Jacket	Pork Meatball Wrap	Sweet Chilli Vegetable Noodle Pot (v)	Hot Topped Potatoes
<i>"Fasta" Pasta</i> £1.50	Sundried Tomato & Pesto (v) Rich tomato sauce	Pork Meatballs rich tomato sauce	Pomodoro (v) simple tomato sauce	Creamy Chicken & Ham	Bacon & Tomato simple tomato sauce with bacon & onions
<i>Taste Adventure*</i> £1.70	Chicken Tikka Masala Served with pilau rice & poppadum	Vegetable Spring Roll (v) served with vegetable chow mein	Spicy Sausage, Vegetable & Five Bean Chilli served with rice and nachos	Goats Cheese & Caramelised Red Onion Quiche (v) served with a side salad	Potato & Aubergine Mousakka (v) served with salad and garlic bread
OLD SCHOOL FAVOURITES* £1.70	Cheese, Potato & Leek Bake served with crusty bread & side salad	Roast Pork served with stuffing, roast potatoes, cabbage & gravy	Chicken Burger served in a toasted bun with salad & baked wedges	Braised Beef Casserole served with dumplings, green beans & mashed potato	Fish & Chips served with mushy peas
Deli To Go	A delicious range of sandwiches, baguettes, wraps, baps & salads Homemade yogurts, fruit salads & dessert pots & homemade cakes				
<i>Dessert</i> 65p <i>* 45p with Main Meal</i>	Jam Sponge with Custard	Chocolate Mousse	Chocca Mocha Caramel Cake	Apple Pie with Custard	Treacle Tart with Custard

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