



The **Sutton** Academy

Cashless Catering Parent Guide

Living to learn. Learning to live.

A cashless system for the catering service has operated at The Sutton Academy for some time now and no money is accepted at the food counter.

Why?

- convenience—no more looking for change in the morning.
- discourage misuse of dinner money such as spending in shops outside the academy.
- a list of credits made onto the card is available.
- students on free meals are anonymous.

How will it effect your child?

Each student is issued with a swipe card to pay at the till —when the card is swiped a display will show the students picture, opening balance, cost of meal and balance left. Money can be entered on the card either by:-

Cheque ~ in an envelope with the students name, form on the back of the cheque and posted in a box provided in Upper and Lower Canteens before break.

(CHEQUES PAYABLE TO ABM CATERING LTD)

Cash ~ machines in Upper and Lower Canteens accept £20, £10 and £5 notes and £2, £1, 50p 20p and 10p coins only.

These payments can be made daily, weekly, monthly, or termly.

Is there a spending limit each day?

Yes. £3.50 Limit each day. If you want a different limit please let us know.

What happens if my child loses / does not have enough money on card

No student will be refused meal at the till. Your child can overdraw by £1.00 which must be paid fully the day after. Your child will only be allowed to do this once a term. If your child loses their card a replacement card costs £2.00.

What happens if my child forgets their card?

Again a child will get a lunch as long as their card is in credit. However, your child will need to wait until the end of the lunch queue.

Is the system secure?

Just as a bank is able to recognise each of its customer accounts when a withdrawal is made at a cash point. Children will be issued with a card, which will identify them, by the number encoded onto the magnetic strip. The dining rooms computer is able to recognise each child's account from this number.

Losing the card does not mean the student will lose any money in their account. This is because when the card is swiped at the till a picture of the child will appear. Also you are able to block a stolen/lost card in the same way as you can block a SIM card on a mobile phone.

Printouts

If you want to have some control over your child's diet, certain items can be 'blocked' on your child's card. If you want to see what your child has eaten over a given period of time we can produce a printout for you. Reports can also be obtained that show individual payments made to your child's account by cheque and or cash.

School Meal Provider Change and Menu Changes

Your child will notice a difference of food served at the Academy with effect from 6 September, but there have been no price increases. However, there will be a variety of meals, sandwiches, Panini's, baguettes, and meal deals all cooked from fresh ingredients.

The only change will be that cheques are to be made out to 'ABM Catering Ltd'. Any student who had a credit/debit balance on their card when they finished in July, this will be carried forward on to their card in September

Any Questions?

Please contact Mrs A Webster, Mrs T Grace or Mrs S Tipling at the Academy. Tel: 01744 678859

Free School Meals

For parents with students entitled to free school meals the cashless system means your child will have a card like all other students. Extra money can be put on the card in the same way as the other pupils. The only difference is that your child's card will automatically be credited each day with £2.00 (*at present). Missed dinners will not be carried forward to another day.

If your child is entitled to Free Meals but has so far chosen to pay for all their lunches or bring a packed lunch, please explain to them that the card they are given will be credited each day with *£2.00 whether they use it or not. Do not let your child lose out for fear of looking different ~ they will not ~ every card looks and works in the same way. (If you have any queries about free school meals please contact Tracy Grace in the school office)

You may be entitled to Free Meals if you are in receipt of Income Support/Job Seekers Allowance (income based only) or you receive Child Tax Credit.

For more information contact Customer Services at the Benefits Counter, Lincoln House, any of the local area offices or Education Benefits, Lincoln House (01744 455216/7)