



HARROGATE  
GRAMMAR SCHOOL  
EXCELLENCE FOR ALL

**Dining Experience – arrangements from September 2020**

**Cashless Catering Account**

We operate a **Biometric Cashless Payment System**. No cash is taken when food is purchased. Each student is given an account, similar to a bank account and all information of transactions is held securely on the server, including cash balances, cash spent and received. This allows you as parents/carers upon request to keep an eye on how much is spent each day, and monitor what is eaten. This year we are operating a contactless service. We will allocate each student a 4-digit PIN number by email which they will need to memorise. Upon arrival at the till they will tell the cashier their PIN number and sales will be processed onto their account. The cashier will be able to see a picture of the child, to ensure funds are allocated to the correct account.



**How are the students recognised by the system?**

Currently each student has his or her finger scanned and this scan is automatically converted into numeric form. We do not keep a register of fingerprints and it will be impossible to reconstitute a fingerprint from the numeric reference. Due to the current circumstances, in order to minimise touch points, we will **not** be using finger print scanning at the start of the year. 4-digit PIN numbers will be used instead.

**What food will be available and how will students be able to buy food?**

At lunchtime: Students will be allocated a time slot for their lunch period to avoid congestion in the Hub. Students can select from a hot meal or sandwich option. They will queue to select their meal choice and make their way to the cashier. They will advise the cashier of their PIN. Upon entry of PIN at the till the individual's account will be brought up on a screen. The items will be entered by a member of staff and the values will appear on the screen. A meal deal will be priced at £2.90.

An example of a hot meal deal is: hot main and pudding (hot pudding, yogurt, treat or fruit)

An example of a sandwich meal deal is: sandwich and treat, yogurt or fruit, plus a drink

Our menus are updated daily and we offer a wide range of dishes to cater for vegetarians, vegans, and all 14 allergens. Food is clearly labelled on menus to help students with any food intolerances and/or allergies. If a student is unsure they can ask any member of the catering team who will be happy to help.

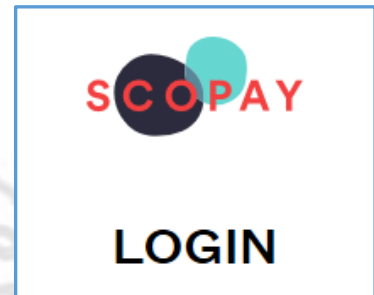
### **Can I or my child pre-order food?**

We aim to have a student portal in place that will allow students to log into their cashless catering account whilst in school to check balances and make pre-orders.

Our vending machines also operate biometrically. Our vending machines **will not** be in use at the start of term.

### **How is money entered into the system?**

Payment for catering is online at [www.harrogategrammar.co.uk](http://www.harrogategrammar.co.uk) and click on 'Online Payments'. We will write to you separately within the first two weeks of term to set up your online payments.



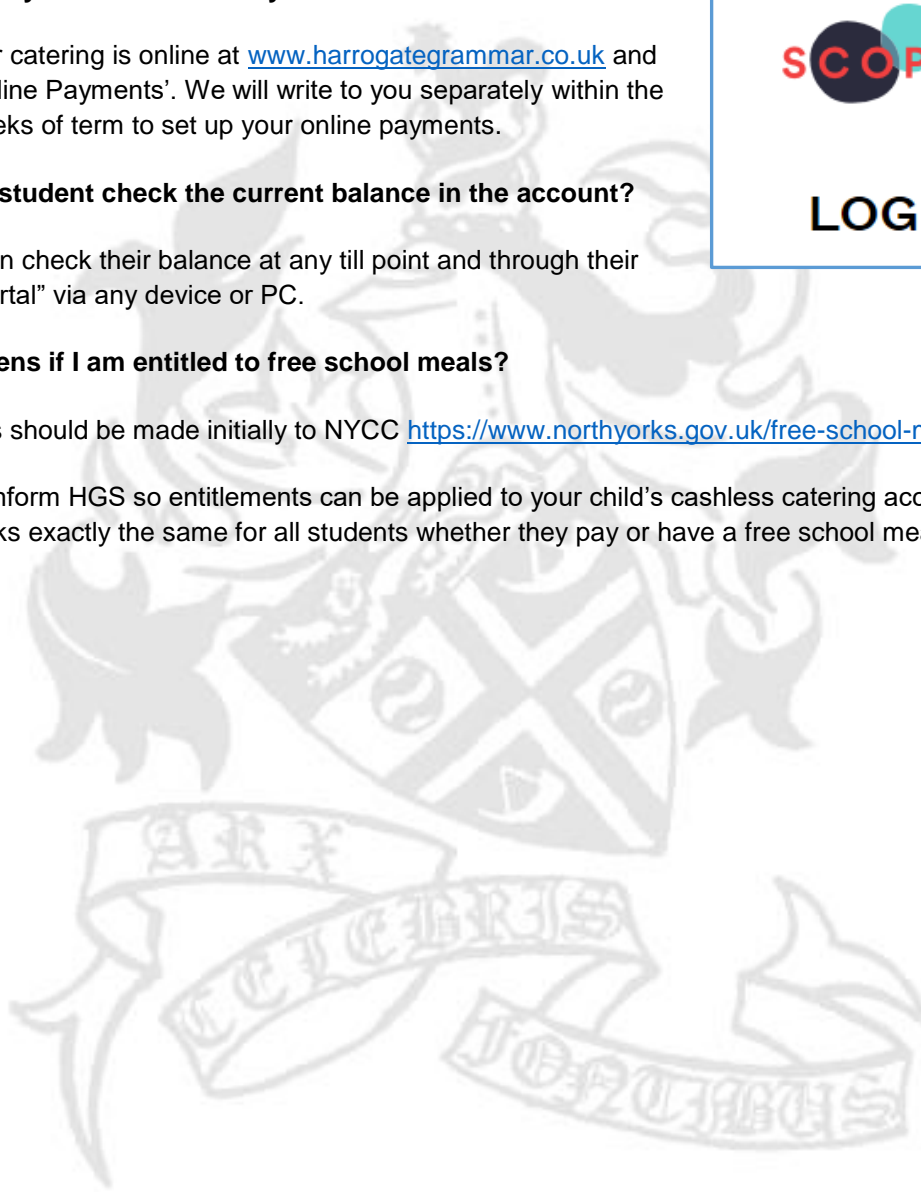
### **How can a student check the current balance in the account?**

Students can check their balance at any till point and through their "Student Portal" via any device or PC.

### **What happens if I am entitled to free school meals?**

Applications should be made initially to NYCC <https://www.northyorks.gov.uk/free-school-meals>

NYCC will inform HGS so entitlements can be applied to your child's cashless catering account. The till system works exactly the same for all students whether they pay or have a free school meal entitlement.



## Top 10 FAQs

1	<b>Can I set account limits?</b>	Yes, you can limit daily spending/access to suit you. Just contact the kitchen office.
2	<b>What if I forget to top up the account?</b>	Students will always be fed regardless of their balance. Our cashier will allow a small overdraft (lunchtime main meal only) and Year Manager will be in contact.
3	<b>My child has an allergy. How can you help?</b>	Our menus are clearly labelled to identify all 14 recognised allergens and staff are trained to advise on dish contents. Great care is taken in the kitchen to avoid cross contamination and our kitchens are nut free.
4	<b>How long are the queues?</b>	Entry to the Hub canteen is staggered by year groups. We work really hard to make service as efficient as possible so that the last student served has at least 15 minutes to eat their meal.
5	<b>My child is a fussy eater, how do I know they have eaten a decent meal?</b>	We encourage healthy eating and will always serve a balanced meal, for example we don't allow a plate without vegetables and pudding is only available with a meal. We provide multiple hot options alongside jacket potatoes and salads daily. Sandwich pre-orders are available for those that wish to "build their own" lunch.
6	<b>What do students receive for a meal deal?</b>	Hot Meal Deal - hot main and hot pudding of the day/ treat/fruit/yoghurt  Sandwich Meal Deal - any sandwich and treat/fruit/yoghurt and a drink.
7	<b>Can I see the menu in advance?</b>	Yes, on the school web page, kitchen Twitter page and displayed around school on TV screens
8	<b>How do you monitor sales of cakes and fizzy drinks?</b>	Sale of treats, puddings and fizzy drinks are limited and sold responsibly; all are school compliant with no added sugar or aspartame. Many treats are home-made with low sugar and salt content. We follow Government Healthy Schools guidelines, for example-no confectionary, fried food and pastry limited to twice weekly.
9	<b>What are your portions sizes like?</b>	Our meals are nutritionally balanced and designed to meet the needs of the age group. We follow the Eatwell Plate and Healthy Schools Guidelines when designing our menus.
10	<b>How do I contact you?</b>	For any enquiries please contact: Mrs Darvill, Catering Operations Manager Tel: 01423 535221 email: kitchen@harrogategrammar.co.uk