



Bishop Wordsworth's School

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Head Master: Dr S D Smallwood BSc (Hons) PhD NPQH

4th November 2019

Dear Parent/Guardian

Bishop Wordsworth's School has been operating a cashless catering system for just over 2 years, which has enabled us to provide a cheaper and more efficient way of administering payment for school meals.

The majority of payments are made through the online system (Wisepay) although, in order to smooth the transition to this current system, the School has also allowed pupils to top up their accounts by cash at the Revaluation Terminal situated in Chapel Block. We are finding that this latter facility is now creating a cumbersome additional administrative burden and also carries risk of error or malpractice that comes with any cash-handling system. We have therefore decided to withdraw the Revaluation Terminal with effect from the start of term in January 2020. From then onwards, payment can be made only through the online system.

That said, please be assured that no pupil will be denied a meal in the Dining Hall. The following principles will apply:

- If a pupil's account is getting low (i.e. about £5 or less), the catering staff will let them know that the account needs to be topped up but will continue to serve them.
- If a pupil's account reaches zero, the catering staff will let them know that it is at zero and needs to be topped up as soon as possible. The pupil will still be served.
- If a pupil's account reaches a small deficit, the parent or guardian will be notified by email.
- If a pupil's account reaches a larger deficit, the School welfare staff will be notified as this may indicate pressures elsewhere that need investigation and support.

We acknowledge that accounts in deficit are caused largely by pupils forgetting to let their parents or guardians know, which is why we are adopting this flexible approach. Please note that account balances and recent food purchases can easily be viewed remotely on your son's Insight and Wisepay accounts.

I would ask that you help us transition as easily as possible to this new way of working. Thank you for your cooperation.

Yours faithfully

B L Smith
Bursar