

# Netherhall School

An Ambitious, Caring Community



**24/03/2023**

Migration to Tali by Pebble for School Lunch Service

Dear Students, Parents and Carers,

Netherhall School is constantly looking to improve our student experience. As of the 1<sup>st</sup> of April 2023, the schools catering service (currently managed by Orian Solutions LTD) will be transferred in-house and managed directly by Netherhall School. The 'Alauna Kitchen' will open to students on Monday 17<sup>th</sup> of April 2023.

As part of this process, we have invested in our catering facilities which includes a new till system. The aim is to give students a more informed choice about what foods are available to them and encourage them to manage their account balances. We know that parents and carers top-up student accounts, but we believe learning to manage the money available to them is a positive life skill. The new system is completely cloud based and utilises the most up to date technology.

The 'Tali by Pebble' platform will link to the existing online payment system 'Parent Pay' where parents and carers can top up and manage their child(s) account balance. The new system offers balance redemption via QR code or PIN number, and students will also have the option to pay using cash or contactless bank card.

Each child will be issued with a unique QR code and PIN number, and both will be available to view / use via the 'TillApp' (students will receive a communication with instructions on how to download the app and register their account) or will be issued with a printed card, if required.

If your child has an existing account balance (with iPay Impact) at the end of the school term, the funds will automatically be transferred over to the new Tali system. For those students who are in receipt of free school meals (FSM), the allowance will be automatically credited to their account each day. Below is some useful information and FAQs to keep you informed ahead of the go-live date on Monday 17<sup>th</sup> of April. **Please read these carefully.**

We will be sending you further communications soon with instructions on how to set up your access to the 'TillApp'.

Thank you for your continued support.

Yours sincerely,

Mr Dale Stephenson

Business Manager

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## Frequently Asked Questions

### What changes do I need to know about?

Every student will be issued with a unique QR code and PIN which you will receive in a separate communication. Students need to keep this QR code and/or PIN safe. If you choose to take up the use of our 'TillApp', the QR can be accessed by this mobile phone app. You will be sent communications about how to set the app up for a parent and for a student.

At the point of sale, students will be invited by a member of the catering staff to scan their unique QR code so they can be quickly identified. If they do not have this they will be asked for their unique PIN. Please ensure that your child has a copy of both on their person when they go to school. A member of the catering staff will confirm the student's name for secondary verification and record the meal against the student's account. If your child receives free school meals (FSM) the process is identical to this to ensure there's complete anonymity.

### How can I see my child's account balance?

The new till system will link to the online payment system Parent Pay, currently used by the school 95% of parents have already activated their accounts. This shares information about payments made so you can see the balance of your child's account. You will also be able to top-up your child's account using the online payment system too.

An iOS or Android app is available for free for students, parents, and carers. This also includes the unique QR code and PIN for each student. Further information to access this app will be available soon.

### How does Free School Meals work with this new till system?

Most importantly, those students who are eligible for free school meals (FSM) will remain anonymous at the point of sale. The process of recording a meal for an FSM-eligible pupil and a non-eligible pupil is the same. A credit is added to their account every day. They can spend this amount on food and refreshments within the school's catering facilities during that day. If they want to make purchases beyond this amount you will need to ensure there's a credit balance on their account which can cover the difference. You can do this by using parent pay or students can pay with cash or contactless bank card.

### Is there any more information?

We will be sending out further communications about the online payment system **Parent Pay** and the 'TillApp' shortly. Please follow these instructions to ensure you have access to your child's accounts ahead of the go-live date of **17/04/2023**. Food and nutrition are important for a child's development and learning. Having access to both the online payment system and the TillApp will keep you informed on your child's eating habits.

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## **What should I do if I have any more questions?**

Please contact the school by emailing [parentpay@netherhall.cumbria.sch.uk](mailto:parentpay@netherhall.cumbria.sch.uk) or going directly through the contact us page on the school website.

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