

Ordering School Lunches and the Cashless Catering System (iPay)



We have collated questions which we have received regarding the changes to our school lunch system and are sharing the answers here. If this Q&A Sheet doesn't answer your query, please do not hesitate to contact:

Julie Forsyth, College Bursar j.forsyth@jcg.sch.je or by phone on 516205

Rachel Winston-Jones, JCP Business Manager r.winstonjones@jcp.sch.je or by phone on 516111 (during term time only)

- Q. Does the new system mean that my child needs to carry a payment card with them?**
- A. Children at JCP do not have a lunch card. The payment for their meal will be recorded by staff as they make their meal choice. There are a range of methods which staff can use to do this; the quickest is by use of facial recognition although this method will only be used if parents give their express consent for this to be used for their child.
- Q. If parents no longer need to pre-order meals, do they still need to let school know in advance if they want to have a meal on any certain day/week so the Catering Team can order the correct quantities of food?**
- A. No. The Catering Team will be able to determine adequate quantities of the food on offer. We want to ensure that there is more flexibility so that if a child needs a school meal on any day, it is easy for them to obtain one.
- Q. Can my child have a school meal on some days and a home-packed lunch on others?**
- A. Absolutely! We want to provide great choices and flexibility.
- Q. How do we select days? Do we need to forewarn JCP on the days we would like them to go across for hot lunch or can we decide on the day?**
- A. No need to forewarn the school – it can be decided on the day. Our aim is to provide children and parents with choice and flexibility.
- Q. We would want to know what the packed lunch option is before deciding.**
- A. The packed lunch choices will be available through the new Fusion Online App. Children have a choice of sandwich, dessert, fruit and drink. The choices may be changed, depending on uptake and feedback. Please email our Head Chef, Karly Jouny K.Jouny@jcg.sch.je

Q. What time do the children go to The Dome, is it staggered by class and/or year group?

A. At present, all those having a hot lunch go to the Dome at 12 o'clock. They go in two groups, years 3&4 and years 5&6.

Q. What happens on days where there are lunchtime clubs; is any notification required or do they just take their packed lunch for that day?

A. Children can either bring a packed lunch from home, or order one the day before.

Q. Is there any supervision to check that the children are actually eating their lunch?

A. Children are supervised by JCP staff. The staff support all children in their selection of meals and whilst they are eating, responding to any additional help they may need, e.g., encouragement!

Q. I don't want facial recognition to be used in respect of my children, does this mean they are unable to have a school lunch?

A. Certainly not. Facial Recognition Technology (FRT) is only used where consent has been given. Although FRT is the quickest way, there are other methods staff can use to debit the meal cost from the child's account. We can also check for any allergies and/or dietary requirements using other methods.

Q. Can the hot lunch option be extended to Year 2,1 and Reception children?

A. We would like to be able to make hot lunches available to all children at JCP. However, we are not in a position to do so at present but continue with this end goal in sight...