

GATESHEAD CASE STUDY



Gateshead introduces 'cardless' cashless catering for Primary Schools

After successfully operating the IMPACT cashless catering system in 7 secondary schools over a number of years, Gateshead Council has adopted a 'cardless' version of the system in primary schools.

Objective

Gateshead was keen to explore ways of improving the efficiency and effectiveness of its school meals service in primary schools. Having experienced the benefits of cashless catering in many of its secondary schools it was felt that it could add value to its primary schools too.

After discussions with Gateshead it was felt that many primary school pupils would have difficulties swiping an access card and that the younger ones, in particular, should not be expected to take responsibility for either cash or cards. So it was agreed that any cashless catering system would need to operate without the need for pupils to have cards.

Solution

CRB Solutions designed a cashless catering system using a Touchscreen POS terminal with a Look Up function. Rather than presenting or swiping a card at POS, pupils merely say their name. Their accounts are quickly found & opened using on-screen filters for school year, class name and pupil name.

This filtering process can be shortcut as soon as the pupil has been recognised and found on-screen, & since year and class groups in Primary Schools tend to arrive in largely homogenous groups, much of the filtering is sidestepped. POS operatives consistently report that they quickly learn to recognise pupils, so that their accounts can be opened as they approach the POS & their school meal recorded with the touch of a button & no delay. If there is a choice of meals, and a value in keeping records of consumption patterns, this is achieved by having more on-screen buttons. The Touchscreen POS terminal extends to 10 menus and a total of 640 choices; Gateshead has found that it can operate with just one menu and 6 buttons.

Outcome

The system is now working in 16 Primary Schools in Gateshead and is a great success. Cash collection and recording has been simplified, mealtime services are smooth and efficient and the system provides a platform for monitoring dietary patterns in the future.



Credentials

- UK market leader
- Over a million users in more than a 1500 schools
- Founded in 1963
- 4 owner/directors with over 80 years experience
- First school system installed in 1993
- Highest quality hardware and software
- Total commitment to after sales support
- Open, flexible solutions
- Biometric, card and cardless solutions available
- Offices in Edinburgh and Durham. Cunninghams offices in Birmingham, Belfast and Nairn

Testimonials

"We've worked with CRB for the last 5 years and they have proved to be an able and effective partner. Impact is a very robust and mature system that manages our cashless service with ease. We have looked at many similar products but no company could meet our needs with such flexibility. I have no hesitation in commending CRB for great service and a great product."

Brendan Murphy of Glasgow City Council

"The system is in 23 schools and is proving hugely successful, increasing revenue by 15% to 20%."

Bill Kennedy of Tayside Contracts

"As a three star local authority, we are proactive and progressive in our approach, and only work with suppliers who have the same attitude. With CRB, not only do we have a supplier that shares our enthusiasm for customer service, they are also generous with sharing their knowledge and expertise. The excellent training and support offered by CRB, made sure that we are all competent and confident when using the equipment."

Colin Ranson of Sunderland City Council

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