



Ref: NKE/JWA – BM0224.LS2

09 March 2024

Dear Parents/Carers

### **Important Update on Biometric Payment Options, Biometric Consent and the Arbor Parent App**

We would like to inform you of an important change regarding our biometric payment options at Thistley Hough Academy. Please take your time to read this information as it contains important actions needed to ensure students can continue to access canteen facilities at school. As part of our ongoing commitment to providing the best possible services for our parents/carers and students, and to align with other schools within our Trust, we are moving to a new biometric payment system, run by CRB Cunninghams Education Solutions.

As part of the change of provider we require all who wish to continue to use the canteen facilities to have their fingerprints re-scanned and for parents/carers to give their consent for this. **This consent is essential for your child to continue using the biometric payment options.**

#### **Arbor Parent App – Granting Consent**

To grant your consent for the continued use of biometric payment options we require parents to download the Arbor Parent App, whereby you can then give your consent. Please see the “how to” guide via the link below on how to do this, along with a Frequently Asked Questions document from CRB Cunninghams which will hopefully answer any questions you have about this process.

Parents will need the Arbor Parent App as later in the school year we are moving from Parent Pay to Arbor Pay, putting all your school communications and payments into the same portal. Further details about the change from Parent Pay to Arbor Pay will be released in due course but be reassured that at present Parent Pay will still be used for payment for school items.

We are aware that a small number of students do not currently have consent for the use of biometric data; this will continue to be possible should parents wish. During the scanning process those students will be given a 6-digit passcode instead to memorise which they will give when paying for food to the servers. However, please be advised that this does impact speed of service, so we are asking as many parents as possible to continue to give consent to enable us to provide the best facilities for our students.



**In order to allow for additional time for parents/carers to take action, we have extended the deadline to Wednesday 13<sup>th</sup> March, and delayed the transfer process to Friday 15<sup>th</sup> March. We have also added the additional option for granting or declining permissions by way of a Microsoft Form which you can access via the link or QR Code included below.**

Thank you as always for your ongoing support.

Yours sincerely

Noel Kennedy  
Principal

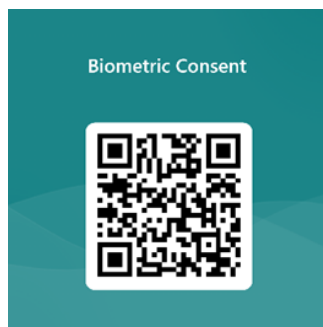
**Follow the links below for further information:**

**Arbor:**

[Arbor App - How To Guide](#)

**Microsoft Form:**

<https://forms.office.com/e/bppZrBY0jh>



**Cunninghams:**

[Cunninghams FAQ](#)