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**THE HART
SCHOOL**
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SSC/SLE

22 January 2024

Dear Parents and Guardians

Re: 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 The Hart School. Please take your time to read this information as it contains important actions needed to ensure pupils can continue to access canteen facilities at school. As part of our ongoing commitment to providing the best possible services to our students and aligning 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 students who wish to continue to use the canteen facilities to have their fingerprints re-scanned and for parents 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

We understand that the use of biometric data may raise questions, so to reassure you please find attached a Frequently Asked Questions document from CRB Cunninghams which will hopefully answer any questions you have about this process.

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 attached “how to” guide from our IT Support team on how to do this.

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 pupils do not currently have consent for the use of biometric data, this will continue to be possible should parents wish. During the scanning process on Wednesday 7 February those pupils will be given 6-digit passcode instead to memorise which they will give when paying for food to the servers.



However, this does impact speed of service, so we are asking as many parents to continue to give consent as possible.

We appreciate your understanding and cooperation. Our goal is to provide the best facilities and ultimately enhance the overall experience for both students and parents.

Please can we ask that you have accessed the Parent App and consent is given by Monday 29 January 2024 to allow us to complete the transfer process with Cunninghams in time for the Biometric Enrolment the following week.

Thank you for your ongoing support and trust in The Hart School.

[Arbor Parent App Guide](#)
[CRB Cunninghams FAQ](#)

Yours sincerely

Simon Curzon
Assistant Principal – Data and Assessment