



**LONGBENTON**  
HIGH SCHOOL

## Parent Guide March 2024

Changes to our MIS and Catering Systems

Bromcom, MCAS & Mellors





March 2024

Dear Parents / Carers

In order to make our organisation as efficient as possible, improve our communication with parents and enhance our student experience, we are changing our MIS (management information system) and catering providers from April 2024.

We are phasing in changes in order to ensure that everything goes smoothly. The timeline on page 4 of this guide provides an overview of what we will be bringing online and when. For example, there will be a period of time where we are running both Bromcom/MCAS and Class Charts at the same time, but the intention is to have everything running via Bromcom from September 2024 (with payments for class trips and visits the last thing to come online by April 2025).

The following pages explain what Bromcom and MCAS are, what parents need to know and do with regard to payment for school dinners/lunches and what to expect from our new catering partner, Mellors. **There is a parent checklist with actions required at the end of this document.**

I am sure that the changes we are implementing will go smoothly and you will see a marked improvement in the coming months. As ever, we welcome your feedback as we implement new systems.

Kelly Holbrook



Headteacher



As part of the ongoing effort to improve the information and communication Longbenton High School provides, we are changing our management information system (MIS). Our MIS underpins all aspects of the school's data processing systems. From Easter we will be using **Bromcom** at Longbenton High School. Class Charts will still be in place for the remainder of the 2024 summer term, but the intention is to phase this out by September 2024, so that everything is in one place: payments for school lunches; payments for trips; timetable, homework and detention information and so on.

Bromcom is the school's MIS (management information system) and is the central piece of software in the day to day running of the school. 'MCAS' stands for My Child at School and is the name of the parent/carer view of our published data on both desktop and the app.

**This system will replace ParentPay** as a means of paying for lunches from April 2024. **In the first instance, we will be using MCAS for school lunch payments only.** This is due to the fact that our catering provider is also switching in April from North Tyneside to **Mellors**.

We will also have a **new till system that uses biometric facial recognition** from 15th April. Please see the Mellors section within this guide for more details on what this means and how to give your parental consent.

We have not enabled all the features in Bromcom yet, so there may be features mentioned in help guides that you find online that are not visible in your Bromcom/MCAS view. We will publish help guides for all new features and visible data when we enable them and let you know which features we are rolling out in which order in due course.



**MCAS - Please note that you will not be able to set up your MCAS account until 2nd April. Please do not try to register or set up until after this date.**

The full online parent guide is available here: <https://docs.bromcom.com/knowledge-base/mcas-parent-guide/>

The instructions on how to create a MCAS account are here: <https://docs.bromcom.com/knowledge-base/how-to-use-self-sign-up-for-parent-mcas-account/>

Once you have signed into the MCAS App, the first thing you need to do is check your contact details are correct by selecting the 'data collection form' option and 'edit details'. If your details are not up to date, please amend them.

We will eventually be using the MCAS App as the main form of communication with parents and carers so you will start to see in app notifications in due course. In the first instance we will be using MCAS for **catering/lunches only**.

**If you have any problems setting up your MCAS account after 2nd April please email [lhs@longbenton.org.uk](mailto:lhs@longbenton.org.uk)**

**We will also be available for drop in support** during the Easter holidays on Thursday 11th April between 10am-12pm. In addition we will be available for drop in support at the start of the new term on Monday 15th April 9am-10am and at 11.30am-12.30pm. No appointment is necessary and we will add more drop in times and communicate these to you if we have sufficient parental requests to do so.



## Summary of changes

What	Old / current system	New system - from when
Parent payment system for school dinners/lunches	ParentPay - stops 28th March 2024	MCAS - from 2nd April 2024
New till system using facial recognition	Contactless or code	Facial recognition system at tills - from 15th April 2024
School system for managing information on students (MIS)	SIMS	Bromcom - from 15th April 2024
School system for communicating with parents	Class Charts and School Comms - until May half term 2024	MCAS - from September 2024 for all other information and payments
School catering company	North Tyneside	Mellors - from 15th April

**WELCOME TO MELLORS CATERING SERVICES**

Mellors are an award-winning family business that are proud to serve delicious and nutritious meals to you. They're the first choice contract caterer in the north of England and predominantly operate within the education sector!

Mellors are committed to providing top quality service and food, offering a bespoke and friendly service which is unrivalled. They operate more than 350 catering contracts, developing innovative menus to meet the tastes and dietary requirements of their customers whilst looking after all other aspects of your on-site catering.

They pride themselves on delivering an exciting choice of nutritionally balanced meals, that doesn't cost the earth. Mellors use only the finest, freshest ingredients from over 30 local suppliers, which means even better quality food. In fact, 100% of our food suppliers are based in the north!

MELLORS ONLY OPERATE IN THE NORTH OF ENGLAND AND THE MIDLANDS, TO DELIVER YOU BESPOKE AND LOCALISED SUPPORT.

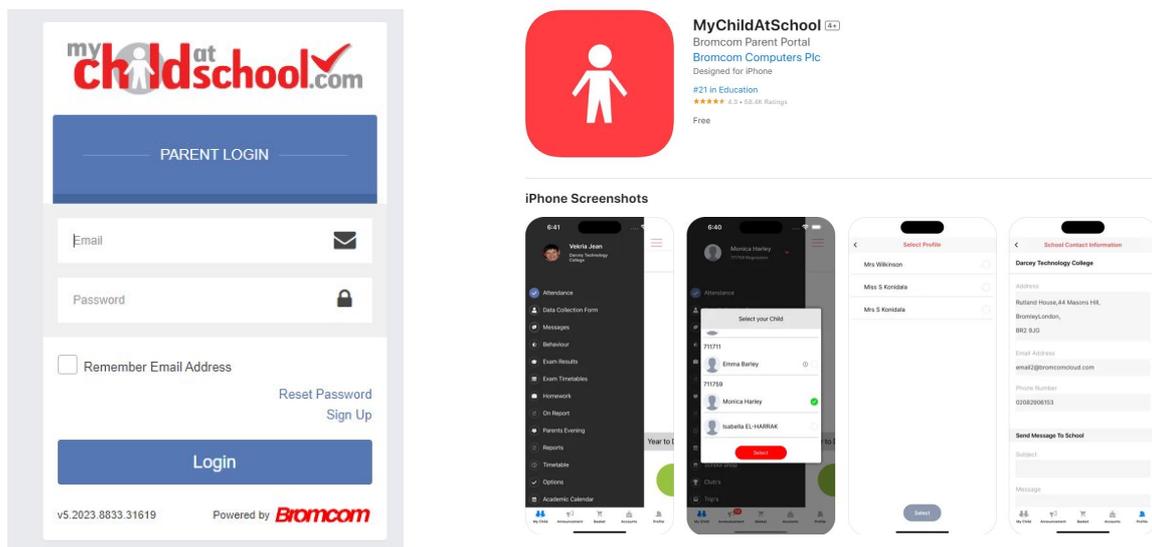
Where else can you find us?

- [www.mellorscatering.co.uk](http://www.mellorscatering.co.uk)
- @MellorsCatering
- 01695 737 280

**PLEASE NOTE: YOU WILL NOT BE ABLE TO SIGN UP UNTIL THE SYSTEM GOES LIVE - 2ND APRIL 2024**

Parents can access the Parent Login screen in two ways:

1. From within the web browser type [www.mychildatschool.com](http://www.mychildatschool.com), this will open the Parent Login screen.
2. From the MyChildAtSchool mobile phone app, this will open the Parent Login screen.



Follow the steps at the link below to set up your account. Scroll down the page to the heading **How to Self Sign Up for parents** and it will guide you through step by step.

**Our school ID if you are asked for it is: 14794**

<https://docs.bromcom.com/knowledge-base/how-to-use-self-sign-up-for-parent-mcas-account/>

# How to view and add dinner / lunch money in MCAS

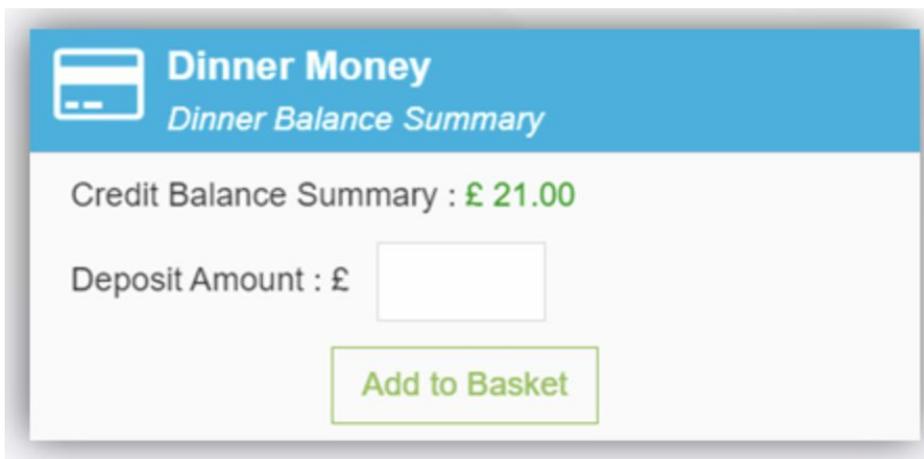
**PLEASE NOTE: YOU WILL NOT BE ABLE TO DO THIS BEFORE 2ND APRIL 2024**

You can also find these instructions online here:

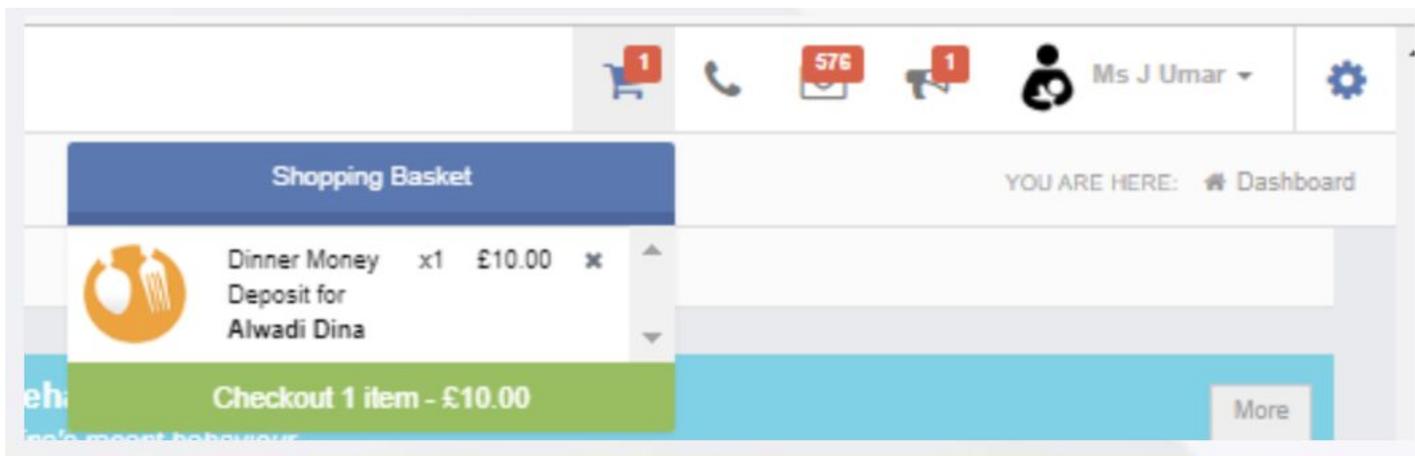
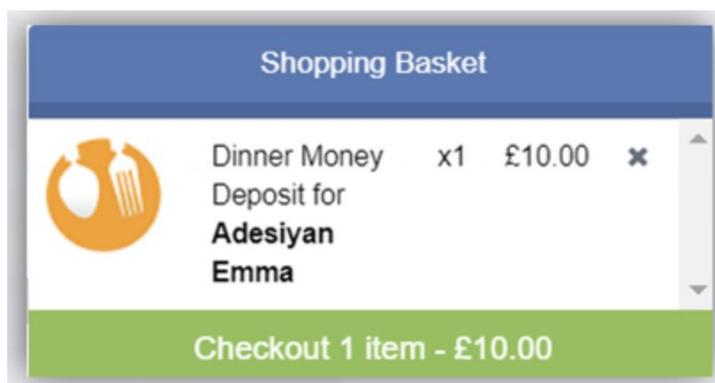
<https://docs.bromcom.com/knowledge-base/how-to-view-and-add-dinner-money-in-mcas/>

From your MCAS dashboard the Dinner Money option is accessible only as a Widget. (A widget is just a mini app that displays a small amount of information on the screen at all times and interacts with the user).

The Widget displays the current Credit Balance Summary and gives the option to top up the balance.



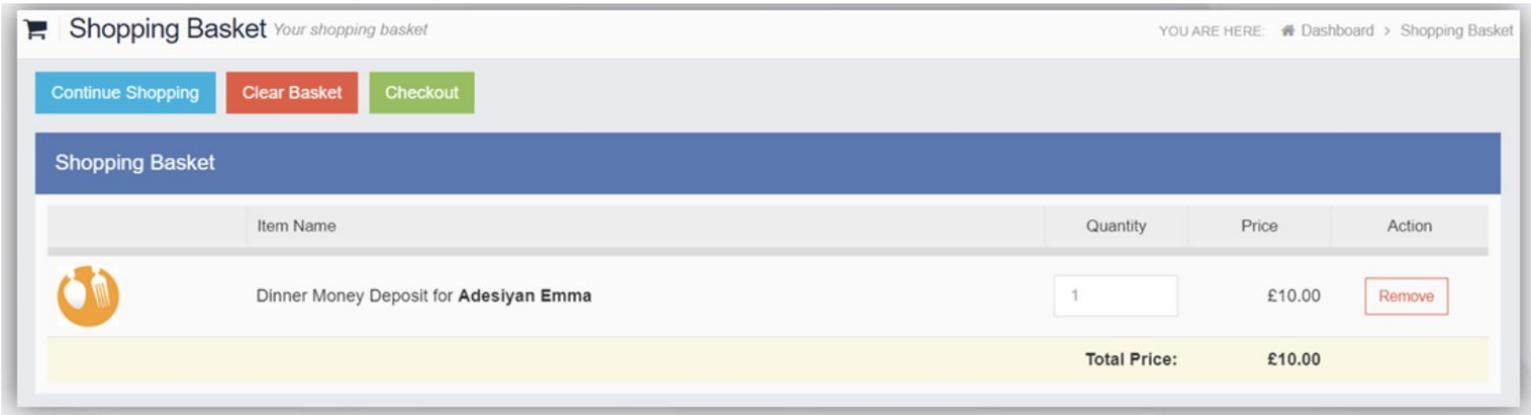
To do this enter the amount in the Deposit Amount box and click the Add to Basket button. The Shopping Basket (trolley) icon on the top bar will now display that you have 1 item in the Basket, click here to open the Basket and view the contents, the item can be removed by clicking on the X to the right.



# How to view and add dinner / lunch money in MCAS

**PLEASE NOTE: YOU WILL NOT BE ABLE TO DO THIS BEFORE 2ND APRIL 2024**

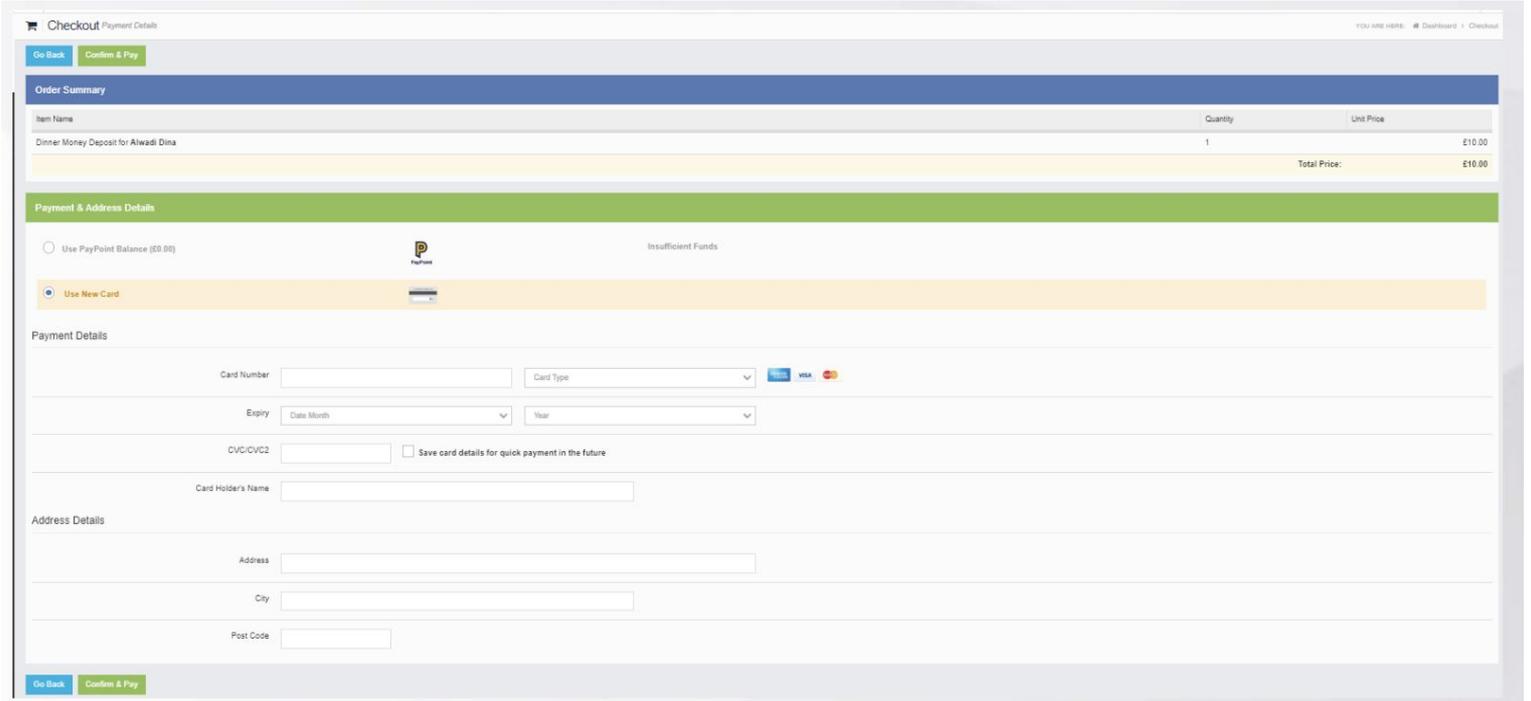
To continue, click on the green Checkout bar which will open the Shopping Basket. Here you can click the Continue Shopping button to open the School Shop and add more items (please note, this function will be available at a later date). The Clear Basket button will empty the Basket or the Checkout button will allow you to continue and make your payment.



The screenshot shows the 'Shopping Basket' interface. At the top, there are three buttons: 'Continue Shopping' (blue), 'Clear Basket' (red), and 'Checkout' (green). Below these is a blue header 'Shopping Basket'. The main area contains a table with columns: Item Name, Quantity, Price, and Action. One item is listed: 'Dinner Money Deposit for Adesiyan Emma' with a quantity of 1 and a price of £10.00. A 'Remove' button is next to it. At the bottom right, the 'Total Price' is £10.00.

Item Name	Quantity	Price	Action
 Dinner Money Deposit for Adesiyan Emma	1	£10.00	<a href="#">Remove</a>
		<b>Total Price:</b>	<b>£10.00</b>

Enter your payment details on the following page, once verified and paid a Confirmation message will be given and the Credit Balance Summary updated on the Widget.



The screenshot shows the 'Checkout Payment Details' page. It has a blue header 'Checkout Payment Details' and a 'YOU ARE HERE: Dashboard > Checkout' breadcrumb. Below the header are 'Go Back' and 'Confirm & Pay' buttons. The 'Order Summary' section shows the same item as the shopping basket: 'Dinner Money Deposit for Alwadi Dina' with a quantity of 1 and a price of £10.00. The 'Payment & Address Details' section has two radio buttons: 'Use PayPoint Balance (£8.00)' (which is disabled with a message 'Insufficient Funds') and 'Use New Card' (which is selected). Below this are fields for 'Card Number', 'Card Type' (with a dropdown menu and logos for Visa, Mastercard, etc.), 'Expiry' (with 'Date Month' and 'Year' dropdowns), 'CVC/CVC2', and a checkbox 'Save card details for quick payment in the future'. There are also fields for 'Card Holder's Name', 'Address', 'City', and 'Post Code'. 'Go Back' and 'Confirm & Pay' buttons are at the bottom.

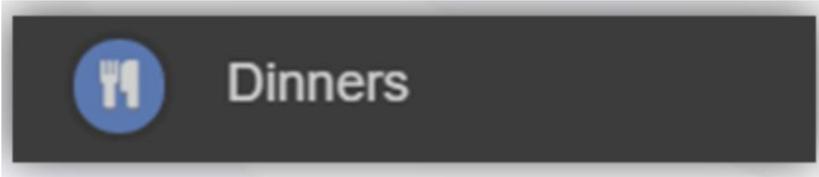
# How to view dinners in MCAS

**PLEASE NOTE: YOU WILL NOT BE ABLE TO DO THIS BEFORE 2ND APRIL 2024**

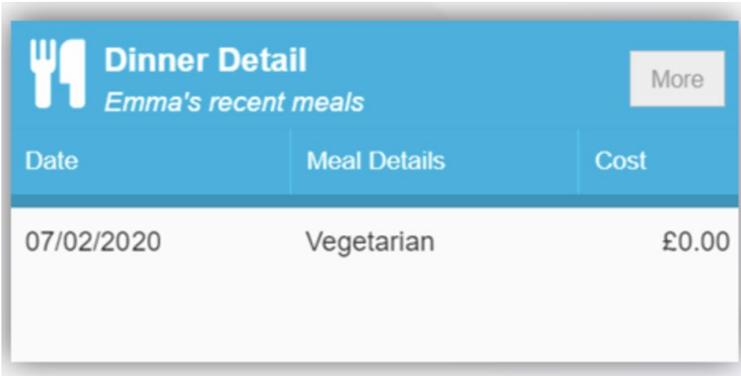
This guide is also accessible online here:

<https://docs.bromcom.com/knowledge-base/how-to-view-dinners-in-mcas/>

The Dinners option is accessible from both the left hand Menu Bar and a Widget.



The Dinner Detail Widget, displays the last Meals that have been taken.



Clicking on the More in the Dinner Details Widget button will display the last Meals taken and the Dinner Money Payment Details.



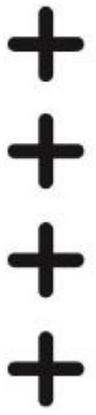


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**FOOD**  
*HAPPY*



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HIGH SCHOOL  
WELCOME TO  
MELLORS!**





# GET

# Mellors FOOD Happy



Dear Parent/Carer,

We're delighted to be announced as your new caterer at Longbenton High School and we want to take this opportunity to introduce ourselves and get you excited about the food that will be served in your school!

## WHO ARE WE?

Mellors Catering Services is a family run, award-winning catering company, serving more than 100,000 children in the north of England every day. All of our food is locally sourced and freshly prepared on-site daily by our fantastic catering teams, so we can make sure each and every customer is Food Happy!

## WHAT TO EXPECT!



### FUEL YOUR DAY

New breakfast and break snacks to help you fuel up before school.

Meal deals from as little as **99p!**



New street food menu of tasty handheld snacks such as burritos, noodles and rice dishes throughout the week.



New main menus with homemade traditional classics, including sustainably sourced fish & chunky chips.



### LOYALTY SCHEMES:

The more you use the restaurant, the more freebies you'll get.

New plant-based meals so you can eat tasty and healthy food whilst taking care of our planet!



## MELLORS MAKING A DIFFERENCE



As well as providing a range of delicious plant-based meals, Mellors cares for the environment in many other ways. One way we try to reduce our impact on the world around us is by using as little packaging as possible. What little packaging we do use comes from already recycled materials and is fully compostable.

## HAVE YOUR SAY



Your voice is important to us and we will be looking for School Food Ambassadors to help us monitor the offer and taste test new dishes. It's important for us that we get it right, so if you have what it takes to be a Mellors School Food Ambassador, let your catering team know.

Go to [www.mellorscatering.co.uk](http://www.mellorscatering.co.uk) or follow @mellorscatering on Twitter to learn more about us.



We want to ensure our students have the best possible experience at Longbenton High School in and out of the classroom, which is why we are also **changing our catering provider to Mellors from April 2024**. You will remember that we wrote to parents before Christmas informing them of this change; it was our intention to leave North Tyneside Catering from the start of the new financial year long before they announced they would be withdrawing their service from schools. We are delighted that all of our existing kitchen staff have moved across to Mellors, so students will recognise the same team after Easter.

There are several aspects connected to the new catering service that parents need to be aware of:

- Changes to menus, including a substantially improved food offer for our students and a wider range of choices to cater for different dietary needs
- New menu tariffs (which can be found on the following pages)
- The ability to see details of what your child is purchasing and eating via the MCAS App
- Facial biometric recognition requirement for payment systems at the till
- The closure of the ParentPay system and the need for parents to set up new accounts with the MCAS App, part of Bromcom

### **How will my child pay for their lunch/dinner after Easter?**

#### **If you pay for school lunches/dinners**

- Complete the facial recognition consent form by 25th March
- Register your MCAS account between 2nd - 14th April 2024 and add credit/top up
- On 15th April, your child will pay for their meal using facial recognition at the tills
- You will be able to see your credit balance in the MCAS app

#### **If your child is entitled to FSM (free school meals)**

- Complete the facial recognition consent form by 25th March
- Register your MCAS account between 2nd - 14th April 2024
- On 15th April, your child will pay for their meal using facial recognition at the tills and this will be deducted from their FSM account

You will need the MCAS App, outlined on the previous pages in this guide, to pay for lunches from 15th April 2024 onwards. The previous ParentPay system, operated by North Tyneside Council, will no longer be in operation. **It is important that you wind this account down and ensure there are no monies still in your account by Thursday 28th March.** If parents would like the credit refunding from the Council Catering Services, they will need to request this by 21 March by emailing [parentpay@northtyneside.gov.uk](mailto:parentpay@northtyneside.gov.uk). ParentPay at North Tyneside are responsible for any remaining credit balances. North Tyneside Council will issue a request for payment to parents for any debit balances due to NTC. It is important to note that Longbenton High School does not have control over the refund or collection of balances. This is the responsibility of North Tyneside Council up until 28th March.



## **Biometric Facial Recognition**

If you wish for your child to participate with biometric facial recognition in order to speed up service at the tills, you will need to opt in using this Google Form [Parental Consent Form for Biometric Recognition](#) before 25th March 2024. Cunninghams, who will be providing the technology and logistics for our new till systems, will be in school on March 26th to take student photographs, so we require consent before then.

## **FAQS**

### ***Why are you using biometric recognition?***

Biometric recognition converts physical characteristics into a unique digital signature that can be used to quickly and securely locate your child's cashless catering account. This helps speed up service and eliminates the requirement to remember a free school meals code or carry another means of payment, such as a card that can be lost or stolen.

### ***How does it work?***

When the child looks at the camera, the software reads key features and compares this against the database of registered users. When it finds a match it automatically opens their cashless catering account, allowing the operator to complete the sale. It takes seconds.

### ***What happens when my child leaves the school?***

All data will be deleted and will not be stored.

### ***I don't wish to give permission for my child to participate with biometric recognition. Can my child still purchase school meals?***

Yes, but this is limited to one till in the school and therefore may limit your child's food choices.

### ***What if I change my mind?***

If you initially opt in for your child to use biometric recognition but later change your mind, contact the school and we will remove the permission from the system, which will automatically remove any biometric data associated with your child and provide your child with an alternative method of authentication.

### ***Can this biometric data be used by any other agency?***

No, the software turns your child's physical characteristics into an encrypted string of characters known as a template (using AES 256; no fingerprint image is stored). Even if someone were to gain access to the data and break the encryption, this template does not contain enough information to reverse engineer into useable data.



# GET

Mellors  
**FOOD  
HAPPY**



## PRICE LIST

### Mid Morning Break



Toast	£0.40
Bagel Pizza	£1.30
Bacon or Sausage Sandwich	£2.00
Cheese on Toast	£0.80
Waffle	£1.20
Pancakes (each)	£0.50
Bagel	£0.80
Hash Browns (each)	£0.60
Sausage roll	£1.30
Half Currant Tea Cake	£0.50
Crumpets	£0.40
Breakfast Wrap	£2.20
Pain au Chocolate	£1.00
Croissants	£1.00
<u>Drinks</u>	
Milkshake	£0.70
Radnor Juice	£0.75
Radnor Splash	£1.10
Milk	£0.65
Juice Burst	£1.30
Large Water	£1.00

### Lunch Break



Main Meal	£2.40
Meal Deal Hot	£2.60
Meal Deal Cold	£2.60
Pizza Cheese & Tomato	£1.50
Meat Pizza	£1.80
Pasta Pots	£1.50
Pasta & Cheese	£2.15
Pasta & Sauce	£2.30
Pasta, Sauce & Cheese	£2.80
Jacket Potato	£1.30
Jacket Potato with Filling & Side Salad	£2.40
Paninis	£2.20
Love Joes Wraps	£2.50
Baguette Sandwich	£2.40
Cold Wraps	£2.00
Premium Sandwich	£2.10
Sandwiches	£1.60
Salad	£2.40
<u>Desserts</u>	
Hot Dessert	£1.20
Cookie	£1.00
Tray Bake	£1.00
Jelly Pots	£1.00
Fruit Pots	£1.50
Mousse	£1.00
Piece of Fruit	£0.65
Muffin	£1.10





**GET**

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**FOOD  
HAPPY**



# MID MORNING BREAK



Toast	£0.40
Bagel Pizza	£1.30
Bacon or Sausage Sandwich	£2.00
Cheese on Toast	£0.80
Waffle	£1.20
Pancakes (each)	£0.50
Bagel	£0.80
Hash Browns (each)	£0.60
Sausage roll	£1.30
Half Currant Tea Cake	£0.50
Crumpets	£0.40
Breakfast Wrap	£2.20
Pain au Chocolate	£1.00
Croissants	£1.00



# LUNCH BREAK

Main Meal	£2.40
Meal Deal Hot	£2.60
Meal Deal Cold	£2.60
Pizza Slice	£1.50
Meat Pizza	£1.80
Pasta Pots	£1.50
Pasta & Cheese	£2.15
Pasta & Sauce	£2.30
Pasta, Sauce & Cheese	£2.80
Jacket Potato	£1.30
Jacket Potato 1 Topping	£2.40
Paninis	£2.20
Hot Wraps	£2.50
Baguettes	£2.40
Premium Sandwich	£2.10
Sandwiches	£1.60
Various Salads	£2.40



# COLD DRINKS & GRAB N GO

	Radnor Splash	£1.10	
	Milkshake	£0.70	
	Large Water	£1.00	
	Milk	£0.65	
	Juice Burst	£1.30	
	Tray Bake	£1.00	
	Fruit pot	£1.50	
	Cookie	£1.00	
	Piece of Fruit	£0.65	

Parent Checklist	When?	Done? 
Have you completed the consent for the facial recognition software / photographs due to be taken on 26th March? <a href="#">Parent Consent Google Form</a>	By 25th March	
Have you allowed your ParentPay account to wind down? Stop topping up this account in the run up to Easter 2024.	By 28th March	
Have you downloaded the MCAS App and/or bookmarked the log in page? <a href="#">Google App</a> <a href="#">App Store</a> <a href="https://www.mychildatschool.com/MCAS/MCSParentLogin">https://www.mychildatschool.com/MCAS/MCSParentLogin</a>	By 14th April	
Have you signed up and created a MCAS account? <b>*Please remember you will only be able to do this from 2nd April*</b>	By 14th April	
Have you loaded some credit onto the Dinner/Lunches section of your MCAS account for your child?	<i>From 2nd April</i> By 14th April	
Have you ensured your contact details are up to date including preferences for order of contact?	By 14th April	