CIVICA

Cashless solutions

Meeting the needs of individual schools while providing powerful MAT-level reporting and control.

Cashless catering management with centralised planning and reporting tools, helping increase revenues and generate cost savings across the whole Trust.

With 25 years' of continuous development, Civica Cashless Solutions help Trusts, schools and colleges drive efficiencies.

Powerful catering management tools, EPOS, pre-order, and cloud-based ID Management systems provide complete transparency, helping improve stock management and increase revenues.

A centralised approach
A Trust-wide cashless system facilitates the sharing of best practice, the analysis of trends and a top-down approach to managing and your provision across the portfolio of schools in your Trust.

Reporting and real-time dashboards
We understand that each school is different, which is why our solution can be managed centrally or by the individual school. The specific needs of primary, secondary and further education are all catered for, with detailed reports and relevant and real-time information displayed via online dashboards at any time, from any online device.

Online payments
We provide an online portal which allows parents to pay for meals, trips, uniforms and so on. Built using our industry leading CivicaPay platform, money is settled into your account directly. Parents will benefit from automatic top-up, text notifications and balance transfers between their children.

Secondary pre-order and self-service
In secondary settings, our innovative Pre-order module lets pupils order their lunch from anywhere on the school network. This 'grab and go' service supports Covid-secure measures, reducing queues and footfall in the canteen.

Protecting your students from allergens
Natasha's Law has highlighted the importance of clearly identifying food ingredients to protect students with allergies. Civica Cashless can mitigate the risks of students purchasing restricted dietary items.

Why choose Civica Cashless?

- Comprehensive analysis and reporting
- Innovative cloud-optimised technology
- Real-time dashboards and alerts
- Increased revenues
- Reduced waste
- Mitigates risks associated with allergens - for pupils and for the Trust
- Integration with all major MIS, LMS and payment systems, including CivicaPay Education

Make better decisions with a real time dashboard

Increase revenue and make savings

Protect students and staff with allergen control

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Cashless Pre-order
A faster, safer and more efficient way to manage lunchtime.

Reducing traffic and delays in the dining hall is more important than ever. Our Pre-order solution not only helps you meet social distancing guidelines, but can help you run a more efficient service.

Accessed via any browser-enabled device, Cashless Pre-order allows anyone on school premises to select their meals in advance. This not only improves efficiency in the kitchen, but reduces queues in the dining hall.

Safety first

Cashless Pre-order is designed to keep pupils and staff safe. Lunch can be ordered from anywhere on the school site, and a delivery or collection point can be specified. This helps you keep the dining hall contact-free and maintain social distancing.

Increased revenue

Pupils can pre-order meals from any device on the school network, including mobile phones, tablets, PCs or even touchscreen kiosks. This can help encourage pupils to purchase meals onsite rather then elsewhere.

Efficiency baked-in

Orders are placed before lunchtime, which means the kitchen prepare only the meals that are required. This reduces pressure at peak times and significantly minimises waste.

Catering managers have access to historical data, helping them improve stock management and make informed decisions.

Allergen management

Fully integrated with our Cashless Catering software, the Pre-order solution helps protect pupils who have allergies - unsafe options are removed from the pupil's individual menu.

Why choose Cashless Pre-order?

- Supports Covid-secure measures such as 'grab and go' service and reduced footfall in the canteen

- Increases throughput at mealtimes, enabling staff to serve pupils quickly and efficiently

- Encourages take-up of on-premise school meals, increasing revenue

- Promotes wellbeing by allowing more time for pupils to socialise between lessons

- Gives catering staff the data needed to plan meals more efficiently, reducing waste and supporting quantity control

- Helps safeguard pupils with allergies by removing unsafe options from their pre-order menu

Support Covid-secure 'grab and go' measures

Increase revenue and make savings

Better quality control

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Saffron Check

Increase efficiency, ensure compliance and make better decisions - without the paper

Rising food costs, increasing wages and new legislation are among the many challenges faced by catering management teams. Saffron Check is a paperless kitchen app designed to help keep processes streamlined, sustainable and safe - vital during uncertain times.

Taking the work out of paperwork. And the paper.

Saffron Check replaces your paper-based processes with a centrally-managed, integrated system. Available for iOS and Android, it doesn't stop working when you're offline. You can manage your catering activity even if you're out of signal.
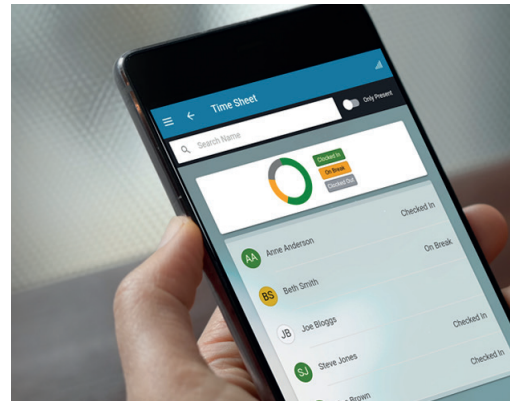
Streamline your processes

Saffron Check helps you to work more efficiently, with greater control and financial transparency. Relevant data is always at your fingertips, and anything you input is immediately reflected in your Saffron system and shared with co-workers.

Why choose Saffron Check?

- Reduce operational overheads
- Automate critical information
- Collaborate with teams on one platform
- Get near real-time insights
- Ensure compliance across your operational estate
- Make informed decisions

"The transition from our previous provider to Saffron Check was seamless.

"Dedicated account management support ensured that our unique service requirements were fully understood and implemented and longer term objectives captured as part of the implementation planning process."

Lancashire Catering Services Team

Keep your compliance in check

Compliance with legislation and best practice is vital for safety, and to keep your reputation and relationships in good order. Training can be delivered and competency tracked within Saffron Check. This helps you maintain consistency across sites, with standard processes available to everyone.

Make better decisions

With a clear, up-to-date view of activity across your entire operation, you can quickly monitor KPIs and optimise performance. An overview of purchasing and stock control helps you spot opportunities to reduce waste and make savings. At-a-glance access to attendance and tasks enables you to make sure staff are best placed to make a positive impact.

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Saffron Menu & Wellbeing

Helping you maximise revenue, and your customers to make clear, safe food choices

Saffron Menu helps you improve menu planning to maximise profitability, while Saffron Wellbeing tracks, manages and communicates accurate allergen and nutritional information.

Manage risk

Saffron Wellbeing collates data from multiple sources and suppliers, with any changes to ingredients, recipes or menus automatically updated.

Correct allergen information is always available and you can be confident that you are in compliance with the Food Information Regulations.

Wellbeing also gives you a head start on preparations for Natasha's Law, which comes into force in October 2021.

"We have found that Saffron Menu & Wellbeing is a really fantastic tool to help us comply with current legislation on food allergens.

"We would certainly recommend this to any catering business."

Creed Foodservice

Why choose Saffron Menu & Wellbeing?

- Demonstrable compliance
- Accurate allergen and nutritional information
- Safeguard your reputation
- Save time and relieve pressure
- Give your customers confidence and create loyalty

Communicate consistently

Transparency from field to fork is vital to ensure compliance. Saffron Wellbeing is easily accessed by kitchen teams, suppliers and customers via a web portal.

Our customer facing web portal displays a live allergen profile of each dish, with additional dietary information helping customers make safe and informed choices.

Simplify planning and increase profitability

Saffron Menu identifies the costs and profitability of each menu or dish, helping you maximise revenue. With automated menu engineering, you can easily model the impact of updating quantities, replacing ingredients and changing the menu structure.

Used in conjunction with Saffron Wellbeing, you get a complete picture of each meal including cost, profitability, nutritional and allergen information.

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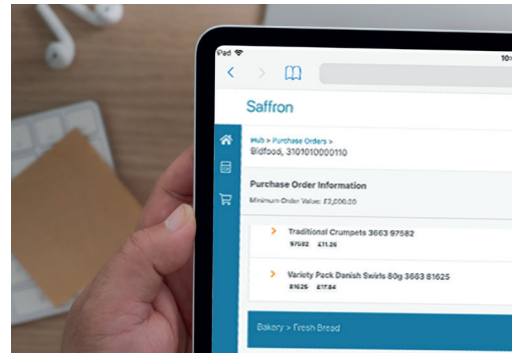
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Saffron Purchasing

Streamlining the purchase-to-pay process to save you time and money

Saffron Purchasing automates and simplifies the buying process for catering providers, saving up to 70% of the associated costs of a paper-based system. Purchasing is trusted by Saffron customers to manage in excess of £20 million of transactions every month.

Purchasing, simplified

Saffron Purchasing makes procurement easier for both caterers and their suppliers. Lists of ingredients are matched against supplier profiles. These can be ordered automatically to manage stock levels and recipe costings.

Purchase orders are automatically raised and placed with nominated suppliers – further streamlining the process and maximising your purchasing power.

"Managing foodservices in over 300 sites on behalf of clients in education, business & industry and healthcare requires us to work with suppliers to meet a range of service level objectives.

"Saffron Purchasing enables us to do this efficiently, without paper documents and gives us visibility across the whole estate to ensure these objectives are fulfilled."

Alex Briggs, Head of Catering, Autograph

Better supplier relationships

Saffron provides both integration for larger suppliers with their own systems using Electronic Data Interchange (EDI), or web portal access for smaller artisanal producers. Electronic orders are exchanged seamlessly between systems and processed quicker, resulting in prompt payment for suppliers. This reduces costs by up to 60% for your valued supply partners.

Why choose Saffron Purchasing?

- Manage buying lists centrally
- Reduce the cost of purchasing
- Manage suppliers with approved purchasing lists
- Increase buying power
- Cut administration time

More accuracy, more control

Automated purchasing processes remove the risk of duplication and human error. Improved purchasing controls prevent unapproved ordering and save time by removing double entry of information. Four-way matching of documents automatically highlights errors such as accidental over-charging, ensuring you only have to deal with exceptions rather than manually checking every line.

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CivicaPay Education
Saving administration time, maximising income and improving parental engagement

CivicaPay Education transforms the way schools collect income with a fast, convenient and secure online portal for parents. It's designed to maximise income and improve parental engagement - enabling schools to focus on education rather than administration.

CivicaPay Education is a mobile-friendly online portal which lets parents pay for meals and any other item schools wish to sell. It ensures quick payment, streamlines the management of income and reduces unnecessary admin and paperwork.

Your money, faster
With CivicaPay, funds are settled as soon as possible. It's your money, we don't hold onto it.

A safe pair of hands
We know how to manage income. We've been innovating in the payments industry for over 25 years. In 2019, we enabled public sector organisations to collect more than £2.2bn. That's more than twice the amount processed by the leading school payments provider.

Central control of multiple sites
From a single login, administrators can manage merchants and income across all schools in your authority or trust. This helps you see the full picture of income across your estate, enabling you to make cost-saving decisions.

More than meals
Schools can collect payments for catering, trips, uniforms, clubs – anything they wish to offer. Schools decide which items are available to which child and set the stock levels.

Automatic top-ups
We understand how awkward it can be for pupils and canteen staff if funds run out. Parents can set a threshold to automatically top-up the balance on the account by a set amount. Saving time, and saving face, in the lunch queue.

Ditch the paper trail
Consent can be easily collected and the included communications module lets schools send bulk email or text messages. This reduces the delays and hassle of paperwork and provides a clear audit trail. We believe that paper should be used for school work, not admin.

An integrated solution
CivicaPay seamlessly integrates with Civica Cashless Catering, removing 3rd party integration costs. This means you have one supplier, one support login and one maintenance contract. Of course, CivicaPay can integrate with all other 3rd party catering systems if you really, really want.

Flexibility for parents
Need to transfer catering balance from one pupil to another? No problem. Multiple children at different schools? Parents can use the same account to manage each child's balance. With these and many more options, CivicaPay saves time for busy parents. School staff spend less time on admin and more time supporting learning.

Why choose CivicaPay Education?

- See a more complete picture of school income across your authority or trust, with funds settled quickly

- Improve parental engagement and reduce visits/calls to the school office

- Streamline administration, with a single login for multi-site access to all schools in your authority or trust

- Promote self-service, with parents able to manage their childrens' accounts via the portal

- Speed up the lunch queue with automatic top-ups removing the risk of low balances.

£2.2bn
public sector payments securely processed each year