

Frequently Asked Questions: School Meals Cards – Updated 4th May 2020

Advice and guidance for parents and carers who received a Farmfoods Card and how to use it.

This FAQ updates earlier advice for parents and carers in particular those who have yet to receive their cards.

FAQs: About the scheme

Please refer to these frequently asked questions if you have a query about how the programme works or why you have received a card.

Q. Who is entitled to free school meals?

A. Anyone in early years, primary, ASN or secondary who is registered for a free meal. For further advice about eligibility for free school meals, or to apply see <https://www.west-dunbarton.gov.uk/schools-and-learning/school-and-educational-grants/free-school-meals-and-clothing-grant/>

Q. How will I receive my card?

A. Your card will be posted to your home address

Q. When will I receive the card?

A. All cards have been posted. Please note, your card may be delayed in reaching your address due to pressures on the postal service.

Q. What is the value on each card?

A. For primary and secondary pupils the Farmfoods card will be preloaded with £24.50, equivalent to £2.45 per school day for 10 days. It will be topped up every two weeks until the end of the school term. For Early Years, the card will be credited with £23.40 for 10 days.

Q. Will I automatically get a Farmfoods Card?

A. If you are eligible for free School meals you will receive a card for every eligible child in your household unless you have told us you would like to collect a lunch from a hub or wish to opt out.

Q. I haven't received cards for ALL my children

A. You should receive an individual card for each eligible child. If you haven't received ALL your cards, please let us know by calling 01389 737309 and leave a message with your name, child's name, school/establishment name and we'll post it out to you. We will not call you back unless you have not left us the information requested.

Q. I have previously left a message with all my details but I've not had a return call?

- A.** Due to the high amount of calls we received, we have been unable to answer everyone individually and have taken the decision to process all cards which will be posted to everyone who is entitled to receive one. We apologise to those who have not heard back but please be assured you will receive a card as soon as possible if you are entitled to one.
- Q.** Do all children in P1 to P3 receive a Card?
A. Every child between P1-P3 is eligible for free school meals
- Q.** My child is at nursery – am I eligible?
A. If your child was attending a WDC Early Years nursery and was in receipt of 1140 Hours; or you have applied for free meals via WDC Benefits Section and you are eligible, or as arranged by the head of the ELC your child attends.
- Q.** My child has not previously used the free meals service but I've recently lost my job on account of the pandemic. Would I be eligible?
A. For information on the eligibility and to make an application online please go to the following page. <https://www.west-dunbarton.gov.uk/schools-and-learning/school-and-educational-grants/free-school-meals-and-clothing-grant/> This page also contains a link to download the up-to-date application form.
- Q.** My child is entitled to a free school meal and I originally said I didn't want a card but my circumstances have changed.
A. If you are entitled to free school meal have changed your mind about receiving a card, contact us on 01389 737309 with your details and a card will be posted to you. Your card will be backdated with money from Monday 20th April.

FAQs: Using your Farmfoods Card

The Farmfoods leaflet that accompanies your card explains how to use your card in-store. Please refer to these frequently asked questions for more information on how to use your card.

- Q.** What do I do if my Farmfoods Card is lost, damaged or stolen?
A. Let us know by calling 01389 737309 and leaving a message when prompted.
- Q.** Will my balance be transferred if I need a replacement card?
A. We are unable to transfer balances. Please take care of your card. If your card is lost, stolen or damaged you need to let us know as soon as possible. If your card is stolen you should report this to the Police.
- Q.** Can I only use the card in Farmfoods Stores?
A. Yes. There are stores in Alexandria, Dumbarton and Clydebank. You can find your nearest store at <https://www.farmfoods.co.uk/store-finder.php>
- Q.** Can I use the card online to shop or check my balance?
A. No. The card can only be used in a Farmfoods store.

Q. How can I check my balance?

A. You can check the balance on your card at any Farmfoods Store.

Q. What happens if I don't spend the whole amount?

A. It doesn't need to be spent all at once. The credit will remain on the card for two years.

Q. Can I give my card to another person to do my shopping?

A. Yes, as long as you authorise the person to use your card.