

## Frequently Asked Questions: School Meals Cards

Advice and guidance for parents and carers on why you have received a Farmfoods Card and how to use it.

West Dunbartonshire Council is committed to continuing to assist families with eligible children to access food provision during the current school closures.

Parents and carers who have indicated they would prefer to receive a voucher rather than collect lunch daily, will receive a Farmfoods Card for each child in receipt of free school meals. Each card will be preloaded with £24.50, equivalent to £2.45 per school day for 10 days. Thereafter it will automatically be topped up every 2 weeks until the end of the school term.

### 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.** Will I automatically get a Farmfoods Card?  
**A.** Everyone who is eligible for free school meals was sent a text message asking them if they wanted A) a Farmfoods Card, B) to continue to collect lunch from a hub, or C) to opt out of the scheme. If you are eligible for free school meals, you can choose any one of these 3 options.
- Q.** What do I do if I didn't get a text message asking me my preference?  
**A.** If your child is eligible and you didn't get a text message, please let us know by calling 01389 737309 and leave a message with your name, child's name, school/establishment name and whether you wish A) a Farmfoods card, B) to continue to collect lunch from a hub, or C) to opt out of the scheme.
- Q.** How do I get my card?  
**A.** You can collect your card from your support hub.
- Q.** What if I can't come to a hub to collect it?  
**A.** 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.
- Q.** What is the value on each card?  
**A.** 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.
- 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.

- Q.** How do I know if I am due to receive a Farmfoods Card?  
**A.** The scheme only applies to children eligible for free school meals.
- Q.** Do all children in P1 to P3 receive a Card?  
**A.** Every child between P1 – P3 is eligible for free school meals, but you need to let us know if you wish a card. Please let us know by calling 01389 737309 and leave a message with your name, child's name, establishment name and we'll post it out to you.
- Q.** My child is at nursery am I eligible?  
**A.** Yes you are eligible if you are in receipt of free school meals. If you haven't received a card, please let us know by calling 01389 737309 and leave a message with your name, child's name, establishment name and we'll post it out to you.

## 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.