

## 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



The council is committed to assist the most vulnerable children in the city to access food provision during the current school closures.

Our parents and carers will receive a Farmfoods Card for each child in receipt of footwear and clothing grants and/or free school meals. The card will be preloaded with £20, equivalent to £2 per school day. It will be topped up every 2 weeks from 13 April until 8 June.

### FAQs: About the Programme

*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. Why have I received a Farmfoods Card?**

A. You will receive an individual card for each child in receipt of footwear and clothing grants and/or free school meals.

**Q. How much is the award?**

A. The Farmfoods Card will be preloaded with £20, equivalent to £2 per school day. It will be topped up every two weeks on the dates specified on your letter.

**Q. I haven't received a Card for my child**

A. Cards are being issued on a school by school basis. The programme only applies to children or young persons currently in receipt of footwear and clothing grants and/or free school meals. If your child is eligible and you have not received your card by Monday 6 April you can let us know using our [online enquiry form](#) or by calling 0141:276 1177

**Q. I haven't received cards for all my children**

A. You should receive an individual card for each eligible child. Cards are being issued on a school by school basis. If you haven't received all your cards by Monday 6 April you can let us know using our [online enquiry form](#) or by calling 0141:276 1177

**Q. How do I know if I am due to receive a Farmfoods Card?**

A. The programme only applies to children or young persons currently in receipt of footwear and clothing grants and/or free school meals.

**Q. Do all children in P1 to P4 receive a Card?**

A. No, for P1 to P4 pupils, only children currently in receipt of footwear and clothing grants and/or free school meals.

**Q. You do not have my current address, what should I do?**

A. Use our [online enquiry form](#) or call 0141:276 1177 to let us know your new address. It is important that you do. Once we have your new address we will aim to respond to you within 10 days.

**Q. My child is at nursery and I received a Best Start Grant am I eligible?**

A. No. Pre-school children are not part of this programme.

**Q. My children are not children currently in receipt of footwear and clothing grants and/or free school meals. I've just been made unemployed, can I apply?**

A. Not at this present time

## OFFICIAL

### 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 or damaged?**

A. Unfortunately, we are unable to replace lost or damaged cards.

**Q. What do I do if my Farmfoods Card is stolen?**

A. You should report this to us by calling 0141 276 1177 or let us know using our [online enquiry form](#) and we will stop the card.

**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. 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-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.

**Q. What happens if my balance is wrong?**

A. Your card will come pre-loaded with £20. You will need to wait until the next top up-date noted on your letter. There is nothing we can do about this.

Q. I have just been furloughed by my employer, can I apply?

A. Unfortunately, we are only able to issue cards to those parents and carers who were eligible up to March 2020.

Q. I have applied for a new/replacement card, can this be backdated?

A. No, we are unable to backdate cards.

Q. I have just been made unemployed and believe I will be entitled to Free School Meals and/or Footwear and Clothing Grant, can I get a card?

A. Unfortunately, we are only able to issue cards to those parents and carers who were eligible up to March 2020.