

## **Q & A**

### **Q. My child has Free School Meals, how do they get lunch?**

**A.** The system will know which students qualify for a Free School Meal and their account will automatically be loaded with £2.10, just before lunchtime, each day. When they identify themselves at the till their balance will show this amount, plus any other cash you, or they, have loaded onto the account. Payment for their lunch will be deducted from the Free School Lunch allowance. The £2.10 is refreshed on the account every day; if it is not spent it will be erased at the end of the day and a new amount added, just before lunch, on the following day.

### **Q. How do I set up an online payment account?**

**A.** Information on setting up and how to use a School Gateway account is sent out to all parents. In addition to paying for school meals the online payment system is that it will also allow you to pay for additional activities such as School trips, music lessons and other activities. If you require an additional copy of the original letter please contact school.

### **Q. What is the maximum daily spend for my child's cashless account?**

**A.** The default daily spend is set at £5.00 which can be used at any/all of our meal services. Once this limit is reached no further purchases can be made.

### **Q. What happens if my child does not have enough money on their cashless account to pay for their lunch?**

**A.** They will still be able to get lunch; the system will allow the purchase to be deducted from the account but new food items cannot be purchased until the account is put into credit on the following day.

### **Q. How will we know how much is left on my child's cashless account?**

**A.** The online payment system is automatically updated at the end of each day. In addition, the student will see their balance when they visit a till or when they identify themselves at a cash loader in school.

### **Q. What information is stored when my child's finger is scanned?**

**A.** When the finger is scanned the system is detecting small differentiating features and converts them into a number, it does not store an image of the fingerprint. Like with a credit card, the number is then used to associate the user with their account; every time their finger is scanned, the system recognises the number generated and knows which account to look at. The number is kept within the system but cannot be converted back into a fingerprint or used for anything other than identifying the student within the system.

### **Q. If I put enough money on my child's account for a whole week, what's to stop them spending it on one big feast at the start of the week?!**

**A.** The Live Register system allows us to set a daily spend limit per pupil, we plan to set this to £5 per day. If you would like this amending to a different value, please contact school.

### **Q. If I don't give my permission for my child's finger to be scanned, will my child be able to access the school meals system?**

**A.** Your child will still be able to access the school meal system by providing their surname at the till. The system will then display their photograph and account details for the till operator to verify the information provided. A similar opt-out system will operate in the library should it be implemented in the future.