

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 credited with £2.15, 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 £2.15 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. If you are not already set up for on line access (you will be if you have used this facility to pay for school trips), we will send out details in the near future, this will include information on setting up the account and using it. An additional bonus of 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.

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 on that day; we will take note of what has been spent and deduct the amount from their account which will result in their account being overdrawn . 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. You can make a balance enquiry on line at any time of the day, the 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 a day.