

Sedgehill School



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Dear Parents/Carers

Cashless Catering Card System

We have been using the Cashless Catering Card System, Lewisham One Card, for almost a year now and in the main it is a successful system. However, some practices have developed which make the system frustrating for students and staff alike.

For example, we are finding that instead of putting a week's money on their cards, some students queue up at break time to check their balance and then put a small amount on their card and then again at lunch time they repeat this procedure. This creates long queues at the top-up desk and some students do not have enough time to purchase a meal. If you could ensure your daughter/son is given enough money to put on the card to last a couple of days or more that would cut down the amount of times they have to queue up. We do accept cheques, made out to Sedgehill School, with the name and tutor group of the student on the reverse and many parents/carers find this a much more convenient way to pay.

We are also having to replace a great many lost/damaged cards. We have to pay £2 for each replacement card, which is a cost we have to pass on to parents/carers, and it takes at least 2 days for the replacement cards to be sent to us. With this in mind, we would be grateful if you could encourage your daughter/son to take great care of their card and to treat it like a bank card.

Finally, we have discovered that some students are handing over their cards to their friends (especially if they are on free school meals) and then coming to the reception to obtain a temporary pass for the day safe in the knowledge that any child who has lost/forgotten or damaged their card is always given a temporary card – we never allow a student to go hungry! However, if this system is to be misused by students we may have to consider stopping offering temporary cards.

On the positive side, we can monitor the students' spending patterns and if a parent/carer is concerned that their child is not buying a school meal etc we can check this. Also, if used correctly, a student should not need to carry any cash to school other than on the day they wish to top-up their card.

If you have any queries please do not hesitate to contact Wendy Freds or Loraine Judd in the main office at Sedgehill School.

Thank you

Mrs W Freds, Office Manager