

Frettenham Primary School
Hainford Primary School
Horsford Primary School
Old Catton Junior School
White Woman Lane School
St. Faiths' Primary School



Nebula
where stars are born

Ashley Best-White
Executive Headteacher

16 April 2020

Dear Parents/Carers

UPDATE

Important information for the parents of children who are eligible for benefits-related free school meals.

I am writing to keep you up to date with the current situation regarding the national government scheme for the provision of FSM vouchers.

First of all, thank you to everyone for your patience and understanding throughout what can only be described as a farcical situation. I can confirm that all orders for vouchers have been made and we are now, like you, waiting for all those orders to be fulfilled. We are, however, receiving reports of continued delays in the issuing of the vouchers that schools have ordered through the scheme and these delays have been increasing during the Easter break.

The company, Edenred, who is providing the government FSM voucher scheme, hasn't been able to cope with the demand and we have sent numerous emails and made many telephone calls to seek further assistance and sort out the issues. Clearly, the company has been inundated with such requests and we have not yet received one reply to any of our school specific enquiries.

Edenred went 'offline' over the Easter weekend so it could be upgraded to meet overwhelming demand and schools received an email from the firm to urge those without an 'immediate requirement' to stop visiting the site, and only to submit orders four days before they are needed.

Edenred's website has also gone 'offline' again today to upgrade the system!

Each of our school offices ordered three weeks' worth of vouchers to cover the Easter period and the first week back at school. We have heard that some of our families have received their 3 weeks' worth of vouchers all at once, ignoring the delivery dates that we specified, and other families have yet to receive anything. There doesn't seem to be any rhyme or reason to any of this!

If you haven't received an email with your e-code yet, please could we ask you to check your junk email - just in case your email notification is there?

We have received queries just this morning about the redeeming voucher process, which mentioned a secret code. We have subsequently checked all the guidance and FAQs and there is no mention of a secret code! We think this may be just related to the supermarket Morrisons but can't be absolutely sure.

If you have received, but not yet redeemed your voucher code, we would suggest that you avoid choosing a Morrisons voucher until the current code issue is resolved. We have had confirmation from other parents that vouchers for ASDA and TESCO are working fine.

Those of you who have already redeemed vouchers for Morrisons, please email/contact Edenred or Morrison's customer services directly to sort out the issue as you are unable to switch your voucher to an alternative supermarket and we will be unable to help.

Edenred's email address is as follows: Freeschoolmealsparentscarers@edenred.com

I have attached the FAQ for parents information from Edenred, regarding the redemption of the vouchers once they are received.

I hope the vouchers arrive soon. I have everything crossed! If the system does not begin to work efficiently for all our families I may have to consider an alternative such as food boxes. I will review the situation at the end of next week.

I would just like to take the opportunity to thank all of the staff who have been working tirelessly on this and continue to do so. They have been frustrated frequently but remain relentless in trying to resolve the issues to ensure you receive the vouchers you are entitled to.

I hope you and your families are keeping safe and well.

A handwritten signature in black ink that reads "A. D. Best-White". The signature is written in a cursive style with a small dot above the 'i' in "White".

Ashley Best-White
Executive Headteacher
The Nebula Federation