

## **FREE SCHOOL MEAL VOUCHERS INFORMATION**

The government have confirmed that parents/carers whose children are eligible for free school meals (fsm) are entitled to receive a voucher for £15 per week per child during national lockdown – called the National Voucher Scheme. The Department of Education have arranged for a provider called Eden Red to provide vouchers for this purpose from week commencing 18<sup>th</sup> January 2021.

### **What do I need to do to receive a voucher?**

You don't need to do anything. If your child is eligible, we will automatically order an e-code for you from the Eden Red website when the government launch it. This will sometime during week commencing 18<sup>th</sup> January.

### **How much will I receive?**

You will receive an e-code for £15 per child per week to purchase food for lunches when your child would normally be at school.

### **How will I receive vouchers?**

The academy will order an **e-code** for you every two weeks via the Eden Red website. So if you have one child at our school, your e-code will be for £30 to cover two weeks. **When Eden Red process our order, they will send you an email which contains an e-code.**

We would strongly discourage parents requesting vouchers by post unless in exceptional circumstances. The reason for this is that postal vouchers take a lot longer for you to receive.

### **What do I do with an e-code when I receive it?**

You will need to use the e-code to create an e-gift card (voucher) to use in your preferred supermarket. The email from Eden Red will contain an e-code and full instructions to tell you how to do this.

### **Can I collect vouchers from school?**

Unfortunately not. All e-codes must be sent by email (or post in exceptional circumstances). Due to national lockdown visitors to school are restricted.

### **How long will it take to receive the e-code?**

The academy will order an e-code for you every two weeks. Please bear in mind Eden Red will be extremely busy meeting the demand from all schools in the country, this will very likely lead to a delay in you receiving your vouchers, as we saw with the first lockdown last year. Unfortunately, the academy cannot speed this process up for you.

The government have advised that you should receive the eCode and instructions on how to use this to get your eGift card within 4 days of it being ordered by the academy.

### **What should I do if I haven't received my e-code?**

Before contacting school, you will need to check your spam or junk inboxes as your email provider may have filtered the e-code email into these inboxes. The email will be from a company called Eden Red.

In exceptional circumstances, if you have requested to receive your vouchers by post, please be aware these will take a lot longer to receive than vouchers by email. If our records show we have posted vouchers out to you, we cannot cancel the vouchers and send duplicates unless a significant period of time has passed to allow for any delays by Royal Mail. During the first lockdown, some postal vouchers took two weeks to be received.

**It's been a few days while and I've checked my spam and junk inboxes but I still haven't received my e-code email. What should I do?**

Please send an email to [enquiries@sheffieldsprings.org](mailto:enquiries@sheffieldsprings.org) with the following information – correct email address, student name and year group. Please be aware we have reduced office staff in school answering calls, so we ask that where possible, you send us an email instead.

We will check our records and will cancel the original e-code order and re-order with Eden Red. Please be aware this will be another order so will have to go through the Eden Red order system again which will take a few days, not including any delays that Eden Red are experiencing. If our records show the e-code has been redeemed, we cannot cancel the order.

**Using your e-code**

When you receive your email from Eden Red which contains the e-code, you will need to follow the instructions in the email carefully to create your e-gift card (voucher) from a range of supermarkets. Once you have your voucher you can redeem this in store by either: showing the voucher on your smartphone or tablet, or if you have a printer at home, you can print it and present a paper copy of the voucher. Most parents use their smartphone to show the voucher to the supermarket staff.

Please be aware that school cannot download your voucher for you and cannot assist with any problems downloading the voucher or redeeming a code – you will need to contact Eden Red about these issues. There will be an email address or phone number with the instructions.

**Where can I use my voucher?**

You will have a choice of supermarkets to use your voucher. These include the main supermarkets – Asda, Tesco, Morrisons, Sainsbury's etc.

**I have asked for email vouchers but now want to change to receiving them by post. What shall I do?**

Please be aware that postal vouchers take longer for you to receive than email vouchers. If the email vouchers have already been processed by Eden Red, we have to cancel them and place a new order for vouchers. These are then sent by post. We cannot account for any delays or backlog by Royal Mail. We will only send postal vouchers in exceptional circumstances.

**I have asked for vouchers by post but would prefer to receive them by email.**

You will receive email vouchers more quickly than postal vouchers. If vouchers have been sent by post, they cannot be cancelled. We can however place the next order for email vouchers for you. Please email [enquiries@sheffieldsprings.org](mailto:enquiries@sheffieldsprings.org) with your child's name, year group and your correct email address for vouchers to be sent to. These will be ordered when you are next due to receive vouchers.

**If after reading this information you have a question that hasn't been answered above, please email [enquiries@sheffieldsprings.org](mailto:enquiries@sheffieldsprings.org)**