

Problems with Edenred – National Free School Meals Voucher Scheme

9th April 2020

Dear Parent / Carer,

We have been made aware of several issues with the national Free School Meals voucher scheme. This scheme has been established by central Government for schools to use, to issue vouchers to families eligible for benefits-based Free School Meals.

The issues are causing a delay in the vouchers making their way to families, despite schools' best efforts to access the vouchers. I understand that this is frustrating for families but I ask that you please bear with the schools, who are continuing to order vouchers and work with the central supplier on your behalf, where vouchers have not been received.

We believe vouchers are now beginning to come through and so you should receive these within the next few days. If you have not yet received vouchers, which you know the school have ordered for you, you do not need to take any action. The school can see on their system which vouchers have not yet been issued and are chasing these on your behalf.

However, if you remain concerned at all please contact your school directly.

I thank you for your patience and co-operation at this time.

Yours sincerely,



Clare Kershaw
Director of Education
Essex County Council