

24 April 2020

Parents and Carers,

Thank you for your ongoing patience with the Free School Meal vouchers from EdenRed.

Orders have now been fulfilled for the last two weeks and parents have begun to redeem their vouchers. I can see online that some parents are still to redeem vouchers.

Please check your junk/clutter folders. If you still have not received the voucher please email me at m.anderton@todhigh.co.uk and I will try and re-send this, however I cannot guarantee how quickly this will happen with the EdenRed website experiencing significant delays.

If you have received your email but are struggling to redeem the voucher the best thing to do is to contact the company via email using freeschoolmealsparentscarers@edenred.com

There is also some helpful guidance here

https://www.edenred.co.uk/Documents/DfE/DfE_FreeSchoolMeals_ParentCarerFAQs.pdf

The next order I place will be for two weeks' worth of vouchers for all. This means that you will receive one voucher to cover week commencing 27th April and week commencing 4th May. If you have one child you will receive a voucher for £30, two children will be a voucher for £60 and three children will be £135.

Please do contact your learning manager if you are in immediate need of help and support.

Once again, I know this has been tricky and I do appreciate your patience. We have done all we can at our end, but we are aware of issues with the EdenRed website which are beyond our control. We have found that accessing the EdenRed website after 8pm has been a lot quicker than trying to access it during the day if this helps.

Please be assured we are committed to supporting families through this difficult time so do not hesitate to contact your learning managers as stated above in you are in need.

Yours sincerely

M Anderton

Matt Anderton
Network Manager