



22 April 2020

Dear Parents, Carers and Guardians

### Free school meals vouchers

I am writing to apologise that you have still not received the latest free school meals voucher. I appreciate that this is a difficult time for many families and to be waiting for food shopping vouchers only adds to the pressure.

I would like to assure parents that the staff at Lord Grey Academy are doing their very best to speed up the distribution of the vouchers but are coming up against many challenges in operating the new system that the Government now requires us to use. It is particularly frustrating as we had set up our own system of providing vouchers that was previously working well for parents.

We made our request for vouchers early in the holiday to avoid delays but clearly the Government system is struggling to keep up. We are making progress and our request for vouchers has moved from 'pending' to 'paid'. Once the system has moved to 'fulfilled' you should receive your email with the 16 digit code and the web link, 24 hours later. Once you have the email you will be able to choose from the list of shops the government has listed to convert your eCode to an eCard that you can use in the shop you have chosen.

Our staff are constantly checking on the progress of our request and applying pressure on Edenred, the company who are operating the system on behalf of the Government. We have been assured by Edenred that they are doing everything they can to process our voucher requests as quickly as possible.

Yours sincerely

Jim Parker  
Principal

