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# SUFFOLK HEADLINES

**Raising the Bar** 2018-2020  
Ensuring every child in Suffolk  
can achieve their full potential



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*The weekly bulletin presenting information for all schools from  
Suffolk County Council*

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**Friday, 8 October 2021**

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**The local authority (LA) is working with partners across the sector to coordinate responses to the government's regular and frequent announcements about arrangements for schools and settings.**

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## **Edenred Vouchers for FSM Children**

### **For information | All schools**

I am pleased to advise you that the Department for Work and Pensions (DWP) has now announced a £500 million fund called the Household Support Fund to support families over the coming months. We do not know the detail or level of funding that Suffolk will receive. However, we consider it important to make arrangements now to support families who are eligible for income related free school meals and will underwrite the cost.

We used Edenred to provide vouchers for families for the May half term and the summer holidays and intend to use them again. Most schools are already set up to use this service and you will be able to order vouchers using your SCC funded Edenred account from week commencing 4 October 2021.

We know that schools are extremely busy and appreciate your continued support in helping to ensure that all eligible pupils receive the vouchers to which they are entitled. We are asking schools and settings to place an order for Edenred vouchers for the October half term for pupils who are eligible for income-based free school meals.

### **What do I need to do?**

1. The person who deals with free school meals in your school will shortly receive an email from SCC's Free School Meals Team. This will ask them to state, via an online form, how many vouchers your school will require for children who are eligible for income-based free school meals, as confirmed by the Free School Meals Team.
2. If a member of staff is ordering vouchers for the first time, please contact us by email at [freeschoolmeals@suffolk.gov.uk](mailto:freeschoolmeals@suffolk.gov.uk) and we will add them to the Edenred account.

Please place your order for vouchers, up to and not exceeding the total number of children eligible for income-based free school meals that you have confirmed to the Free School

Meals Team, directly from Edenred **from Monday 11 October 2021**. The link for Edenred is: <https://ordering.edenred.co.uk/Account/Login>

Vouchers can be ordered to the value of £15 for each child who is eligible for income-based free school meals.

Edenred will email the voucher links directly to the families on your uploaded list providing that you include the parent's email address with your order. The parent can then select where they wish to spend their voucher. The current options are Aldi, Asda, Farmfoods, Iceland, Marks & Spencer, McColl's, Morrisons, Sainsburys, Tesco and Waitrose.

If a family does not have an email address on the list you have uploaded, Edenred will send the code to the school so that you can print it out for them.

Please remind parents that any unused vouchers from summer holiday must be used before they expire in the next month or so.

### **What if I want to buy my own vouchers?**

All schools should use Edenred, except for those who need to buy vouchers from the Co-op, whose tills cannot read Edenred vouchers. Please email us at [freeschoolmeals@suffolk.gov.uk](mailto:freeschoolmeals@suffolk.gov.uk) to let us know you will be buying Co-op vouchers and how many vouchers you will be purchasing. Suffolk County Council will reimburse you for Co-op vouchers – invoices and receipts will be required for these by Wednesday 20 October at the latest.

### **What about children who become eligible after I have ordered vouchers?**

Please do not make any cash payments to your families as these cannot be receipted. Once a child's eligibility has been confirmed by the Free School Meals Team, you will be able to order an extra voucher on the Edenred system or buy a voucher from the Co-op and be reimbursed.

If your school has not used Edenred previously, you can start to upload your files to their system as soon as you receive the link to your account and this can be done in batches, such as by year group, if this is easier for you. Vouchers will normally be issued 24 hours after you upload a file, however, you can stipulate a specific release date for your vouchers to be sent so that parents/carers don't get them too early.

Edenred have asked that you please don't leave your uploads to the last minute as the system gets extremely busy and your parents' vouchers may be sent out late.

If you have an enquiry about the Edenred system please contact Edenred directly on 0333 400 5932 or email [freeschoolmeals@edenred.com](mailto:freeschoolmeals@edenred.com). Parents who have any queries should also contact Edenred directly and should email [freeschoolmealsparentscarers@edenred.com](mailto:freeschoolmealsparentscarers@edenred.com). Unfortunately, the Free School Meals Team is unable to answer queries relating to your Edenred account.

We hope that your eligible families are pleased to be further supported over the October half term holiday and we would like to thank you for your continued support.

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## **Key Contacts**

### **For action/information | All schools**

In the event of a bereavement within your school community please contact the Schools Organisational Support Education Officers: [EducationOfficersResolution@suffolk.gov.uk](mailto:EducationOfficersResolution@suffolk.gov.uk) or

phone 01473 263942

For COVID related queries email [CYPC19@suffolk.gov.uk](mailto:CYPC19@suffolk.gov.uk) or phone 01473 263942.

In the event of suspected or confirmed COVID-19 case in your school or setting please follow these guidelines which include the contact to alert in the LA: [School/Early Years flowchart](#)

If you have a concern or query about your risk assessment, please contact the LA's Safety, Health and Wellbeing Advisor at [nina.bickerton@suffolk.gov.uk](mailto:nina.bickerton@suffolk.gov.uk) .

You should contact your SEO or call 01473 263942 / email [ELStandardsandexcellence@suffolk.gov.uk](mailto:ELStandardsandexcellence@suffolk.gov.uk) if you would like to discuss your planning.

For leaders' wellbeing support: 01473 265656 [leadershipwellbeingsupport@suffolk.gov.uk](mailto:leadershipwellbeingsupport@suffolk.gov.uk)

To request tests for anyone with COVID-19 symptoms to using the [online portal](#)

For information about the local testing site for frontline staff: [briefing note from public health](#)

If school leads are aware of any potential Elective Home Education (EHE) cases and need any support, the EHE team are able to offer advice and guidance. [More information can be found via this link](#)

For the most recent information on School Travel visit the [Suffolk Onboard website](#)

Schools Helpline: 01473 263942

In the event of being unable to speak to someone or leave a voicemail message email [ELStandardsandexcellence@suffolk.gov.uk](mailto:ELStandardsandexcellence@suffolk.gov.uk).

SENCO helpline: 01473 296631 (open 3.30 to 4.30 Monday-Friday)

[The Suffolk County Council COVID-19 website contains some frequently asked questions and is updated regularly](#)

[Key contact information sheet](#)

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If someone else in your school would like to receive Suffolk Headlines email [suffolkheadlines@suffolk.gov.uk](mailto:suffolkheadlines@suffolk.gov.uk)

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