

Dear Parents,

Please see the message just posted below - I'm really sorry - we are still waiting - no emails have been sent out to you yet...

If you are struggling and require immediate support, please do get in contact with me directly.

Many thanks,

Susannah Storey

**Department for Education**2 hrs · 

We have seen some schools are having issues with accessing vouchers via Edenred. We are working tirelessly with Edenred to ensure vulnerable families are supported quickly. We please ask for patience while we expand the system.

If you have ordered eCodes and are waiting for them to be delivered, this can take up to 72 hours. Please check the status of your order for further information.

We know that for a large number of schools, this is working and their codes are being processed and distributed. This is a new system that we have worked night and day to set up as quickly as possible to support those vulnerable families.



HM Government

Coronavirus

- If your order shows as 'Paid'

Your order is being processed with eCodes being generated before they are passed to 'fulfilled'. This stage can take up to 48 hours.

- If your order shows as 'fulfilled'

eCodes are in the process of being emailed out and should be received within 24 hours.

Free School Meals
Advice for schools