



Head teacher
Mrs S Lewis
Email: info@stmarysprimary.org
www.stmarysprimary.org

St. Mary's C of E (Aided) Primary School
Silkham Road
OXTED
Surrey
RH8 ONP

Tel: 01883 712817

Friday 24th April 2020

Dear Parents & Carers,

I am writing to update you on the Free School Meal vouchers.

We ordered the FSM vouchers from Edenred before the Easter break but we know that many of you did not receive the pin numbers etc. until well into the first week of the holidays. Unfortunately, the company was overwhelmed by demand, which resulted in the delay. They have reassured us that they have made improvements to the process, which is having a positive impact on speed and efficiency.

We have followed their updated guidance for orders, which means we have ordered vouchers for the next four weeks. In theory, they should be released on 24th April, 1st May, 8th May and 15th May. The value of the voucher will reflect the number of children eligible for FSM in the household e.g. if you have two children who are eligible you should receive £30 a week. However, since placing the order, we have received the following communication from the Department of Education, '*If you have ordered eCodes and are waiting for them to be delivered, this can take up to 4 days*'.

If this delay causes difficulties, please remember help can be sought by completing the survey: <https://forms.gle/TNAsoPoiQR4TXE6h8>. This is an informal network managed by St Mary's Church and the Friends of St Mary's School to connect those who need help with those who can offer help. The data will be managed by the church and a small group of parents from the Friends of St Mary's School, and is accessible by the school leadership team. By completing this survey, you are agreeing to have your details shared with one or two fellow parents who have offered help.

If you have been using 'paper' vouchers, this will continue and we will be in touch.

I have attached again the FAQs sheet, sent by the Department for Education. Please read it carefully. It contains details of where to log on to activate your vouchers after you have received an email with a 16 digit code. Please continue to check 'trash' and 'junk' mail if your email does not arrive.

Thank you for your patience.

Best wishes

Anna Woodward
Deputy Head

Confidently Me Belonging Together Challenged to Contribute

