



Ark Burlington Danes Academy

Free School Meals & eVouchers: FAQs

1. Who is entitled to Free School Meals / eVouchers?

Only children who have applied directly to the school or the local authority previously for Free School Meal (FSM) allowance are eligible to receive Free School Meals or eVouchers.

Families may be eligible for free school meals and clothing grants if they receive the following benefits:

- Universal Credit with an annual net earned income of no more than £7,400
- income support
- income based jobseeker's allowance
- income related employment and support allowance
- support under Part 6 of the Immigration and Asylum Act 1999
- the guarantee element of pension credit
- working tax credit run-on (paid for the four weeks after you stop qualifying for working tax credit)
- child tax credit (with no working tax credit) with an annual income of no more than £16,190

If you feel you may meet these criteria and have not previously applied, you can do so by completing [this Free School Meal Form](#) below and returning to bda.school@burlingtondanes.org.

Once received we liaise with the local authority to identify whether your child is eligible for Free School Meals. This process could take some time. Once confirmed we can add to all school systems to ensure they receive Free School Meals and we will then sign your family up to receive eVouchers going forward if these are still required.

2. Additional Groups entitled to receive Free School Meal eVouchers during this period

The following groups may also be eligible for free school meals during this period:

- Children of Zambrano carers
- children of families with no recourse to public funds with a right to remain in the UK on grounds of private and family life under Article 8 of the European Convention on Human Rights
- children of families receiving support under Section 17 of the Children Act 1989 **who are also** subject to a no recourse to public funds restriction.
- failed asylum seekers supported under Section 4 of the Immigration and Asylum Act 1999

If you believe you may be eligible under these criteria please complete [this form](#) and return to bda.school@burlingtondanes.org.

3. When will I receive my Voucher?

We aim to send these out every 2 weeks to cover the following 2 week period.

This has roughly been happening to date since 23.03.20.

Unfortunately, the system used to set up vouchers is currently under a lot of strain as all schools nationally, as well as eligible families, are attempting to access the same website. This means that there are sometimes delays in the vouchers being delivered and we have no control over this.

The provider is working hard to improve this system as rapidly as possible, we hope the delivery of the vouchers will become more reliable over the coming weeks.

4. What is the value of an eVoucher?

£3 per day, per student, for use toward food costs.

As you will receive vouchers for two weeks at a time, the total value of your voucher will be £30 per eligible student.

When we issued the first vouchers we identified some missing email addresses for eligible students. We have rectified this and in those situations we have backdated the payment of vouchers to 23.03.20. If you were affected by this situation you will notice that you may have received a payment of a higher amount as a 1-off payment.

5. What will my voucher look like?

You will receive an email, which looks similar to the one below this will come from the email address noreply@edenred.co.uk or hello@email.edenred.co.uk



6. Where can I redeem the voucher?

At present vouchers can be redeemed at any of the following stores.

- Morrisons
- Tesco
- Sainsbury's
- Asda
- Waitrose
- M&S food
- Aldi
- McColl's (including RS McColl's and Martin's)

7. I recently received a voucher but the code wasn't working?

There have been several issues with the system to date, which have been resolved. Follow these steps if you experience this issue:

- Check that your code is correct, it should consist of 16 digits.
- You may have entered the incorrect e-Code. Please try to enter you e-Code again. If your e-Code is still not accepted, please delete the browsing history on your device – as your device may be storing the incorrect e-Code in its memory.

You can email freeschoolmealsparentscarers@edenred.com for further support.

8. I believe my child should be receiving free school meals but we haven't received a voucher yet?

See point 1 above for eligibility criteria. Your child will only receive a voucher if eligible.

- 'Whitelist' the email addresses noreply@edenred.co.uk and hello@email.edenred.co.uk by following [instructions here](#). This will make sure it doesn't get blocked by your email provider.
- Check all junk and spam folders in your inbox

9. My child is in Reception, Year 1, or Year 2 and I've not received a voucher

Ordinarily, whilst at school, your child will receive a free school meal. This is known as Universal Infant Free School Meals. This entitlement serves a different purpose and therefore these children are not automatically entitled to the eVouchers during this period.

This is ordinarily funded by the government to ensure all children in the early years of their education have the opportunity to eat a healthy, balanced meal daily whilst at school. It is non-means tested meaning that all children in these year groups would automatically receive this. Whilst children are not at school they will not receive this entitlement.

It is therefore important that if you require support, or feel you may be eligible for free school meals, that you follow the process outlined in point 1 above. If you have previously done this, you should receive the eVouchers

Any questions should be directed to primaryoffice@burlingtondanes.org.

10. My child is in Nursery and I've not received a voucher

School lunches in nursery are provided as an additional service to the care provided and should be paid for during term time. Nursery children are not eligible for eVouchers.

However, if your family requires additional support, we're here to help. Please email primaryoffice@burlingtondanes.org or speak to your child's teacher in the first instance.

11. What do I do if I have a problem redeeming my voucher?

If you scroll to the bottom of the voucher email you will see a link to support from Edenred.

You can email freeschoolmealsparentscarers@edenred.com for further support.

If lack of access to these funds is causing your family hardship, or you have any other unrelated enquiries please contact us at:

Bda.school@burlingtondanes.org – Secondary Students, Year 7 to Year 13

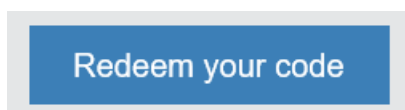
primaryoffice@burlingtondanes.org – Primary students, Nursery to Year 4

We will do all we can to help.

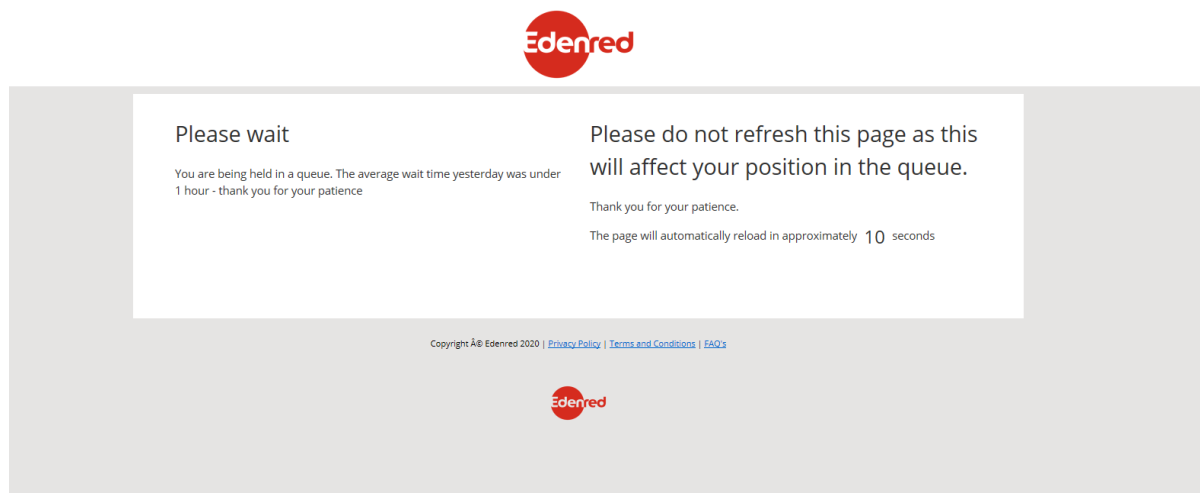
How do I redeem my vouchers?

Follow the steps below to redeem your voucher:

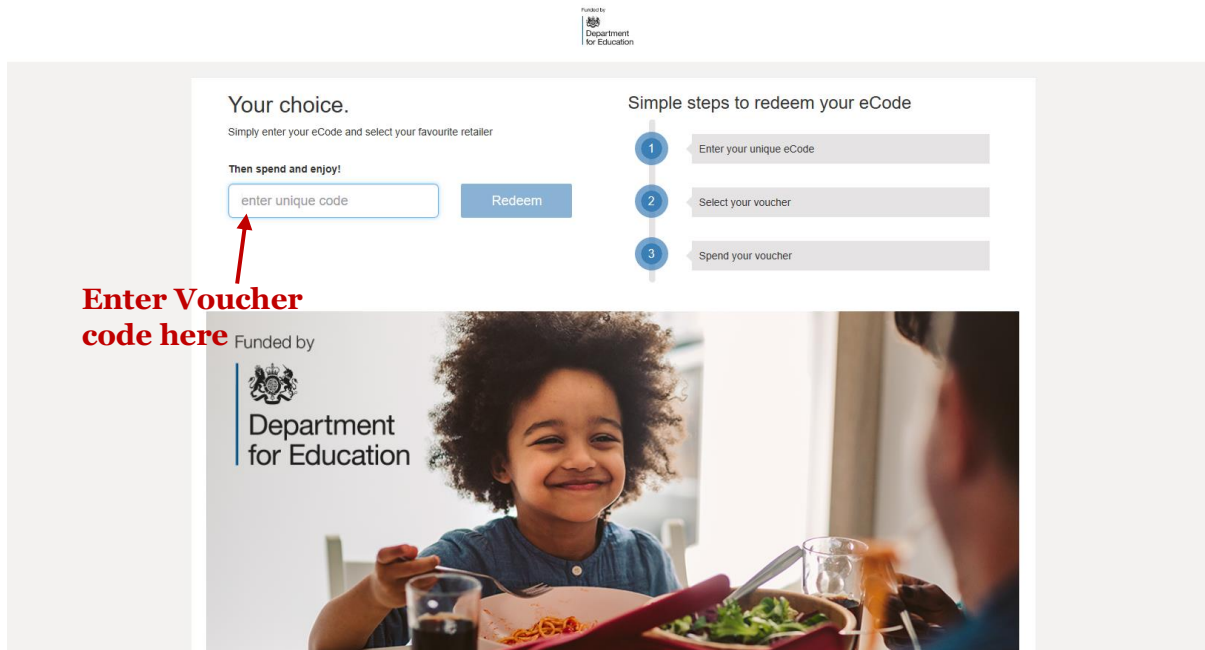
1. Click on the button in your email that says 'Redeem your code'



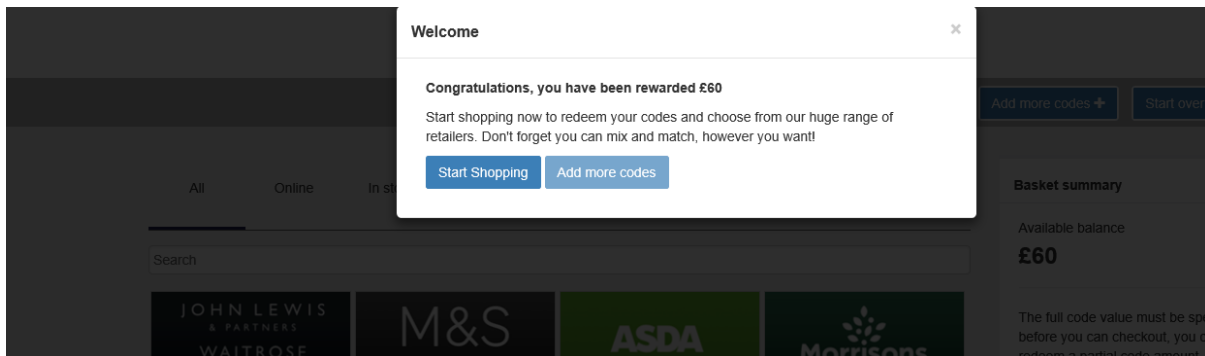
2. You may see this page. Which means that you are in a queue and will need to wait until the screen changes.



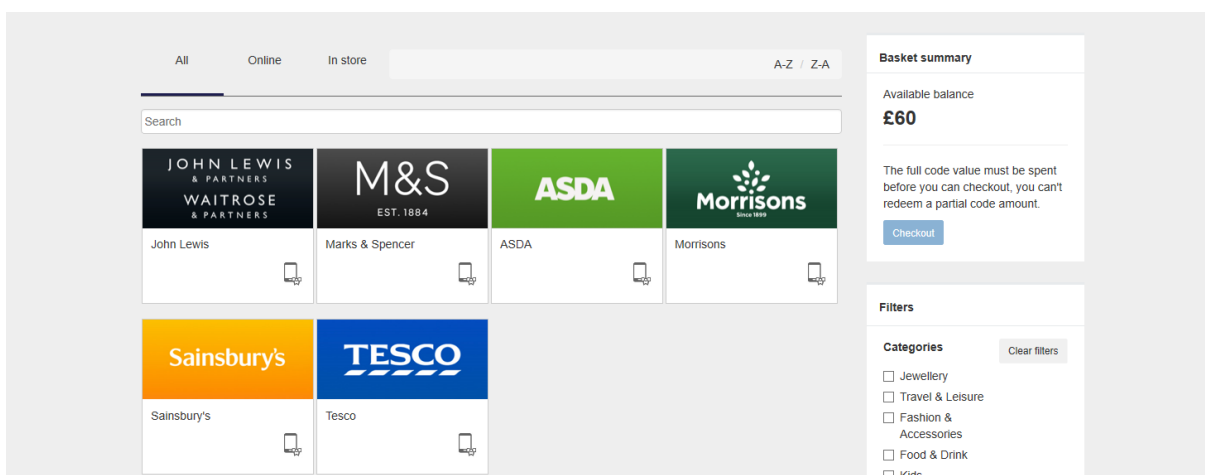
3. You will be directed to the page below; you will need to enter your voucher code from your email and press redeem.

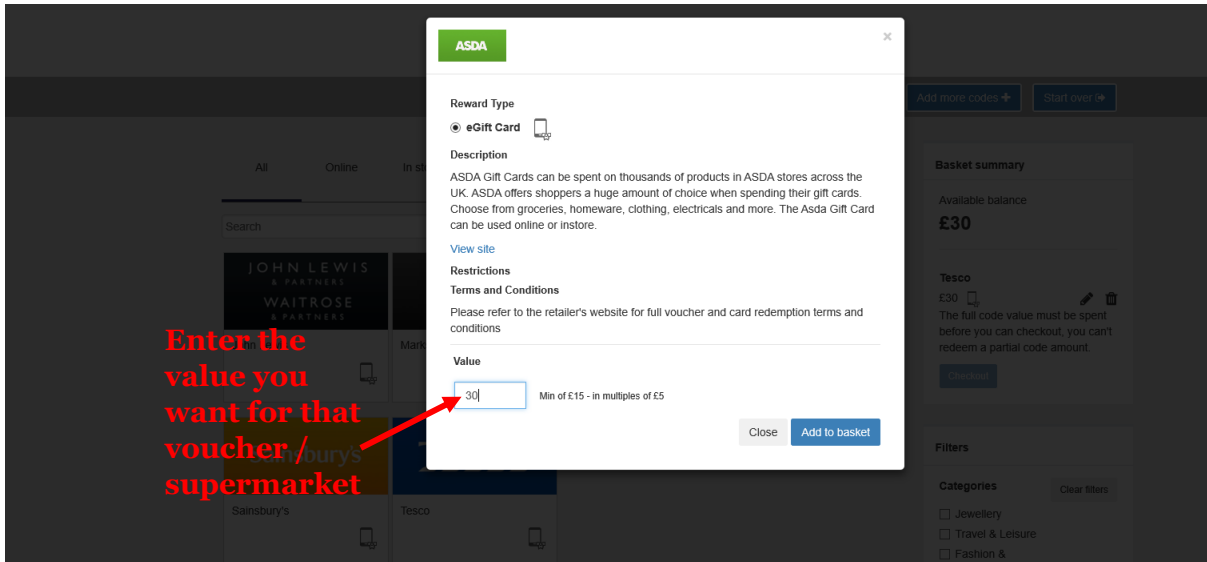


4. Once you have pressed redeem. You will be directed to this page. Press start shopping to proceed.



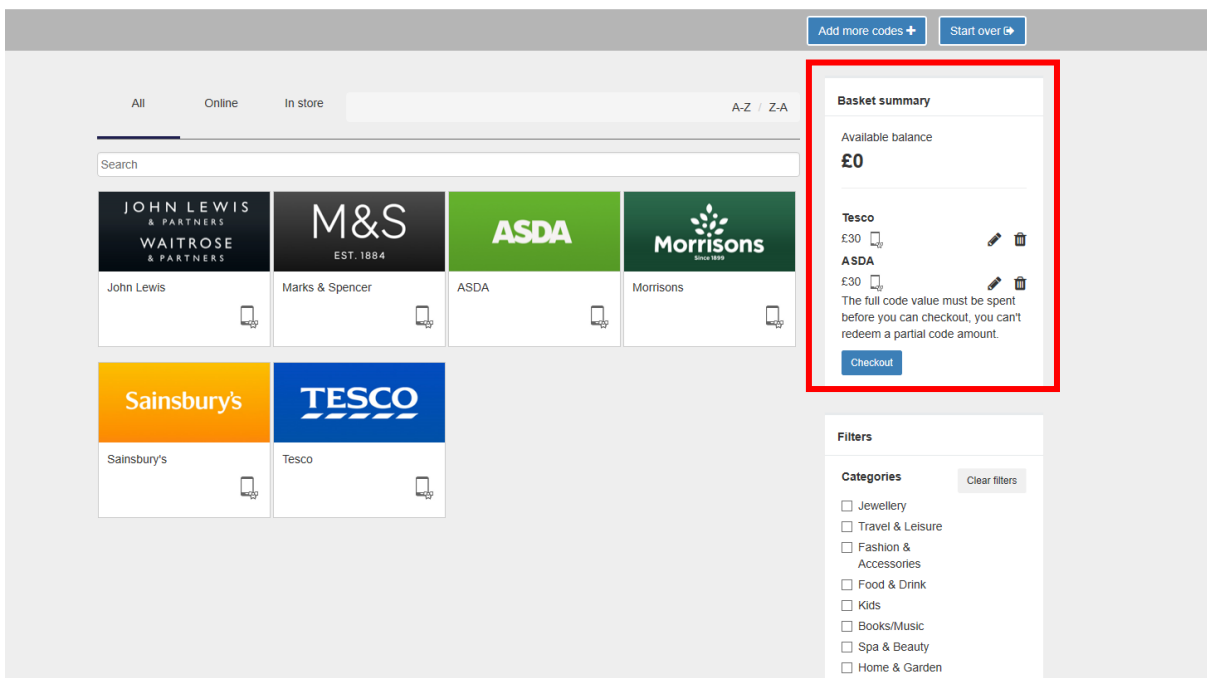
5. You can now select which supermarkets you want to order vouchers for. You have the option of splitting vouchers between two different supermarkets if you wish.





Enter the value you want for that voucher/supermarket

- Once you have added these to the basket, your page should look like this, with your chosen supermarket vouchers in the basket, press checkout:



7. Once you have pressed checkout, you will be asked to enter your details including a valid email address for the voucher to be delivered to:

The screenshot shows a checkout page with a progress indicator at the top showing '1 MY BASKET' and '2 ORDER CONFIRMATION'. The main content is divided into two sections: 'Items in your basket' and 'Basket summary'.

Items in your basket (2) items:

- Tesco eGift Card:** £30, with a 'Remove item' button.
- ASDA eGift Card:** £30, with a 'Remove item' button.

Basket summary:

- Basket total: **£60**
- Remaining balance: **£0**
- Buttons: 'Continue shopping' and 'Redeem →'

Delivery details form:

- First name*
- Last name*
- Email*
- Confirm Email*
- Telephone
- Mobile*
- Redeem → button

8. Once you have entered your details and press proceed, you will get this summary page.

The screenshot shows an order confirmation page with a progress indicator at the top showing '1 MY BASKET' and '2 ORDER CONFIRMATION'. The main content is a white box with the following information:

Thank you for your order Kayleigh [Print](#)

ORDER REFERENCE: 7859835

DELIVERY DETAILS:
✉ kduncan1@walworthacademy.org

Your eGift card will be delivered within 24 hours to kduncan1@walworthacademy.org

Order Summary	Type	Reward Value
Tesco	eGift Card	£30
ASDA	eGift Card	£30
Total Reward :		£60

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Please note that your vouchers can take up to 24 hours to be emailed to you