



FREQUENTLY ASKED QUESTIONS – FREE SCHOOL MEALS

- **I am entitled to FSM for my child[ren], what happens whilst school is closed?**

If your daughter is entitled to a free school meal, school will provide you with vouchers for ALDI for £15 per student per week for the period **4 January 2021 to 15 January 2021**. You should have received an email on 7 January 2021 via Parentmail to advise you of how and when the vouchers will be available for collection from school.

If you have not already picked them up, your ALDI vouchers for this period are available for collection as follows;

- You can collect them from our school reception office and you will be asked to sign to say you have received them. Our reception is open from 8.00am to 2.00pm every day.
 - You can ask someone to collect them on your behalf. They will be asked to sign to say they have received them and we would ask that you email us at FSM@hollylodge.liverpool.sch.uk to let us know who will be collecting the vouchers for you.
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- **What about after 15 January 2021 – what do I get then?**

The Government informed us that they will be funding the FSM vouchers for this period instead of school, and will be using the Edenred email scheme that was used last summer to distribute the vouchers

The email address we hold for you in school on ParentMail will be used to order an e-code for you, which you then use to claim a voucher for the store of your choice. Please see instructions below;

- You will receive an email on or around 1 February 2021 from the **DFE /Edenred**. The email will contain a 16-digit code and is to claim for your FSM voucher for a 4 week period –15 January 2021 to 12 February 2021 [4 weeks]
- The value of the voucher is £15 per student, per week,
 - 1 child = £60 voucher
 - 2 children = £120 voucher
 - 3 children=£180 voucher
- **Please check your SPAM/JUNK as sometimes it may be in there**
- The email has a 16 digit code on it – follow the instructions on the email as to how you can redeem your FSM voucher
- The code is valid for 30 calendar days from the date of issue and you can redeem it at any time during that period
- The portal can get very busy, so you might want to try to redeem it at a quieter time eg late afternoon or early evening
- **PLEASE NOTE YOU MUST CONVERT YOUR E-CODE TO A VOUCHER – SHOPS WILL NOT ACCEPT THE CODE AS PAYMENT**
- You are able to choose the supermarket of your choice from the list provided- **these are the only supermarkets available.**
- Once you have redeemed your code, your e-gift card/voucher will be sent to your email address
- You can present the voucher [from your phone] at the checkout
- The length of time the voucher is valid depends on the supermarket you are using

- You cannot use the voucher to buy any age restricted products eg alcohol or cigarettes

- **I haven't had any communication from school about FSM -, what should I do?**

Contact school by email to fsm@hollylodge.liverpool.sch.uk , stating your daughter's name and form, and we will check that we have the correct contact information for you

- **I think I am entitled to FSM, but I haven't had any communication from you?**

Have you applied for FSM on the Liverpool City Council Website? We are informed by them when someone has a successful claim. We cannot provide meals or vouchers if we haven't had confirmation from the local authority. **If you receive any of the benefits listed below, your daughter may be entitled to Free School Meals;**

- Income Support.
- Income based Jobseeker's Allowance.
- Income related Employment Support Allowance.
- Support under Part VI of the Immigration and Asylum Act 1999.
- The guaranteed element of State Pension Credit.
- Child Tax Credit - as long as you have a yearly household income of less than £16,190 (as assessed by HM Revenues and Customs) and do not get Working Tax Credit.
- Working Tax Credit run-on, paid for four weeks after you stop qualifying for Working Tax Credit.
- Universal Credit - provided you have an annual net earned income not exceeding £7,400 (£616.67 per month).

Liverpool City Council offers an online FSM application form. You can access it from the following link: <https://liverpool.gov.uk/benefits/free-school-meals/>

This links directly into Department for Education's Eligibility Checking Service (ECS). ECS will automatically confirm whether you are receiving the relevant benefits that enable you to claim school meals for your child or children.

- **My local authority is not Liverpool City Council, what should I do? Where should I apply?**

You should contact your local authority- check their website for information about how to apply. If you are successful, they should let us know and we will update our information, and include you for FSM vouchers.

- **Why has the scheme changed from Aldi vouchers from school , back to vouchers on line like we did last summer?**

The online scheme is funded by the Government and they only announced on 9/10 January 2021 that they would be reinstating it from 18 January 2021. School were responsible for funding the vouchers up to 15 January 2021 so we had bought ALDI vouchers and we are distributing the vouchers in the safest and quickest way we think possible.

- **Can I ask someone to collect my ALDI vouchers for me?**

Yes- email fsm@hollylodge.liverpool.sch.uk , stating your daughter's name, class and who will be collecting them for you and when. They will be asked to sign to confirm collection.

Please note that we cannot be responsible for any loss or damage to the ALDI vouchers once they have been signed for -Vouchers cannot be cancelled and/or reissued

- **How do I use the vouchers given to me by school ?**

The vouchers are valid in ALDI stores only - simply take them to **ALDI** and the barcode will be scanned at checkout. **You must spend the full value of the voucher in one transaction as ALDI will not give you cash back.** So, for example if you have a £10 voucher, and your shopping bill total is £7, you will not get £3 change as cash back. Also, the vouchers cannot be used to purchase age restricted products, such as cigarettes, lottery tickets and alcohol.

- **How do I claim the Vouchers from the Government?**

See the instructions above , on the letter emailed to you on 21 January 2021 and on the email you will receive from Edenred.

PLEASE EMAIL ANY FREE SCHOOL MEAL QUERIES TO fsm@hollylodge.liverpool.sch.uk stating your daughter's name, form and the details of your query.

Updated 22 Jan 2021