



Tuesday 28th April, 2020.

Dear Parents and Carers,

I wanted to write to you in reference to the school meal vouchers issued by Edenred. Following the closure of school the government didn't have in place a scheme for schools to secure vouchers that we could distribute to families eligible for Free School Meals. As a result, we took the decision to source these directly so that you were still in receipt of the funding that you were entitled. As you know, initially, we secured physical vouchers that we posted out in the first instance whilst we established a method for sourcing digital vouchers that we could email out to you.

Since then, the government have put in place a national mechanism to provide schools with vouchers that we can circulate to our families. This has been somewhat fraught with difficulty as the website was inundated with every school nationally trying to register and order at exactly the same time; quite simply the site couldn't cope with the volume of demand. We managed to persevere and eventually secure vouchers on your behalf.

We are aware that it is now families who are struggling to secure a stable service from the website; again as the result of a similar situation that school faced, with demand outweighing the website's ability to process requests. This has resulted in some families having access to an extremely slow service or being told that their voucher codes are not valid.

I can assure you that this is as frustrating for us as it is for you. We are told that the service will improve and that the best advice to families is to persevere with the system. We are also assured that codes issued are all valid and that if you receive an error message indicating that these are not valid to keep trying.

We know that this is far from perfect or ideal at a time when we need these types of systems to make life easier for our families – not harder. All schools are facing similar issues and I can assure you that we, along with other schools across Warrington, have provided feedback regarding the need to rapidly improve the service. We will continue to provide you with updates as we receive them.

Yours sincerely,

Mr J Carlin
Principal.

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THE CHALLENGE ACADEMY TRUST C/O PRIESTLEY COLLEGE, LOUSHERS LN, WARRINGTON WA4 6RD. COMPANY NUMBER 10689247

Penketh High School, Heath Road, Penketh, Warrington, WA5 2BY

Tel: 01925 722298 Fax: 01925 723812 e-mail: principal@penketh.warrington.sch.uk Website: www.penkethhighschool.co.uk

Principal: Mr J Carlin BA(Hons) NPQH



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