Schools

School in LB Richmond
The school has experimented with various options over the three weeks since closure. In week one the school opted for packed lunches for its FSM children from its caterer. In week two it chose to offer food parcels, but these were disastrous. The food parcel for week three, however, was a two-week parcel for the Easter break and was much more successful, containing the following:

- Two tins of beans and pasta
- Long-life dairy
- Pasta
- Some fresh produce, including onions, apples and carrots.

Roughly 50% of the 62 families came to collect their parcel (some of these parents were key workers so were coming to collect children anyway); the head delivered the rest. The head spent two days trying to encourage families to come and collect parcels or delivering them - the head also saw the contact as a safeguarding visit as many families are not skilled at keeping in touch.

The head noted that many families were not comfortable coming out of their homes to collect their parcel, and other families were self-isolating, so, as the food parcels had limited success, the school decided to ask parents about transferring to the voucher scheme.

Emails and texts were sent asking for a response. Initially only ten out of the 62 families responded, so the school followed up with a phone call. All 62 families have now been contacted and 55 were happy to get vouchers sent to their phones. The vouchers have been ordered for the six weeks up until half term. The head reported that the school had found it very easy to register FSM families to receive vouchers on their phones, but more difficult for the seven families who preferred not to receive them in this way. An email has been sent to Edenred about this, but a response has not yet been received and the phone is always engaged. The head believes that in general the guidance has been good, but this is a glitch in the system. She noted that the Easter holidays are not mentioned in the Edenred scheme.

The school caterer is still providing packed lunches for key-worker children, numbers ranging between four and fifteen per day.
Primary School in LB Greenwich
The school began working with the Wonde voucher programme before a national voucher system was announced and – after hearing anecdotal evidence of complicated processes and long wait times on the helpline – decided to continue with Wonde and not use Edenred. The head has not had much feedback from parents, which he assumes means that the scheme is working.

The school is registered through Wonde to one specific supermarket. The system has worked as follows:
- The school sends a request to Wonde purchasing two week’s worth of vouchers (i.e. £30 x number of FSM students (88)).
- Wonde then sends a notification to the school with 88 individual codes.
- The school sends each family a unique code.

The Head reports this is time-consuming, but simple and he does not feel inclined to move to Edenred.

Primary School in LB Wandsworth
The school was previously registered with Wonde but has decided to move across to Edenred.

The head’s problem has been that approximately 25 of the 90 eligible families did not select a supermarket, and so did not receive their voucher. This has meant that the school administrative team has spent a lot of time following up with these families to ensure that they have received the text message and chosen a supermarket.

The administrative team is now transferring all of the details from the Wonde scheme over to Edenred and has found that entering all of the data for the Edenred scheme has been very time-consuming. The school suggests that the system could be improved by sending an auto SIMS link to generate vouchers for eligible families.

School in LB Richmond
The head reported that the Edenred voucher scheme was very disorganised. The head did not believe that any of the parents of FSM children in the locality had yet received their vouchers, despite the fact that most school business managers had ordered the vouchers at the end of last week (2 or 3 April). The head mentioned that it was impossible to get through to anybody at Edenred; it would seem that systems may have crashed due to unexpected levels of demand.

Local Authorities
LB Croydon
At least 20 Croydon schools are yet to receive activation emails from Edenred. A further two schools have purchased vouchers and these were sent out to parents last week. However, parents have not yet received the vouchers and the schools find themselves unable to cancel and re-issue them, due to the way in which the system works. All Croydon schools needing to contact Edenred are finding it impossible to do so. DfE has asked schools to be patient, but whilst heads understand that this is an incredibly complex system, they are facing questions from parents and local organisations and would be grateful for guidance as to how to respond.

Over Easter, all Croydon schools had already put measures in place for FSM children, either through their own voucher schemes or through the provision of food parcels, so news of the Government scheme has left them in a slightly awkward situation.
Breakfasts

Magic Breakfast
Magic Breakfast normally supports 175 schools across London. This week, 100 of those schools were still open and accepting deliveries. Across those 100 schools the organisation believes it has reached 4,800 children, providing them with take-home breakfast packs. The packs have sufficient food for two week’s worth of breakfasts and contain:

- One box of cereal or one pack of porridge
- A pack of 5 bagels
- One large tin of beans (catering size).

Where Magic Breakfast schools are open over Easter the organisation will continue to deliver breakfasts as normal.