

Free Schools Meals – Food Vouchers

FAQ's

How can I apply for the Food Voucher Scheme?

There is no application process. Vouchers will be issued automatically to the families of all pupils who have been assessed as eligible for Free School Meals.

How will I receive the Food Voucher?

Vouchers are issued fortnightly by email from a company called ICOM. Your child's school will already have confirmed the correct email address to use with you so please ensure that you check your spam and junk folders if necessary.

I do not have an email address, how will I receive my voucher?

Families without email addresses will have their vouchers issued to their child's school. In turn, schools will be arranging to issue these vouchers to relevant families.

What is the value / frequency of the Vouchers?

Vouchers will be issued fortnightly for a value of £39.00 per pupil. Every voucher has a unique code and can only be used once.

Where can I use the Vouchers?

You can chose whether you want to use your vouchers at any one of the following major supermarkets:

- ASDA
- Tesco
- Sainsbury's

Vouchers are redeemable at all branches of these stores.

What can the vouchers be used for?

It is intended that the vouchers are used for the benefit of free school meal eligible children, and therefore they cannot be redeemed against the purchase of fuel, tobacco or alcohol.

Can I use Vouchers on-line?

Unfortunately not. Vouchers are only redeemably in stores.

How long are vouchers valid for?

Vouchers are valid for 90 days and can be used individually or collectively. Any amount unused on individual vouchers will rollover to the next fortnight.

My email address that was submitted was incorrect, am I able to change this?

Unfortunately, we are unable to amend email addresses once they have been shared with the voucher provider. Vouchers will be returned to the Council where an email address is invalid however.

Do I need to print the voucher?

You do not need to print the voucher if you are able to access your emails on your mobile device. When activating your voucher you can also ask for it to be sent via a text to your mobile phone.