

15 April 2020

Dear Parent/Carer,

Your child usually gets free school meals at our school.

You can now get vouchers for money off food, equivalent to £15 per week, starting immediately. You will get an e-code sent to you if we have your email address. You will receive one e-code per child.

When you receive this code, do the following:

- Go to [www.freeschoolmeals.co.uk](http://www.freeschoolmeals.co.uk) to enter your 16 digit e-code
- Follow the instructions on the screen.

You will be given a food voucher to show at the till on your mobile phone.

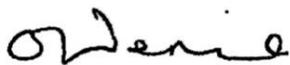
If you have more queries, please read the FAQs sheet carefully below. It will tell you how long your supermarket vouchers last, which vouchers can be used online, what to do if you cannot get out, what happens if you have no data on your phone, and what happens if you do not receive your code.

[https://www.edenred.co.uk/Documents/DfE/DfE\\_FreeSchoolMeals\\_ParentCarerFAQs.pdf](https://www.edenred.co.uk/Documents/DfE/DfE_FreeSchoolMeals_ParentCarerFAQs.pdf)

Please email [contact@cumberlandcst.org](mailto:contact@cumberlandcst.org) if you have any queries. We will do our best to help you and we appreciate your patience in this difficult time.

There are a range of additional support options available for you, should you need it. Please see the information below.

Yours sincerely



Omar Deria  
Head of School

## Additional Information

### Foodbanks:

Please check these are open and any terms and conditions by contacting them or looking on their websites prior to going along as their normal operations may have been affected by COVID-19:

The Trussell Trust - at seven locations throughout Newham:

<https://www.trusselltrust.org/get-help/find-a-foodbank/newham/>

Church food banks as recommended by LBN:

<https://families.newham.gov.uk/kb5/newham/directory/service.page?id=DI0S5hBhZIQ>

Redbridge foodbank:

<https://redbridge.foodbank.org.uk/>

Bow foodbank:

<http://www.bowfoodbank.org/wp/>

### Newhams offer of help:

[https://www.newham.gov.uk/Pages/ServiceChild/Coronavirus-\(Covid-19\).aspx#NewhamsOfferHelpNewham](https://www.newham.gov.uk/Pages/ServiceChild/Coronavirus-(Covid-19).aspx#NewhamsOfferHelpNewham)

### Newham Families in need directory:

<https://www.aston-mansfield.org.uk/wp-content/uploads/2018/03/Newham-Families-in-Need-Directory-2017.pdf>

### Signposting:

There are many organisations which may be able to help you at this time or to offer you some guidance. Try googling the issues, conditions, circumstances etc that you may be experiencing and you may be able to find a charity that can help or offer some support. Some charities may be able to direct you to another source of help.

Knowing that there are others out there in the same situation as you and connecting with those that understand your circumstances can help you to feel less isolated, hopeful and more positive through this difficult time.

You may find some of the below organisations useful:

<https://youngminds.org.uk/> - young people's mental health charity

<https://www.gingerbread.org.uk/> - charity supporting single parents

<https://www.anxietyuk.org.uk/> - national charity offering support with anxiety

<https://www.womensaid.org.uk/> - a grassroots federation working together to provide life-saving services and build a future where domestic violence is not tolerated.

<https://www.mind.org.uk/> - mental health charity for adults (offers advice for coping during COVID-19), can support with a range of issues including addiction

<https://www.nspcc.org.uk/keeping-children-safe/childrens-mental-health/depression-anxiety-mental-health/> - NSPCC how to talk to a child about COVID-19

<https://www.turn2us.org.uk/> - a national charity helping people when times get tough, can help with financial support and practical advice

<http://www.incomemax.co.uk/> - provides independent personal money advice for the real world

<https://www.community-links.org/> - provides a comprehensive, wraparound service delivering debt, welfare, housing and legal advice thanks to a team of volunteers

<https://nipinthebud.org/about-us/> - children's mental health charity

<https://www.crisis.org.uk/> - the national charity for homeless people

<https://www.shelter.org.uk/> - the housing and homelessness charity

<https://www.stepchange.org/> - one of the top debt charities in the uk, Can advise on debt and the coronavirus

<https://www.refuge.org.uk/> - domestic violence charity

<https://www.autism.org.uk/> - The National Autistic Society - offers advice to autistic people and families about how to cope in this time

<https://www.cruse.org.uk/> - support, advice and information for children, young people and adults when someone dies

<https://fareshare.org.uk/getting-food/> - may be able to help you with getting food

### **Council tax**

If you are having difficulty paying your Council Tax due to the Coronavirus pandemic please contact Council Tax and Benefits on 020 8430 2000. If your income has changed you may well be eligible for Council Tax Support which will pay up to 90% of your Council Tax. If you already claim Council Tax support please tell the London Borough of Newham about the change using the online [change of circumstances found on the Council's website](#). If you do not currently have a claim for Council Tax support you can [make a claim online](#). If you need help with making a claim or advice, staff at the London Borough of Newham will quickly help you make a claim for this and can discuss payment holidays or even hardship grants towards outstanding Council Tax. Please don't wait for your account to go into arrears before contacting them. They want to help support you in these difficult times.

### **Rent payments**

If you are having difficulty paying your rent due to the Coronavirus pandemic please visit the London Borough of Newham's [Making a Benefit Claim](#) pages on the Council's website. This will help direct you to the right agency to deal with your claim. If you have an existing claim for Housing Benefit and your income has changed please visit the [Benefits – Tell us about a Change page](#) and complete the online change of circumstances form. If you need help or advice please contact Council Tax and Benefits on 020 8430 2000 and their staff will be able to help you.

[https://www.newham.gov.uk/Pages/ServiceChild/Coronavirus-\(Covid-19\).aspx#Advice](https://www.newham.gov.uk/Pages/ServiceChild/Coronavirus-(Covid-19).aspx#Advice)