

**pluxee**

# Northern Education Trust Case Study

Providing for free school meals for those in need through fast, effective, and sustainable voucher fulfilment.







# **✖ NET is a multi-academy trust operating in the North of England.**

Established in 2010, it operates 22 Academies, made up of 10 primary and 12 secondary.

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“We are unswerving in our commitment to ensure that the outcomes our young people secure prepare them fully for life beyond school. Our Academies are happy and thriving communities where children both achieve and feel safe and cared for. As an inclusive Trust, we strive to help young people overcome any barrier to learning”.

Rob Tarn, Chief Executive,  
Northern Education Trust

# Key achievements of our partnership. ✖

- A long-standing and trusted relationship
- Essential support during the pandemic
- Successful transition to the Voucher Select platform via the Crown Commercial Service framework

📁 The key benefits to having a self-serve platform are, instant access to vouchers, billing on redemption (rather than purchasing in bulk), easy cancellation of vouchers, a fully automated process (no human interaction required) and instant access to data and reports.”

Gary Lee,  
Director of Finance and Procurement







## The story so far...

Our partnership with Northern Education Trust (NET) started in March 2020, when they began purchasing vouchers via our Voucher Shop solution.

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During the pandemic and subsequent lockdown, the Trust continued to provide free school meal vouchers to eligible families. This measure ensured families continued to benefit from the same financial support they would've received if their children were in school, preventing further financial hardship.

During this period, the Trust ordered retailer-specific vouchers, allowing families to spend them at a specified range of popular and easily accessible supermarkets.

NET continued to place bulk voucher orders following this process until December 2021.



# Crown Commercial Service framework.

In May 2023, Pluxee UK was appointed as the only supplier to cover all three critical frameworks: Pre-Paid Cards (RM6248), Closed Looped Voucher Schemes (RM6248) and the new Employee Benefits and Services (RM6273) framework.

COS is the biggest public procurement organisation in the UK, helping buyers in central government and public and third sectors purchase what they need securely, confidently and competitively.

NET joined the Crown Commercial Service framework (CCS) in **March 2022**, taking advantage of a more cost-effective pricing structure and guaranteeing a better deal for the Trust.

**Choosing to continue our partnership**, the Trust transitioned onto our Voucher Select platform, which is available to all public sector bodies via the CCS framework.



# Voucher select: a streamlined, digital solution.

## Self-Fulfilling Via Voucher Select.

Joining the CCS framework wasn't the only change to NET's voucher programme. They also adopted the flexible choice solution so their recipients can spend their vouchers with a vast choice of major supermarket chains.

Opting to use the Self-Fulfilled purchasing option, NET is responsible for distributing the vouchers to their end users.

The solution is simple! NET downloads voucher codes from Voucher Select and sends them to the recipient via text or email.

Voucher Select puts NET in control with a portal that shows them when and where vouchers are spent and allows them to monitor unredeemed vouchers.

**Stretching budgets... At Pluxee UK, we only invoice against redeemed eVoucher Cheques!**



## A partner that's always in your corner...

When you partner with Pluxee UK, you'll receive a dedicated Scheme Manager. NET self-fulfill their voucher orders, but their account manager provides them with monthly reports and runs termly meetings to discuss any changing needs or service issues. Most importantly, they're only a call away should anything unexpected arise.



# ✕ Voucher Select.

Available through the Crown Commercial Service framework.

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## Order Management Platform:

As well as knowing that our Voucher Select platform meets the Cyber Essentials Plus criteria, NET upload their recipient data themselves instead of transferring it to a third party.

**No third party = no risk of data manipulation.**

The ordering process is quick and easy, with just five steps to follow.

**Have Multiple call-offs? No problem.**

On the Voucher Select platform, buyers can manage multiple call-offs simultaneously - just like NET does.



# Self-fulfilled vs Pluxee fulfilled - whats the difference?

## Self-Fulfilled Solution.

In addition to the features of the Order Management Platform, NET can:

- Access their entire order history
- Cancel or resend vouchers
- Set up password protection on self-fulfilled orders

## NET opted for the Self-Fulfilled Solution but can transition to Pluxee-Fulfilled at any time.

Pluxee-Fulfilled: Giving you more...

In addition to the features included in the Self-Fulfilled Order Management Platform, with Pluxee-Fulfilled, buyers can:

- Access their entire order history
- Cancel, resend or reissue vouchers
- See updated delivery and voucher redemption statuses
- Plan ahead - send now or schedule for later
- Ger personal - add a message to end-user emails
- Experience a more sophisticated Buyer Dashboard, providing KPI analytics
- Enjoy a more seamless and user-friendly buying experience
- Unify the distribution process via a digital solution



# ✖ Pluxee uk proud to partner with NET.

📖 The Framework allows the trust to access the Pluxee platform and direct access to the required vouchers, whilst safe in the knowledge that the compliance side around value for money has been taken care of.”

Gary Lee,  
Director of Finance and Procurement





Pluxee is the global leading employee benefits and engagement partner that opens up a world of opportunities to help everyone enjoy more of what really matters to them.

Through a full range of innovative and digital solutions deployed in 31 countries, Pluxee creates meaningful, engaging, and personalised experiences to contribute to the wellbeing of individuals at work and beyond.

In the UK, Pluxee offers award-winning employee benefits, rewards and recognition all designed to bring more value to people. Globally, Pluxee supports the purchasing power and promotes the well-being of more than 36 million consumers. Pluxee accompanies 500,000 clients to develop more meaningful relationships with their employees and improve their engagement. Pluxee simplifies the life of 1.7 million merchants every day. Strengthened by its historical ties with Sodexo, Pluxee with its 5,000 employees is committed to increase its influence as CSR leader by giving its clients, partners and consumers the means to make more sustainable choices every day.

## Choose Pluxee.

[www.pluxee.uk](http://www.pluxee.uk)