

Communities Directorate

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3 February 2022

Dear Parent/Carer

The government's Household Support Fund has provided local authorities with one-off funding for families, and vulnerable residents, who may need financial help this winter.

As a parent or carer with one or more children who are eligible for benefits related free school meals, Warwickshire County Council will be making an automatic supermarket voucher payment for £21 to you to support you with the cost of food for your child/children over the February half term school holiday.

Each household with children eligible for benefits related free school meals will also receive a one-off payment to the value of £60 towards energy costs.

Both payments will be processed automatically, and you **do not** need to contact us to apply for the funding. If you are receiving your vouchers by email, please check your spam or junk folders just in case the emails have gone in there. Further information on each of the vouchers is below.

Please check the expiry dates on your vouchers as they cannot be redeemed or reissued after the expiry date, so ensure you activate your vouchers within this time.

Supermarket voucher:

You will be sent an SMS text message from our voucher scheme **Huggg** between 14th and 18th February, with a message from Warwickshire County Council that will have a link to a supermarket voucher attached.

You will need to activate your voucher by:

- clicking on this link and then 'Tell me more' followed by 'I'm ready to claim',
- selecting which supermarket you would like to shop at (the choices are Morrisons, Aldi, Asda, Iceland, Sainsbury's, Tesco or Waitrose),
- selecting 'Claim now' and,
- once you have chosen your voucher, hitting 'Click for your voucher'

The final screen will reveal the voucher from your chosen supermarket, and you will need this to pay for your shopping. They can all be used instore and vouchers from Asda, Sainsbury's and Waitrose can also be used online.

*Working for
Warwickshire*

If we do not have a valid mobile number for you we will send the voucher link to you by email from hello@huggg.me If you do not have a smartphone, we will post the voucher.

If you have a problem with activating your voucher, please use the 'Frequently Asked Questions' online at <https://www.warwickshire.gov.uk/localwelfarescheme> or use the Chat facility on the Huggg website <https://www.huggg.me/>

By redeeming the voucher, you are agreeing to using the money to buy food only, to cover the period when your child or children are off school during the February half term holiday.

Energy voucher:

You will be sent an SMS CashOut text message from **PayPoint Services** between 11th and 21st February, which will have a link to your voucher. If we do not have a valid mobile number for you we will send the voucher link to you by email from hello@huggg.me If you do not have a smartphone, we will post the voucher.

The voucher has a barcode which you can present at your local PayPoint retailer. Please show the voucher to the store assistant who will scan the barcode (or key in the voucher number) and give you the cash to the value of the voucher. You can find your local PayPoint retailer at <https://consumer.paypoint.com/>.

If you have a question about the PayPoint voucher, please use the 'Frequently Asked Questions' online at <https://www.warwickshire.gov.uk/managing-money-debt/covid-winter-grant-scheme-faqs/1>.

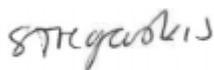
By redeeming the voucher, you are agreeing to using the money towards your energy bills only.

Please call the Local Welfare Scheme on 0800 4081448 or 01926 359182 between **10am and 2pm**, when staff will be available to help with your enquiry:

- If you do **not** receive the SMS text or email voucher link for your child or children by Wednesday 23rd February 2022. You can call us between 23rd February and 10th March and will still receive the full voucher value. We receive an exceptionally high volume of calls so you may wish to consider calling after the 28th February when the phone lines may be less busy.
- If a supermarket from the options listed is not easily accessible and an online delivery is not possible.
- If you have other children who are not yet attending school and would like to claim an additional Huggg supermarket voucher for these children. We receive an exceptionally high volume of calls so you may wish to consider calling after the 28th February when the phone lines may be less busy. Remember that calling us later will not change the amount of the award you will receive.

The Warwickshire Local Welfare Scheme helps our most vulnerable residents at times of unavoidable crisis when they have no other means of help. For further information please visit <https://www.warwickshire.gov.uk/localwelfarescheme>

Yours sincerely



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Education Delivery Services



Sarah Stear
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