

Communities Directorate

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Dear Parent/Carer

The government's Household Support Fund grant 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 voucher payment to you to support you with the cost of energy and water over the winter as well as a supermarket voucher towards food costs for your child/children over the Christmas school holidays.

The payments will be processed automatically during November and December, and you **do not** need to contact us to apply for the funding.

1. November 2021 - PayPoint voucher towards energy and water bills

Between 22nd and 30th November 2021, each household with children eligible for benefits related free school meals will receive an automatic one-off voucher payment to the value of £60 towards energy and water costs. This is part of the council's utilities voucher campaign. You do **not** need to contact us to receive this.

You will be sent an SMS CashOut text message from **PayPoint Services**, which will have a link to your voucher. If we do not have a valid mobile number for you or you do not have a smartphone, we will send the voucher link to you by email from no-reply@paypointsvp.com.

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/>. The voucher cannot be redeemed after the expiry date.

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 and water bills only.

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Please check your spam or junk folders just in case the emails have gone in there.

Please call the Local Welfare Scheme on 0800 408 1448 or 01926 359182 if you do **not** receive an SMS text or email voucher link for your household by Tuesday 30th November 2021. You can call us any time between 30th November and 10th December 2021 and will still receive the full voucher value.

The Welfare team cannot issue any vouchers before 30th November, so please do not call us before then.

2. December 2021 - Huggg supermarket voucher towards food costs

From Friday 17th December 2021, each child eligible for benefits related free school meals will receive an automatic one-off supermarket Huggg voucher. You do **not** need to contact us to receive this.

This voucher will be for £48 per eligible child, which covers £3 per day for the duration of the Christmas school holidays including two weekends and a teacher training day (20th December to 4th January inclusive) and must be used to buy food over this period.

You will be sent an SMS text message from our voucher scheme **Huggg**, 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.

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

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 Christmas school holidays.

The Huggg voucher is valid until Friday 7th January 2022 and cannot be redeemed after the expiry date, so please ensure you activate your voucher within this time.

Please check your spam or junk folders just in case the emails have gone in there.

Please call the Local Welfare Scheme on 0800 408 1448 or 01926 359182

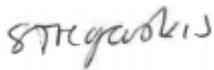
- If you do **not** receive an SMS text or email voucher link for your child or children by Monday 20th December 2021. You can call us any time between 20th and 31st December 2021 and will still receive the full voucher value.

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- 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, please call between the 20th and 31st December 2021 to claim additional vouchers for these children.
- We are expecting a high volume of calls and your patience is appreciated. The Welfare team cannot issue any vouchers before Monday 20th December, so please do not call us before then.

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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