

**Communities Directorate**

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[www.warwickshire.gov.uk](http://www.warwickshire.gov.uk)

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Dear Parent/Carer

The government's Household Support Fund provided local authorities with one-off funding for families, and vulnerable residents, who needed financial help over the winter. The government announced in the Spring Statement that the Household Support Fund arrangements will be extended to 30 September 2022.

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 £15 to support you with the cost of food for your child/children over the May half term school holiday.

This payment 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 the voucher is below.

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

**Supermarket voucher:**

You will be sent an SMS text message from our voucher scheme **Huggg** between 25<sup>th</sup> and 27<sup>th</sup> May 2022, 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, we will send the voucher link to you by email from [hello@huggg.me](mailto:hello@huggg.me) If you do not have a smartphone, we will post the voucher.

*Working for  
Warwickshire*

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 May half term holiday.

During June 2022, each household with children eligible for benefits related free school meals will also receive a one-off payment to the value of £75 towards energy costs.

### **Energy voucher:**

You will be sent an SMS CashOut text message from **PayPoint Services** between 17<sup>th</sup> and 27<sup>th</sup> June 2022, 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. 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 check the expiry date on your voucher as they cannot be redeemed or reissued after the expiry date, so ensure you activate your voucher within this time.**

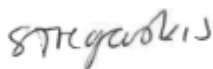
Please only call the Local Welfare Scheme on 0800 4081448 or 01926 359182 between **10am and 2pm**, when staff will be available to help with the following enquiries:

- If you do **not** receive the supermarket voucher for your child/children, you can call us between 30<sup>th</sup> May and 8<sup>th</sup> June, you will still receive the full voucher value. We receive an exceptionally high volume of calls and your patience is appreciated.
- 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 us between 30<sup>th</sup> May and 8<sup>th</sup> June. You may wish to consider calling after the 6<sup>th</sup> June when the phone lines may be less busy as we do receive an exceptionally high volume of calls. Remember that calling us later will not change the amount of the award you will receive.
- If you have not received your fuel voucher by 28<sup>th</sup> June 2022, you can call us between 28<sup>th</sup> June and 8<sup>th</sup> July, you will still receive the full voucher value.

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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Sarah Stear  
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*Working for  
Warwickshire*