



Communities Directorate

Ian Budd,
Assistant Director of Education Services

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CV34 4UL

17 March 2021

Dear Parent/Carer

The government's COVID Winter Grant Scheme has provided local authorities with one-off funding for families, and vulnerable residents, who may need financial help during the winter months.

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 to you to support you with the cost of food for your child/children over the Easter school holiday. The payment will be processed automatically, and you **do not** need to contact us to apply for the funding.

This voucher amount will be £51 per eligible child, which covers £3 per day for the duration of the Easter school holiday including weekends (2nd to 18th April 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/>

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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 Easter school holidays.

Each household with children eligible for benefits related free school meals will also receive a one-off payment to the value of £25 towards energy costs. 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/>.

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 bill only.

Both the Hugg and PayPoint vouchers are valid for 20 days and cannot be redeemed after the expiry date, so please ensure you activate your vouchers within this time.

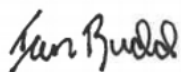
Please check your spam or junk folders just in case the emails have gone in there.

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 Tuesday 6th April 2021. You can call us any time any time between 6th and 15th April and will still receive the full voucher value.
- 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 Hugg supermarket voucher for these children, please call between the 6th and 15th April to claim additional vouchers for these children.

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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