Communities Directorate
Sarah Tregaskis
Service Manager - Education Delivery Services
Saltisford Office Park
Ansell Way
Warwick
CV34 4UL

www.warwickshire.gov.uk

13 October 2021

Dear Parent/Carer

The government has recently launched the Household Support Fund grant and 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 to you to support you with the cost of food for your child/children over the October half term. The payment will be processed automatically, and you **do not** need to contact us to apply for the funding.

This voucher amount will be £21 per eligible child, which covers £3 per day for the duration of the October half term including one weekend (25th to 31st October 2021 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 October half term school holiday.

The Huggg voucher is valid until Friday 5th November 2021 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 25th October 2021. You can call us any time any time between 25th to 29th October 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 Huggg supermarket voucher for these children, please call between the 25th to 29th October 2021 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

Sarah Tregaskis
Service Manager –
Education Delivery Services

Sarah Stear
Interim Assistant Director –
Business & Customer Services

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