

07 July 2021

Dear Parent/Carer

The government has extended its COVID Local Support Grant one final time beyond the planned ending of restrictions, to help families get back on their feet as the economy recovers and the vaccine rollout continues.

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 summer school holidays. The payment will be processed automatically, and you **do not** need to contact us to apply for the funding.

This voucher amount will be £93 per eligible child, which covers £15 per week for the duration of the summer holidays plus teacher training day (22<sup>nd</sup> July to 2<sup>nd</sup> September 2021) 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](mailto: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/>

*Working for  
Warwickshire*

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 summer school holidays.

The Hugg voucher is valid until 3<sup>rd</sup> October 2021 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 only 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 Thursday 22<sup>nd</sup> July 2021. You can call us any time any time between 22<sup>nd</sup> July and 2<sup>nd</sup> September 2021 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 22<sup>nd</sup> July and 2<sup>nd</sup> September 2021 to claim additional vouchers for these children. We are expecting a high volume of calls and your patience is appreciated. You may want to consider calling after the 3<sup>rd</sup> August when the phone lines may be quieter. You will still receive the full voucher value as long as you call us by the 2<sup>nd</sup> September.

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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