

Resources Directorate

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Dear Parent/Carer

The government's Household Support Fund has provided local authorities with one-off funding for families, and vulnerable residents, who may need financial help with significantly increased living costs.

As a parent or carer with one or more children who are eligible for benefits related free school meals, Warwickshire County Council will be providing vouchers to support you during these challenging times.

Previously we have used the Household Support Fund to provide vouchers for eligible families during the school holidays. To offer more flexibility, we are changing how funding will be distributed this year and you will receive two automatic cost of living payments in November 2022 and February 2023.

You will receive your first cost of living payment by 8th November 2022. This will be a £30 voucher for each child at home who is in receipt of free school meals in addition to one £75 voucher for your household to help with your family's shopping costs.

The supermarket vouchers will be processed automatically, and you **do not** need to contact us to apply. 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 the supermarket vouchers 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. Vouchers can all be used instore and those from Asda, Sainsbury's and Waitrose can also be used online. The voucher value does not have to be spent all at the same time, so please ensure you keep your vouchers safe.

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 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 Hugg website <https://www.huggg.me/>

Please check the expiry date on your voucher as it cannot be redeemed or reissued after the expiry date, so ensure you activate your voucher within this time. Do also check your spam or junk folders just in case the emails have gone in there.

The Local Welfare Scheme can help with the following issues. Please call 0800 4081448 or 01926 359182, between **10am and 2pm**, when staff will be available to assist you.

- You do **not** receive the SMS text or email voucher link for your child or children by **Wednesday 9th November 2022**. You can call us between 9th November and 18th November 2022 and will still receive the full voucher value. We receive an exceptionally high volume of calls so you may wish to consider calling after the 15th November 2022 when the phone lines may be less busy.
- 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 to apply before 18th November 2022. Again, we receive an exceptionally high volume of calls so you may wish to consider calling after the 15th November 2022 when the phone lines may be less busy. Remember that calling us later will not change the amount of the award you will receive.

You should expect to receive your second cost of living payment on 8th February 2023, we will write to you again nearer the time.

Please note: The Local Welfare Scheme will be using Household Support Fund to provide further support with utility costs during December 2022 for some residents in Warwickshire. As you would be eligible we have included this support in your cost of living payments, therefore you will not need to apply.

Further information on support is available for residents on the following websites:

- <https://www.warwickshire.gov.uk/localwelfarescheme>
- <https://www.warwickshire.gov.uk/costofliving>
- <https://helpforhouseholds.campaign.gov.uk/>

Yours sincerely



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