



St John's Highbury Vale C of E Primary School

Conewood Street, London N5 1DL

Tel: 020 7226 4906

E-mail: admin@stjhv.islington.sch.uk

Interim Head of School: Mrs Alice Shaw

Interim Executive Head: Mrs Tonnie Read

14th December, 2020

Dear Parent/Carer,

The Government has announced a new winter support scheme, designed to directly help families and individuals who have been hit hardest by the pandemic. The majority of the funding is set aside to ensure children are fed over winter.

The grant has been provided to LOCAL AUTHORITY to distribute to families who need it most. The LOCAL AUTHORITY, in discussion with schools and partners, has agreed to use the funding to provide all families with children eligible for benefit-related Free School Meals (FSM) with supermarket food vouchers over the Christmas holiday period.

The vouchers cover the period of two weeks from Monday 21st December 2020 – 4th January 2021 and will be £15 per week per child

The vouchers provided can be used in Asda, Morrisons, Aldi, Tesco, Sainsbury's, Iceland, Waitrose or McColl's and should only be used to buy food and other essential items.

To enable the vouchers to be sent out electronically, the Council has appointed a third-party provider, Wonde, to distribute the vouchers, and the school has been asked to provide your contact details so that vouchers can be sent to you by email by Wednesday 16th December 2020.

Wonde will be collecting the following information directly from the school; parent's first and last names, email address, phone number and supermarket choice.

They will then contact you directly with the vouchers.

If you have changed your mobile phone number or email address, please update your contact details by contacting method to update contact details.

If your contact details are not correct, then the vouchers may not reach you in time for Christmas or an appropriate supermarket may be selected on your behalf.

Please find attached Frequently Asked Questions (FAQs) regarding this process.

Regards,

Headteacher





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Frequently asked questions

1 Why is my child's school asking for my information?

You are being asked for information to make sure you can get the help that **LOCAL AUTHORITY** has put in place for families who have children in **LOCAL AUTHORITY** schools who already receive Free School Meals based on their family income.

2 What help is available for my child?

To help over the school holiday at Christmas, **LOCAL AUTHORITY** is supplying a supermarket voucher to the value of £15 per week, for a maximum of two weeks, for every eligible child that receives free school meals in Surrey schools based on their family income. The voucher is for food and other essential items only.

3 Can I choose which supermarket voucher to get?

The vouchers provided can be used in Asda, Morrisons, Aldi, Tesco, Sainsbury's, Iceland, Waitrose or McColl's and should only be used to buy food and other essential items. The restrictions for each supermarket are listed below:

4. How do I access my voucher?

You will receive either a text message from 'Vouchers' or an email from 'schoolvouchers.com' to say that you have been issued with a voucher. Follow the step by step guide to select your supermarket of choice.

<https://help.schoolvouchers.com/hc/en-gb/articles/360015110178-How-to-access-your-voucher-step-by-step-instructions->

5. Can I use the vouchers online?

Asda vouchers can be used online or instore. All other vouchers can only be used instore – simply print the voucher or show it to the cashier on your smartphone.

6. If I don't spend the whole voucher in one visit, can I keep it to use on my next shop?

Yes, you can. If your shopping comes to more than the voucher total, you will need to pay the remaining balance using another method (i.e. debit card).

7. I'm having trouble using my voucher in-store, what should I do?

Please contact the supermarkets directly who will be able to help you.





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8. Can I exchange the vouchers for cash?

No. The vouchers cannot be exchanged for cash.

9. When will I receive my vouchers?

Vouchers will be sent out by Wednesday 16th December 2020. Some email accounts may send the email to your junk folder, so do check this folder for your instructions on how to pick your supermarket and receive your voucher. Not all vouchers will be sent on the first day. If your children are at more than one school, it is likely you will receive your vouchers on different days. It will take a number of days for everybody to receive all of their vouchers. If you have not received your vouchers by Wednesday 16th December, please do contact your school.

10. What will my child's school do with my information?

The school will pass your information to **LOCAL AUTHORITY** fulfilment agency, Wonde, who will use the information you give to send out the supermarket voucher.

You records will be retained by them for no longer than 6 years plus the current financial year from the date of application then all data held will be permanently deleted from where it is securely stored.

11. Who can I talk to if I think there is a mistake or if I don't receive my voucher?

If you haven't received your voucher by Wednesday 16th December, please do check your junk folder for the email in the first instance. If you think there is a mistake with the information about you or your household, or the voucher is not received, speak to your child's school to check that all of your information is correct.

12. My child lives in **LOCAL AUTHORITY** but goes to school in another authority area, what help will I get?

Each local authority is making arrangements for the children that go to school in their area. In some areas you will need to apply for the help that is offered. If you live in **LOCAL AUTHORITY** and your child goes to school elsewhere, we recommend that you talk to your child's school in the first instance and they will be able to tell you what arrangements are in place.

13. Who decides who is eligible for Free School Meals?

The government decides who is eligible for free school meals. You can find out about who is eligible and how to apply here <https://www.gov.uk/apply-free-school-meals>





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14. Who is paying for the supermarket vouchers?

The government has given LOCAL AUTHORITY a grant to help residents over the winter period. The cost of the vouchers is being met from this grant.

15. Who do I contact for more information about the collection and use of my and my child's data?:

LOCAL AUTHORITY *PRIVACY NOTICE FOR LOCAL AUTHORITY*

Wonde: <https://www.wonde.com/free-school-meals>

[https://www.wonde.com/privacy-](https://www.wonde.com/privacy-policy)

[policy https://www.wonde.com/data-protection-policy](https://www.wonde.com/data-protection-policy)

[School name]: *PRIVACY NOTICE LINK* *DATA PROTECTION POLICY LINK*

Answers to Frequently Asked Questions can be found here:

<https://help.schoolvouchers.com/hc/en-gb/sections/360003848737-Parent-FAQs>

