

# FAQs for Parents – Household Support Fund – Autumn Half Term

## What kind of support is available?

For the autumn half term, our support is focused on providing supermarket vouchers for families eligible for income based support. The criteria for access is available with the letter that accompanies this document.

Further information on the Household Support Fund can be found here –

[www.cambridgeshire.gov.uk/wintersupport](http://www.cambridgeshire.gov.uk/wintersupport)

## Do I need to fill this online form out if I want a food voucher?

If your child is eligible for Free School Meals, Early Years Pupil Premium, Funded 2-year-old support or is 16-19 and eligible for free school meals or the 16+ bursary, you will automatically receive a voucher.

## What if I don't want my voucher?

If you do not want/need your voucher, please do not activate it. Either delete or ignore the email/text you receive, or do not open the link and download the voucher. This way, we can reallocate your voucher to another family in need. Alternatively please email [winter.support@cambridgeshire.gov.uk](mailto:winter.support@cambridgeshire.gov.uk) and the voucher will be removed.

## How do I use my voucher?

You will receive a text or email to choose your supermarket choice for the voucher

- Text message from 'SchoolMeals'
- Email from '[vouchers@wonde.com](mailto:vouchers@wonde.com)'

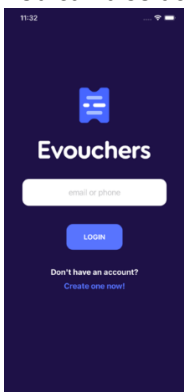
Once you have chosen your supermarket, you will receive your voucher by text or email.

You can then click the link in the text or email and download your voucher code.

You can then use this voucher in your chosen supermarket.

You must choose your supermarket before you can receive your voucher.

You can also access your voucher via the **new EVouchers app**.



If you've been sent an Evoucher by text message or email, this app will enable you to easily access your existing and new vouchers through your registered account. If you're new to Evouchers.com, you're also able to register for an account through the app. Any vouchers previously assigned to your email address or mobile number will appear in your account.

**I have made my supermarket choice, but I'm yet to receive my voucher. There may be a number of reasons for this such as:**

- If you selected your supermarket choice after 12pm that day, your voucher will arrive the following day.
- You made your supermarket choice after 12pm on a Friday. You'll receive your voucher on Monday.

**How long does it take for the voucher to be received?**

Most vouchers are received within 30 minutes after the retailer is selected. If you select Morrisons or Asda then the following timings apply:

- If selected before 1 pm, the voucher will be received that evening.
- If selected after 1 pm, the voucher will be received the following working day.

**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)

**When will I get my voucher?**

The vouchers will be sent on the 22<sup>nd</sup> October but may take a short time to arrive.

If you have not received your voucher by the 25<sup>th</sup> October, please contact [winter.support@cambridgeshire.gov.uk](mailto:winter.support@cambridgeshire.gov.uk) .

Please include in any correspondence the name of your child, their date of birth and which education establishment they attend.

**How long have I got to spend my voucher?**

You have until the 3<sup>rd</sup> December to select the supermarket and claim the voucher. If you don't claim by this point the voucher will be removed and re-allocated. Once claimed, each supermarket has different expiry dates but all last over a year.

**I'm yet to receive a text or email to choose my supermarket choice.**

If you haven't received contact by the 25<sup>th</sup> October but feel you should have received a voucher, please contact [winter.support@cambridgeshire.gov.uk](mailto:winter.support@cambridgeshire.gov.uk). Please include the name of your child / children and which education setting they attend e.g. school, pre school etc. We will confirm whether you have received a voucher and how to access it. It may take up to 3 days to get a reply.

**Where can I use my voucher?**

The following supermarkets will accept the voucher:

- ASDA
- Morrisons
- Tesco
- Aldi
- Sainsbury's
- Iceland
- Waitrose
- Farmfoods

**Can I use the voucher on my mobile phone?**

Yes, you can.

## What can I spend the voucher on?

The voucher is intended to be used to purchase food to support families.

## Are there any restrictions on what the vouchers can be used for and can they be used online?

The restrictions for each supermarket are listed below:

- Asda: Cannot be used in Petrol stations or to purchase tobacco products, stamps, lottery or phone top-ups.
- Morrisons: Cannot be used online or for gift-card or lottery purchases.
- Aldi: Cannot be used for the purchasing of gift cards, lottery tickets, scratchcards (or related material), alcohol or anything through ALDI's website.
- Tesco: Cannot be used in petrol stations.
- Sainsbury's: Cannot be used in petrol stations, pharmacies, branded gift cards, scratch cards, LPG autogas, infant formula, tobacco and related products, BT phone cards, E top-up, savings stamps, postage stamps, National lottery products, online delivery charges, concession coffee shops and restaurants
- Iceland: Cannot be used online or for alcohol.
- Farmfoods: Cannot be used online.

## What happens if I have multiple children at the same school?

You will receive a voucher for each child separately.

## How much money will be on my supermarket vouchers?

You will receive £15 for the autumn half term – this will come as one £15 voucher which will be sent on the 22<sup>nd</sup> October.

## Common issues with vouchers

### £0 Balance queries

If the voucher is showing as a £0 balance, please contact the supermarket using the details below.

### Gift-card not working

Check the gift-card has a balance. Often gift-cards do not work because the balance has already been spent.

Please ensure the 'Gift-Card' option is selected at a self-checkout. You may also need to remind staff that they are gift-cards and not vouchers.

If you have issues with any of the vouchers please contact the supermarket as they will be able to resolve the issue -

### TESCO

#### *How to check the balance of a voucher*

Balances can be checked by calling 03450 757 757

#### *Other queries*

For all other enquiries please call 0800 505555

### MORRISONS

#### *How to check the balance of a voucher*

When first accessing the voucher it shows the opening balance, you then need to press 'check balance' which show an updated balance.

#### *Other queries*

If you have any queries about the voucher card please call 0344 3815042 or email [morrisongiftcardservice@bhnetwork.com](mailto:morrisongiftcardservice@bhnetwork.com)

#### SAINSBURYS

*How to check the balance of a voucher*

Balances can be checked by calling 0800 636262

*Other queries*

Contact Sainsbury's on 0800 636262

#### ASDA

*How to check the balance of a voucher*

Please use the online balance checker; <https://cards.asda.com/>

*Other queries*

<https://cards.asda.com/contactus> or Phone: 0800 952 0101

*Disputing a spent voucher*

School/parent will need to contact Asda directly on; 0800 952 0101 and select option 2.

Please note: Asda will only respond to Wonde regarding any gift-card queries. If you require more information about an Asda voucher, please email the gift-card number to [support@wonde.com](mailto:support@wonde.com) and we will forward this to Asda.

#### ALDI

*How to check the balance of a voucher*

You can check the balance of ALDI Digital Gift Card at the checkout in-store.

*Other queries*

If you have any queries about the voucher please contact: [vouchers@aldi.co.uk](mailto:vouchers@aldi.co.uk)

Please note that you will need to provide the full voucher code and inform them that the gift-card was purchased by Wonde.

#### ICELAND

*How to check the balance of a voucher*

Please follow the instructions on the link below; <https://www.love2shop.co.uk/balance>

*Other Queries*

<https://www.love2shop.co.uk/customer-support>

#### McCOLL'S

*How to check the balance of a voucher*

The balance can be checked in-store at the till.

*Other Queries*

<https://www.mccolls.co.uk/contact-us>

#### FARMFOODS

*How to check the balance of a voucher*

You can check the balance of your voucher by going to any **Farmfoods checkout**. Alternatively, a voucher statement is printed at the bottom of your receipt after each transaction

*Other Queries*

Please contact them directly using their online [contact form](#)

## How can I get more help?

The Council is working with schools and education providers to ensure families are supported during this time. To find out about other help and support available in your local area; you will find further details at the following links:

- [If you live in Cambridge City](#)
- [If you live in East Cambridgeshire](#)
- [If you live in Fenland](#)
- [If you live in Huntingdonshire](#)
- [If you live in South Cambridgeshire](#)
- [If you are not sure or want further information](#)

Further support can also be found here:

- [Citizens Advice](#) - online free advice to help you find a way forward, whatever the problem.
- [Making Money Count](#) - offering everyday help with money, being online, finding work and renting.

## Links to Wonde help

[FAQs for parents \(supermarket voucher\) | Help Centre \(wonde.com\)](#)