

FAQs for Parents – Winter Support

What kind of support is available?

We want to ensure that throughout winter any family that needs support is able to access it. We can help you with:

- food support
- utility bills (such as water and electricity bills)
- other essential household items or concerns, such as (but not limited to) hygiene items, white goods, and boiler services.

How do I access the support?

The Council is working with schools and education providers to ensure families are supported during this time. Therefore, you can get supported by completing the online form on one of these webpages

www.cambridgeshire.gov.uk/wintersupport

www.peterborough.gov.uk/wintersupport

Alternatively, you can call 0345 045 5219 Monday to Friday 9am-5pm

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, a 16-19 Bursary, or Funded 2-year-old support you will automatically receive a voucher.

If you haven't received contact by the 18th December but feel you should have received this, please contact your school or setting alternatively you can call the hub on 0345 045 5219 Monday to Friday 9am-5pm. They will be able to confirm whether you have received a voucher and how to access it.

If you're not eligible you can access support by completing the online form on one of these webpages:

www.cambridgeshire.gov.uk/wintersupport

www.peterborough.gov.uk/wintersupport

Alternatively, you can call 0345 045 5219 Monday to Friday 9am-5pm

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 let your school know and they will notify the Local Authority.

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'

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.

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 the parent selects 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 available from the 16th December but may take until the 18th December to arrive.

How long have I got to spend my voucher?

The vouchers will be valid until the end of January 2021.

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

It looks like you haven't been assigned your vouchers yet or your details may be. If you have any queries, please contact your school in the first instance. Alternatively, you can call 0345 045 5219 Monday to Friday 9am-5pm

Where can I use my voucher?

The following supermarkets will accept the voucher:

- ASDA
- Morrisons
- Tesco
- Aldi
- Sainsbury's
- Iceland
- McColl's

Can I use the voucher online?

Asda are the only supermarket that currently allow vouchers to be used online. This is due to the supermarket systems. We appreciate that parents may prefer this to be an option moving forwards, and we are working closely with the supermarkets to try and achieve this. In the meantime, if you're unable to leave the house then you're able to forward the voucher onto others are able to use the vouchers on your behalf.

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?

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, scratch cards (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.
- **McColl's:** Cannot be used to purchase branded gift-cards, Pay Point products and services, E top-up, postage stamps and National lottery products (including scratch cards).

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 per week of the Christmas Holidays. However, if you still feel you need more help, please either complete an online form:

www.cambridgeshire.gov.uk/wintersupport
www.peterborough.gov.uk/wintersupport

Alternatively, you can call 0345 045 5219 Monday to Friday 9am-5pm

Links to Wonde help

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