

Covid Winter Grant Scheme FAQ for Partners

Supporting Families Struggling Financially due to Covid

9th February 2021

Does it matter if the family has received help via the Winter Covid Grant Scheme over Christmas or half term?	<p>No – any family who is struggling can access the scheme, but we ask that those who do not currently receive support are prioritised.</p> <p>Although School Meals provision for school holidays is part of the CWGS, we can issue vouchers to cover term time periods. Our vouchers will also cover essentials e.g., toiletries, whereas the voucher for Christmas was for food.</p>
Is there a restriction on the supermarket vouchers for alcohol or cigarettes?	<p>Some supermarkets restrict the purchase of some items including cigarettes and tobacco related products, but only Aldi, restrict the purchase of alcohol. We must trust households to spend the voucher on food and essentials, if you are unsure or have concerns, it may be better to encourage the household to get a voucher from supermarket that has these restrictions in place.</p> <p>To find out which supermarkets exclude which items, please see the following document Huggg FSM Vouchers Guide for Parents and Carers</p>
Is there any information we can share with parents, so they know what to do when they receive an email or text?	<p>Yes – please direct parents to this weblink Huggg FSM Vouchers Guide for Parents and Carers</p>
The Voucher Request Forms asks how many people are in the household, is that adults and/or children?	<p>Please include all members of the household to include all adults and children as we need to monitor how many people receive support.</p>
Can the vouchers be used for online shopping for supermarkets?	<p>Yes, but not at every brand. Asda, Sainsbury's, M&S and Waitrose enable redemption online.</p> <p>More information is available at Huggg FSM Vouchers Guide for Parents and Carers</p>
If a family has already been referred to a food bank can they still access the food vouchers?	<p>Yes - as supermarket vouchers include the ability to purchase essential items too e.g. children's clothing, toiletries.</p> <p>But again, do not forget that we also need to include households with no or minimal access to food, because we need to ensure that the funding lasts until the end of March.</p> <p>For families already in receipt of food parcels, you may want to reduce the value of the voucher requested e.g. a family of 4, may receive £30-£60 rather than the full £90.</p>
Can our own employees access the scheme?	<p>Yes - employees who fit the criteria above can be referred to the scheme and/or to Nottingham Energy Partnership.</p> <p>We ask that a senior member of staff approves and submits the request.</p>

	Employees without children need to call the Covid Community Support Hub and they will be directed to their local District/Borough Council. Please call 0300 500 8080
If a household needs the full £90 allocation, do we request 3 x £30 vouchers or one voucher for £90?	You have a choice to request £30, £60 or £90 vouchers (i.e. £30 per individual but capped at £90 per household). A household who needs £90 can be issued with one voucher of £90.
Can families who have had the 3 vouchers in one episode, not apply again?	We ask that families do not receive 3 vouchers in one episode, and these are spread out between now and the end of March (if the household needs 3 vouchers). If there are more than 3 people in the household, we can issue one voucher up to a value of £90 this would count as one voucher.
Is there a restricted time scale to use the vouchers?	Yes – all vouchers must be redeemed by the household before the 31 st March 2021.
Do families need to spend the full value of the voucher when shopping, e.g. if allocated £90?	No - The voucher can be scanned and used multiple times until the full balance is used. Each time the voucher is scanned at the till the balance will be adjusted accordingly, and the remainder will be available to be used when needed.
Will families have to print the voucher if they receive it directly or will it be accepted from phone screen?	Supermarkets will accept the voucher on someone's smart phone and will scan the unique bar code. If the household does not have access to a smart phone, we ask that a member of staff prints off the voucher and either posts it or drops off the voucher at the family home. The printed voucher can then be used at the supermarket till.
Would a single parent be eligible if they only saw their child on a weekend but had recently lost their job?	Yes - single parents who share custody of their children are eligible, but you may want to consider offering a voucher of £30-£60 to reflect the number of meals that the children will need.
Can we give families cash instead of a voucher?	No, we ask that only vouchers are issued to ensure that households spend the funds on food and essential items only.
Can grandparents who are in receipt of the state pension and who are carers for a teenager access this scheme?	Yes – if they are the main carer for the child/young person. All kinship carers and children under a Special Guardianship Order can be supported through the Scheme.
In certain cases, could a member of staff use the voucher to purchase food on the family's behalf?	No – we ask that households are responsible for their own voucher and spend unless there are exceptional circumstances.
Why are you asking for the parent/carers name on the request sheet if the setting is supposed to forward the voucher?	We ask for the parent's full names to help the central team cross match against any previous requests for the household.
Do we have to apply again for the same family for a second voucher?	Yes – households can claim up to 3 vouchers, up to the value of £90 (if eligible), each request will need to be submitted with a date and value of voucher included. This will help us monitor demand, the budget and ensure that vouchers are spread out between now and the end of March.
Do we need to submit the Voucher Request Sheet as a	You can choose to submit as a setting or by individual staff member, please refer to your Manager to see what works best for the setting.

setting, or can individual workers submit the form?	If a family needs immediate support, please don't wait, and submit your requests in by 1pm for us to send out the link to the voucher on the same day.
Once we submit the spreadsheet does someone contact the family to discuss it?	<p>No - we expect that the staff member making the request for the family have already been in touch with the family and will maintain that contact.</p> <p>We will only call households who have referred themselves directly to the Council (although we are trying to avoid that).</p> <p>We might also contact organisations that are making large volumes of requests to check that criteria have been met.</p>
Who is monitoring if families are requesting from multiple organisations? Are we checking to ensure that a family are not referred multiple times by different agencies?	The central team will be cross checking each request to monitor the number of vouchers issued to one household. This means that in some cases, we will need to reject requests.

If you have any queries about the Covid Winter Grant Scheme, please contact us at covidwintergrant@nottsc.gov.uk

Completed Voucher Request Forms should be sent to to cwg.vouchers@nottsc.gov.uk