

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 Surrey County Council has put in place for families who have children in Surrey schools who already receive Free School Meals based on their family income.

2 What help is available for my child?

To help over the Easter school holiday, Surrey County Council is supplying a supermarket voucher to the value of £30 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.

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 and Sainsburys 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.

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 31 March 2021. 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 31 March 2021 please do contact your school.

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

The school will pass your information to Surrey County Council's fulfilment agency, Wonde, who will use the information you give to send out the supermarket voucher. A privacy notice explains how the data will be used and then once used, destroyed.

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 31 March 2021, 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 Surrey but goes to school in another authority area, what help will I get?

Each local authority has made 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 Surrey 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>

14. Who is paying for the supermarket vouchers?

The Government has given Surrey County Council a grant to help residents over the Winter period. The cost of the vouchers is being met from this grant.

Answers to Frequently Asked Questions can be found here:

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