



Christ's College Guildford

Principal: Sarah Hatch. BA (Hons), QTS, PGC, NPQH, NPQEL
www.christscollege.surrey.sch.uk



5 October 2023

Dear Parent/Carer,

The Free School Meals Support Scheme will continue to run during the October Half Term 2023 holiday. The grant was designed to directly help families and individuals who have been hit hardest by the pandemic. Most of the funding is set aside to ensure that children are fed over the school holiday periods.

Surrey County Council, in discussion with schools and partners, has agreed to continue funding to provide all families with children eligible for benefit-related Free School Meals (FSM) with supermarket food vouchers to the value of **£15 per child over the October 2023 Half Term holiday period.**

As before, the vouchers provided can be used in any of the available retailers and should only be used to buy food and other essential items.

Surreys' third-party provider, Wonde, will continue to electronically distribute the vouchers to you, as they did over the previous holiday breaks.

The school has already shared the following information to the third-party provider: parent's first and last names, email address, phone number and supermarket choice.

If you have changed your mobile phone number or email address, please update your contact details by contacting the school office as soon as possible.

Please find attached Frequently Asked Questions (FAQs) and a privacy notice explaining how your data will be protected by Surrey County Council and their third-party provider.

Should you have any queries relating to the above, please contact me via email at shamer@christscollege.surrey.sch.uk

Yours sincerely,

Sara Hamer
School Business Manager
Christ's College, Guildford



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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 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 October Half Term holiday period Surrey County Council is supplying a supermarket voucher to the value of £15 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 any of the supermarkets/retailers that are listed when you click through the link provided by the Wonde system to claim your voucher.

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.
<http://help.wonde.com/en/articles/3843162-faqs-for-parents-supermarket-voucher>

5. Can I use the vouchers online?

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

6. If I do not 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 am 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 **19th October 2023**. 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 few days for everybody to receive their allocated vouchers.

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.



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11. Who can I talk to if I think there is a mistake or if I do not receive my voucher?

If you have not received your voucher by late morning on the 19 October 2023, 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 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 planned 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. The cost of the vouchers is being met from this grant.