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The Silverlink North,  
North Tyneside,  
NE27 0BY  
[participation@northtyneside.gov.uk](mailto:participation@northtyneside.gov.uk)

## **COVID Winter Grant - Frequently Asked Questions**

### **I have had a change in my income, and I don't feel that I need this food voucher.**

The Covid Winter Grant food voucher is aimed at providing vulnerable families with support, if you don't feel you need it please contact the email below and we will cancel the voucher and reuse the funds for a vulnerable family/individual.

[participation@northtyneside.gov.uk](mailto:participation@northtyneside.gov.uk).

### **Do I need to spend the whole £60.00 in one transaction?**

No. The grant does not have to be spent in one transaction. You can log onto your account at any time and see the balance.

### **Will I receive any more money for other school holidays such as half term or Easter to cover school meals?**

No. This funding is to last until the end of March 2021. We have paid the grant as one payment as this would give parents choice as to when and how they spend this money rather than pay out smaller amounts over 3 holiday periods.

### **My child is entitled to free school meals, but I have not received the COVID Winter Grant information**

This payment is specifically related to children on income related free school meals. Please email [participation@northtyneside.gov.uk](mailto:participation@northtyneside.gov.uk) for advice.

### **I am unable to download my voucher**

Please read the Edenred redemption user guide which you will have received with from your school. If you believe this is an issue with Edenred system you can contact them on their helpline on or alternatively you can email [participation@northtyneside.gov.uk](mailto:participation@northtyneside.gov.uk).



**The email/voucher went to my old email address, can this be resent to a different email address**

If the voucher has already been issued, we can cancel it and reissue it, contact Participation Team on [participation@northtyneside.gov.uk](mailto:participation@northtyneside.gov.uk).

**I have deleted my email by accident, can this be resent**

Yes, please email the Participation Team on [participation@northtyneside.gov.uk](mailto:participation@northtyneside.gov.uk).

**I do not have a printer to print my downloaded voucher**

You do not need to print the voucher out. In fact, we are recommending that you use it as an e-voucher. This reduces the risk of losing your voucher but also in light of COVID it helps reduce spread of the virus.

**I have multiple children but have not received multiple vouchers**

Please email [participation@northtyneside.gov.uk](mailto:participation@northtyneside.gov.uk) for advice.

**I don't currently claim free school meals (out of choice) but I am entitled to them. Can I claim the voucher?**

You need to be in receipt of free school meals to receive the voucher. If you registered for free school meals, you would also be supporting your school as they receive extra funding for children on free school meals in the form of pupil premium.

For all other enquiries reading the voucher, parents please contact the Participation team via email - [participation@northtyneside.gov.uk](mailto:participation@northtyneside.gov.uk).

