

## Household Support Fund Family Vouchers Scheme

### Frequently Asked Questions

#### What is the scheme?

The Household Support Fund Family Vouchers Scheme provides eligible families with a one-off supermarket voucher worth £70 per eligible child.

Families will be able to apply for vouchers between 27 September and 24 November 2023 or until the fund is used up.

#### Who is eligible?

To be eligible, you must meet all the following criteria:

1. You must be living in Portsmouth City Council's area (PO1 - PO6);
2. You must be in receipt of child benefit for the child OR be at least 20 weeks pregnant;
3. You must not have received a £70 voucher for this child from a school between July and September 2023;
4. You must have a total household earned and unearned income (excluding child maintenance, benefits and tax credit payments) below £1350 per month (or £1246 per four weeks if paid weekly, fortnightly or every four weeks) in the latest pay period prior to your application;
5. You must have submitted a complete application form before the scheme closes.

This can include parents who meet all criteria above, who have children who are home-schooled (elective home educated), who attend independent schools in Portsmouth, or who live in Portsmouth and attend school outside the city.

#### How do I apply?

Applications must be made using the online form - [Household Support Fund - Apply for a Family Voucher](#)

If you are unable to complete your application online and upload copies of your evidence documents, you can get support by calling our Household Support Fund Helpline on 023 9268 8010.

If you apply by phone, you will need to bring your evidence documents to the Civic Offices to be scanned.

If you would like to speak to a benefits advisor, you can contact Advice Portsmouth - for anyone who lives or works in Portsmouth: <https://adviceportsmouth.org.uk/>

If you would like to speak to a benefit advisor and you are a Portsmouth City Council tenant, you can contact your local area housing office - <https://www.portsmouth.gov.uk/services/council-and-democracy/contact-us/#housing>

#### What evidence do I need to provide?

You will be asked to provide evidence about your circumstances. Please supply clear scanned images, screenshots or photos of the relevant documents.

|  |  |
|--|--|
| <p>Proof of identity</p>   | <p>Any of the following, clearly showing your name, address and the date of the letter:</p> <ul style="list-style-type: none"> <li>• Bank or building society statement</li> <li>• Credit card statement</li> <li>• Household utility bill</li> <li>• Landline phone bill</li> <li>• Valid EU or UK driving licence</li> </ul>   |
| <p>If you are working</p>  | <p>Complete payslips for the last month (if paid monthly) or 4 weeks (if paid weekly, fortnightly or 4-weekly). Please make sure the uploaded image is of a complete payslip.</p>  |
| <p>If you are receiving Universal Credit</p>   | <p>Your most recent Universal Credit pay statement. We must see the payment breakdown, in full. This <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• Name(s)</li> <li>• Address</li> <li>• The section called "What you are entitled to"</li> <li>• Which month the statement is for</li> <li>• The number of children in your household</li> <li>• The section called 'What we take off (deductions). This must show the full details including the total deduction figure and your total payment for this month, shown at the bottom of the deductions section.</li> </ul> <p>We do accept screenshots of the statement. Please ensure you show the full statement. It is likely this will be up to 3 images. Alternatively click on 'Print this statement' and you will have the option to 'Save as PDF'. Save the document to your device ready to upload to your application.</p> |
| <p>If you are receiving any of the following:</p> <ul style="list-style-type: none"> <li>• Child Benefit</li> <li>• Income-based Jobseeker's Allowance</li> <li>• Income-related Employment and Support Allowance</li> <li>• Pension Credit</li> <li>• Child Tax Credit</li> <li>• Working Tax Credit</li> </ul> | <p>Your most recent award letter for each benefit or tax credit you are receiving, showing:</p> <ul style="list-style-type: none"> <li>• Name(s)</li> <li>• Address</li> <li>• Date of the letter</li> <li>• The number of children included in your assessment</li> <li>• The amount of benefit or tax credit you are entitled to</li> </ul>  |

If an application is submitted without all the evidence required, you will be contacted via email to request the evidence is provided. You will be given 14 days to respond, or your application will be closed. If you need longer to respond, please reply to the email to let us know the reasons and when you will provide the evidence required.

## What should be included in my total household earned and unearned income?

| <b>These should be included:</b>   | <b>These shouldn't be included:</b>   |
|--|---|
| <ul style="list-style-type: none"><li>• Income from paid work for you or a partner who lives with you</li><li>• Income from occupational, works and private pensions for you or a partner who lives with you</li></ul> | <ul style="list-style-type: none"><li>• Benefits received</li><li>• Child maintenance</li><li>• Tax credit payments</li><li>• Income for any other adults living in your household who are not your partner</li></ul> |

## How do I find out if my application has been successful?

You will be contacted by email within 14 days of making your application and providing your evidence documents to tell you the outcome of your application, which will be either:

Eligible - details of how you will receive the voucher and its value will be included

1. Ineligible
2. Application incomplete - further information and/ or evidence required

There is no right to appeal a decision, but you can ask for the decision to be reviewed if you believe it has not been based on correct information. A review can consider the decision whether to award a voucher, and the value of the voucher awarded.

To request a review of a decision, you must reply to the email advising you of the decision on your application, or email [hsffamilyvouchers@portsmouthcc.gov.uk](mailto:hsffamilyvouchers@portsmouthcc.gov.uk) within 14 days of receiving the decision.

## How is the payment made?

Eligible recipients will be sent 16 digit voucher code to the email address provided in your application, using the Edenred voucher system. The email will be sent by [noreply@edenred.co.uk](mailto:noreply@edenred.co.uk) headed, "Congratulations, we have exciting news for you".

## Why haven't I received my voucher code?

Please check your junk and spam email folders, as both the decision and the voucher code email may go there.

Some email providers group emails from the same sender together as a 'Conversation', which can make it appear as though follow up emails are not being received. If you have previously had an email from [noreply@edenred.co.uk](mailto:noreply@edenred.co.uk) the latest email may have been grouped together in this way. To view the latest email, you may need to expand that conversation. For every email to show separately in your inbox, you will need to de-select 'Conversation View' in your email account settings.

## How does the voucher code work?

The voucher code is a unique 16 digit code that you use to create a supermarket voucher. You can create the supermarket voucher or vouchers of your choice, by visiting [www.selectyourcompliment.co.uk/grocery](http://www.selectyourcompliment.co.uk/grocery). The link to this website is included in the voucher code email.

You can use the voucher code to create a voucher for one supermarket for the full amount or split the amount into vouchers for different supermarkets. The supermarkets available are:

|              |           |             |
|--------------|-----------|-------------|
| Aldi         | Asda      | Sainsbury's |
| Company Shop | Farmfoods | Waitrose    |
| Iceland      | M&S Food  | Tesco       |
| McColls      | Morrisons |             |

**Please note**, it is **not** possible to change the supermarket once you have redeemed your voucher code, so please make your selection carefully.

Vouchers are sent by email to the email address you provide when you visit the redemption website, usually within an hour of placing your order, although occasionally there are delays. Please check your Spam or Junk folders.

Some email providers group emails from the same sender together as a 'Conversation', which can make it appear as though follow up emails are not being received. If you have previously had an email from [noreply@edenred.co.uk](mailto:noreply@edenred.co.uk) the latest email may have been grouped together in this way. To view the latest email, you may need to expand that conversation. For every email to show separately in your inbox, you will need to de-select 'Conversation View' in your email account settings.

The voucher has a barcode which will be scanned at the supermarket checkout for payment. You can show this either on a smartphone or printed out.

Anyone who has access to a voucher code or voucher can use it, there is no ID check, so please treat voucher codes and vouchers as if they are cash and keep them safe.

#### [How can I use the voucher?](#)

You can use the voucher to buy anything in your chosen supermarket, except for age restricted items such as alcohol, lottery tickets, cigarettes etc. The voucher can be used for groceries, clothing, bedding, or any other household essentials.

Supermarket vouchers do not need to be spent in full on one occasion. The remaining balance will stay on the voucher, and you can use the same vouchers barcode later, and use some or all of what's left. The balance can be checked by following the instructions on the voucher.

#### [How long are the vouchers valid for?](#)

The 16 digit voucher code must be redeemed within three months. If the voucher code is not redeemed into a supermarket voucher in this time, it will expire, and you will no longer be entitled to the voucher.

Once redeemed into a supermarket voucher, the voucher expiry date varies according to each supermarket's rules, but all supermarket vouchers are valid for at least 12 months.