

COVID Winter Grant Scheme – April Voucher Payments



Middlestone Moor Primary School

Dear Family

The government has made funds available through its Covid Winter Grant Scheme to support families this winter, by offering additional help towards household costs.

In County Durham, we are again making this support available as vouchers, which you can choose to spend at ASDA, Morrison's, Sainsbury's and Tesco. As an eligible family, you will receive £40 per child to help you keep the children in your household fed and warm over the coming weeks.

Below is a link which will let you choose which supermarket(s) you want your vouchers for. You can either choose one supermarket or you can split your money across more than one, however, you **MUST** choose enough vouchers to use the full £40 all at once. **Once you have checked out, you will not be able to change your choice**

To help you through the process we have also attached a guide and the following information:

- **Safari**
 - Using the Safari browser can cause issues with redemption, please use a browser such as Microsoft Edge or Google Chrome and/or a different device if you are experiencing an issue.
- **Order delivery time**
 - ASDA – 3 working days
 - Morrisons – 3 working days
 - Tesco and Sainsburys – 1 working day
 - Working days are Monday to Friday.
- **Customer Contact**
 - After an order has been placed, please allow the above timescales for delivery before contacting the Customer Care Team. **Please** use the live chat on the redemption site or email if you have an issue.

After placing your order please look for an email from noreply@myglobaloptions.com which will contain your vouchers. This email can often go into your SPAM or TRASH folder so keep an eye on that too. Vouchers can be printed or shown on a mobile device.

If you have any issues with the vouchers you can contact school. Over the Easter holidays parents /carers are able to contact this email address:

schoolsperformanceandstandards@durham.gov.uk

Emails will be responded to as soon as possible. Please note, their offices will be closed over weekends and the Easter weekend 2nd April to 5th April, opening again 6th April.

Thank you.