

November 2023

Dear Parent/Carer

Suffolk County Council (SCC) is pleased to confirm a further discretionary grant is available to support low-income families over the Christmas Holiday. The grant will be issued as a £30 supermarket voucher for each eligible child and is designed to help families with their essential living costs during the school holiday.

We can now confirm that our supermarket voucher provider company 'Sodexo Motivation Solutions UK Limited' have changed their company name to '**Pluxee UK LTD**'. The process of issuing the discretionary grant vouchers will remain the same and this is purely a name change for the provider.

As with previous issues of vouchers, the SCC Free School Meals (FSM) team will place the voucher order using the information provided by your child's school.

If the school has previously printed the vouchers on your behalf, then this arrangement will continue, or you can ask for the voucher to be sent via text message to your mobile phone number. This is a new and additional way for the vouchers to be sent out. **Please inform your school if you wish to receive the vouchers via text message, if you have previously been unable to receive them via email.**

Could we please also ask that you ensure that your child's school holds the most up to date contact information for you, so that the voucher is sent to the correct recipient.

We aim to have all vouchers sent to recipients by **Wednesday 20 December 2023**. If you have **not received the vouchers by this date** or in the event of any queries regarding the vouchers, then please contact our team at freeschoolmeals@suffolk.gov.uk, rather than speaking to the school directly.

Please note, that if you have children who attend different Suffolk schools, you may receive your vouchers at separate times before the start of the school holiday.

Please look out for an email from noreponse@vouchers.sodexoengage.com, and please also check junk and spam folders before contacting us directly.

Please note that the expiry date to redeem your vouchers has changed and will now be 2 months from the date of issue. The voucher must be redeemed for a specific supermarket before the expiry date as failure to do so by this date will mean that you will lose access to the grant as this voucher cannot be reissued. Once redeemed, the expiry conditions of your chosen supermarket will apply, and you will have a minimum of 12 months to use the voucher.

We hope that this discretionary grant goes some way to help in supporting your family during the school holiday, whether buying food or freeing up some income to go towards energy and water bills or other essential living costs.

If you are financial struggling and require additional support, further information can be found at: www.suffolk.gov.uk/community-and-safety/communities/healthier/cost-of-living-support/.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Lucy Nicholas', written in a cursive style.

Lucy Nicholas (she/her)

Resource Manager (School Admissions and Travel)

Education, Skills and Learning

Directorate of Children and Young People

Suffolk County Council