**COVID Local Grant Scheme meal vouchers –frequently asked questions**

**COVID Local Support Grant (CLSG) details and funding – ECC has been advised this is the final extension of the grant**

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| Who qualifies for these meal vouchers? | * All FEEE2 children * All children in receipt of EYPP * Children aged 0-4 (non-statutory school age) who attend your setting who you are aware may be experiencing financial hardship at this time |
| What are the vouchers for? | These vouchers should be spent on food and essentials only over 4 weeks |
| When do these vouchers need to be spent by? | The vouchers need to be allocated by 31 August 2021 and spent by 30 September 2021 |

**Wonde – general information**

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| What if a family doesn’t have access to a smartphone to use the voucher(s) or a printer to print them? | Rather than allocate a voucher to a parent for them to use, settings have the option to download and print the voucher.  Further details can be found in the ‘How to order vouchers using Voucher’s for Schools (Wonde) section below. |
| What if the family has issues redeeming their voucher(s)? | Parents will be directed to Wonde’s help pages in the first instance. Please refer them to Wonde’s help page: [https://help.evouchers.com/hc/en-gb](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhelp.evouchers.com%2Fhc%2Fen-gb&data=04%7C01%7C%7C0f67947619ad48f023a708d91a9a9b1f%7Ca8b4324f155c4215a0f17ed8cc9a992f%7C0%7C0%7C637570073835909534%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=HKovMOa%2BRAaHKIl6%2F%2Bhe0XBZvEoijTYwN9nAcj%2BXLj8%3D&reserved=0%22%20\t%20%22_blank)  where there is a list of parent FAQs.  However, if their question is not answered please email the Early Years mailbox ([early.years@essex.gov.uk](mailto:early.years@essex.gov.uk) ) |
| Where can I access support with using Wonde? | Please refer to the [FAQs on Wonde’s website](https://help.evouchers.com/hc/en-gb) in the first instance. If your issue is not listed here, please email: [early.years@essex.gov.uk](mailto:early.years@essex.gov.uk) |
| Will the voucher be distributed to parents and guardians the same way as previous vouchers? | Yes – we will be using Wonde to distribute and the amount will be £15 per child, per week, totalling £60 per child.  Settings should issue the full £60 and select “invoice ECC” when ordering. |
| Can settings use their existing accounts with Wonde to allocate this money? | Yes, the account will be the same.  Here is a link to [watch a demo of how to order](https://www.youtube.com/watch?v=dol96yI1sm4).  Here is a link to FAQs on the Wonde website: <https://help.evouchers.com/hc/en-gb> |
| I don’t have a Wonde account, can I still allocate vouchers to my families? | Yes you can, you will just need to register with |