

## COVID WINTER GRANT SCHEME - FREQUENTLY ASKED QUESTIONS (FAQs)

- **How does this scheme work?**

This is a national scheme administered by the Council to support Enfield residents most in need with the cost of food, energy (including heating, cooking, lighting), water bills (including sewerage) and other essentials. The scheme will operate between 15 December 2020 to 31 March 2021.

Families who are in receipt of free school meals will receive a PayPoint Payment of £30 per child for the Christmas 2020 holiday and £15 per child for the February 2021 half-term.

Children accessing 15 hours free childcare and Early Years Pupil Premium for 3 & 4 year olds will receive £15 per week per eligible child for Christmas holiday and if their setting is closed during the February half term

Families in need whose children are not in receipt of Free School Meals but could be eligible, will be supported through take up campaigns for Free School Meals and Healthy Start.

- **How can I check what benefits I am entitled to?**

Please visit: <https://www.entitledto.co.uk/> to check if you are receiving all the financial support you are entitled to.

- **How do I get the PayPoint Cash Payment?**

If you are eligible for the PayPoint cash payment, your school will let Enfield Council know and you will automatically receive an email or text message to your mobile phone with the details about how to collect your payment. Your mobile number or email address would be information that your school holds for you.

If you need to change your telephone number or email address, please contact your school to make your changes so they can update their records and they will then notify us to issue your Payment using the new contact details.

- **My child attends an academy school – does this still apply to me?**

Yes, the scheme is for all children in the borough who attend an Enfield School.

- **I do not live in Enfield, but my child goes to school in Enfield, does this scheme apply to me?**

Please contact your child's school directly to find out the scheme that applies to the school your child attends. All councils have received funding to supply free school meals and will be working with their local schools.

- **How do I get registered?**

If you are in receipt of free school meals already and attend an Enfield School, your school will automatically register you with the Council's scheme and you do not need to take any action.

If you think that you may be eligible for a free school meal and have not registered for free school meal, then please see the link below to apply. In addition, please contact your school as all the registration needs to happen via your school.

<https://new.enfield.gov.uk/services/children-and-education/school-welfare-and-information/school-meals/>

- **I do not have any mobile credit; will this still work?**

Yes, this text is free to your mobile phone.

- **I live in Enfield, but my child has special needs and usually attends an Independent school. Does this apply to me?**

Please contact your child's school.

- **Where do I pick up the PayPoint Cash Payments from?**

This would be sent to your email address and/or mobile telephone number by 15 December 2020. There are 140 PayPoint retailers in Enfield.

- **How do I know if my child is eligible for free school meals?**

If you think your child is eligible for Free School Meals or you're not sure, please speak to your child's school.

To be eligible for free school meals the parent or carer must receive one of the following benefits:

- ✓ Universal Credit with an annual net earned income of no more than £7,400 (£616.67 per month)
- ✓ Child Tax Credit only (with no Working Tax Credit) with an annual gross income of no more than £16,190.
- ✓ Working Tax Credit is a disqualifying benefit regardless of your household income – this means that you would not be entitled to free school meals while in receipt of Working Tax Credit
- ✓ Working Tax Credit run-on (paid for the four weeks after you stop qualifying for Working Tax Credit)
- ✓ Income Support
- ✓ Income-based Jobseeker's Allowance
- ✓ Income-related Employment and Support Allowance
- ✓ Support under Part 6 of the Immigration and Asylum Act 1999
- ✓ The guarantee element of Pension Credit

Please see the link below for more information but in the first instance it is recommended that you talk to your school.

<https://new.enfield.gov.uk/services/children-and-education/school-welfare-and-information/school-meals/>

- **My child is in Year group R, 1, 2 and we usually get free school meals, do I still need to apply?**

Yes, in order to be eligible for the free school meal PayPoint voucher you need to meet the eligibility criteria set out above.

- **Is there a limit to the number of payments I get?**

You would receive the £15 PayPoint payment per child per week for every child who is eligible for free school meals attending an Enfield school. For example, if you have 2 children you would receive £60 (£15 per week for two weeks for two children).

If your child attends an out of Enfield school, please contact the child's school directly.

- **How do I redeem my payment?**

If your payment is sent by text message, please click on the link and your barcode will display. Please show this to the retailer who will scan the barcode and give you the cash.

If your payment is sent by email the payment will be attached as a PDF, you can either open the PDF on your mobile phone or print the payment and show this to the retailer who will scan the barcode and give you the cash.

- **How can I find my nearest PayPoint?**

The easiest way to find your nearest PayPoint outlet is to visit [www.paypoint.com/locator](http://www.paypoint.com/locator)

If your payment was sent by text message, please click on the link in the message and go to "FIND STORE" where you can enter your post code directly.

- **When will the payments expire?**

Payments will expire after 30 days if there have not been redeemed.

- **What can the payments be spent on?**

This can be spent on food and utilities for the children.

- **Does this replace my food bank vouchers?**

No, this does not replace food bank vouchers. For more information about local foodbanks, please visit: <https://new.enfield.gov.uk/services/your-council/enfield-response-to-covid-19/financial-hardship/>

- **I am in financial hardship but not eligible for free school meals. What support is available? For example, we are a family with No Recourse to Public Funds (NRPF).**

You can find detailed government guidance for the temporary extension of free school meals eligibility to NRPF groups on the GOV.UK website. Please contact your school to apply for free school meals under this category.

Eligibility for free school meals has temporarily been extended to include some children of groups who have no recourse to public funds (NRPF).

These groups are:

- children of Zambrano carers.
- children of families with no recourse to public funds with a right to remain in the UK on grounds of private and family life under Article 8 of the European Convention on Human Rights.
- children of families receiving support under Section 17 of the Children Act 1989 **who are also** subject to a no recourse to public funds restriction

These groups are subject to a maximum household income threshold of £31,500 per year for London.

Temporarily eligibility has also been extended to children of a subset of failed asylum seekers supported under Section 4 of the Immigration and Asylum Act 1999. This group is not subject to a maximum household income threshold as these families are not able to work.

- **What is the Healthy Start Scheme?**

Families who qualify for Healthy Start get vouchers to spend on milk, fresh, frozen, and tinned fruit and vegetables, fresh, dried, and tinned pulses, and infant formula milk. More information at <https://www.healthystart.nhs.uk/>

- **Who qualifies for Healthy Start?**

Women who are pregnant or families with a child under four years old and who are on certain benefits qualify for Healthy Start. All pregnant women under the age of 18 qualify – whether they are on benefits or not. You can see the <https://www.healthystart.nhs.uk/healthy-start-vouchers/do-i-qualify/>

- **How many vouchers do families get?**
  - Pregnant women receive one voucher each week (£3.10)
  - Babies under one year old get two vouchers each week (£6.20)
  - Children aged from one to four years get one voucher a week (£3.10).

- **I am concerned about money, where can go for help?**

If you are worried about the money coming into your household, please see the support that is available via:

<https://new.enfield.gov.uk/services/your-council/enfield-response-to-covid-19/financial-hardship/>

Special food collection points are also being made available for families that are in need but not currently in receipt of Free School Meals. This is a specific service to support this group of families over the Christmas period, and being delivered by the VCS with Enfield Council's support.