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December 2024

Dear Parent / Guardian

Christmas Holiday Food Support

North Tyneside Council knows that this has been a very difficult year for many people across our borough, and we have worked hard to ensure that families and individuals who need our help get as much support as we can give. More information on support available from the Council, advice, and signposting to other relevant organisations can be found by visiting the Cost-of-living pages on the North Tyneside Website available via the link below:

<https://my.northtyneside.gov.uk/category/1652/cost-living-support>

The government has provided us with some Household Support Grant funding to support families with the cost of food in the school holidays. This is part of a wider approach across North Tyneside by the council to help people in response to the rising cost of living.

We are using the Household Support Grant funding to help those families whose children are in receipt of free school meals because they meet the income related benefits criteria. We have used the Household Support Grant to ensure that all eligible families receive £30 per child for use during the Christmas holiday break.

The voucher code will be paid for each child through an online account managed by Edenred, a company well-known for working with schools and other organisations to provide this kind of help. The voucher codes can be used in most supermarkets, either in store or online. The codes have activation dates, this will be Monday 16th December, families must redeem the voucher during the Christmas holidays. This earlier activation dates is in reflection of reduced working hours over Christmas to allow you to request changes to made or to raise any issues whilst school is still open.

This is a one-off food grant to support families and help to manage the additional expense they will have during the Christmas holidays when children do not receive free school meals. The codes on the Edenred system must be used one month from receiving these. Any not redeemed will be removed from the Edenred system and will not be able to be reissued.

Edenred will contact you by email to let you know your voucher is ready to be downloaded. Instructions will also be included when they contact you and details of the help desk to support you if you need it. If you have a general query about the vouchers over the half term holidays, you can contact the Social Inclusion Team on the email above. Queries will be dealt as quickly as possible Monday to Friday until Friday 17th January. Please ensure school, and the issue you have.

During the Christmas holidays the ease INTO (Holiday Activity and Food) Programme is