

York Fuel & Food Voucher Scheme – Update November

The scheme was initially set up as part of the City of York Council Household Support Fund (HSF) Scheme approved on 8 November 2021.

The scheme has been extended to 31 March 2023.

York Fuel & Food Voucher scheme provides fuel and/or food vouchers delivered by advice support workers both CYC and third sector partners to provide financial support alongside advice and support to York residents affected by fuel poverty and fuel debt.

From July 2022 vouchers can assist with gas, electricity, oil and bottled gas costs. Assistance for people who have other forms of fuel costs should apply for assistance via [YFAS](#)

Vouchers can be allocated to households meeting the criteria set out in appendix 1

Applications for fuel and food vouchers are made through advice and support services in York.

Advice and support agencies need to be a registered partner with the scheme to be able to distribute fuel or fuel vouchers.

The registration criteria and agreement are set out in the Service Level Agreement.

Applications can only be considered as part of an overall financial capability advice or support assessment, by phone or face to face, including as appropriate benefits checks and other information about reducing their outgoings, e.g. social tariffs for broadband, energy efficiency measures, etc.

The following information will need to be confirmed before any application can be processed

- Applicant's name
- Applicant's address
- Applicant's income

The service must confirm that they have seen documentary evidence from the applicant, such as

- Bank statement
- Council Tax bill
- Payslip
- DWP Benefit notification
- Driving licence
- Passport
- Utility bill

Registered partner services carry out the assessment and complete the application for the vouchers to be processed the Charis online platform.

Registered partners are given a unique log-in and password providing access to the Charis platform to complete the online form.

See separate guidance on using the Charis platform.

Approved fuel voucher applications will be sent electronically to the resident by SMS text or email.

Applications should be for 1 food or fuel voucher per application, unless there are exceptional circumstances to consider more than 1 voucher. Households are able to receive a maximum of 3 voucher awards from the scheme during 2022/23.

- This is in addition to vouchers received during 2021/22

Anyone needing further assistance over and above the 3 vouchers should apply via York Financial Assistance Scheme at www.york.gov.uk/yfas

If people need assistance with food and do not want a referral to a support service or this is not appropriate, they should be directed to other food support including York Financial Assistance Scheme, York Food Bank, community food support. More information is available at www.york.gov.uk/HelpWithFood.

Fuel voucher

There are two types of vouchers

- Energy Vouchers are for gas and electricity pre-payment meters. These are be provided through PayPoint or The Post Office.
- Utility Vouchers are for gas and electricity credit bills (people who pay gas and electricity by monthly direct debit or quarterly bill, etc), oil, bottled gas or smart meter pay-as-you-go. These are provided through the Post Office.

Utility Vouchers for credit bills

- Support workers **MUST** explain to the recipient that Utility Vouchers **MUST ONLY** be credited to their GAS or ELECTRICTY bills.
- Recipients take the Utility Voucher and their bill to the post office for the voucher to be credited to their bills.
- People will need to show the receipt or credit on the account to the support worker **before** receiving any further vouchers.

Utility Vouchers for oil, bottled gas & smart meter pay-as-you-go

- Before awarding a utility voucher for oil, bottled gas or smart meter Pay-as-you-go the support worker must see a receipt for a relevant fuel payment dated within the last three months.
- Recipients take the Utility Voucher and their bill to the post office for the voucher to be cashed as a contribution towards the costs.

Fuel vouchers awards are allocated at standard award amounts of

- 1 x £28 for a single person household
- 1 x £49 for a two or more-person household

Fuel vouchers are valid for minimum of two weeks, expiry dates are shown on the voucher. Please ensure people know they need to redeem the vouchers straight away.

Food voucher

CYC Food Vouchers are provided for use at ASDA, Tesco or Morrisons

Food vouchers awards are allocated at standard award amounts of

- 1 x £30 for a single person household
- 1 x £60 for a household of two to five people
- 1 x £100 for a household of six people or more

Approved food voucher applications will be sent electronically directly to the resident by SMS text or email. Contained within the email or SMS will be a link to the unique food voucher code as well as all the redemption instructions.

The purchaser should tell the customer that they will be receiving a £30/£60/£100 e-card via email or SMS which will come from the Charis Shop. Emails will be sent from noreply@charisgrants.com and both emails and SMS will make reference to the Charis Shop.

Food voucher e-cards should be used within two weeks.

All food vouchers can be used in-store. Asda food vouchers can be used online.

Monies can be spent on multiple transactions.

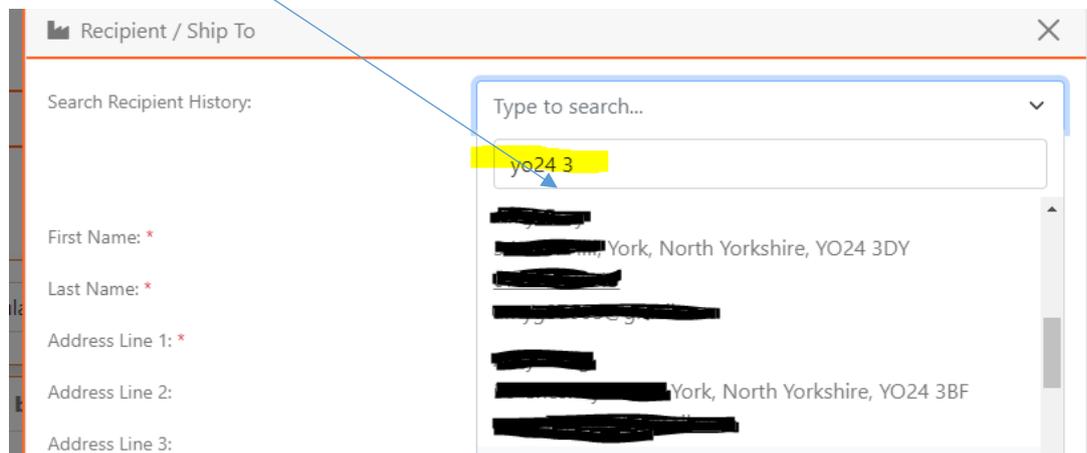
The customer can present the e-card from the link as a print-out or on their phone screen to the checkout operator. For more details see FAQ document.

For any queries in-store customers should see the customer service desk.

Applications through the Charis platform

Select the correct voucher options. Confirm application process has been followed and validation has been confirmed.

Use the Search facility by inputting the customer's postcode to find those who have already had vouchers from the scheme.



The screenshot shows a web interface titled "Recipient / Ship To". On the left, there are input fields for "First Name:", "Last Name:", "Address Line 1:", "Address Line 2:", and "Address Line 3:". On the right, there is a search box labeled "Search Recipient History:" with a dropdown menu. The search box contains the text "yo24 3" and is highlighted in yellow. Below the search box, a list of search results is displayed, including "York, North Yorkshire, YO24 3DY" and "York, North Yorkshire, YO24 3BF". A blue arrow points from the text above to the search box.

Use existing entries if the household already is in the system

- Check for different spellings or version of names
- Check if anyone else in the household has received vouchers

The system will check and block a 4th voucher if you have used the Search function correctly.

If your customer is listed, but the details are wrong, DO NOT select the listing and make a correction. Instead contact Susan Wood/ Helen Williamson/Emma Thorpe/Charly Stokes who have access to make a correction without affecting the number of awards

Some households have been registered twice. This is because the search function has not been used correctly or records have been amended, creating a duplicate.

If you find a household that is showing twice. Do not award further vouchers. As they will have reached there 3 voucher limit.

If you think any household has already been awarded 3 vouchers do not award more. If in doubt or any queries check address details with Susan Wood.

See a Test Example below:

3 voucher limit ✕

The customer test test remains under the purchasing limit of 3 items over a 1 financial year period for this product.

Purchase Date	Product	Qty	Cost
This Purchase	ASDA £100 e-Card delivered by Email	1	£100.00
Total:		1	£100.00

⏪ Cancel
⏪ Back
Continue

An ASDA e-card can be purchased to the value of £100 which can be spent on everyday essential food

3 voucher limit ✕

The customer Dave Tomlinson has reached the purchasing limit of 3 items over a 1 financial year period for this product.

Purchase Date	Product	Qty	Cost
This Purchase	ASDA £30 e-Card delivered by SMS	1	£30.00
26/10/2022	ASDA £30 e-Card delivered by SMS	1	£30.00
10/10/2022	Morrisons £30 e-Card delivered by SMS	1	£30.00
22/09/2022	Morrisons £30 e-Card delivered by SMS	1	£30.00
Total:		4	£120.00

⏪ Cancel
⏪ Back

Adding customer for the first time

- Please complete full contact details including full name, address and both email and mobile phone no. if people have both.

Amending customer details

If the customer details have changed or need additional information adding to an existing entry, contact Susan Wood/ Helen Williamson/ Emma Thorpe/ Charly Stokes/ David Wright

Problems or queries with awarded vouchers

If you need any guidance or have any questions or queries regarding the delivery of vouchers, please contact the Charis Team directly.

If information is input incorrectly or vouchers are sent to the wrong no or email by mistake, please email the Charis Team straight away who can make a correction and /or re-issue the voucher.

Food vouchers cannot be cancelled.

Contact shop@charisgrants.com.

Appendix 1.

Fuel Voucher Scheme eligibility

- The application is for a household resident within City of York boundaries.
- The household is seeking advice and support from the partner service due to fuel poverty and/or have fuel debt.
- AND they are a vulnerable household

A vulnerable household may include, but is not restricted to:

- A person who has a physical or sensory impairment, learning disability or mental health problem¹ and who may be unable to protect themselves from harm or abuse, or their carer.
- Elderly, frail or confused older people
- People who are seriously ill or have a severe long time health condition.
- People who are recently bereaved
- Pregnant women or those who have recently given birth
- Those who have obvious difficulty in understanding, speaking or reading English
- Care leaver
- Those fleeing domestic abuse
- Anyone suffering severe hardship

Food Voucher Scheme eligibility

- The application is for a household resident within City of York boundaries.
AND
- The household is seeking advice and support from the partner service due to food poverty or other financial hardship AND the household is unable to meet their current household need for food.
AND
- The household
 - has dependent children
 - or they are a vulnerable household

A vulnerable household may include, but is not restricted to:

¹ The Royal College of Psychiatrists and Money Advice Trust's Debt collection and mental health: ten steps to improve recovery provides useful guidance and further definition of what constitutes a mental health problem

- A person who has a physical or sensory impairment, learning disability or mental health problem² and who may be unable to protect themselves from harm or abuse, or their carer.
- Elderly, frail or confused older people
- People who are seriously ill or have a severe long time health condition.
- People who are recently bereaved
- Pregnant women or those who have recently given birth
- Those who have obvious difficulty in understanding, speaking or reading English
- Care leaver
- Those fleeing domestic abuse
- Anyone suffering severe hardship

Registered partner services carry out the assessment and complete the application for the vouchers to be processed the Charis online platform.

A record of the application, applicant's circumstances and reasons for the award must be kept by the registered partner service.

The following information will need to be confirmed before any application can be processed

- Applicant's name
- Applicant's address
- Applicant's income

The service must confirm and record they have seen documentary evidence from the applicant, such as

- Bank statement
- Council Tax bill
- Payslip
- DWP Benefit notification
- Driving licence
- Passport
- Utility bill

² The Royal College of Psychiatrists and Money Advice Trust's Debt collection and mental health: ten steps to improve recovery provides useful guidance and further definition of what constitutes a mental health problem



Appendix 2

Instructions for PayPoint Venders

Please follow the instructions to redeem PayPoint Cash or Fuel Vouchers.

1. On your till, press the PayPoint button, then select Emoney & Digital Cashout.
2. Select Cashout and then I-MOVO Payout.
3. Enter the 10 digit voucher number and press Enter on your keypad.
4. When the screen displays CONFIRM TRANSACTION, check the amount on the screen matches the amount printed, then select CONFIRM.
5. Keep the receipt, which prints out, in your till.
6. If it is a Cash Voucher, hand the customer the cash.
7. If it is a Fuel Voucher, insert the customer's electricity key or gas card into the terminal to complete a top-up for the value of the voucher.

Thank you

Food Vouchers Frequently Asked Questions

York Food Vouchers Scheme provides e-vouchers through ASDA, Tesco & Morrisons supermarkets.

Supermarket Vouchers Quick Comparison			
Attribute	ASDA	Tesco	Morrisons
£30 value	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
£60 value	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
£100 value	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use Instore	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use Online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use in Petrol Stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Card / Voucher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Card / Voucher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivered by Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivered by SMS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivered by Post	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
From last purchase, valid for	2 years	5 years	1 year
Alcohol included	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tobacco included	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lottery included	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ASDA e-card Vouchers

Q: Are there any restrictions as to what can be purchased using the e-card?

A: Yes, there are. The e-card cannot be used to purchase tobacco, stamps, lottery or phone top-ups and cannot be used at Petrol Station sites.

Q: How is the e-card delivered to the customer?

A: The e-card can be delivered by email or SMS direct to your customer instantly. Contained within the email or SMS will be a link to the unique voucher code as well as all the redemption instructions.

Q: How will the customer know where the e-card has come from?

A: The purchaser should tell the customer that they will be receiving a £30/£60 ASDA/George e-card via email or SMS which will come from the Charis Shop. Emails will be sent from noreply@charisgrants.com and both emails and SMS will make reference to the Charis Shop.

Q: How do I select the delivery method?

A: The delivery method is indicated in the name of the product e.g. ASDA £30 e-card delivered by email or ASDA £30 e-card delivered by SMS.

Q: How long is the e-card valid for?

A: The e-card is valid for 2 years from the date the e-card was last used by the customer. After 2 years, any unused balance will be removed from the card automatically and no refund will be available.

Q: How does the customer redeem the e-card?

A: An e-card can be redeemed on-line or the customer can present the e-card from the link as a print-out or on their phone screen to the checkout operator. The e-cards can also be added to a smart phone wallet making them quick and easy to find at checkout.

Q: Can the e-card be used on-line?

A: Yes, all ASDA e-cards can be used on-line at groceries.asda.com and george.com in addition to an ASDA or George store in person.

Q: How are monies refunded if a customer returns an item which they bought via an e-card?

A: Any refund will always be made back to the original means of purchase i.e. back onto the e-card. If the customer does not have their e-card or does not have a receipt, they will be issued with an ASDA gift card. Customers will never receive a cash refund.

Q: What can I do if my customer has not received the e-card?

A: Check the emails / SMS details are correct and are live. If it is not correct, contact your local Admin.

Q: How do we cancel an e-card and will we receive a refund?

A: From 1st October 2021, ASDA are no longer offering the facility to be able to cancel as voucher meaning that once a card has been provided by Charis, we are unable to cancel them or accept them back into stock.

Q: How can a customer check how much money is left on the e-card?

A: Customers can check the balance on the e-card by going to cards@asda.com or calling 0333 207 9661

Q: The customer has lost access to their e-card, what can they do?

A: The customer should contact ASDA on 0333 207 9661. It is recommended that customers register their e-card at cards@asda.com to ensure their balance is protected if they lose access to their e-card.

Q: What does the customer do if they have a problem with the e-card?

A: The customer can speak to the checkout operator, go to the Customer Service desk or call 0333 207 9661.

Q: Can e-cards be swapped for cash?

A: No, e-card cannot be exchanged for cash.

Q: Does the full balance have to be spent in one transaction?

A: No, any unused funds will remain on the card; monies can be spent on multiple transactions.

Morrisons Vouchers

Q: Are there any restrictions as to what can be purchased using the e-card?

A: Yes, Morrisons e-cards cannot be used to purchase lottery tickets or other gift cards. Unfortunately, Morrisons are unable to apply any other restrictions as to what purchases can be made by the customer.

Q: How is the e-card delivered to the customer?

A: The e-card can be delivered by email or SMS direct to your customer instantly. Contained within the email or SMS will be a link to the unique voucher code as well as all the redemption instructions.

Q: How will the customer know where the e-card has come from?

A: The purchaser should tell the customer that they will be receiving a £30/£60 Morrison's e-card via email or SMS which will come from the Charis Shop. Emails will be sent from noreply@charisgrants.com and both emails and SMS will make reference to the Charis Shop.

Q: How do I select the delivery method?

A: The delivery method is indicated in the name of the product e.g. Morrisons £30 e-card delivered by email or Morrison's £30 e-card delivered by SMS.

Q: How long is the e-card valid for?

A: The e-card is valid for 12 months from the date the e-card was last used by the customer when any unused balance is automatically removed from the card with no refund being available.

Q: How does the customer redeem the e-card?

A: The customer can present the e-card from the link as a print-out or on their phone screen which the checkout operator can scan. They e-cards can also be used at the self-service checkouts.

Q: Can the e-card be used on-line?

A: No, the Morrisons e-card can only be used in person at Morrisons stores.

Q: How are monies refunded if a customer returns an item which they bought via an e-card?

A: Any refund will always be made back to the original means of purchase i.e. back onto the e-card. If the customer does not have their e-card or does not have a receipt, they will be issued with a Morrisons gift card. Customers will never receive a cash refund.

Q: How do we cancel an e-card and will we receive a refund?

A: Once a card has been issued by Charis, we are unable to cancel them or accept them back into stock.

Q: The customer has lost access to their e-card, what can they do?

A: Customers can contact the Morrisons Support team on 0344 381 9461, Monday to Friday 9am to 5pm to see if any help is available. However, Morrisons are not responsible if the e-card is lost, stolen, destroyed or used without permission.

Q: What does the customer do if they have a problem with the e-card?

A: Customers can speak to Morrisons staff at the Customer Service desk instore or they can contact the Morrisons Support team on 0344 381 9461, Monday to Friday 9am to 5pm.

Q: Can e-cards be swapped for cash?

A: No, e-card cannot be exchanged for cash.

Q: Does the full balance have to be spent in one transaction?

A: No, any unused funds will remain on the card until the balances reaches £0 or expires after 12 months of inactivity; monies can be spent on multiple transactions.

Q: Can Morrisons More point be earned when using the e-card?

A: Yes, Morrison More points are awarded as normal on the purchases made.