



STOCKPORT
METROPOLITAN BOROUGH COUNCIL



**Funded by
UK Government**

Family Support Vouchers

As part of Stockport Council's delivery of the UK Government Funded Household Support Fund, vouchers are being issued to families with school-age children who receive income-based free school meals, those in early years with equivalent eligibility, and those households in receipt of Local Council Tax Support.

Eligible families are receiving a **Family Support Voucher** worth **£75 per eligible child**, which can be redeemed at a Post Office. The voucher is to help with the cost of household energy and other household essentials.

Be sure to check for your voucher: Letter vouchers (if we don't have an email address) and email vouchers from 14 July 2025

More information about your voucher can be found online:

www.stockport.gov.uk/voucher

Need help getting online? Call the DigiKnow Helpline on 07724 217888.

Family Support Vouchers

Stockport Council are committed to ensuring residents have the help and support they need as part of our offer to families through the UK Government Funded Household Support Fund.

As a part of this, the Council is supporting those families with school-age children who receive income-based free school meals and those in early years with equivalent eligibility, and those households in receipt of Local Council Tax Support paid by Stockport Council who have school-age dependents. Eligible families are receiving a Family Support Voucher to the value of £75 per eligible child to help with the cost of household utilities (energy, water and sewerage) and other household essentials including hygiene products, school uniforms, and household equipment.

Families do not need to do anything to apply for their voucher/s, as these will be sent automatically for any eligible child (free school meal claim or Council Tax Support claim in place on 7 July 2025).

Vouchers for children in receipt of free school meals will be sent by email where the council holds an email address for the qualifying family, otherwise the parent will receive a voucher by post. For families with children in receipt of free school meals for which the Council does not hold an email address, and for those children eligible for a voucher by means of Local Council Tax Support paid by Stockport Council, vouchers will be sent by post.

This means that some families will receive both email and letter vouchers, and there may be more than one letter voucher if a family has more than one child eligible for a letter voucher.

Both vouchers can be redeemed for cash at a Post office, and both will include information on how this may be done and their intended purpose.

A list of Post Offices can be found on the Post Office website:
<https://www.postoffice.co.uk/branch-finder>.

The council are planning for all vouchers to be sent from 14 July 2025. The council will send an email directly to families who are to receive an electronic voucher to notify them once the vouchers have been issued.

The final date to redeem all vouchers is 10 August 2025. Vouchers expire after this date.

If you are eligible for an electronic voucher, be sure to check your spam/junk folders as well as your main Inbox. The email will be sent from Stockport Council with the subject heading 'External: Post Office Payout® Household Support Grant'. Alternatively, search your emails for 'Stockport Council', 'Payout' or 'Household' to help locate it. Your voucher has been sent to this email address and is attached as a PDF barcode.

If you still cannot find your voucher, visit www.stockport.gov.uk/voucher for more information. The webpage also has suggestions and tips for finding, opening and redeeming your voucher and has a link to an enquiry form to use if you have any problems accessing or redeeming your voucher/s.

Other Sources of support:

Family Hubs: Information, help and support for families in one place. One Stockport Family Hubs are networks of support that bring together existing services and offers in local neighbourhoods to provide a 'one-stop-shop' of accessible information, help, and support. Family Hubs support families from pre-birth up to age 19, or 25 for young adults with special educational needs and disabilities. Anyone is welcome to contact Family Hubs for information, help and support for the benefit of families: children, young people, parents, carers and extended family members.

There are 3 Family Hub sites in Brinnington, Adswold and Reddish open to all families in Stockport. Additionally, trained staff provide information and support in all local libraries, Life Leisure Hubs and at Stockport Homes. Visit our website for further information and access to information and support 24/7: www.stockport.gov.uk/familyhubs

Holiday Activities and Food (HAF) Programme – Over the school holidays the HAF programme provides enjoyable activities and nutritious meals for primary and secondary school aged children. Places are prioritised to children that are in receipt of income based free school meals. To find out if your child is eligible, and for details of how to book a place when they become available, please visit www.stockport.gov.uk/HAF.

Cost of Living Hub – help with food, fuel and money – Stockport Council have a dedicated cost of living webpage that gathers the wide range of support available from the council and other organisations in one place. Visit www.stockport.gov.uk/costofliving.

Cost of Living helpline – for help and advice with a wide range of financial matters call 0161 474 2140. Our advisors can help you to access other support including the Stockport Council Support Funds Team and Food Banks. For more information about Support Funds visit www.stockport.gov.uk/financial-support-in-a-crisis.

Citizens Advice Stockport (CAS) – Citizens Advice Stockport provides free, confidential, independent and impartial advice and information. Contact CAS if you need help with your energy bills, rent or council tax, benefit checks or benefit applications, or mortgage arrears. You can also contact CAS if you need specialist support with benefits if you have a long-term illness or are disabled, if you're a carer or if you're a member of the Armed Forces community. Phone: 0808 278 7803 to speak to an advisor or visit www.casort.org for more information, advice, or ways to access services.

Healthy Start Vouchers - If you have a child under the age of four or are pregnant, you may also be eligible for further support through the NHS Healthy Start Scheme. More information can be found at www.healthystart.nhs.uk. You can also ask a midwife or health visitor for help or phone the Healthy Start helpline on 0300 330 7010 (interpreters can be requested). Relay text phone: 18001 0300 330 7010
Online queries: <https://faq.nhsbsa.nhs.uk/contact-us/>

DigiKnow Helpline – If you are struggling to get online, or do things online, or have lost access to the internet through lack of money, contact the DigiKnow Helpline on 07724 217888 or visit www.stockport.gov.uk/digiknow. Please note the Digiknow helpline cannot provide advice related to your Family Support Voucher. Available support includes access to digital lending library, free data, access to free local digital skills classes and purchasing low-cost refurbished devices.