

Evouchers

Simplified voucher schemes

13,000+

schools

106

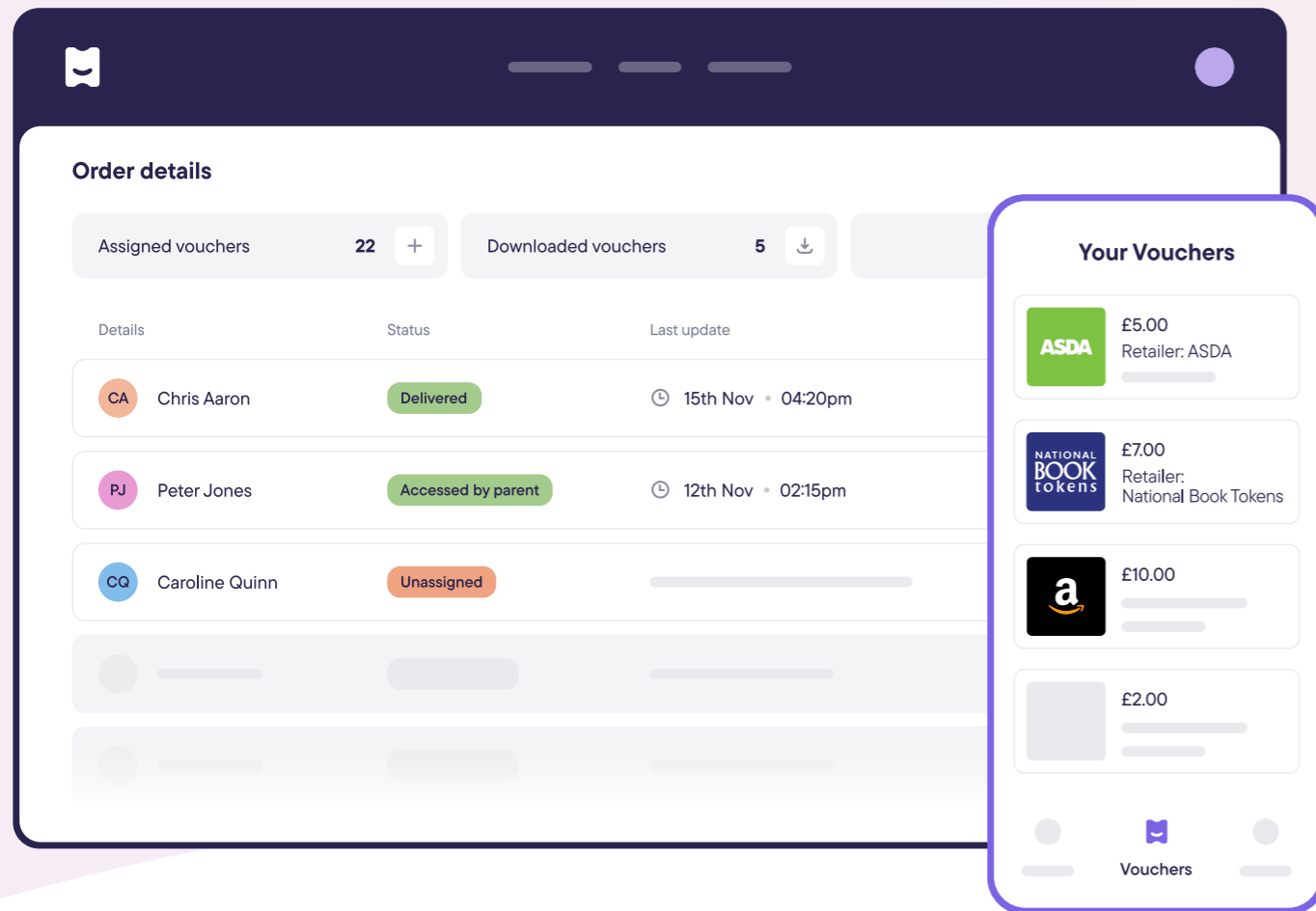
local
authorities

52

charities

87

social housing
organisations



Community support at your fingertips

Our easy-to-use voucher platform helps you quickly and securely procure, assign and distribute vouchers from leading retailers so you can provide support, welfare and rewards where they are needed the most.

We are an approved supplier on the following frameworks;

- PfA Shed 2
- CCS RM6248 Payment Solutions 2 Lot 3 Vouchers
- CCS RM1557.13 GCloud
- CCS RM6322 FAADS



Benefits of using Evouchers

For the recipient

- Empowered over control of vouchers.
- Digital vouchers received quickly and efficiently.
- Full visibility of vouchers and their restrictions.
- Superior customer support for each step.

For you

- Fully tailored platform with no set-up fee.
- Comprehensive onboarding and dedicated account manager.
- Control and visibility of vouchers distributed and redeemed.
- Flexible voucher delivery (email, text, postal).
- Regular, comprehensive reporting.

Evouchers is proud to be a Crown Commercial Service supplier and is committed to supporting public sector organisations for the rapid deployment of vouchers.

Types of vouchers available

Vouchers come in many shapes and sizes



Evouchers offers a wide range of retailers to choose from with the ability to redeem the vouchers in-store and online where applicable.

Examples include:

- Retail
- Energy
- Clothing
- Eating out
- Electrical goods
- Rewards and incentives
- Takeaway restaurants
- Holiday Activities & Food
- Local community initiatives
- Refugee support vouchers

Typically vouchers are available from national retailers however Evouchers now provides a solution for local retailers and businesses to sign-up and seamlessly offer vouchers within your scheme. Please get in touch for more information.



Postal voucher schemes

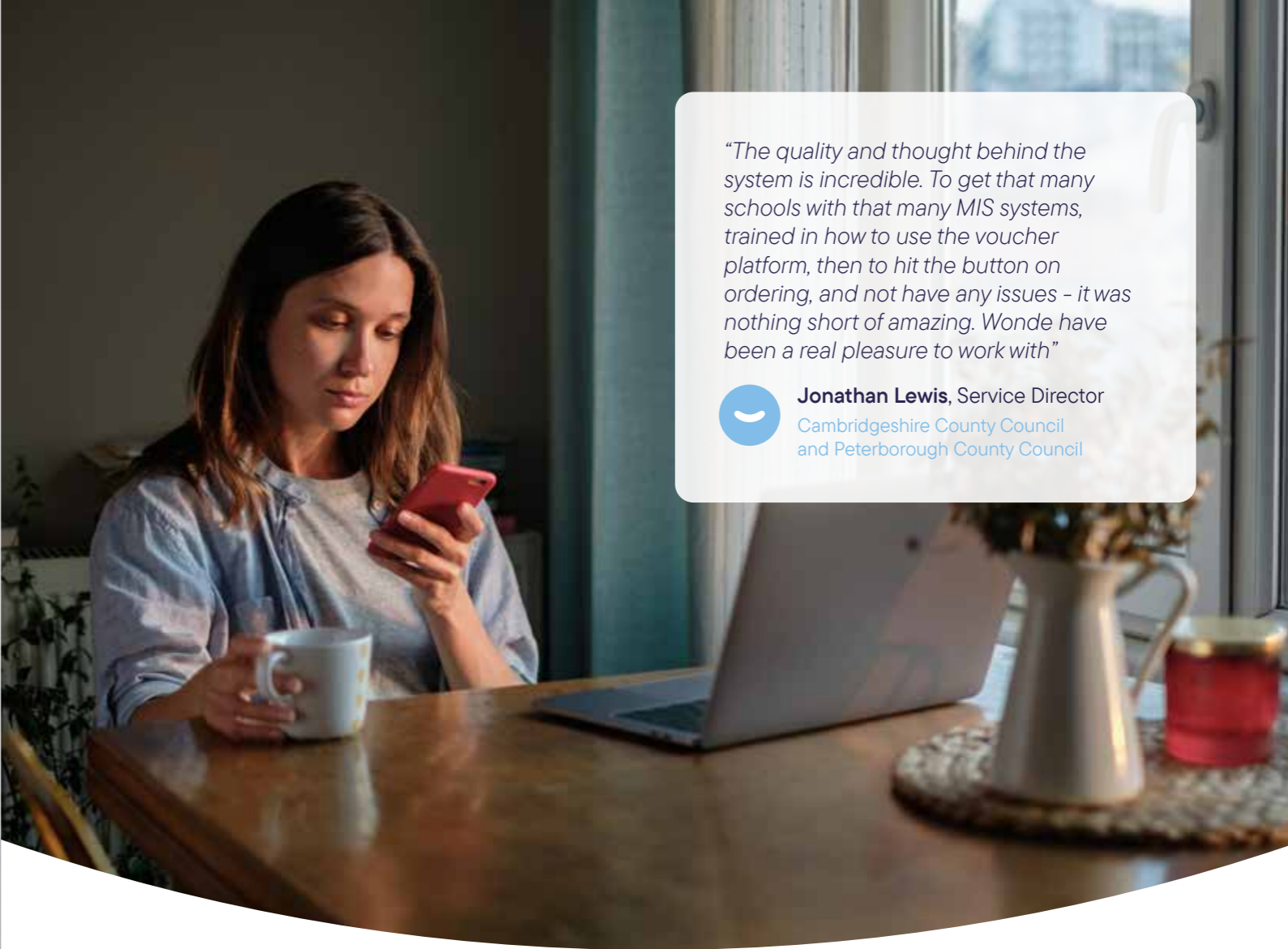
Provide essential support directly to the doorstep of vulnerable members of your community with an Evouchers postal scheme voucher.

- Evouchers can print and post specific energy or retail vouchers directly to the recipient.
- Evouchers can post a unique QR code directly to the recipient to scan, select their preferred retailer and download the voucher to their phone.



"It's reassuring to see a company with innovative products, delivering solutions that benefit the education sector. Wonde have proven time and again they are a progressive organisation with sound products that deliver"

 **Clive Hammond**, Head of Procurement
The Academies Enterprise Trust



"The quality and thought behind the system is incredible. To get that many schools with that many MIS systems, trained in how to use the voucher platform, then to hit the button on ordering, and not have any issues - it was nothing short of amazing. Wonde have been a real pleasure to work with"

 **Jonathan Lewis**, Service Director
Cambridgeshire County Council
and Peterborough County Council

Getting started

We're here to guide you through your bespoke voucher scheme

When getting started with your voucher scheme there are a number of things you need to take into account.

Examples include:

- The type of retailers you would like to be made available
- The value of the vouchers
- Who will be ordering vouchers
- The distribution of vouchers
- Reporting requirements

The team at **Evouchers** are on hand to help walk you through this process and provide an end-to-end solution to meet your needs.





How to order vouchers

Ordering vouchers is a simple and secure process

"Following the Government's announcement of a Winter Grant scheme, Cumbria County Council needed to find a rapid and effective solution to ensure that families with over 12,000 eligible children and young people received food vouchers over Christmas and February half term during the pandemic. We are delighted that Wonde provided that solution with outstanding service throughout. It's not just their voucher system that is highly effective, but the people too"

 Dale Hill, Learning Improvement Service
Cumbria County Council

Once your voucher scheme is set-up, ordering vouchers couldn't be more simple. You're able to have a single ordering account or provide sub-accounts to other organisations you wish to utilise your scheme.

Create an order

Simply select the voucher amounts and the retailers you'd like to be available as an option for the recipient.

Assign vouchers

Upload the recipient data onto our secure platform and then assign vouchers to individuals.

Send vouchers

Vouchers can be distributed by email, text message or downloaded to print. You are also able to choose whether these are sent immediately or scheduled for a later date.

Ready to go!

The voucher is received by your recipients where they can now be spent at the retailer.

Please note, if you don't have the recipient data, Evouchers can create a bespoke postal voucher scheme.

Additional information

We've put together some FAQs to help you on your way

Payment options

We operate with flexible payment options including by invoice, by float and by credit/debit card.

Voucher Amounts

You can often set any value over £1.00 although there are sometimes restrictions put in place by the retailer (i.e. only £5, £10, £15 vouchers available). Full details will be provided for the retailers or merchants selected as a part of your voucher scheme.

Security

Data security is of utmost importance across our entire business. We hold both ISO27001 and Cyber Essentials Plus accreditations.

Availability

The platform is available 24/7 and 365 days a year. The technology behind our voucher platform is built for scale and speed. It is mobile friendly for recipients and compatible with all devices.

Customer Support

Our dedicated customer support team is available between 08.30-17.30 Monday to Friday (standard hours), not including bank holidays. All out of hours messages are responded to within 24 hours. During out of hours support times, online support with automated suggestions and help pages are provided. We are able to offer flexible wrap around support, at different times of the day to meet your needs if this falls outside of our standard hours.

Full Training

Although the platform is very intuitive and easy to use, we offer dedicated training, regular webinars and on-demand training videos to all customers via evouchers.com.

Report Generation

On demand reports can be generated so that customers can keep track of voucher distribution and usage. Additional reporting is available upon request.



About Community Pantries in Hampshire

Hampshire County Council is one of the country's leading local authorities, delivering public services to the 1.3 million residents of Hampshire (excluding Portsmouth and Southampton). There are 18 community pantries set up across Hampshire, providing access to affordable fresh, frozen and dry food. In addition, there are eight further locations across the New Forest that are being served by mobile larders operated by Fareshare with start-up funding from Hampshire County Council.

The concept of a community pantry is to provide access to groceries at a lower cost than supermarkets or shops - they are seen as a sustainable way of providing food at a reduced cost and dealing with food waste. For a small weekly contribution, community pantry members are able to access food at a significantly higher value, i.e. £5 voucher equates to £15 in groceries. The range of food available can change on a weekly basis.

Anyone can access a community pantry; they just need to sign up to become a member. This is managed as part of the County Council's 'Connect4Communities' programme, under the auspices of Hampshire Children's Services.

The challenge

Since December 2020, the Department for Work and Pensions has been running grant schemes to provide essential support to those most in need across England. This included food, energy, water bills and other essentials. Each funding cycle ran for six months and one of the key challenges facing Hampshire County Council was in providing essential support to as many people as possible, as quickly as possible.

The solution

In the first phase of support, the Council required a mechanism for sending retail vouchers directly to eligible families, via their school network, to be redeemed in supermarkets. In addition, they wanted to provide a flexibility of choice; including community pantries as one of the options alongside supermarkets.

As Assistant Director of Access, Resources and Business Development, Suzanne Smith says: "A large number of our schools already had connections with Wonde, (Evouchers is part of Wonde Ltd) so the data management solution was in place, familiar and popular with our schools and families." Over 100 Hampshire schools already used Evouchers in the provision of retail vouchers to their Free School Meal eligible families and therefore, Evouchers plugged in neatly and quickly and enabled schools to rapidly implement the system and send communications out to parents.

Given the incredibly tight timelines, Suzanne says: "the level of support from the Evouchers account management and reporting was excellent. The delivery from the team was responsive and swift."

After Christmas 2021, Hampshire evaluated their offer, updating the list of retailers to include their community pantries as a new choice for families, providing additional retailer choice and significant value for money. This update was implemented quickly and efficiently and enabled the County Council to issue not only retail vouchers, but also utility vouchers (providing support for heating and water).

"Because of Evoucher's enhanced technology, we were able to move quickly and brought 16 pantries online over the two week Christmas period," says Suzanne. "Broadening the retail choice really helped to increase awareness of the Community Pantries among residents. We have had anecdotal reports of increased footfall, higher levels of income, greater reach and, with the added option of support through utility vouchers, pantries have been able to provide a well rounded support for their customers."

With the speed of setup and execution, specific reporting was not well established at the outset. However Hampshire County Council clarified their requirements, and now it's up and running. "The monthly updates are regular and useful".

Hampshire County Council works with 11 local district and borough councils. Under the current funding round, these councils have been charged with providing food vouchers to pensioners eligible for pension credit and households eligible for local tax credit. In the preparatory meeting held, Hampshire County Council shared their experience in using Evouchers as their delivery mechanism. "Thanks to the ease of implementation," says Suzanne: "we always suggest they use Evouchers!"

District councils have their own challenges because their data maintenance and management is different to that of schools. "Schools have a direct channel of distribution to their families and are fully up to date on data protection and their management of data is robust." However, as Suzanne notes: "Evouchers has multiple delivery solutions available that ensure no matter how the data is provided to them, they can support our districts."





The Future

With the rising cost of living, the next focus for Hampshire County Council is to provide vital support in stabilising the everyday lives of their residents. To support this, the County Council is focused on developing the connectivity of key groups to gain wider reach and knowledge of different resident cohorts. It works with a number of partners across the county's 11 districts and is part of a 360 stakeholder group consisting of fire, police, children's services and others - all relating to child and family wellbeing. They share knowledge, feedback and ideas and work on solutions that can bring vital help exactly where it's needed the most.

Hampshire County Council would like to further support its community pantries once it has undertaken further work to better understand those using the pantries (and those who could benefit but don't use them). Suzanne says: "For the pantries to truly be part of our community and help those who need it most, education is key. We need to make people aware of the impact of minimising food waste by shopping in pantries, whilst reducing the negative connotations sometimes associated with them."

The County Council plans to introduce the next phase for provision soon; building wraparound support services in the pantries. The aim is to make them more like community hubs - a connecting point for local residents - and this could include having community health practitioners, Citizen Advice clinics, offering cooking classes and other services the community may need.

In addition, because the voucher solution has worked so well for their families, the County Council has extended the voucher scheme to include other vulnerable groups such as pensioners. This brings different challenges, as Suzanne says: "The tech delivery doesn't work effectively for pensioners - when most vouchers are delivered via smart phones. So we need to look at alternative solutions such as postal voucher schemes - something Evouchers has recently launched."

Suzanne concluded, by saying: "Because of Evouchers, we were able to get to the right people as efficiently as possible. Evouchers has multiple delivery solutions available that ensure no matter how the data is provided to them, they can offer full support. Because of the ease of implementation, we always suggest partners use Wonde and Evouchers!"

Background

Essex County Council has 560 maintained schools including; specials, primary & secondary schools and colleges. All of these education providers have free school meal requirements.

The Challenge

As the country went into the first national lockdown, the County Council and their schools were working with incredibly short timescales and significant uncertainty as to how best support their vulnerable families. The Council had some schools using hampers, some using Edenred and others using Evouchers. When the Winter COVID Grant was launched by the government, Essex County Council were able to centralise funding and through controlling the budget, they performed an information gathering exercise and reviewed how best to support their schools in a united way.

The Solution

Following an initial conversation with Evouchers and subsequent positive feedback from some of their schools, Essex County Council began proceedings to make Evouchers their preferred voucher scheme provider.



Working in collaboration with Evouchers, the contract, procurement process and budget requirements were all in place within 8 days - unprecedented in the Council. In addition to this, whilst 350 schools were already integrated with Evouchers a further 120 needed to be set up as new customers. Wonde completed this task seamlessly and to deadline.

A principal concern for Essex County Council was the amount of pressure the schools were under - especially as the new 'Essex' variant was beginning to impact attendance figures. In order to ease the burden on schools, Essex County Council, supported by Evouchers, held a series of training sessions, provided guidance packs and templates for letters to go out to parents.

The council appointed a member of their team to filter the various queries coming through from schools and parents however these have been minor and there have been no complaints. If any issues require escalating, Wonde has been on hand to resolve it.

From this potentially highly stressful project, Essex County Council has come away with a very positive relationship with Evouchers. Because of the strength of collaboration and Evouchers' responsiveness, Essex County Council were able to distribute 35,000 (equivalent to £1.1 million) within 3 weeks.

For the schools within Essex County Council, they have benefitted from significant levels of support from both the council and Evouchers. This has helped lessen the learning curve and minimised the burden of the task they were faced with.

The Future

Following such a successful project rollout, of which Essex County Council are very proud of, they see a future for vouchers (outside of free school meals) within their schools. The functionality provided by Evouchers to allocate vouchers easily without the end user (the school or parent) having to do a lot means there's scope for future initiatives.



Get in touch

You may have more questions,
or just want to get started

The **Evouchers** team are here to help. Please contact us with any initial questions or to arrange a call to discuss your requirements.

 **01638 438 095**

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 **evouchers.com**

