



Recipient Agreement & Expectations

The 'Heat&Eat Bexhill' initiative is part of East Sussex County Council Covid Winter Grant Scheme, led by The Pelham CIO in partnership with the Heart of Sidley.

It is designed to help residents who have been negatively affected by Covid-19. Recipients do not need to be in receipt of benefits to apply.

To be referred onto the scheme, recipients will need to complete an online referral form. If this is not possible, we will be able to assist with completing the form over the phone.

We will be distributing pre-paid vouchers based on the support that is needed on a case by case basis. Each household can apply for up to 3 batches of support between now and the 31st March 2021.

These vouchers will be able to be spent in local greengrocers, butchers and convenience stores based in Bexhill Town Centre and Sidley High Street.

You will receive a voucher number by text, email or Whatsapp. Where this is not possible we will distribute paper vouchers but these will take longer to be delivered.

The vouchers have no cash value and cannot be exchanged for cash. They will cover a single transaction so no change will be given. Therefore we encourage vouchers to be spent in full at every opportunity.

The vouchers cannot be used to purchase tobacco (including e-cigarettes), alcohol or any form of gambling ticket or scratchcard.

The team managing the applications will be working Monday to Friday from 8.30am-4.30pm and it will take up to 2-3 working days to process each application (excluding weekends). We do hope to distribute them quicker where possible.

The grant is administered by the discretion of The Pelham & Heart of Sidley. If you would like to make a complaint or register a dispute, you can contact Rother Voluntary Action on 01424 217259.

There are conditions restricting the proportion of spending, so not every application will be successful.

We may contact you to get your feedback on how the initiative has worked for you.

The scheme ends on 31st March 2021.

