



Family Nursing & Home Care

Standard Operating Procedures

Healthy Start Vouchers

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Document Profile

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Version Control / Changes Made

Date	Version	Summary of changes made
January 2023	1	New SOPs

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Introduction

This document outlines an agreed process for Family Nursing and Homecare (FNHC) to deliver the Public Health 'Healthy Start' fruit and vegetable voucher scheme to low-income families with children between 0-4 years old who have not been resident in Jersey for 5 years and therefore do not automatically receive vouchers from Customer and Local Services (CLS), as they are not in receipt of income support.

SOP 1 Identifying and referring eligible families

Purpose

This SOP outlines the process to follow to identify and refer eligible families to the Healthy Start Vouchers scheme

Scope

Health Visitors who are involved with the Healthy Start Vouchers scheme

Core Requirements

The Health Visitor will identify families that meet that criteria of the scheme, including 5 years or more residency, this will be a prompt on the Health Visitor Assessment Template.

This will establish that:

- The family is categorised as living with poverty in according with the Health Visitor's professional judgement
- The family has not been resident in Jersey for 5 years (as stated by the family) and therefore is not eligible to receive income support or Healthy Start vouchers through CLS

The Health Visitor will discuss information sharing with identified families and if the family consent, the Health Visitor will select the consent field on the assessment template on EMIS (electronic patient record)

This information will be collated into a report which will be run on EMIS on a monthly basis and shared with Bigwood's printers (see SOP 2)

Families can be removed from the Healthy Start scheme when their child/children reach their 4th birthday, from the monthly report from EMIS, if children are 4 or over, Bigwoods will be notified by secure email.

SOP 2 Data Sharing with Bigwoods Printers

Purpose

This SOP outlines the process for data sharing with Bigwood's printers

Scope

Health Visitors who are involved with the Healthy Start Vouchers scheme

Core Requirements

A data processing agreement between FNHC and Bigwoods Printers will outline the secure process for sharing minimal customer information between FNHC and Bigwoods, for the purpose of distributing Healthy Start Vouchers for a defined period of time while a child is between the ages of 0-4 years old.

Data shared with Bigwood's printers will be as follows:

- Customer name
- Customer address
- Date of births of all children under the age of 4 years olds

The data process agreement will state that Bigwoods will carry out an automated cross-checking of those families sent to Bigwoods by FNHC, comparing these with those sent by CLS. This will reduce the chance of any duplication whereby families who are already receiving vouchers through CLS also begin to receive vouchers through FNHC.

The data processing agreement will outline appropriate measures to handle data in accordance with GDPR and related policy, for example stating how data will be transferred between FNHC and Bigwoods, and stating the retention schedule for data once families are removed from the Healthy Start scheme (ie that data is not stored beyond the requirement of administering vouchers and is securely deleted thereafter).

SOP 3 Administration Process for the Healthy Start Programme

Purpose

In order to administer the Healthy Start programme to low-income families of 0-4 year olds without 5 years residency, FNHC will be responsible for the following for the following process and record keeping

Scope

Health Visitors who are involved with the Healthy Start Vouchers scheme

Core Requirements

A process in place by which these families can be identified at the earliest possible point of contact with a Health Visitor.

The Health Visitor will identify a family that meet that criteria of the programme, including 5 years or more residency, this will be a prompt on the HV Assessment Template.

Having a standard operating procedure in place where identified clients can be referred, for this scheme, if identified the Health Visitor will complete the Healthy Start Programme Template that forms part of the HV Master Template on EMIS

The Health Visitor will discuss information sharing with the family and if family consent to the sharing of information with Bigwoods Premier Printing who develop the vouchers, the Health Visitor will select the consent field on the assessment template on EMIS (electronic patient record)

On a monthly basis the Head of Information Governance & Systems will run a report on EMIS identifying families that have consented to the programme and email the demographics to Bigwoods Premier Printing.

A data sharing agreement is in place with Bigwood's printers to ensure appropriate handling of personal data in accordance with Data Protection legislation and all other data governance policies.