

## FAQ

**Q1. I am not getting universal credit (child element) for my child, my ex-partner gets the payment?**

A1. To be eligible for the School Essentials Grant, the individual applying must be working in the grocery industry and have an income related benefit paid to them or a partner/spouse in the same household. If you are not in receipt of the child income-related benefit, we would not be able to consider you for a School Essentials Grant.

**Q2. The application form won't allow me to upload my payslip/document or move on?**

A2. If you have clicked a link on your employer's website their security firewall may stop you uploading your evidence documents. If this is an issue, please close your browser and go directly to [www.GroceryAid.org.uk](http://www.GroceryAid.org.uk) and select School Essentials and click on the apply button. This should then enable your uploads to work.

**Q3. What if I have a question about the School Essentials Grant?**

A3. If you have a question or need assistance about the School Essentials Grant, please contact Charis by email: [schoolsgrant@charisgrants.com](mailto:schoolsgrant@charisgrants.com) and they will answer quickly. This year we have joined forces with Charis, who are a trusted partner working with us to deliver the School Essentials Grant. Charis will be processing applications on our behalf.

**Q4. I don't work in Grocery now; can I still apply?**

A4. You must be working in Grocery now and have done for the last six months. You must also be able to provide a current payslip (dated May or June 2026).

**Q5. When will the applications for School Essentials Grant open and close?**

A5. Applications open on Tuesday 2<sup>nd</sup> June 2026 at 9am and close on Thursday 4<sup>th</sup> June at 5pm.

The application form will stay open for three days, but the £1 million fund is limited. Everyone who meets the criteria and uploads all the right information will go into a random selection. This gives shift workers plenty of time to gather their documents and boosts everyone's chance of being selected fairly.

You can start your application and go back to it later, as we'll send you an email link as soon as you start your application. Make sure you complete and submit your application before closure time.

Q6. **My Universal Credit/ banking is online how do I provide a statement?**

A6. When you log into your online Universal Credit account there will be an option to download your statement as a PDF. You can then upload this as part of your application form.

Q7. **I am not online; how can I apply?**

A7. You can apply using a mobile or tablet. This grant application form is only available online, please contact the GroceryAid team to ask about other grants you may be able to apply for which can be completed on paper by post.

Q8. **My partner works in a supermarket, can I apply?**

A8. Providing you live in the same household then the person working in Grocery should be the applicant. If in receipt of Universal Credit this must show you are living as a couple.

Q9 **What if I changed grocery employer in the last 6 months, e.g, worked for Tesco 5 years left in March 26 and then joined Sainsburys April 26 and have two payslips from there.**

A9 Please send your current payslip for Sainsbury's and your previous payslip from Tesco to show your employment was continuous.

Q10. **I work in a café, can I apply?**

A10. Only if you are paid by a Grocery retailer such as Morrisons. A café not owned by a Grocery retailer would not be eligible.

Q11. **Will the grant affect my Universal Credit payments?**

A11. GroceryAid payments should always be declared when receiving or making an application for any income related benefit. It is important to describe the payment from us as a "voluntary charitable payment". This should not affect payments through UC.

Q12. **My payslips are on my online portal at work, how can I provide this?**

A12. You need to log in to your online portal and download it as a pdf so you can upload to your application.

Q13 **How will I know you've received my application?**

A13. You will receive two emails:

The first one confirms that you have started an application and gives you a link to return to the form to complete it.

When you successfully submit your application, you will receive a second email titled "We've received your completed application." If you do not receive this email, your application has not been submitted.

Please remember that your application must be fully completed and submitted by 5pm on Thursday 4<sup>th</sup> June 2026. After this deadline, the application system will close and no further submissions will be accepted.

**Q14. When will I know if I'm going to get paid the grant?**

A14. We've limited funding so will not be able to pay everyone. Rather than process applications on a first come first serve basis we'll make a random selection of applications to be reviewed.

You'll hear from us no later than Monday 6<sup>th</sup> July 2026. An email will be sent to you to let you know that a payment has been made to your bank account,

**Q15. I was working for a supermarket for the last year and last month I moved to a different supermarket, the application says I need 6 months will I qualify?**

A15. On the application you can self-declare that your service is more than 6 months in Grocery. You will only be asked to upload your current payslip (May or June 2026). GroceryAid may ask you to provide evidence for 6 months service at a later date.

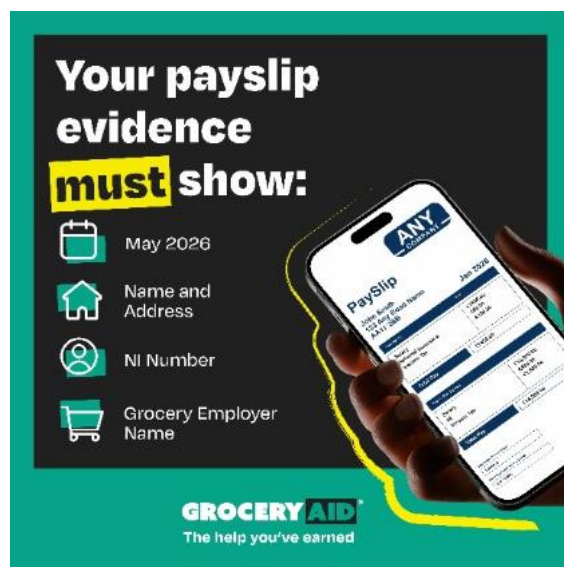
**Q16. I don't receive any benefits, but I really need help with the costs of my children's uniform.**

A16. The aim of the fund is to help those in most need and we have used the Government/s marker for poverty to determine this and to ensure we comply with Charity Commission rules

**Q17. What do I need to upload?**

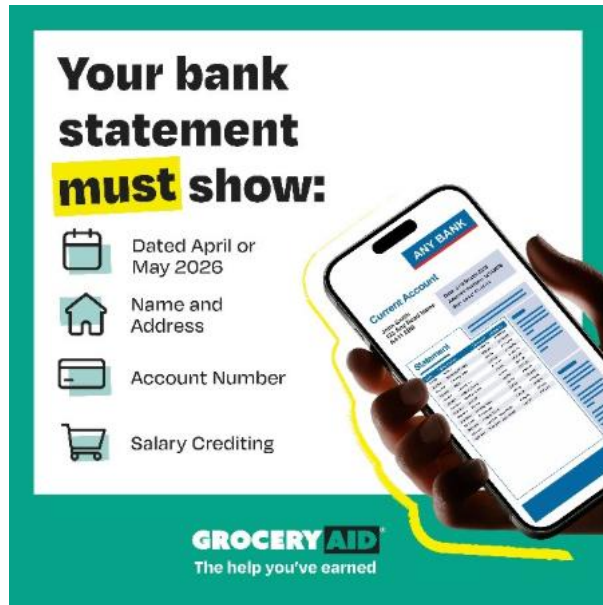
A17. You will need to be ready to upload copies of:

- A current payslip (dated May 2026 or June 2026) that clearly shows your name, employers name and national insurance (NI) number



Or

- A bank statement (dated May 2026 or June 2026) that clearly shows your name, employers name and salary/wages being paid



Plus

- A current Universal Credit statement (dated May 2024 or June 2024) showing the payment amount, including a breakdown showing child element and your name and address



- If you receive £0 Universal Credit then you will need to evidence that your rent is paid direct or why you have £0 award.

The application form is quick to complete but the most common reason for rejection is that the correct information has not been uploaded so make sure you send everything we need so you don't miss out.

**Q18. Who is Charis Grants?**

**A18.** This year we have joined forces with Charis Grants, who are a trusted partner working with us to deliver the School Essentials Grant. Charis will be processing applications on our behalf. If you have a question about one of our other schemes, please contact us direct at GroceryAid

**Q19. I left my job in March and don't work in Grocery anymore, can I still apply as I had the grant last year?**

**A19.** You must be working in Grocery now and be able to provide a current payslip (dated May or June 2026).