

## **School Essentials Grant Frequently Asked Questions**

**Q1. I am not getting child tax credit or 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 [our website](#) 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. Once again, 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; can I still apply?**

A4. GroceryAid are a charity that support people working in the grocery industry. To apply for a School Essentials Grant, you must be working in grocery now and be able to provide a current payslip or bank statement showing a salary credit (dated April or May 2025).

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

A5. Applications open on Tuesday 3rd June 2025 at 9am and close on Thursday 5<sup>th</sup> June at 5pm.

In previous years the application form has closed when the maximum number of applications has been reached. This year our application form will remain open for longer, however as this is a limited fund successful applicants will be randomly generated from those who meet criteria and have provided all the information requested.

Our aim is to make it fairer for those working shifts and to enable you to take time to submit all the correct documents so that if selected, your application will be successful. 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 the 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 only apply for this grant 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. I left my job in March and don't work in grocery anymore, can I still apply as I had the grant last year?**

A9. You must be working in grocery now and be able to provide a current payslip or salary crediting your bank account (dated April or May 2025).

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

A10. Only if you are paid by a grocery retailer. If the café is not owned by a grocery retailer you 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 it to your application. Alternatively, you can upload a copy of your bank statement for April or May 2025 showing your salary crediting as below.

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

A13. If you have an acknowledgement email containing the details of your application, then it has been received. Please check your junk/spam folder. If you haven't received an acknowledgement email to the personal email account you used, your application was not submitted. You have until 5pm on Thursday 5<sup>th</sup> June 2025 to submit your application.

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

A14. Even though this is a £1m fund, we will not be able to pay everyone who applies. 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 Friday 11<sup>th</sup> July 2025 whether you have been successful or not. An email will be sent to you to let you know if 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 (April or May 2025). 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. 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.

You will need to be ready to upload copies of:

- A current payslip (dated April 2025 or May 2025) that clearly shows your name, employers name and national insurance (NI) number

**Your payslip evidence must show:**



May 2025

Name and Address

NI Number

Employer Name

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or

A current bank statement (April or May 2025) that clearly shows your name, address, date and your grocery employer salary crediting.

**Your bank statement must show:**



Dated April or May 2025

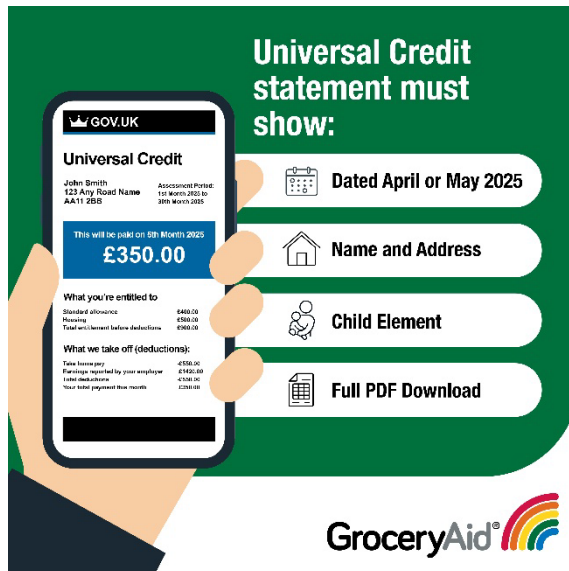
Name and Address

Account Number





Salary Crediting

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And a current Universal Credit statement (dated April or May 2025) showing the payment amount, including a breakdown showing child element and your name and address. Please provide your full Universal Credit statement as one attachment. This can be downloaded from your journal by opening your last statement and pressing print. This will then give you the option to save the statement as a PDF document which you can attach to your application.



**Universal Credit statement must show:**

-  **Dated April or May 2025**
-  **Name and Address**
-  **Child Element**
-  **Full PDF Download**

**Universal Credit**  
John Smith  
123 Any Road Name  
AA11 2BB  
Assessment Period: 1st March 2025 to 30th March 2025


This will be paid on 5th Month 2025  
**£350.00**

**What you're entitled to**

Standard allowance	£400.00
Housing	£50.00
Total entitlement before deductions	£450.00

**What we take off (deductions):**

Tax Income	£100.00
Parasite reported by your employer	£150.00
Other deductions	£100.00
Your total payment this month	£200.00

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Or

- If you receive Child Tax Credit then you can provide a pdf of your bank statement for May 2025 or June 2025 showing your Child Tax Credit entry or your latest Child Tax Credit statement, issued in Spring 2025 showing the breakdown for children and your name and address



**Your bank statement must show:**

-  **Dated April or May 2025**
-  **Name and Address**
-  **Account Number**
-  **Child Tax Credits**

**ANY BANK**  
Current Account  
John Smith  
123 Any Road Name  
AA11 2BB  
From: 1st April 2025 To: 30th April 2025  
Account number: 12345678  
Sort code: 1234 567

**Statement**

Date	Description	Debit	Credit	Balance
01/04/25	Opening Balance		£1,000.00	£1,000.00
05/04/25	Child Tax Credit		£150.00	£1,150.00
10/04/25	Salary	£500.00		£650.00
15/04/25	Bank of America	£100.00		£550.00
20/04/25	Bank of America	£100.00		£450.00
25/04/25	Bank of America	£100.00		£350.00
30/04/25	Bank of America	£100.00		£250.00
01/05/25	Bank of America	£100.00		£150.00
05/05/25	Bank of America	£100.00		£50.00
10/05/25	Bank of America	£100.00		£0.00
15/05/25	Bank of America	£100.00		£0.00
20/05/25	Bank of America	£100.00		£0.00
25/05/25	Bank of America	£100.00		£0.00
30/05/25	Bank of America	£100.00		£0.00

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**Q18. Who is Charis?**

**A18.** 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. If you have a question about one of our other schemes, please contact us direct at GroceryAid

**Q19. I am unable to access my payslip for May or June**

**A19.** If you are unable to access your most recent payslips then please upload a copy of your bank statement for April or May 2025 showing your salary crediting as below.

