

Applicants on How to Apply page:

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 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 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 be able to provide a current payslip (dated May or June 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 5th 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

FAQ

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 apply using a mobile or tablet. This 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. 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 (dated May or June 2024).

Q10. I work in a café, can I apply?

A10. Only if you are paid by a Grocery retailer. A café not owned by a Grocery retailer such as Morrisons 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. 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 then your application was not submitted. You have until 5pm on Thursday 5th June 2025 to submit your application.

FAQ

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 Friday 11th July 2025. 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 2024). 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 onto the application form copies of:

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

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?

A18. 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. 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 due to a cyber security issue?

FAQ

- A19. If you work for M&S and are unable to access your most recent payslips then please upload a previous payslip and a pdf of your bank statement for May 2025 or June 2025 showing your salary crediting.

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