

## Frequently Asked Questions:

The Pharmacy School Essentials Grant is managed on behalf of Leverhulme Trade Charities Trust by GroceryAid. When you click to apply you will be taken to an application form managed by our trusted partner GroceryAid, who will hold your personal data for the purposes of processing your application only.

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

To be eligible for the Pharmacy School Essentials Grant, the individual applying must be a GPhC registered Pharmacist or Pharmacy Technician, or any one working in a Community Pharmacy (not hospital), 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 grant.

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

If you have clicked a link on your employer's website the firewall may stop you uploading your evidence documents. If this is an issue, please close your browser and go directly to <https://groceryaid.jotform.com/261091282021950> This should then enable your uploads to work.

**3. Who can I call about the Pharmacy School Essentials Grant?**

If you have a question or need assistance about the School Essentials Grant, please contact our the GroceryAid team on [pharmacy@groceryaid.org.uk](mailto:pharmacy@groceryaid.org.uk) and we will answer quickly. Due to the high volume of applications, we are unable to discuss your application by telephone.

**4. I don't work in a Pharmacy now, can I still apply?**

You must be working in Pharmacy now and be able to provide a current payslip.

**5. When will the applications for the Pharmacy School Essentials Grant close?**

We expect to close the grant quickly so please apply as soon as possible.

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

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

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

You can apply using a mobile or tablet. This application form is only available online.

**8. My partner works in a Pharmacy, can I apply?**

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

**9. I left my job in March and don't work in a Pharmacy anymore; can I still apply?**

You must be working in a Pharmacy now and be able to provide a current payslip.

**10. I work in a hospital Pharmacy, can I apply?**

Only if you are a GPhC registered Pharmacist or Pharmacy Technician, you must provide your registration number as part of the application.

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

Grant 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.

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

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

**13. I have applied but realise you can't see my name on the Universal Credit statement, can I send it to you?**

You can email additional evidence to [pharmacy@groceryaid.org.uk](mailto:pharmacy@groceryaid.org.uk) once you have confirmation email. Please include your full name, email address and NI number.

**14. I don't know if my application was successful?**

If you have a confirmation email from GroceryAid containing the details of your application, then it has been received. Please check your junk/spam folder. If you do not have a confirmation email to the personal email account you used, then your application was not submitted.

**15. When will I get paid the grant?**

The applications are worked in time received order. Once your application has been reviewed an email will be sent to you to either: confirm payment, request further information or to explain why you do not meet the criteria. Please check your junk/spam folder regularly. The latest date by which you will hear is on your application confirmation email.

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

On the application you can self declare that your service is more than 6 months in a Pharmacy. At application you will only be asked to upload your current payslip. You may be asked to provide evidence for 6 months service at a later date.

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

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.