

## *Frequently asked questions about the grant fund*

### **What employment criteria do I need to meet?**

Your work must be involved in or support the provision of adult social care in the UK. To be eligible you must:

- Be a refugee who has a right to work in the UK and lives in the East of England:
  - Bedford Borough
  - Central Bedfordshire
  - Cambridgeshire
  - Essex
  - Hertfordshire
  - Luton
  - Milton Keynes
  - Norfolk
  - Peterborough
  - Southend
  - Suffolk
  - Thurrock
  
- Meet the qualifying period if you are already employed in adult social care, *and be within the first three months of your role*
- Meet the qualifying period if you have received an offer of employment:  
*You can apply for a grant within a month before your start date*

### **Do you take my finances into account when assessing my application?**

No, we do not ask for financial information. We do ask for a bank statement with your balance visible but you will not be excluded from receiving a grant based on your financial information.

### **What supporting documents do I need to submit?**

- You must include evidence of your refugee status by providing your Biometric Resident Permit (BRP)
- You must include employment evidence. If you have been offered employment and have not yet started you can provide your offer of employment letter. If you're currently employed in the sector you'll need to provide a recent wage slip and evidence of your start date at your employment.
- You must include a picture of your bank statement, your name, bank account number and sort code need to be clearly visible, as well as the current balance. You can send a picture of this information ensuring the details are visible. We need this so we can double check the bank details on your application are current.
- We also please ask to provide any supporting documentation that will help strengthen your grant claim e.g. If you are applying for a grant to help with uniform or dress code costs,

please provide either a receipt or evidence of you paying for the purchase, or invoice evidence of the cost if you have yet to purchase the items.

### **What's the application process?**

- Your application comes into the Care Workers' Charity Grants Team
- You will then receive an email which gives you an application reference code which begins with GA followed by a series of numbers. Keep hold of that number in case you want to check how your application is doing
- The email will come from [grants@thecwc.org.uk](mailto:grants@thecwc.org.uk) – do check that this hasn't gone in your spam email
- The team will check that you meet the eligibility criteria and that you have included your employment evidence, refugee status and bank details (the picture of your bank statement showing your name, bank account number and sort code) and double check that the bank details in the application are the same as on the picture
- If there is anything missing or if there are any queries you will be contacted by email. **Please respond to their email as soon as you can - we can't pay you without the required information.**
- Once everything is checked and okay, a team member will mark your application as 'eligible'
- Another team member does a final check, and approves your application if everything is correct
- Your details are uploaded onto our system, ready for payment and you receive an email confirming that payment will be made and will go into your bank account within two working days (**during the festive period there may be a short delay due to Christmas, New Year and bank holidays**)
- The money goes into your bank account

### **How long does it take you to assess an application?**

Provided you have given us all the information that's needed, it takes us around 5 working days. It will be longer during the festive period when staff won't be at work during this time/bank holidays.

### **How will I know if my grant application is successful?**

You will receive an email confirming that payment will be made. The email will come from [grants@thecwc.org.uk](mailto:grants@thecwc.org.uk).

### **I applied a few weeks ago and haven't heard anything**

Please check your junk mail as some of our emails to you may end up in there and we may be responding to your query or waiting for a response from you.

### **How will I receive my grant if successful?**

Payments are made directly to grantees via BACS (please note the payment can take up to 5 working days to appear in the account)