

Questions & Answers

For Grant Applications for Specialist Equipment.

Q How old does my disabled child need to be for me to apply for a grant?

A Grants can be awarded for a disabled child up to the age of and including 16 years of age

Q What type of equipment can I apply for?

A Crackerjacks can only support applications that are applying for specialist disabled equipment. e.g. If you were looking for funding for a Special Adapted Wheel Chair, Sensory Toys, Specialist Trike, Walking Frames, Adapted Buggy's, Car Seat Adaptors, these would be classed as specialist equipment. If you were looking for funding for Garden Landscaping, laptops, trampolines, ipads, Hot Tubs. Televisions, Home Decoration, Air Condition units etc., **this would not** be classed as specialist equipment.

Q How much funding can I apply for?

A Crackerjacks can award funding up to £700, however, some items may cost more to purchase. If a grant was approved for an item over £700 Crackerjacks would pay the supplier the awarded grant of £700 and the applicant would need to fund the outstanding balance.

Q how long does a grant take to process from beginning to end?

A Our grants office only works one day per week to administrate all grant applications. Once the application is received it would be entered onto our system and given a unique reference number. It would then be assessed and checked that all documentation has been received, this means, a fully completed application form, supporting doctor or specialist letter and two quotes. If the application is not received in full this will delay the process and mean that the application will be returned to the sender for more information. Quotes will be checked with the supplier to ensure they are reasonably priced or alternative similar items maybe sought to control costs. A grant application can take up to three

months to process from begin to end, sometime applications may take longer to due to availability of funds.

Q How will I be notified if my application was successful?

A Once the application has been processed on our system and a decision has been made to award funding, you will receive written notification that your application has been successful

Q What happens if my application was unsuccessful?

A You will receive an email from the grants officer notifying you that the application was unsuccessful, this may also state that the application did not meet our criteria. (Please note it is the charity's policy that we have no obligation to give any detailed reason for a rejected application)

Q How can I communicate with the charity?

A The grants officer only works one day per week, so all communication must be via email to grants@crackerjacks.org.uk If you telephone our office the staff will not be aware of your application and will be unable to help. The return time for a reply to an email is about seven days.

Q How do I get my documents to Crackerjacks?

A All original documents must be sent by post to Crackerjacks Children's Trust. 24A Worcester Street, Kidderminster, DY10 1ED. We do not accept electronic documentation. It is strongly suggested that you keep copies of your documents. It is acceptable to send photo copies of doctors and specialist supporting letters.

Q Are my documents safe and secure and what policy does the charity adopt with regards to private and confidentiality?

A It's the charities policy to adhere to the governments GDPR privacy policy. All documents are shredded after five years. Documents stored at our office are kept in a secure and locked filing cabinet.

