

Frequently Asked Questions and Answers

Applying for Specialist Equipment and Sensory Toys

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

A. Grants can be awarded for children with disabilities up to and including the age of *16 years old*.

Q. What can I apply for?

A. Crackerjacks can only support applications applying for specialist equipment or sensory toys including specially adapted wheelchairs, specialist trikes, walking frames, specially adapted buggy, car seat adapters, wheelchair attachments etc. If you're looking to apply for garden landscaping, garden furniture, garden toys, laptops, trampolines, ipads, hot tubs, televisions, home decor, air conditioning units, home furniture or home adaptations/improvements this would not be classed as specialist equipment and your application *will not be considered*. *Crackerjacks will not accept applications applying for multiple items*. You can apply for one item at one time up to the value of £700.

Q. How much funding can I apply for?

A. Crackerjacks can award funding for one item up to the value of £700. Grants applying for multiple items adding up to £700 will not be processed, you can apply for one single item only. Sometimes grants more than £700 might be considered. If a grant was approved and the item was over £700 Crackerjacks would pay the supplier the awarded grant of £700 and the applicant would need to cover the outstanding balance.

Q. What do I need to send with my application?

A. For your application to be processed you need to complete all parts of the application form. You also need to include an original supporting letter and two quotes for the item you are applying for.

Q. What is acceptable for the supporting letter?

A. For us to support your application you need to enclose a supporting letter. The supporting letter must be an original document and come from a Doctor, Specialist or NHS Trust. Letters from health visitors, social workers, school teachers or the council are not acceptable. The supporting letter must be signed and on headed paper and specify your child's disability and why they would benefit from the equipment/sensory toys you are applying for. If your supporting letter does not fit this criteria it will be returned to you and your application *will not be processed*.

Q. What is acceptable for the quotes?

A. For us to support your application you need to enclose two quotes. The quotes must be original and show the item, cost and source clearly. If you can't find a second quote for an item, please quote a similar item as the second quote. Applications without quotes *will not be processed*.

Q. How do I get my documents to the Crackerjacks?

A. All original documents must be handwritten and sent by post to our offices. Our address is Crackerjacks Children's Trust, 24a Worcester Street, Kidderminster, Worcestershire, DY10 1ED. We suggest you keep a copy of your documents. We do not accept electronic documentation. If you ignore this and email you application it *will not be processed*.

Q. How will I be notified if my application is successful?

A. Once the application has been processed and a decision has been made to award funding you will receive *written notification* that your application has been successful.

Q. If my application is successful, how soon can I apply again?

A. Crackerjacks is a very small charity. Due to the volume of applications and the limited funds we receive as a small charity we ask you leave it at least *two years* since your successful application before reapplying. This allows us to help other families in need of grants so everyone gets a fair share with the funds we have available.

Q. What happens if my application is unsuccessful?

A. You will receive an *email* from the grants officer to notify you that your application has been unsuccessful, this may also state that the application did not meet our criteria. *The charity has no obligation to give any detailed reasons for rejected applications.*

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

A. Our grants officer works just one day a week to administrate all of the grant applications. Once received your application would be added to the system and given a unique reference number. You will receive email confirmation that the application has been received. The application will be assessed and checked that all documentation has been received meaning a fully completed application form along with the supporting letter and quotes which fit our criteria. If the application is not received in full this will delay the process, it will be returned to sender and not be processed until more or the correct information is received. If the grant application is received in the wrong format it *will not be processed*. Quotes will be checked with the supplier to ensure they are reasonably priced or alternative similar items may be sought to control costs. A grant application can take up to four months to process from beginning to end but sometimes take longer due to availability of funds.

Q. How can I communicate with the charity?

A. The grants officer only works one day a week so all communication must be via email to grants@crackerjacks.org.uk. If you telephone the office staff they will not be aware of your application and *will not be able to help* as they work in a different department and are not familiar with the criteria. The average return time for a reply to an email is about seven days however it could be before or longer.

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

A. It's the charity's policy to adhere to the governments GDPR privacy policy. Documents are stored at our office in a secure and locked filing cabinet only accessible to the grants officer. All documents are shredded after five years. To view our policies regarded GDPR, privacy and safeguarding please visit our website at www.crackerjacks.org.uk.