Apply for Free School Meals Online – Step-by-step Guide

H Hackney

hackney learning trust

Before you start

- Have your National insurance number to hand before you start your application. Get an email address – you need one to apply. If you don't have one you can go to www.googlemail.com and click `Create an account'.
- Get a friend, a relative or your child to help you make the application if you have trouble with computers.

STEP 1 - Register & confirm your email address

01. Go to www.learningtrust.co.uk/content/apply-free-school-meals

Click **Apply for free school meals** ⧉   This will take you to Citizen Portal to register your details.

02. If you have applied online before (e.g. for an older child) skip to 05.

03. Enter your information as follows …

Create a password which should be more than 10 characters. It must have
- at least one CAPITAL letter,
- at least two numbers and
- a special character e.g. £ @

e.g. Lunch1234#

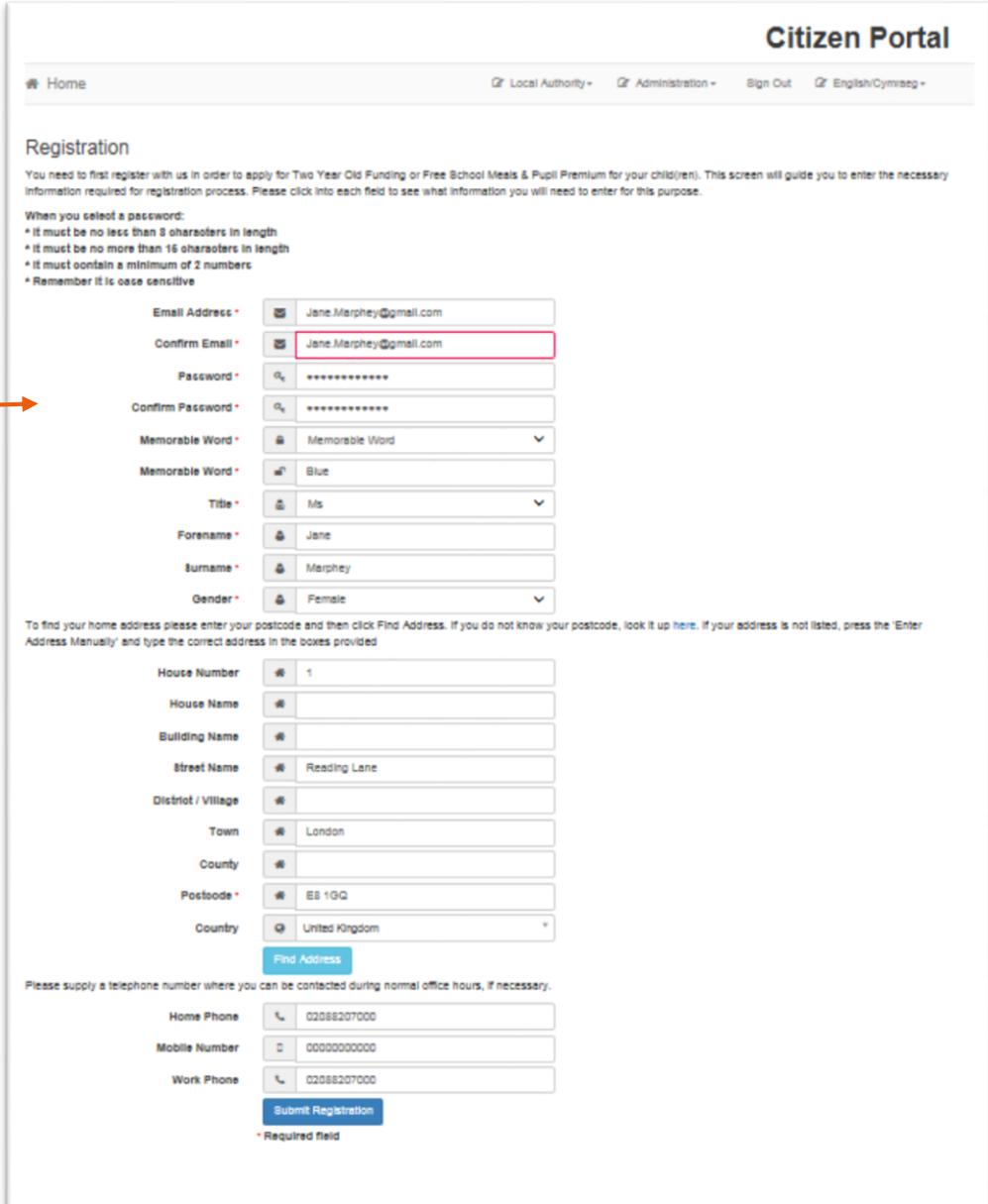Choose a memorable word – write it somewhere you will not forget!

Add your name and other details.

Add your address
- Enter your postcode only and click 'Find Address'
- Choose your address from the list
- If your postcode is not recognised click 'Enter your address manually' and enter the details

Add your telephone contact information.

Click **Submit Registration**

Citizen Portal

⌂ Home   ⌂ Local Authority ▾   ⌂ Administration ▾   Sign Out   ⌂ English/Cymraeg ▾

Registration

You need to first register with us in order to apply for Two Year Old Funding or Free School Meals & Pupil Premium for your child(ren). This screen will guide you to enter the necessary information required for registration process. Please click into each field to see what information you will need to enter for this purpose.

When you select a password:
- It must be no less than 9 characters in length
- It must be no more than 15 characters in length
- It must contain a minimum of 2 numbers
- Remember it is case sensitive

Field	Value
Email Address *	Jane.Marphey@gmail.com
Confirm Email *	Jane.Marphey@gmail.com
Password *	••••••••••••
Confirm Password *	••••••••••••
Memorable Word *	Memorable Word
Memorable Word *	Blue
Title *	Ms
Forename *	Jane
Surname *	Marphey
Gender *	Female

To find your home address please enter your postcode and then click Find Address. If you do not know your postcode, look it up here. If your address is not listed, press the 'Enter Address Manually' and type the correct address in the boxes provided

Field	Value
House Number	1
House Name	
Building Name	
Street Name	Reading Lane
District / Village	
Town	London
County	
Postcode *	E8 1GQ
Country	United Kingdom

Find Address

Please supply a telephone number where you can be contacted during normal office hours, if necessary.

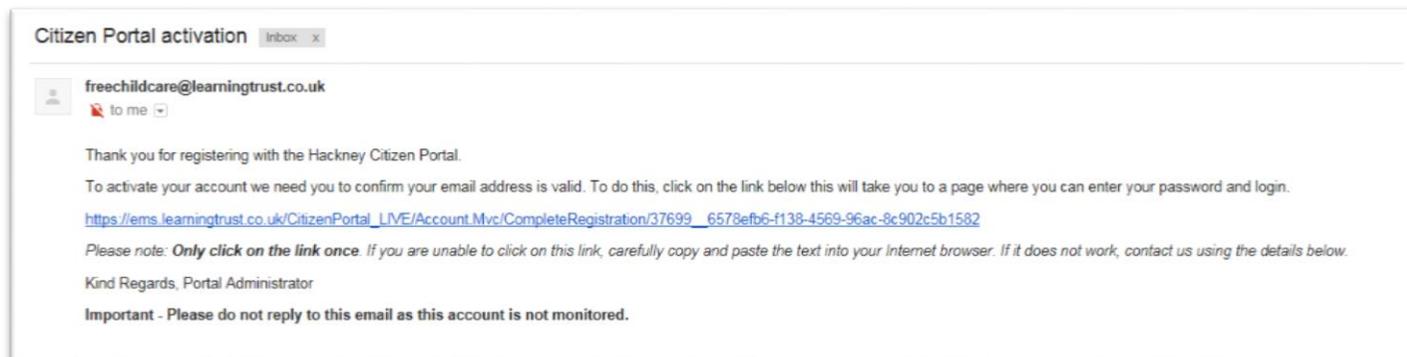| Field	Value
Home Phone	02088207000
Mobile Number	0000000000
Work Phone	02088207000

Submit Registration
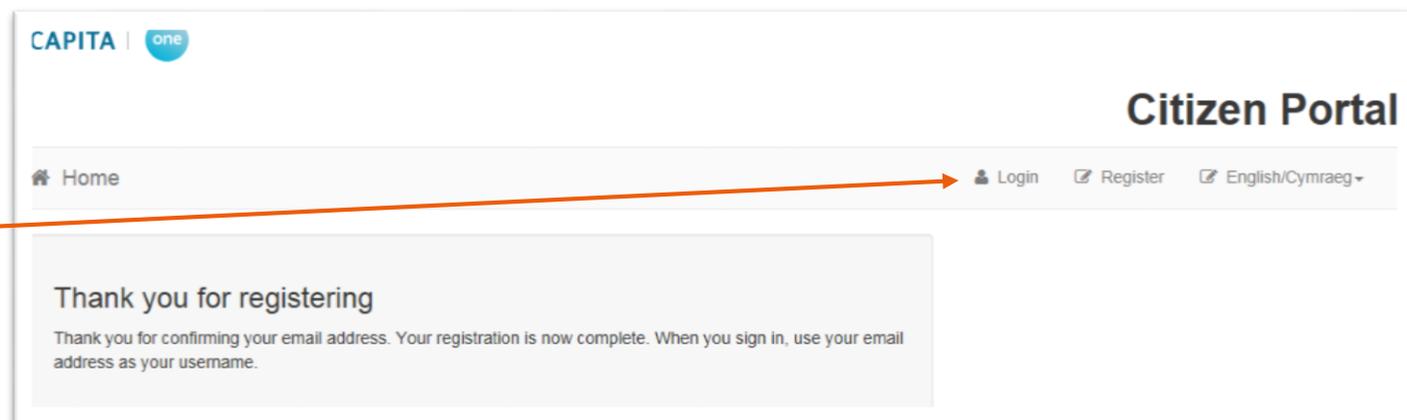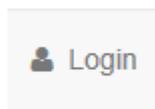
* Required field

04. Check your emails & confirm

You will have a confirmation email like this sent from 'Free Childcare'

Open the email and click the link once to confirm your email address.

Citizen Portal activation   Inbox   x

freechildcare@learningtrust.co.uk
to me

Thank you for registering with the Hackney Citizen Portal.

To activate your account we need you to confirm your email address is valid. To do this, click on the link below this will take you to a page where you can enter your password and login.

https://ems.learningtrust.co.uk/CitizenPortal_LIVE/Account.Mvc/CompleteRegistration/37699__6578efb6-f138-4569-96ac-8c902c5b1582

Please note: **Only click on the link once**. *If you are unable to click on this link, carefully copy and paste the text into your Internet browser. If it does not work, contact us using the details below.*

Kind Regards, Portal Administrator

Important - Please do not reply to this email as this account is not monitored.

You will be taken to this screen

Click   👤 Login

CAPITA | one

Citizen Portal

🏠 Home   👤 Login   ✎ Register   ✎ English/Cymraeg ▾

Thank you for registering

Thank you for confirming your email address. Your registration is now complete. When you sign in, use your email address as your username.
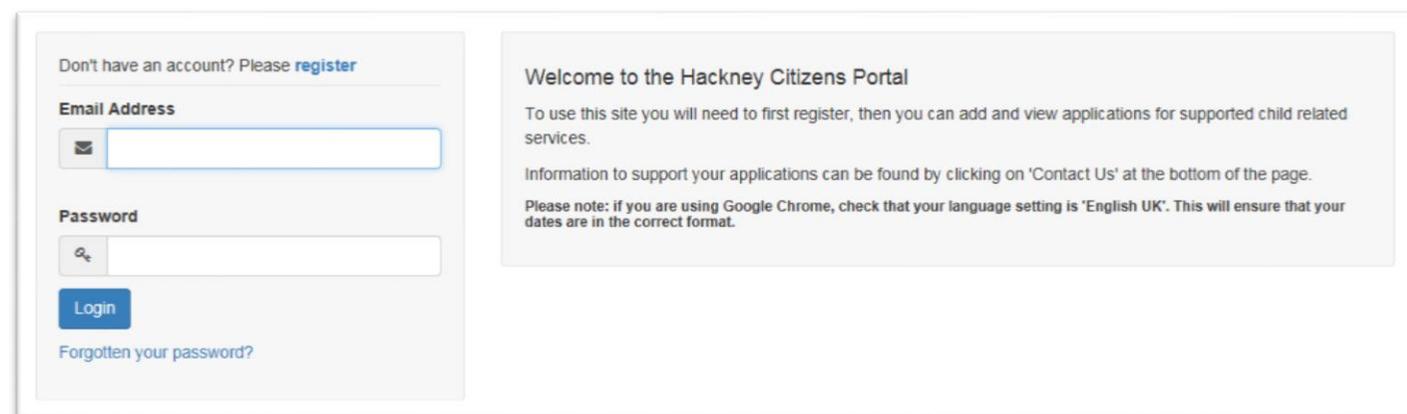

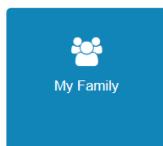**05.** Enter your email address and the password you chose when you registered.

Click   Login

If you can't remember your password click the 'Forgotten your password?' link

If your email address has changed you should send an email to PupilBenefits@learningtrust.co.uk to update it. You will need to provide us with your full name and national insurance number.

Don't have an account? Please **register**

Email Address

✉ [   ]

Password

🔑 [   ]

Login

Forgotten your password?

Welcome to the Hackney Citizens Portal

To use this site you will need to first register, then you can add and view applications for supported child related services.

Information to support your applications can be found by clicking on 'Contact Us' at the bottom of the page.

Please note: if you are using Google Chrome, check that your language setting is 'English UK'. This will ensure that your dates are in the correct format.

STEP 2 - Add your children

06. Click on
My Family

Any children already registered will show on this screen

07. Add any children you want to apply for by clicking **Add Child**
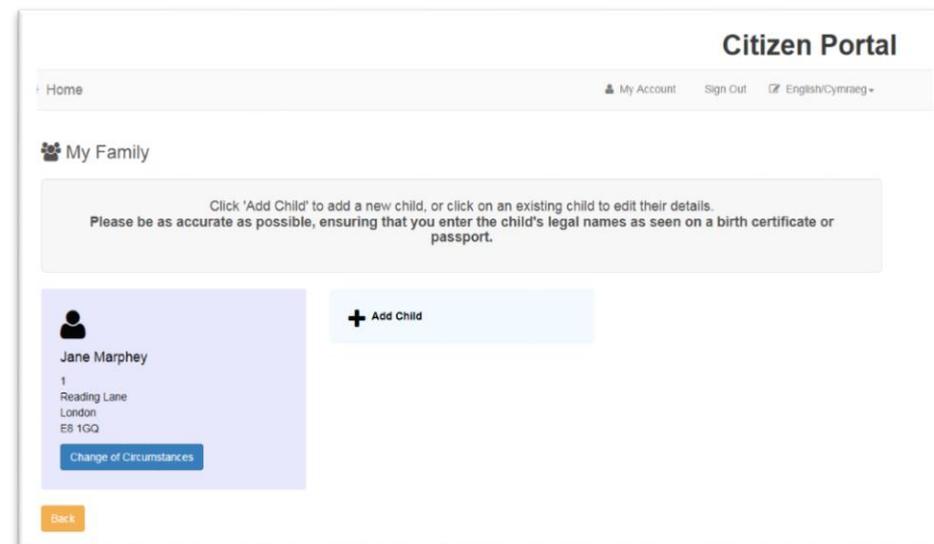
08. Enter your child's details

If your child lives at the same address as you, select your address by clicking this blue box

If your child lives at a <u>different</u> address to you, click the blue box to add a new address
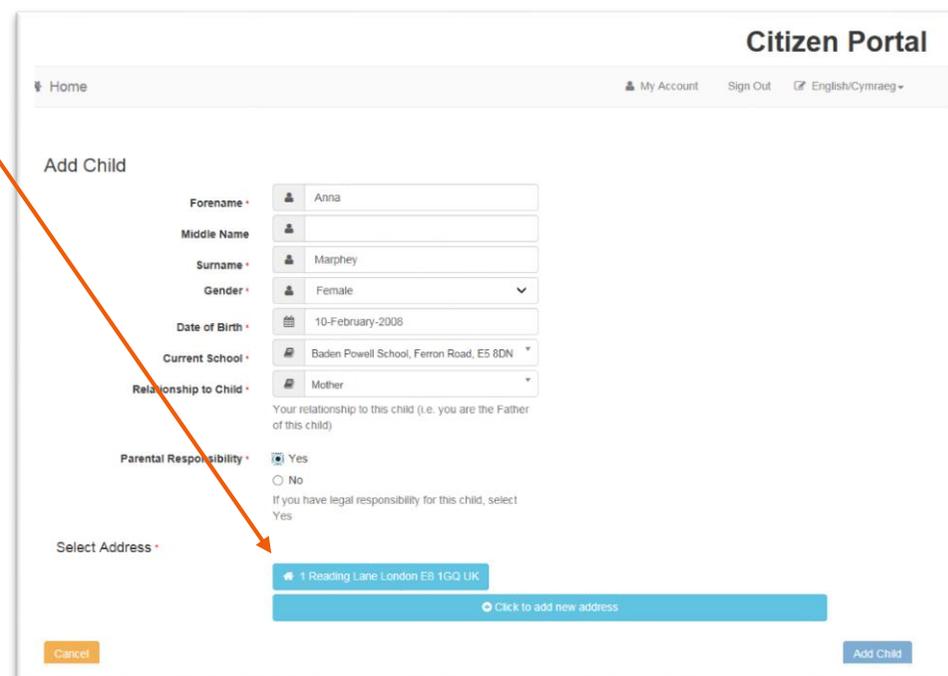*Click to add new address*

Enter your postcode and click 'Find Address', then choose your address from the list.
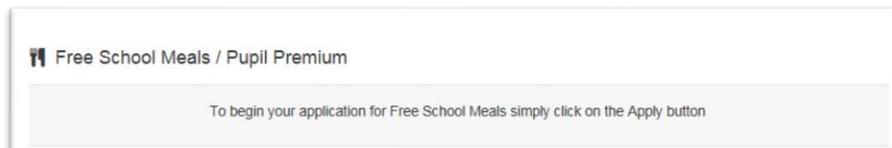
Once you have entered all your child's details click **Add Child**

09. If there are other children you need to add repeat from 07.
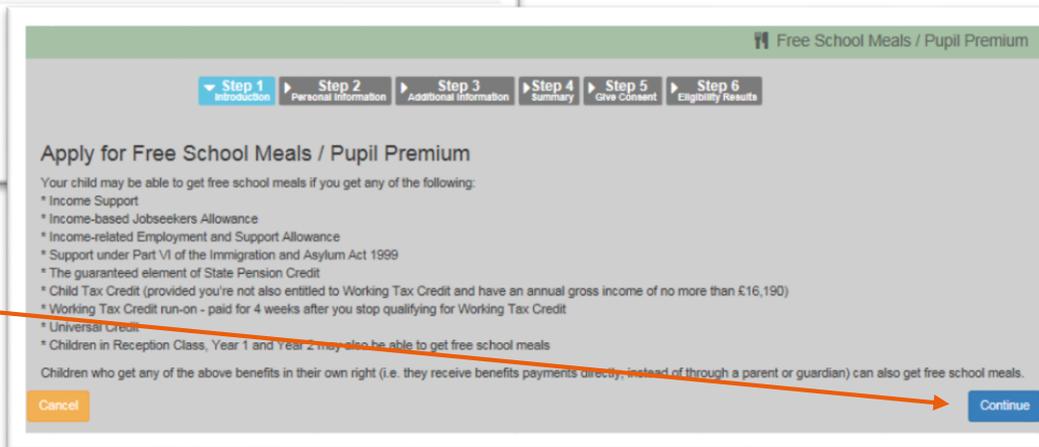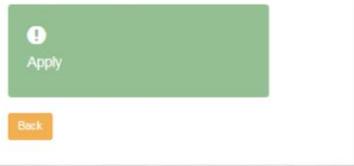
10. Once you have added all of your children click **Home**

11. Click

Free School Meals & Pupil Premium

Free School Meals / Pupil Premium

To begin your application for Free School Meals simply click on the Apply button

12. Click 'Apply'

Apply

Back

Free School Meals / Pupil Premium

Step 1 Introduction | Step 2 Personal Information | Step 3 Additional Information | Step 4 Summary | Step 5 Give Consent | Step 6 Eligibility Results

Apply for Free School Meals / Pupil Premium

Your child may be able to get free school meals if you get any of the following:
* Income Support
* Income-based Jobseekers Allowance
* Income-related Employment and Support Allowance
* Support under Part VI of the Immigration and Asylum Act 1999
* The guaranteed element of State Pension Credit
* Child Tax Credit (provided you're not also entitled to Working Tax Credit and have an annual gross income of no more than £16,190)
* Working Tax Credit run-on - paid for 4 weeks after you stop qualifying for Working Tax Credit
* Universal Credit
* Children in Reception Class, Year 1 and Year 2 may also be able to get free school meals

Children who get any of the above benefits in their own right (i.e. they receive benefits payments directly, instead of through a parent or guardian) can also get free school meals.

13. Click 'Continue'

Cancel

Continue

14. Enter your details

Add your date of birth – click on the calendar and choose the date
OR
Enter the date directly in the format DD/MM/YYYY

Enter your National Insurance Number
OR
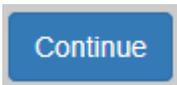Enter your NASS - National Asylum Support Service

Date of Birth *

Please enter either:

National Insurance No. (e.g. AB123456C)

OR:

National Asylum Support Service No. (e.g. 13 / 07 / 56789)

/   /

4

15. Choose the children you want to include in your application

Children with **Yes** will be included in the application.

Click on **No** and this will change to **Yes**

Once all the children are selected click **Continue**

Anna Marphey
Current School   Baden Powell School
Gender   Female
Date of Birth   10-Feb-2008
Parental Responsibility   Yes
Relationship   Mother
Include in Application?   No

Ben Marphey
Current School   Baden Powell School
Gender   Male
Date of Birth   01-Feb-2010
Parental Responsibility   Yes
Relationship   Mother
Include in Application?   Yes

Add Child

Back   Continue

16. Click 'Continue'

Free School Meals / Pupil Premium

✓ Step 1 Introduction   ✓ Step 2 Personal Information   ▼ Step 3 Additional Information   ▶ Step 4 Summary   ▶ Step 5 Give Consent   ▶ Step 6 Eligibility Results

Additional Information
There are no additional questions.

Back   Continue

17. On the 'Application Summary' page, check the details and click 'Continue'

18. Read and accept the declaration

Click on ☐ I confirm that I have read and agree to the declaration.

Click 'Accept'

Free School Meals / Pupil Premium

✓ Step 1 Introduction   ✓ Step 2 Personal Information   ✓ Step 3 Additional Information   ▶ Step 4 Summary   ▼ Step 5 Give Consent   ▶ Step 6 Eligibility Results

Declaration by Parent/Carer
Declaration
I declare the information I have provided is correct and complete.

I agree that you can use the information to process my claim for free school meals and Pupil Premium school funding, and that you will inform the school(s) attended by my child (ren) of their entitlement thereafter.

I understand, you may ask for evidence of DWP benefit, if you are unable to confirm my eligibility. You may also give information to other government organisations if the law allows or requires this.

Please tick that you understand and agree to the above

☑ I confirm that I have read and agree to the declaration.

Back   Accept

Free School Meals / Pupil Premium

✓ Step 1 Introduction   ✓ Step 2 Personal Information   ✓ Step 3 Additional Information   ▼ Step 4 Summary   ▶ Step 5 Give Consent   ▶ Step 6 Eligibility Results

Application Summary
The information you have entered as part of your application for Free School Meals is displayed below. Please review the information provided before continuing.

Claimant Details   🖶 Print this page

Ms Jane Marphey
Gender   Female
Date of Birth   09-Feb-1983
Address   1, Reading Lane, London, E8 1GQ, UK
Home Phone   02088207000
Mobile Number   00000000000
National Insurance No.   AB123456C

Children

Ben Marphey
Gender   Male
Date of Birth   01-Feb-2010
Current School   Baden Powell School
Relationship to Child   Mother
Parental Responsibility   Yes

Additional Information

Back   Continue

19. Are you eligible?

You are <u>eligible</u> if you get this message
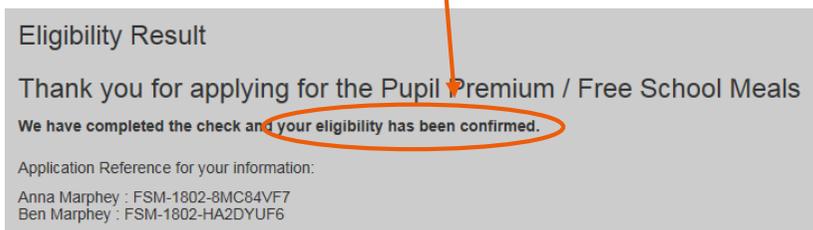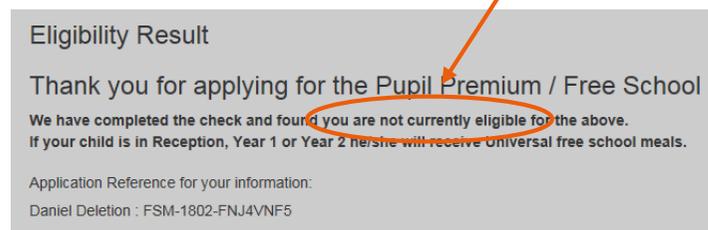
> **Eligibility Result**
>
> Thank you for applying for the Pupil Premium / Free School Meals
>
> We have completed the check and your eligibility has been confirmed.
>
> Application Reference for your information:
> Anna Marphey : FSM-1802-8MC84VF7
> Ben Marphey : FSM-1802-HA2DYUF6

You are <u>not eligible</u> if you get this message

> **Eligibility Result**
>
> Thank you for applying for the Pupil Premium / Free School
>
> We have completed the check and found you are not currently eligible for the above.
> If your child is in Reception, Year 1 or Year 2 he/she will receive Universal free school meals.
>
> Application Reference for your information:
> Daniel Deletion : FSM-1802-FNJ4VNF5

20. If your application cannot be processed online you will get this message.

> Please correct the error(s) below before proceeding
> • We are unable to process your FSM application at this time. Please contact the Local Authority for further assistance.

If you think you are eligible click **Back** to the 'Application Summary' screen and check your details are correct

To correct your date of birth, NI number or NASS number click **Step 2 Personal Information** and update the details.

If your details are correct but the application is not processing then you can request that it is dealt with manually by sending an email to PupilBenefits@learningtrust.co.uk   Please include your full name.

We will check your registration/form and email you within 5 working days.

What happens next …
- If you are eligible your child's school will be notified automatically within 5 school days.
- If you are not eligible your details will be held in our database and your eligibility will be re-checked frequently. You do not need to reapply unless your family name changes or you want to include another child.
- If you become eligible we will notify the school at that time.
- If you believe you are eligible and would like your application re-checked please email us.