

## Free School Meals FAQ

### 1. How do I get my vouchers?

In order to get FSM vouchers your child needs to be eligible for a Free School Meal.

Please note that children who receive **universal** FSMs – that is children who are in reception, year 1 or year 2 who are unable to attend school during the COVID crisis are NOT eligible to receive a voucher. Only children in those year groups who are eligible for **benefit related free school meals** will be entitled to a weekly food voucher).

### 2. My children are in **reception, year 1 and/or year 2** and receive a universal FSM so I did not register but I think I am eligible for a voucher as I am on benefits. What should I do?

If you think you are eligible and haven't already had a voucher, you must register for benefits-related free school meals (See below).

### 3. My children are in nursery (**pre school children 3 – 4**) can they get a FSM voucher?

They will only be eligible if they attend all day and you receive a qualifying benefit. **NOTE:** the same applies for junior and senior school children

### 4. What benefit do me or partner need to receive to qualify?

If you or your partner receive any of the following benefits you can apply for free school meals.

- Universal Credit – your household earned annual income must be less than £7,400 after tax and not including any benefits
- Income Support
- Income based Jobseeker's Allowance
- Income related Employment Support Allowance
- Support under part 6 of the Immigration and Asylum Act 1999
- The guaranteed part of State Pension Credit
- Child Tax Credit – with no Working Tax Credit and your annual household income is no more than £16,190 , as assessed by the Inland Revenue

### 5. How do I apply?

Apply online and get an instant decision. We will inform your child's school.

Remember, if your child is in reception, year 1 or year 2 and you receive a qualifying benefit, make sure you apply so the school gets the extra funding.

[Apply online](#)

### 6. I am eligible for FSM but my school has not sent me a voucher?

You need to ring your child's school and inform them you have not received your voucher. It is also worth checking the schools web site. Some schools are sending e-vouchers, so check your spam email as some email accounts are diverting the emails as spam

**7. I have applied, but have not heard anything. What do I do next?**

You need to contact your school. Even though most schools are closed, they have staff on site/phone to respond to enquiries about free school meal vouchers.

**8. Who do I speak to if I am not getting my e-vouchers and I have already contacted my school?**

You need to check if the e-voucher has defaulted to your spam emails and if the voucher is not there you need to go back to your school.

**9. I have tried to contact my children's school for information, but have been unsuccessful. What can I do next?**

All schools have staff working on the vouchers. Check the schools website, ring the school again or email the school.

**10. I have received a letter stating I am eligible for Free School meals, but not all my children are listed. How do I add children?**

You just need go to [Apply online](#) and add the children. It may be worth you ringing your school in the first instance to report that not all of your children are listed.

**11. I have received the voucher but I am unable to use it, what do I do next?**

This depends on the reason why you cannot use the voucher. If you cannot use the voucher you need to contact your school. If you are in need of food and can't wait for the matter to be sorted you need to contact the Liverpool Citizen Support Scheme for advice or visit your local foodbank.

<https://liverpool.gov.uk/benefits/help-in-a-crisis/>

**12. I was receiving the vouchers from my local children's centre, and now I am not. What should I do?**

Children Centre only distributed voucher up to the 17<sup>th</sup> April 2020. They did this because the Council was aware that many schools nationally were having difficulty registering for the national voucher scheme. Now all Liverpool schools have registered with the national scheme and are issuing voucher. From the 20<sup>th</sup> April you should have received vouchers from your child's school.

**13. I am trying to contact my children's school but not getting answer, what should I do next?**

All schools have staff working on the vouchers. Check the schools website, ring the school again or email the school.