

## Frequently Asked Questions...

1. Why are we making direct payment, and for how long will this continue?

These payments are made to replace the nutritious school meal that your child would have received at school. One lump sum payment will be made to cover any holiday period and any period whereby your child/ren have to self-isolate.

2. As a Free School Meal claimant, how much will I get and how often should I expect this in my bank?

£ 3.90 per day will be credited into your account for any holiday or self-isolating period. Payments for holidays or self-isolating periods will be made in one lump sum.

3. What should I spend the money on?

The money should be spent on nutritious food for your child/ren equivalent to the food provided on the school lunch menu including fresh fruit and vegetables. Here is the Public Health Wales Eatwell guide to help.

<https://gov.wales/sites/default/files/publications/2019-02/eatwell-guide.pdf>

4. Where can I spend the money?

You should spend the money as your normal shopping routine. Be sure to follow the guidance during this period to control the spread of the Covid -19 illness maintain social distance of 2 metres between you and the next person..

5. How do I register for FSM?

Please make a new application via the Conwy County Borough Council website page

<https://www.conwy.gov.uk/en/Resident/Benefits-and-grants/Education-Benefits/Free-School-Meals-in-Conwy-County-Borough.aspx>

6. I don't have a Bank a/c – what do I do?

Please contact the School Advice Telephone number; officers will be able to assist you with the most appropriate solution.

School Advice No. (01492) 575031

7. I've missed the form completion deadline – what now?

Please contact the School Advice Telephone number; (01492) 575031

8. I've lost the letter which includes my claimant ref.no. – What do I do?

Please contact the School Advice Telephone number; (01492) 575031

9. I have made a claim for Universal Credit and will have to wait 5 weeks for a decision. Will I be entitled to a Free School Meal payment?

Please make an application for Free School Meal entitlement, via the Conwy County Borough Council website page when you first make your claim for Universal Credit. If you are entitled to Universal Credit your claim for Free School Meal entitlement will be considered for backdating.

<https://www.conwy.gov.uk/en/Resident/Benefits-and-grants/Education-Benefits/Free-School-Meals-in-Conwy-County-Borough.aspx>