

## Parent's Guide to Applying for Free School Meal Payments

You must have a child that is eligible for free school meals to be able to apply, and you must have had an email from the council confirming that you are eligible to apply. If your child does not currently have free school meals you can apply here <https://www.swansea.gov.uk/freeschoolmeals>

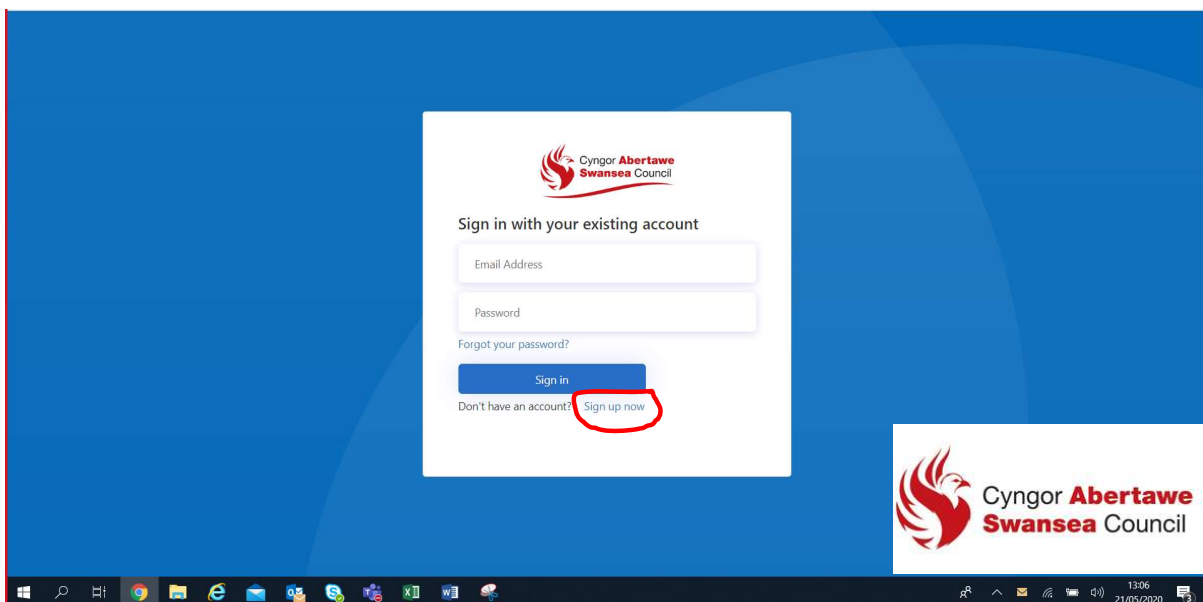
During the school closure period the food payment/parcel is for the carer who is looking after the child.

1. Go to this link <https://account.swansea.gov.uk/>  
Click on 'Start now or sign in'



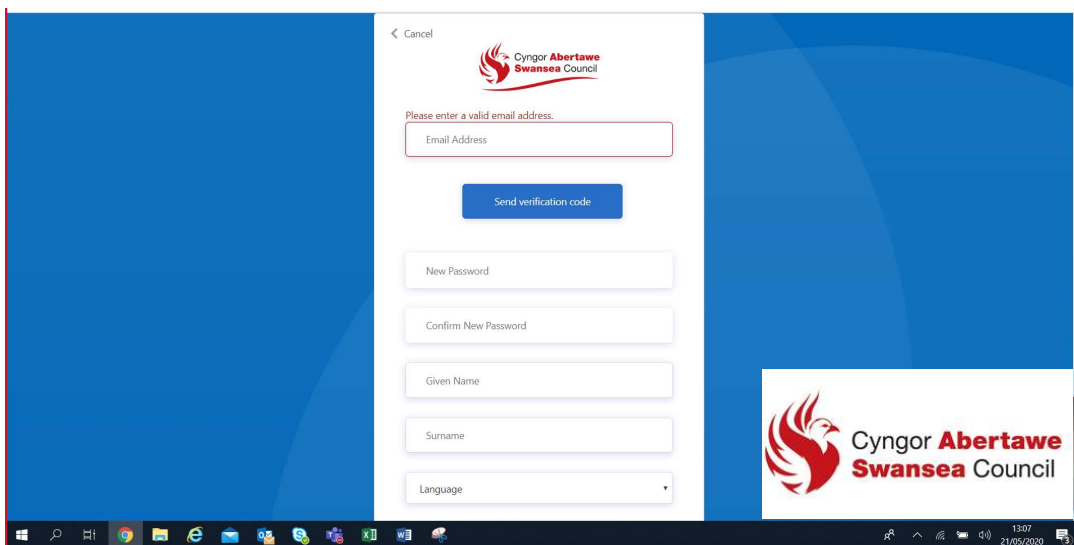
The screenshot shows the Swansea Account Registration page. At the top left is the Cyngor Abertawe Swansea Council logo. The main heading is "Swansea Account". Below this, there is a blue banner with the text "ALPHA This is a new service – your feedback will help us to improve it." The main content area is titled "Swansea Account Registration" and includes the text "Use this service to:" followed by a bulleted list: "Create your Swansea account" and "update your name, address and contact details". Below the list, it says "Registering takes around 2 minutes." A green button with the text "Start now or Sign in >" is circled in red. To the right of the button is the Cyngor Abertawe Swansea Council logo. Below the button, there is a section titled "Before you start, please take time to read our privacy statement" with a link to the statement. At the bottom, there is a small disclaimer: "Swansea Council is the data controller for the personal information you provide on this form. Your information will be used in the exercise of our". The Windows taskbar is visible at the bottom of the browser window.

2. Click on 'Sign up Now'

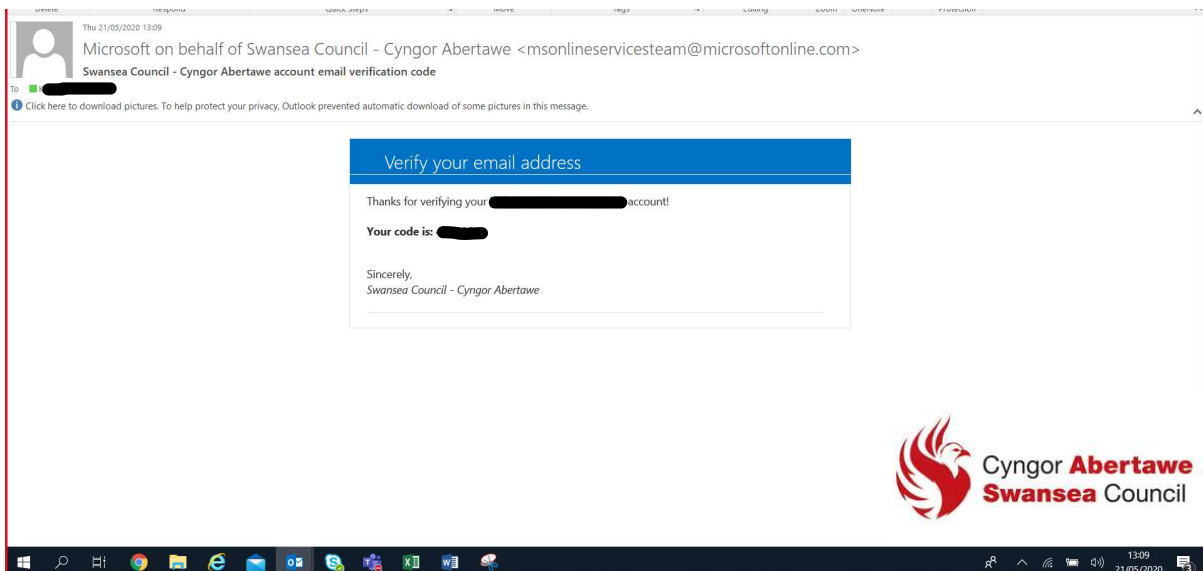


The screenshot shows the Swansea Account Sign in page. The background is blue. In the center is a white box with the Cyngor Abertawe Swansea Council logo at the top. Below the logo is the text "Sign in with your existing account". There are two input fields: "Email Address" and "Password". Below the "Password" field is a link that says "Forgot your password?". There is a blue button with the text "Sign in". Below the "Sign in" button is a link that says "Don't have an account? Sign up now", which is circled in red. To the right of the white box is the Cyngor Abertawe Swansea Council logo. The Windows taskbar is visible at the bottom of the browser window.

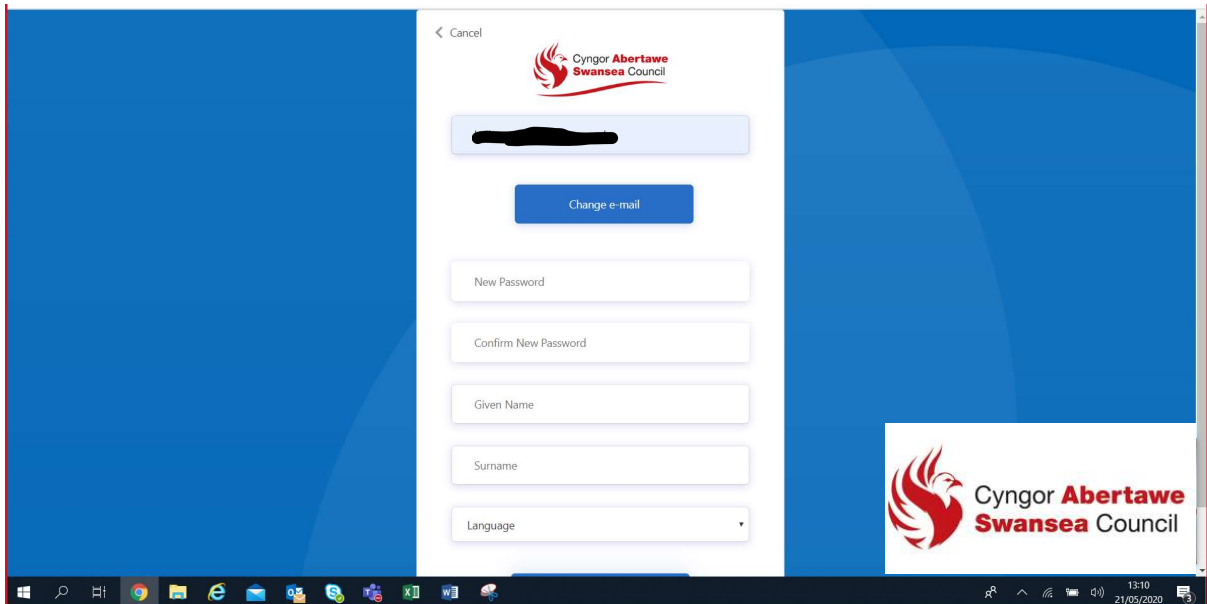
3. Enter the same email address that is on record at the school for your child. The system will not work if you are using a different email address. You will know which one to use as you will have had the email asking you to register sent to the email address that the school have on file. Be aware that your phone/device may try to auto-fill email addresses for you which may not be the one that you wish to use to apply on this account. If you have not had that email, or you have not had an email for each of your children, you need to check with the school(s) to make sure they have your correct email address on their free school meal app. After you have included your email address click on 'send verification code'
- Keep this browser page open while you go to your emails to find your verification code.** If you move away from this page the verification code will not link to the code request. So you can either open a new page in your browser to go to your emails or use a different device.



The screenshot shows a registration form for Cyngor Abertawe Swansea Council. The form is titled "Please enter a valid email address." and includes the following fields: "Email Address", "New Password", "Confirm New Password", "Given Name", "Surname", and "Language". A blue button labeled "Send verification code" is positioned below the "Email Address" field. The Swansea Council logo is visible in the top right corner of the form area.

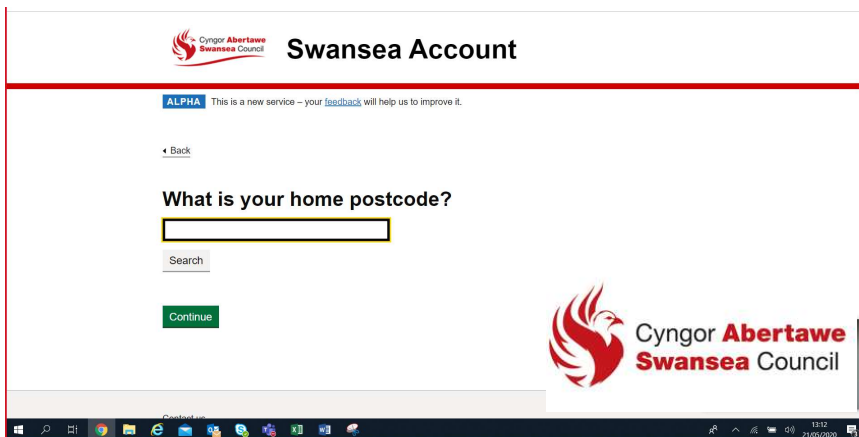


4. You can now enter your details. Create a password (must include a letter and a symbol), enter your name and choose if you want to continue in English or Welsh. Then press 'Create'



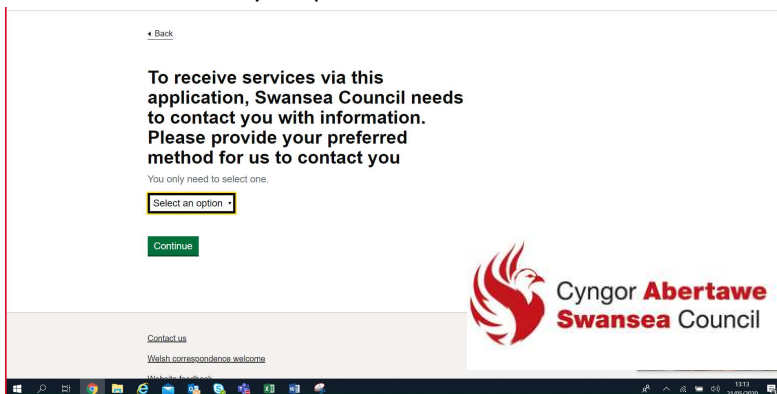
A screenshot of a web browser showing the Swansea Account creation form. The form is centered on a white background with a blue gradient on the sides. At the top left, there is a '< Cancel' link. The Swansea Council logo is at the top center. Below the logo is a redacted email address field with a 'Change e-mail' button. The form includes fields for 'New Password', 'Confirm New Password', 'Given Name', 'Surname', and a 'Language' dropdown menu. The Swansea Council logo and name are also visible in the bottom right corner of the form area. The Windows taskbar is visible at the bottom of the screen.

5. Enter your postcode. Click on 'search'. It will bring up a drop down list to choose your address.

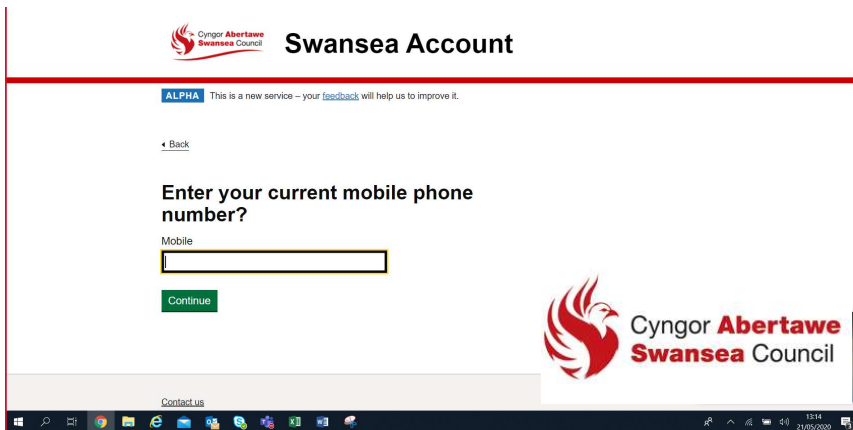


A screenshot of the Swansea Account creation process, specifically the postcode search screen. The page has a white background with a red header bar. The Swansea Council logo and 'Swansea Account' title are at the top. Below the header, there is an 'ALPHA' notice. A 'Back' link is visible. The main heading is 'What is your home postcode?'. Below this is a text input field for the postcode, a 'Search' button, and a green 'Continue' button. The Swansea Council logo is in the bottom right corner. The Windows taskbar is visible at the bottom.

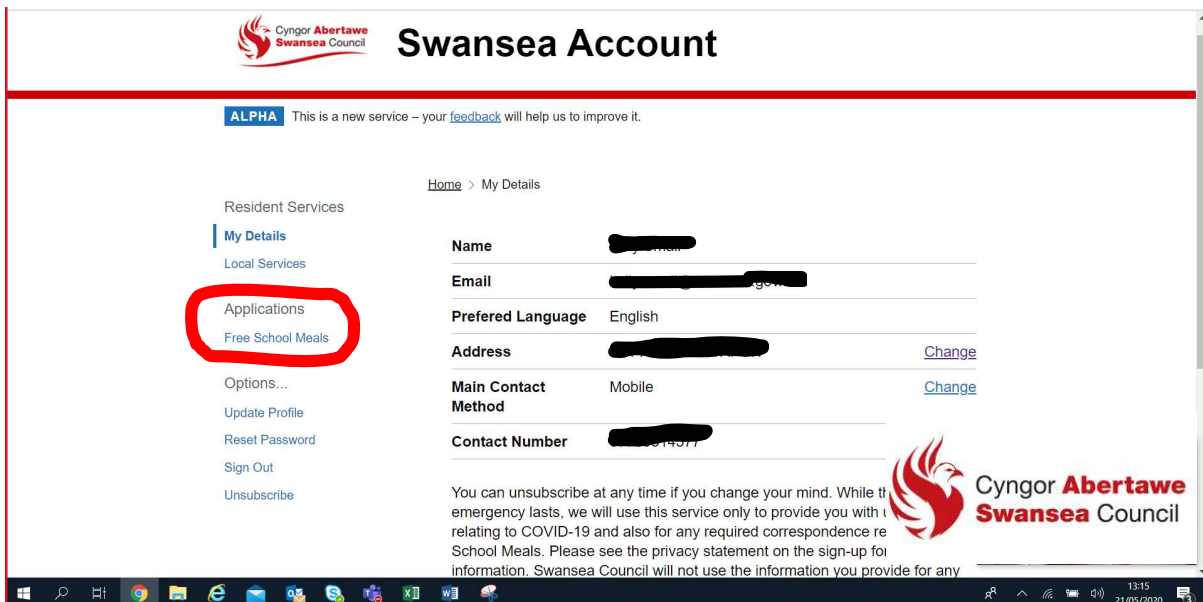
Select on an option for how you would wish to be contacted (email, mobile, post). If you select mobile it will ask for your phone number.



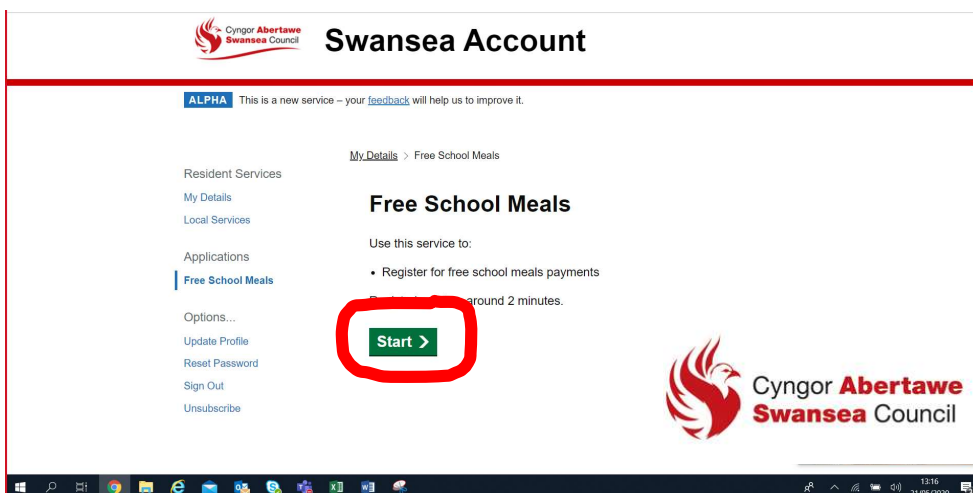
A screenshot of the Swansea Account creation process, specifically the contact preference screen. The page has a white background. A 'Back' link is at the top left. The main heading is 'To receive services via this application, Swansea Council needs to contact you with information. Please provide your preferred method for us to contact you'. Below this, it says 'You only need to select one.' and there is a dropdown menu labeled 'Select an option'. A green 'Continue' button is at the bottom. The Swansea Council logo is in the bottom right corner. The Windows taskbar is visible at the bottom.



6. You are now registered for the Swansea Account. In future you will be able to log in to access other council services but for now you need to click on 'free school meals' under the Applications section.



Click on 'start' to begin your application



7. Decide which of the options that you want. This guide will take you through the bank payment option but the process is the same for the other options apart from not asking for bank details. So for this example you would need to click in the circle next to Direct Bank Payment then click continue.

ALPHA This is a new service – your [feedback](#) will help us to improve it.

← Back

Resident Services  
My Details  
Local Services

Applications  
**Free School Meals**

Options...  
Update Profile  
Reset Password  
Sign Out  
Unsubscribe


### How would you like to receive your free school meal entitlement?

Direct bank payment

Weekly food parcel (please contact your school if your child has any dietary requirements or if you need the parcel delivered)

Opted out (no bank payment or food parcel)

[Continue](#)

 Cyngor **Abertawe**  
Swansea Council

13:16  
21/05/2020

8. Enter your bank details. We are unable to pay into credit union accounts or post office accounts. If you put in details of an account that is not registered anywhere it will send you a reject message but please be careful as if you enter details incorrectly but the account is real and belongs to someone else you will not get paid. We are also unable to accept Aspen cards.

← Back

Resident Services  
My Details  
Local Services

Applications  
**Free School Meals**


Options...  
Update Profile  
Reset Password  
Sign Out  
Unsubscribe

### Enter the bank details you wish to receive payment

Account number  
Must be between 6 and 8 digits long

Sort-code  
Must be 6 digits long

[Continue](#)

 Cyngor **Abertawe**  
Swansea Council

Contact us

13:17  
21/05/2020

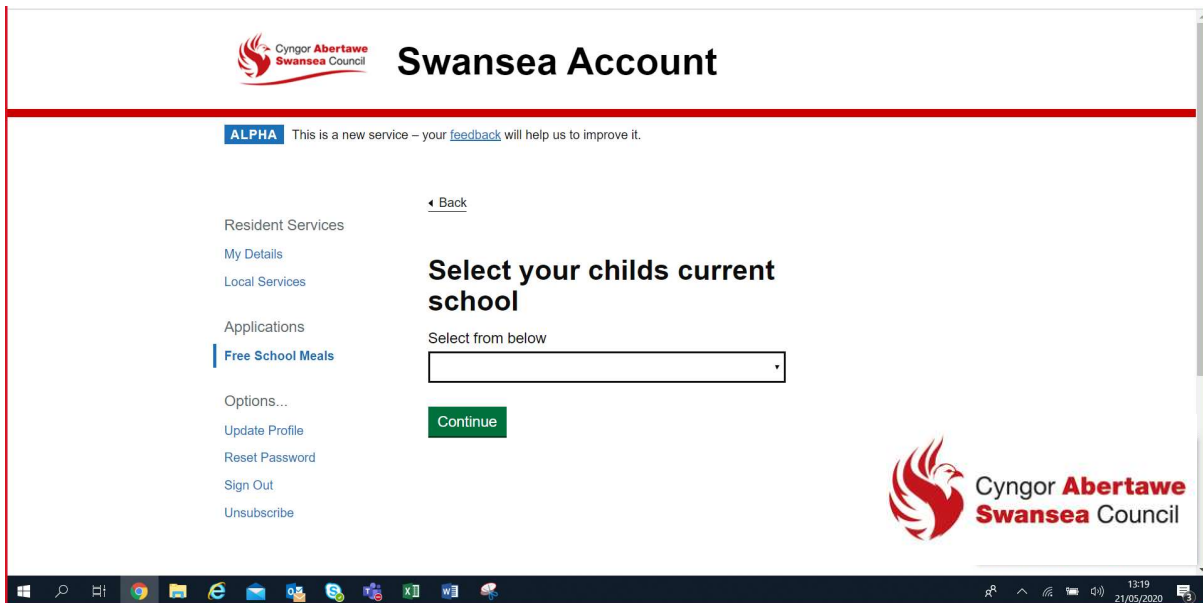
9. Enter the child's name. This is first and last name only. Do not include any middle names. The name must match the records held by the school, so as an example if the child's legal name is Samuel you need to put this in and not Sam. Also you may know the child by a different surname to the one that is their legal name. That legal surname must also be included. Remember that you may need a hyphen for some surnames e.g. Davies-Jones. If you are unable to verify the details then you must be inputting something that is different to the school record, so either the spelling of the name is not the same or the email address recorded next to this child at school does not match the email address that you have used to apply. You may have different email addresses recorded for different children, in which case you will need to either make separate applications or ideally ask the school(s) to record the same email address so you only make one application for your children and only have one payment each fortnight.

The screenshot shows a web browser window displaying the Swansea Account website. The page title is "Enter the full name of the child eligible for free school meals as recorded at school." The left-hand navigation menu includes "Resident Services", "My Details", "Local Services", "Applications", "Free School Meals" (highlighted), "Options...", "Update Profile", "Reset Password", "Sign Out", and "Unsubscribe". The main content area contains two text input fields labeled "First name" and "Last name", and a green "Continue" button below them. The Swansea Council logo is visible in the bottom right corner. The browser's taskbar at the bottom shows the date and time as 13:18 on 21/05/2020.

10. Enter the date of birth of the child and click on continue

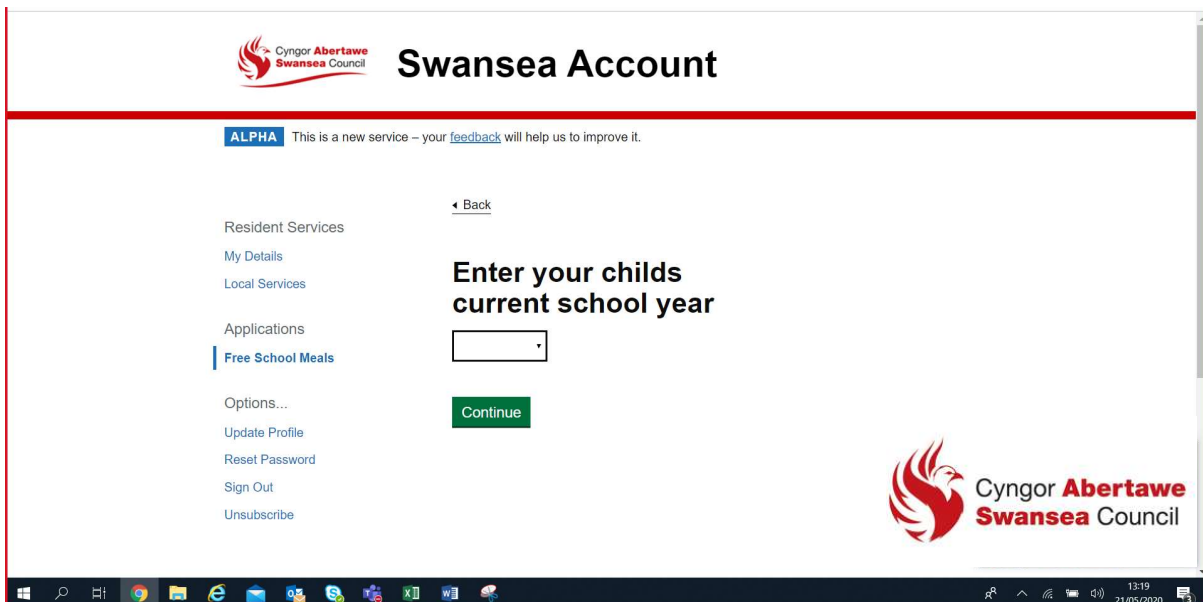
The screenshot shows the Swansea Account website with the page title "Swansea Account". A blue banner at the top reads "ALPHA This is a new service - your feedback will help us to improve it." The left-hand navigation menu is identical to the previous screenshot. The main content area contains the heading "Enter the date of birth" with the example "For example, 27 3 2007". Below this are three input fields labeled "Day", "Month", and "Year". A green "Continue" button is positioned below the input fields. The Swansea Council logo is in the bottom right corner. The browser's taskbar at the bottom shows the date and time as 13:18 on 21/05/2020.

11. Select your child's school from the drop down box. Please note that if your child is in a Pupil Referral Unit (PRU) this will be shown under Swansea PRU and not under the individual sites e.g. Arfryn.



The screenshot shows the Swansea Account website interface. At the top left is the Cyngor Abertawe Swansea Council logo. The main heading is "Swansea Account". Below this, there is a blue banner with the text "ALPHA This is a new service – your [feedback](#) will help us to improve it." A navigation menu on the left includes: Resident Services, My Details, Local Services, Applications, Free School Meals (highlighted), Options..., Update Profile, Reset Password, Sign Out, and Unsubscribe. The main content area features a "Back" link, the heading "Select your child's current school", and a "Select from below" label above a dropdown menu. A green "Continue" button is positioned below the dropdown. The Cyngor Abertawe Swansea Council logo is also present in the bottom right corner. The Windows taskbar at the bottom shows the time as 13:19 on 21/05/2020.

12. Enter the school year that your child is in. This is not their class number. So for example in a primary school you have Reception, Year 1, Year 2 and so on until Year 6. Secondary/comprehensive schools will be from Year 7 to Year 13. If in doubt, your child will know. Note that we do not provide free school meals for Nursery aged children.



The screenshot shows the Swansea Account website interface. At the top left is the Cyngor Abertawe Swansea Council logo. The main heading is "Swansea Account". Below this, there is a blue banner with the text "ALPHA This is a new service – your [feedback](#) will help us to improve it." A navigation menu on the left includes: Resident Services, My Details, Local Services, Applications, Free School Meals (highlighted), Options..., Update Profile, Reset Password, Sign Out, and Unsubscribe. The main content area features a "Back" link, the heading "Enter your child's current school year", and a dropdown menu. A green "Continue" button is positioned below the dropdown. The Cyngor Abertawe Swansea Council logo is also present in the bottom right corner. The Windows taskbar at the bottom shows the time as 13:19 on 21/05/2020.

13. You will see a confirmation box of the details that you entered. Click on submit.

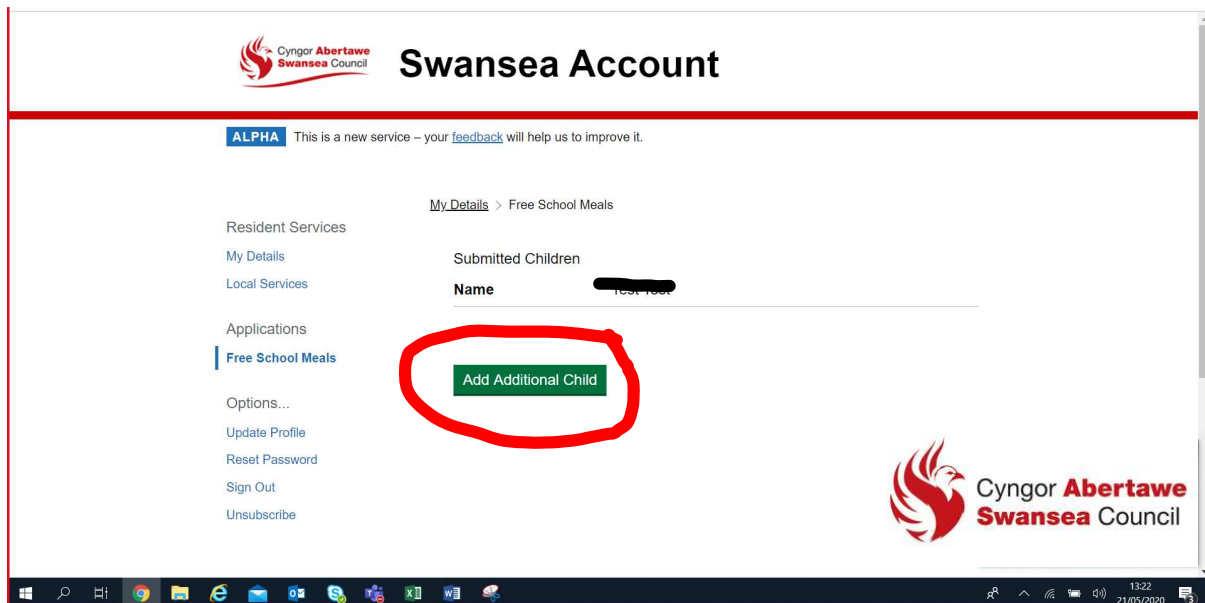
The screenshot shows the 'Swansea Account' interface for 'Free School Meals'. At the top left is the Cyngor Abertawe Swansea Council logo. The main heading is 'Swansea Account'. Below it, a blue banner reads 'ALPHA This is a new service – your [feedback](#) will help us to improve it.' The navigation menu on the left includes 'Resident Services', 'My Details', 'Local Services', 'Applications', 'Free School Meals' (highlighted), 'Options...', 'Update Profile', 'Reset Password', 'Sign Out', and 'Unsubscribe'. The main content area shows 'My Details > Free School Meals' with a breadcrumb. The form fields are: 'Name' (redacted), 'Date of Birth' (redacted), 'Current School' (redacted), and 'School Year' (redacted). Each field has a 'Change' link to its right. At the bottom of the form are two green buttons: 'Add Additional Child' and 'Submit'. The Cyngor Abertawe Swansea Council logo is in the bottom right corner. The Windows taskbar at the bottom shows the time as 13:20 on 21/05/2020.

If any of the details do not match the records held by the school, you will get an error message. You can then click on 'change' to amend any of the details. Remember not to include middle names for the child, use hyphens if they are in the name e.g. Ella-Mae. If you cannot register a child it means that what you are inputting does not match the records at the school and you will need to contact the school(s) for them to check.

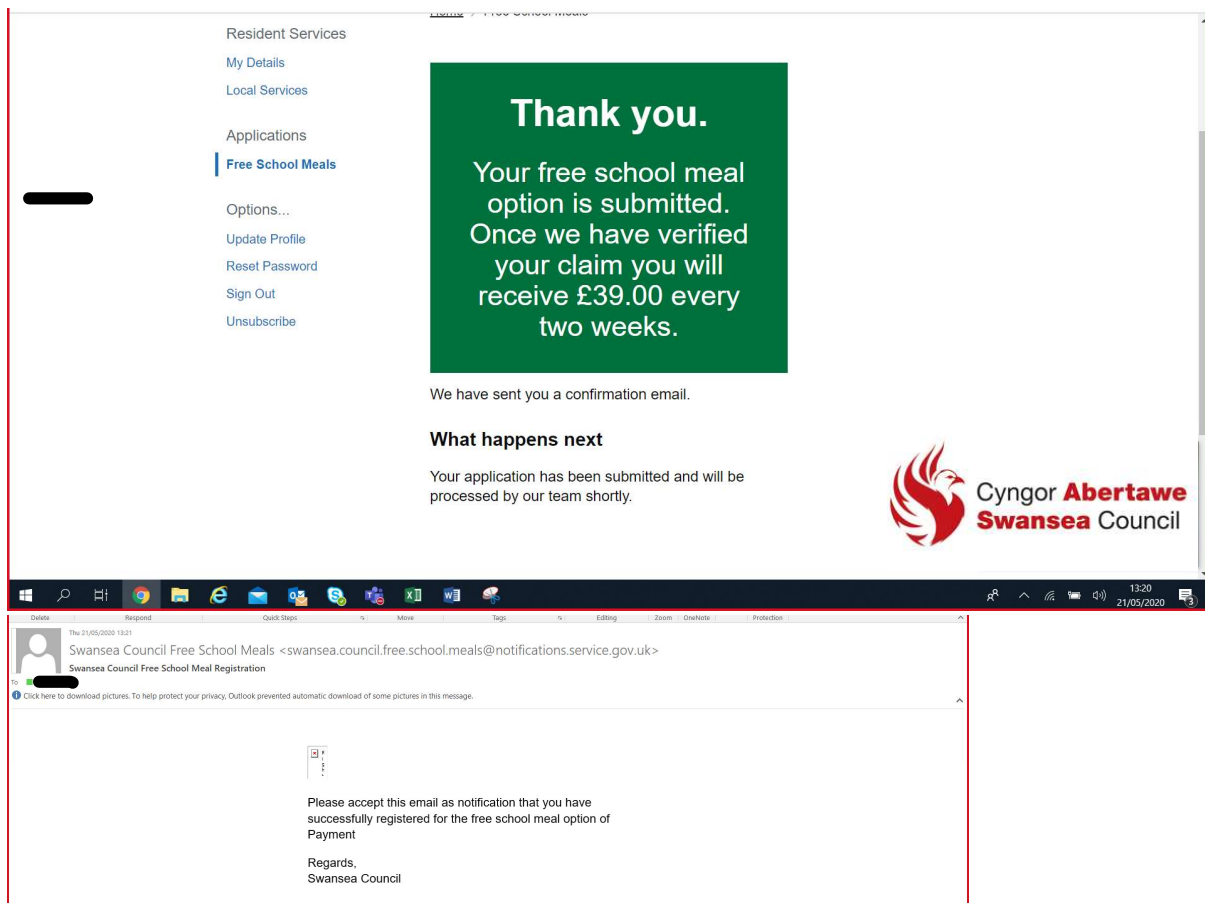
The screenshot shows the 'Submitted Children' page in the Swansea Account. The navigation menu on the left is the same as in the previous screenshot. The main content area shows 'Submitted Children' with a breadcrumb. Below it, the form fields are: 'Name' (redacted), 'Date of Birth' (redacted), 'Current School' (redacted), and 'School Year' (redacted). Each field has a 'Change' link to its right. Below the form fields is a red error message box that reads: 'The details entered above do not match any of our records, make sure you have entered all the details correctly. If everything is correct please contact [Free School Meals](#)'. The Cyngor Abertawe Swansea Council logo is in the bottom right corner. The Windows taskbar at the bottom shows the time as 13:24 on 21/05/2020.



If the details match you will see that the child has been submitted. You then have the option of adding another child by clicking on Add Additional Child and repeating the instructions above for each one.



You will then see a verification message to show that you have successfully applied and you will also receive an email confirmation.



If you still have any queries please contact [FSMpayments@swansea.gov.uk](mailto:FSMpayments@swansea.gov.uk)