


## Free School Meals application step by step guide

Please go to [www.n-somerset.gov.uk/freeschoolmeals](http://www.n-somerset.gov.uk/freeschoolmeals) to read the criteria and if you need to apply.

Press apply for free school meals on the Citizen's Portal to log in or register for a Citizen's Portal account to apply. It will take you to the Citizen's Portal log in page.

### North Somerset Council's Citizen Portal:



# Citizen Portal

[Home](#)[Sign in](#)[Register](#)[Cymraeg](#)

Don't have an account? Please [register an account](#)

Required fields are marked with a red asterisk \*

Email address \*

Password \*

[Show](#)[Forgot your password?](#)[Sign in](#)

## Welcome to North Somerset Council's Citizens Portal

\*\*\*\*\*


**There are occasions when the system needs to back-up when it might not be available, this usually happens between 20:00 and 20:30.**

If you already have an account please enter your email address and password to login. If you are a new user please click on Register.

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Please fill in the details, then press submit.



Citizen Portal

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## Register an account

You need to first register with us in order to apply for a School Place for your child(ren). This screen will guide you to enter the necessary information required for registration process. Please hover the mouse over each field to see what information you will need to enter for this purpose.

Required fields are marked with a red asterisk \*

Email address \*

Confirm email address \*

Password \* [Show](#)

Title \* 

Please select

Forename \*

Surname \*

Sex \* 

Please select

If you need help with your address, use the Post Office's [Postcode Finder](#).

Find address \*

Postcode

Search

Provide a phone number where you can be contacted during normal office hours, if necessary

Home phone number

Mobile phone number


Work phone number

Submit

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After registering you will need to activate your account:



Citizen Portal

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## Activate account

Your account has been created. We've sent an email to you containing an activation link - please click the link in the email to activate your account.

The system will send an email to you, please click the link in the email. The link will be specific to you:

#### Activate account



eduadmissions.online@n-somerset.gov.uk  
To FSM

Reply Reply All Forward

Wed 23/07/2025 07:25

Thank you for registering with the 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.n-somerset.gov.uk/CCSCitizenPortal\\_LIVE/Account.Mvc/CompleteRegistration/104476\\_3eabeccc-2cd4-4abd-ae28-7eb5e7969862](https://ems.n-somerset.gov.uk/CCSCitizenPortal_LIVE/Account.Mvc/CompleteRegistration/104476_3eabeccc-2cd4-4abd-ae28-7eb5e7969862)

Please note: if you are unable to click on this link, carefully copy and paste the text into your Internet browser.

Kind Regards, Portal Administrator

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

You will get confirmation of registration:




Citizen Portal

Home Sign in Register Cymraeg

## Thank you for registering

Registration complete. Sign in using the details you used to register.

Please sign in:



Citizen Portal

Home Sign in Register Cymraeg

Don't have an account? Please [register an account](#)

Required fields are marked with a red asterisk \*

Email address \*

Password \*

[Show](#)  
[Forgot your password?](#) [Sign in](#)

## Welcome to North Somerset Council's Citizens Portal


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**There are occasions when the system needs to back-up when it might not be available, this usually happens between 20:00 and 20:30.**

If you already have an account please enter your email address and password to login. If you are a new user please click on Register.

## The Free School Meals Application:

Press the Free School Meals button on the following screen:



# Citizen Portal


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[My account](#) [Cymraeg](#) [Sign out](#)


## Welcome to North Somerset Council's Citizen Portal

You can use our Citizen Portal to apply for Free School Meals or School Places. You must only apply if you have parental responsibility for the child.


Please click on the relevant button below for the type of application you are making. There are occasions when the system needs to back-up when it might not be available, this usually happens between 20:00 and 20:30.




Free school meals



School places



Messages




My family

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Press Apply on the following screen:



# Citizen Portal

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## Free School Meals

You can apply for Free School Meals below. As part of the application process, your information will be shared with the Department for Education and benefits agencies for eligibility checking.

**If your child is starting in Reception year, please apply no sooner than the school holiday before your child starts school.**

If you require more information on Free School Meals please visit [www.n-somerset.gov.uk/freeschoolmeals](http://www.n-somerset.gov.uk/freeschoolmeals)




### Apply

Begin a new application

Back

Press Continue on the following screen:



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Free School Meals

Step 1Step 2Step 3Step 4Step 5Step 6

Apply for Free School Meals

You may be eligible for free school meals if your child attends a North Somerset school, and you are in receipt of:


- Income Support
- Income-Based Jobseeker's Allowance (JSA)
- Income-Related Employment and Support Allowance (ESA)
- Support under Part VI of the Immigration and Asylum Act 1999
- The guaranteed element of 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 four weeks after you stop qualifying for Working Tax Credit
- Universal Credit with annual take home earnings below £7,400 (which equals £616.67 per month) benefits not included

Please refer to the website below for more information.

[www.n-somerset.gov.uk/freeschoolmeals](http://www.n-somerset.gov.uk/freeschoolmeals)

CancelContinue

Fill in the parent/carer details and then press Add Child if the child doesn't already appear:



Citizen Portal

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Free School Meals

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Personal details

Required fields are marked with a red asterisk \*

Information provided on this page will be used to confirm your eligibility with the Department for Work and Pensions (DWP) and HM Revenue and Customs (HMRC)

No children are currently registered

Parent / Carer Date of birth \*

01/10/1990

Identity number \*

☒ National Insurance number

AA123456B

☐ National Asylum Support Service number

You can change your details from My account, Contact details

Address

Education Department, Floor 1, Walliscote Grove Road, Town Hall, Weston-Su

Home phone number

Mobile phone number


Sex

Male

Add child

BackContinue

Fill in the child details, make sure you press the address you want to use; it will change the blue address box to a white box. Press Add child and continue.



Citizen Portal

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Free School Meals

Step 1

Step 2

Step 3

Step 4

Step 5

Step 6

Add child

Add details

Required fields are marked with a red asterisk \*

Forename \*

Maisie

Middle name

Surname \*

Test

Sex \*

Female

Gender Identity

Not known

Gender Identity Description

Date of birth \*

07/07/1999

Current school \*

All Saints Church of England Primary School, All ...

You can only apply for the schools listed above.

Relationship to child \*

Father

Your relationship to this child

Parental responsibility \*

Yes

No

Do you have legal responsibility for this child?

Select address \*

Education Department Floor 1 Walliscote Grove Road, Town Hall Weston-Super-Mare North Somerset BS23 1UJ

Add new address

Cancel

Add child and continue

Make sure the child has a tick to include them in the application as below. Press continue or add more children.

Free School Meals

Step 1

Step 2

Step 3

Step 4

Step 5

Step 6

Personal details

Required fields are marked with a red asterisk \*

Information provided on this page will be used to confirm your eligibility with the Department for Work and Pensions (DWP) and HM Revenue and Customs (HMRC)

Your details

Parent / Carer Date of birth \*

01/10/1990

Identity number \*

National Insurance number

AA123456B

National Asylum Support Service number

You can change your details from My account, Contact details

Address

Education Department, Floor 1, Walliscote Grove Road, Town Hall, Weston-Si

Home phone number

Mobile phone number

Sex

Male

Maisie Test

Current school

All Saints Church of England Primary School

Sex

Female

Gender identity

Not known

Date of birth

07-Jul-1990

Do you have parental responsibility for this child?

Yes

Relationship to child

Father

School free school meals to be claimed at

All Saints Church of England Primary School

☒ Include in application

Add child

Back

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Tick the benefit you are receiving:

North Somerset Council

Citizen Portal

Home

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Sign out

Free School Meals

Step 1

Step 2

Step 3

Step 4

Step 5

Step 6

Additional information

Required fields are marked with a red asterisk \*

☐ Income Support

☐ Income-Based Jobseeker's Allowance

☐ Income-Related Employment and Support Allowance

☐ Support under Part IV of the Immigration and Asylum Act 1999

☐ The guaranteed element of 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 four weeks after you stop qualifying for Working Tax Credits

☐ Universal Credit with annual take home earnings below £7,400 (which equals £616.67 per month) benefits not included

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Continue

Check the application summary:

# Application summary

Review your details before submitting. Go back to correct any mistakes

## Claimant details



Mr John Test

Sex Male

Parent / Carer Date of birth 01-Oct-1990


Address Education Department, Floor 1, Walliscote Grove Road, Town Hall, Weston-Super-Mare, North Somerset, BS23 1UJ

Home phone number

Mobile phone number

National Insurance number AA123456B

## Children



Maisie Test

Sex Female

Parent / Carer Date of birth 07-Jul-1989

Current school All Saints Church of England Primary School

School free school meals to be claimed at All Saints Church of England Primary School

Relationship to child Father

Do you have parental responsibility for this child? Yes


## Additional information

Income Support	No
Income-Based Jobseeker's Allowance	No
Income-Related Employment and Support Allowance	No
Support under Part IV of the Immigration and Asylum Act 1999	No
The guaranteed element of Pension Credit	No
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)	No
Working Tax Credit run-on, paid for four weeks after you stop qualifying for Working Tax Credits	No
Universal Credit with annual take home earnings below £7,400 (which equals £245.51 per month) benefits not included	No

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Continue

Tick the declaration:





North Somerset  
COUNCIL


Citizen Portal

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You will get your result on screen:



# Citizen Portal

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 Free School Meals

✔Step 1

✔Step 2

✔Step 3

✔Step 4

✔Step 5

▼Step 6

## Eligibility result

**Not eligible to claim free school meals.** However, if you are certain you should be eligible and have evidence to support this, please email your evidence to [FSM@n-somerset.gov.uk](mailto:FSM@n-somerset.gov.uk), including your free school meals application number in the subject line.

The details entered to run a check have not been successful. If you think you are entitled, please check your Surname, DOB and NI Number, update this information where appropriate and re-run the check

Your application reference number  
**Maisie Test : FSM802-2507-NWYT77F8**

Your application reference number will help us if you need to contact us

Finish

You will also get an email to check the system:

Free School Meals - Application Submitted - Not Eligible Maisie

EA

eduadmissions.online@n-somerset.gov.uk  
To: FSM

↩ Reply

↩ Reply All

➡ Forward




...

Wed 23/07/2025 07:40

Hello, You have received a new message on the Citizen's Portal. This is the system for School Places and Free School Meals. Please ensure you log on to the Citizen's Portal to view the message and take any actions required. Kind Regards, North Somerset Council - School Admissions Team & Free School Meals Team

When checking the system, go to Home, and to messages:



Citizen Portal


[Home](#) [Applications](#)


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Please click on the relevant button below for the type of application you are making. There are occasions when the system needs to back-up when it might not be available, this usually happens between 20:00 and 20:30.


  
Free school meals

  
School places

  
Messages 1

  
My family


You can see all past messages:




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 Messages

Subject	Received
 <a href="#">Free School Meals - Application Submitted - Not Eligible Maisie</a>	23-Jul-2025 07:40

Click on the message to read it:

 Messages

Message detail

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Delete

Free School Meals - Application Submitted - Not Eligible Maisie

23/07/2025 07:40

Dear applicant, your application was assessed and you are not entitled to Free School Meals.

We automatically do a transitional protection check within 5 working days of this email. If your child is covered by transitional protection and you have not heard from us within 5 working days, please email [FSM@n-somerset.gov.uk](mailto:fsm@n-somerset.gov.uk) with your evidence.

The criteria for Free School Meals can be found here:  
<https://n-somerset.gov.uk/my-services/schools-learning/local-schools/free-school-meals>

**If you believe you do meet the criteria, please check the details submitted on your application.**

To check your details please see below:

- Name details in 'My account'
- Date of Birth, FSM application page
- NI or NASS, FSM Application page

Regards,  
FSM Team  
[fsm@n-somerset.gov.uk](mailto:fsm@n-somerset.gov.uk)

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Delete

If you get an entitled result, schools will be informed via the weekly free school meals report.