

Free School Meals Administration



Service Level Agreement 2019/20

Introduction from Service Lead

Please note: The Free School Meals Administration offer for 2019/20 has not had any significant changes to the previous year.

Dear Headteacher, Chair of Governors and School Business Manager

Welcome to the Service Schedule for Free School Meals Administration, which contains all of the information you will need about our service.

We look forward to working with you.

Phil Wilson

Service Delivery Manager, Business Support

Description of our service

The Education Improvement Service provides a comprehensive administrative support service to schools in respect of the processing and checking of free school meal applications. This includes utilising the National Free School Meals Eligibility Checking Service, a web portal that schools do not have access to.

Individual responsibilities of our staff

Roles	Responsibilities
Service Delivery Manager, Business Support	Management of the traded service detailed in this schedule.

Our obligations and requirements

What we will do for you:

Ref.	
P1	Support parents in applying for free school meals by telephone, online via the Shropshire Council website or by hard copy application form.
P2	Provide all the relevant forms relating to free school meal eligibility together with support and advice on eligibility for parents and schools.
P3	Process all applications received and check eligibility against the legal requirements.
P4	Communicate with parents including distributing award letters, proof of benefit requests and cancellation letters.
P5	Provide schools with details on the number of entitled children, including: transfer lists at the start of each academic year, complete lists at the beginning of each term and changes lists on a weekly basis.
P6	Provide a comprehensive support service that allows for immediate responses to eligibility queries via the local authority's access of the National Free School Meals Eligibility Checking Service (noting schools do not have access to this web portal).
P7	On a monthly basis check existing free school meals eligibility on behalf of schools. Any parents who are no longer entitled are written to and given a 3 week window in which to submit evidence for being retained on the free school meal register.
P8	Secure storage in line with the Shropshire Council Corporate Retention Schedule - 6 years from the date the claim is made - of all proof of benefit requests.

What we require from you...

Ref.		Date required (if applicable)
C1	Signpost parents to the comprehensive service rather than having to manage and process the applications in the school.	

C2	Forward any free school meals eligibility applications received in the school at the earliest opportunity.	
C3	Cross-reference the transfer lists and changes lists received from the service to the school's own management information system and update the records accordingly.	
C4	Notify the service at the earliest opportunity to any known change in eligibility so that the records of both parties are consistent and up-to-date.	

Days/times during which services are to be available

Agreed days as per delivery schedule	Service operating hours Monday to Friday 08:45 – 17:00
--------------------------------------	---

Charging and enquiries

For details on the various packages available for this service, including pay-as-you use options, or if you have any queries or issues regarding your service arrangements please contact us on the below contact details.

Contact information

For more information	
Contact name	Brydie Lawless
Role	Free School Meals Administrator
Telephone	01743 254567
Email	brydie.lawless@shropshire.gov.uk