



PPCS – Online Form – FAQ's

In September 2025, EBIU launched the PPCS website, which can be added to your school website. The website is used to collect parent / pupil information so that they can be checked for entitlement to a free school meal.

This document has been created to support with questions that we have received from schools. We hope that you find them useful, but if you have any further questions, please contact us via EBIUCheckingService@wigan.gov.uk or call our helpdesk on 01942 486228.

Question	Answer
I wasn't aware there was a new online form. Please can this link be sent over to us?	The link for the online form is Apply for free school meals Instructions – Wigan Council
How do I share the link with parents?	We would recommend that you add the link to your school's website and then send communication to parents to make them aware of it.
Why are you making the changes? We prefer the previous process.	The revised system is intended to remove some of the admin workload for school staff. We appreciate that some parents will need help to complete the form, but the majority should be able to use it - this will reduce the manual entry for schools of copying these from a paper form.
If a child is already eligible, do we need to check them again using the new form?	No – any pupil who is already identified as eligible should continue to be marked in your schools MIS as eligible until transitional protection ends later this year.
Will school receive a notification when a parent completes the form?	Once a check is completed, schools will be notified via email that a new file has been added to Perspective. The file will show the outcomes in the same way that you receive them now.
Do parents get told what the outcome is?	No – currently the system does not feedback directly to parents. School will need to continue to notify parents of an outcome that you have received.

Is the online form just for new checks?	Yes – any pupil who is already identified as eligible should not be rechecked.
With Transitional Protection ending, will this affect the checking process?	EBIU will be in touch later this academic year to make you aware of the process for rechecking pupils once Transitional Protection ends.
Some parents do not have access to the internet or are lacking technical skills. How can they apply?	School can support parents with this. We would recommend that you either complete the online form with parents or ask parents to complete the form on paper and then school can add the information to the online form.
We are concerned that school will miss out on valuable funding and children will miss out on a free school meal if parents don't apply.	School can continue to ask parents for the required information and can submit this on their behalf if needed.
Do you still do the monthly checks on our behalf?	Yes – we will keep a record of any pupils who we have checked that have not been recorded as Eligible. This will continue to take place at the end of each month, and any eligible results will be returned to you.
For the new Reception Intake, will school's no longer do a full class check to EBIU like previously to help determine any Pupil Premium children?	All pupils can still be checked. If parents are able to do this they can apply directly, alternatively school can enter information provided by parents onto the online form.
I am unsure of where to view the results once parents have submitted the request.	The results file will be uploaded to Perspective in the same way as it currently is. School will receive an email to let them know that a new file has been added.
It makes more work for school office staff as the parents are not very good at completing the form. I would much prefer the previous way.	We wouldn't envisage that this would create additional work for school staff. If parents return a written form, school staff are still required to enter it into the template. The new system requires you enter that information into a different place. If some parents are able to complete the form, this would reduce the number of returns that school would need to manually enter.
Whilst I would agree that the online form is a better system because it's faster, I'm concerned that we, as a school, will lose some control over the process.	School can continue to keep a record of who has been checked as this is returned to you whenever a new check has been received.
At the moment I receive notifications from EBIU and also from the Benefit office, will this new system put both of these together?	The EBIU list and Benefits list will continue to be separate in the short term. However, there are plans to streamline

	<p>this so that all Eligible pupils will be returned via one list. We currently don't have a timeframe for this but will send out communication to schools when we have it.</p>
<p>What if parents enter incorrect information onto the form?</p>	<p>When results are shared with schools, we ask you to review them and inform us of any anomalies. For example, we have had incorrect date of births, double barrelled surnames, hyphenated forenames etc. Please inform us of any changes as this helps us to match the information back into our database.</p> <p>We also ask that schools check the UPN as this is matched through an internal process not via information from parents. If you would like to inform us of any changes you can either return these to us via Perspective or send them via email to EBIUCheckingService@wigan.gov.uk.</p>
<p>We typically provide the current form to every new Reception parent and receive nearly all of them back - I wonder how many of those same parents would bother to check online.</p>	<p>If schools have tablet devices or laptops these could be set up when schools have induction sessions or parent's evenings etc.</p>