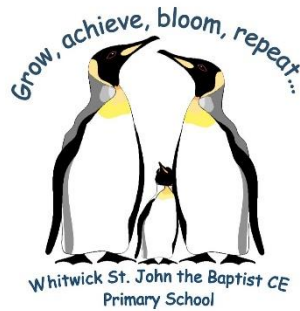


Whitwick St. John the Baptist C.E. Primary School



Debt Recovery Policy

Agreed: 30th March 2023

Signed (Chair): _____ Date: _____

Introduction

The Governing Body of Whitwick St John the Baptist CE Primary School has a responsibility to ensure that appropriate procedures are in place to enable the school to receive all income to which it is entitled. Any money owed to school has an impact on the budget and may affect the resources we can provide to all children.

The school will take all reasonable steps to collect debts as part of its management of public funds. Collecting payments from parents/carers is a sensitive area and we will deal with the issues of debt collection in a sensitive and confidential matter.

Dinners and Toast

We recommend that dinners and toast are booked via parent pay on a Monday morning for the school week. Payment should be made at the time of booking, to ensure that no debt is accrued. If a parent/carer fails to make payment, then the debt recovery process (please see below) will begin. At stage 3, the parent/carer will be advised that their child will no longer be entitled to a hot dinner and/or toast and therefore will need to send their child to school with a snack and/or packed lunch until the debt is cleared.

Debt Recovery Process - Dinners and Toast

Step 1 - End of Week 1

If an account is in arrears, a gentle reminder will be sent out via email at the end of the week

Step 2 - End of Week 2

If no payment is received and the account remains in arrears by the end of week 2, a letter will be sent out via email from the headteacher

Stage 3 - End of Week 3

If no payment is received and the account remains in arrears by the end of week 3, a phone call will be made to ensure that the parent/carer has received communication from week 1 and week 2. Following this phone call, a letter will be sent out via email from the chair of governors, informing the parent/carer that no dinners or toast will be allowed until the debt is clear

Stage 4 - End of Week 4

If no payment is received and the account remains in arrears by the end of week 4, a formal letter will be sent by the chair of governors advising the parent/carer that the debt has been passed to the County Council legal department

Any Parent or Carer that finds themselves in a situation where they are struggling to make payments are encouraged to contact the headteacher.

If a payment plan to recover the debt is required, then both the parent/carer and headteacher must sign the agreement form. A copy can be found in appendix A

Rockhopper Breakfast and After School Club

Rockhopper sessions can be booked using the Rockhopper booking form which can be requested from the club manager or the school office. Once these are received, the school office will add these sessions on to parent pay. We advise all parents to log on to their parent pay accounts at the end of each week and clear any balances immediately.

At the end of each week, the school office will provide the Rockhopper manager with a list of current debts. Parents/carers will then receive a letter from the manager, requesting payment by the end of the following week. If no payment is made, a formal letter will be sent out and could result in your child's place at the club being withdrawn.

Notice of cancellations of club places **MUST** be received by 12pm the previous day, otherwise parents/carers will still be charged for the child's place. If your child is not in school due to illness, no charge will be made.

The school will accept childcare vouchers towards payment for Rockhopper fees and these will be processed by the school office at the end of each month, therefore no debt letters will be sent out until after this time.

Reporting of Outstanding Debts

The headteacher and school business manager will ensure that the level of outstanding debts is monitored on a regular basis. Suitable records will be maintained to detail individual debts and the total value of debt owed to the school in order to make a decision to report this to the budget, buildings and personnel governors committee.

Negotiation of Repayment Terms

Parent/carers are expected to clear any outstanding debt owed to the school immediately after receiving the first reminder letter. Fail to do so could result in legal action being taken. **However, if parents/carers are unable to pay, please contact the headteacher.**

Bad Debts

To write off any debt between the value of £250 - £2500, the school will require written approval from the budget, buildings and personnel committee. Debts over the value of £2500 will be referred to the full governing body.

Appendix A



Whitwick St John the Baptist CE Primary School
Payment Plan Agreement Form

Name of Child: _____ Class: _____

Name of Parent: _____

Amount of Debt Owed: £_____ For: Dinners / Toast / Rockhopper

Following our conversation regarding the above outstanding debt, please find below the agreed repayment plan in order to clear your debt:

Balance: £

<u>Date</u>	<u>Amount</u>	<u>Balance</u>	<u>Office Use:</u> <u>Date Received</u>

Repayments need to be made via your parent pay account.

Signed:

Parent: _____ Print Name: _____

Date: _____

Headteacher: _____ Print Name: _____

Date: _____