

## **DEBT RECOVERY PROCEDURE**

This procedure currently includes but is not limited to contributions for School Dinners, Breakfast Club, Extended Day and Activity Clubs, which are the non-voluntary payments that the school presently collects. Where appropriate, this debt collection model may be used for any other monies the school wishes to collect in the future.

Within this procedure, the use of the term “parent” shall relate equally to parents, guardians and/or carers.

In individual cases of hardship, the Headteacher may, at their discretion, agree a repayment plan with parents in order to recover a debt. In the event that the agreed repayment plan is not adhered to, the conditions laid out in the remainder of this procedure will apply.

### **SCHOOL LUNCHES:**

At the beginning of each term parents should, where possible, add money onto their ParentPay account to cover the cost of their child’s school meal. Parents should regularly check their ParentPay account and make regular payments for school lunches, to ensure a build up of outstanding payments does not occur. St George’s is a cash free school and payment is expected to be made via the school online payment system, ParentPay. If this is not possible, please speak to the school office.

The following procedure will be followed:-

- 1) If outstanding balances reach over £10 a reminder will be sent to parents
- 2) If payment or response from parent/carer has not been received, they will be contacted and asked to meet with the Headteacher or Head of School/Deputy Headteacher, in order to work towards a payment plan.
- 3) If the payment plan is not adhered to, parent/carers will be called to another meeting with the Headteacher or Head of School/Deputy Headteacher to discuss what further action can be taken.
- 4) If the debt is still outstanding at the end of term, Governors will be informed.
- 5) If the debt is outstanding once a pupil leaves the school the Governors may instruct the Headteacher to pursue the outstanding debt through the small claims court

### **BREAKFAST CLUB/EXTENDED DAY AND ACTIVITY CLUBS:**

- 1) If there are any outstanding payments for breakfast club, extended day and activity clubs no further bookings will be allowed, until the debt is paid.
- 2) If you require a one off booking (in exceptional circumstances) at breakfast club or extended day, the payment will be added to your ParentPay account and must be paid straight away after the date of the booking. If you have an outstanding payment, we will not allow any further bookings into breakfast club or extended day.
- 3) If you book into an activity club for the term, via the school (only in exceptional circumstances), the payment will be added to your ParentPay account and must be paid straight away. If the payment is not made within 2 weeks, we may ask that your child no longer attends the activity.
- 4) If payment is not received the same procedure for school lunches will be applied.

### **DEBT WRITE OFF:**

Where debts are required to be written off, after every effort has been made by the Headteacher and Governors to recoup the monies;

- a. The Full Governing Board will approve up to £1,000
- b. Approval to write off debts over £1,000 is required in writing from the Schools Financial Services.

### **APPENDICES:**

- A. Reminder Letter School Meals
- B. Meeting with Headteacher or Head of School/Deputy Headteacher Letter
- C. Further Meeting with Headteacher or Head of School/Deputy Headteacher Letter and Governors may be informed

Dear

**REF: OUTSTANDING PAYMENTS FOR ???**

I am writing to remind you that our records show, you have an outstanding balance on your child's (DINNER MONEY/BREAKFAST CLUB/EXTENDED DAY/ACTIVITY CLUB) account. In order for your child to continue to receive (SCHOOL DINNERS/BREAKFAST CLUB/EXTENDED DAY/ACTIVITY CLUB) provision it is important to keep your account in credit.

Our records show that for your account for (NAME), at (DATE), your outstanding balance is (INSERT AMOUNT).

Please arrange for this to be paid immediately by using your online ParentPay account. You can use the login previously provided, please visit [www.parentpay.com](http://www.parentpay.com). If you are having issues with this or have forgotten log on details please contact me as soon as possible.

You can check your account balance at anytime by logging into your ParentPay account. If payment is not received, we will follow our debt recovery procedures (see attached).

Non-payment for (SCHOOL MEALS/ACTIVITIES) affects the quality of service we are able to offer to the children, therefore, we need to ensure that all accounts are up to date. Once the debt is cleared please ensure the account remains in credit.

If you have any queries regarding these arrears or if you have difficulty making payment please contact me to discuss this further.

Yours sincerely

Mrs Bishop  
Primary Receptionist

Dear

**REF: OUTSTANDING PAYMENTS FOR**

Further to our letter of (INSERT DATE) our records show that you still have (DINNER MONEY/BREAKFAST CLUB/EXTENDED DAY/ACTIVITY CLUB) payments outstanding to the value of (INSERT AMOUNT). The last payment we received from you was (INSERT DATE).

I am writing today to ask you to come to see me so we can discuss this debt and arrange a payment plan, please phone the office to set a date for this meeting. Alternatively, you can log onto your ParentPay account and make the outstanding payment.

You have two ways to pay the outstanding amount:

1. Online payment via ParentPay. Please visit [www.parentpay.com](http://www.parentpay.com) and login using your username and password. If you have forgotten these details or not created an account, please contact the school.
2. In cash via the school office

If you have any queries regarding these arrears, please contact Mrs Bishop at the school immediately to discuss further.

Yours sincerely

Mrs Wreford  
Head of School

Dear

**REF: SCHOOL MEALS/BREAKFAST CLUB/EXTENDED DAY/ACTIVITY CLUB PAYMENT FOR**

I am writing to you again about your school meal account for (INSERT CHILD'S NAME). To date your debt is (INSERT AMOUNT). When we met on (INSERT DATE) you agreed to pay (INSERT AMOUNT) but unfortunately this payment plan has not been adhered to.

I am therefore asking that you make an appointment to see me as soon as possible so we can discuss a way forward to ensure that (INSERT CHILD'S NAME) (SCHOOL DINNER/BREAKFAST CLUB/EXTENDED DAY/ACTIVITY CLUB) are paid for each week. Please phone the office to arrange a suitable time.

It is essential that you start paying immediately or the Governors may be forced to put this debt into the hands of the small claims court.

I look forward to meeting with you to resolve this issue.

Yours sincerely

Mrs Wreford  
Head of School