



“Start children off on the way they should go, and even when they are old they will not turn from it.”

Proverbs 22:6

DEBT RECOVERY POLICY

Adopted	Autumn Term 2024
Committee	Resources
Review Date	Autumn Term 2025

We are a Christian school where quality and opportunities make a difference. We value all children as unique ‘Children of God’ and nurture each other to show LOVE in our relationships and a RESPECT for all. We foster HOPE within our community and encourage children to find PEACE by creating times and places for stillness and reflection. We strive for excellence, inspiring dreams both now and in the future. We promote POSITIVITY, celebrate COURAGE, demonstrate RESPONSIBILITY and share JOY through...

‘Learning, loving, laughing in the light of Jesus’.

Introduction

The school's Governing Body has a responsibility to ensure that appropriate procedures are in place to enable the school to receive all income to which it is entitled. Forsbrook Primary School will therefore take all reasonable measures to collect any monies owing to it as part of the management of public funds. Collecting money from parents or carers is a sensitive area; we deal with issues of debt collection with sensitivity and confidentiality at all times.

Aims and Objectives

The school will follow guidance from SCC debt recovery team, SCC Debt Recovery Policy, Financial Regulations and Procurement Regulations for Schools with regard for the following aims:

- To make sure there are sound and proper financial procedures in school for dealing with the school's finances;
- To ensure that proper controls are in place.
- To provide a clear framework for managing school finances.
- To protect the school governors, head teacher and school employees.

Procedures

Our school uses ParentPay for parents to pay for services.

If debts are outstanding after 21 days, the following procedure will be followed:

The following procedure will be employed for all outstanding debts (of 21 days or longer):

- A gentle reminder (telephone, text or one to one);
- After 14 days, a second reminder (telephone, text or one to one);
- After 7 days, telephone call to explain that the debt is being referred to SCC;
- Formal invoice issued and sent out
- All Outstanding debts will be reported to Resources Committee termly.

As school uses the Capita MyFinance System for invoices and payment, the County Council Income Team will carry out standard debt recovery procedures on behalf of the school.

Negotiation of repayment terms in certain circumstances if people are unable to pay:

Prior to a formal invoice being issued, the debtor may seek a repayment schedule directly with the school.

The School may reduce a debt in certain circumstances. A sensitive approach to debt recovery will be carried out. This will be approved by the FGB.

Debtors are expected to settle the amount owed by a single payment as soon as possible after receiving the first 'overdue payment' reminder. If a debtor requests for 'repayment terms' these may be negotiated at the discretion of the Head Teacher.

A record of all such agreements entered into will be retained. In all cases, a letter will be issued to the debtor confirming the agreed terms for repayment.

The settlement period should be the shortest that is judged reasonable.

The Head teacher or Resources Committee will decide whether any debtor who has been granted extended settlement terms will not be offered any further 'credit' and will, in future, be required to pay in advance.

This decision and its basis will be recorded and reported to the Resources Committee and then to the FGB.

Costs of debt recovery

Where the school incurs material additional costs in recovering a debt then the Head teacher/ Resources Committee will decide whether to seek to recover such costs from the debtor.

The debtor will be formally advised in writing that they will be required to pay the additional costs incurred by the school in recovering the debt.

This decision and its basis will be recorded and reported to the Resources Committee [and then reported to the FGB.](#)

Dinner Money

Payment for school meals must be made in advance. This would normally be the Friday of the week prior to the week in which meals will be taken as parent pay can take up to 48 hours to show credit on your account. However, parents can pay termly or half termly in advance using the parent pay system; this can be accessed on line or can be credited in your local pay point store. Codes are available from the school office.

Parents are able to deposit any amount onto your parent pay account which will be deducted on a daily basis if your child has a school dinner, alternatively parents may want to pay in advance for a week or for the half-term or term. Where the child is absent there will be no charge to your account.

This debt management policy in respect of dinner monies includes the refusal to provide a school meal when the parent has not paid in advance. Parents will be contacted by telephone and asked to provide their child with a packed lunch until sufficient funds have been cleared on your parent pay account.

At each meeting of the Resources Committee, the Headteacher is required to inform the Governors of any outstanding dinner money debt.

Forsbrook Nursery / Out of School Club

Forsbrook Nursery & OOSC will follow the school debt policy and procedures. The Nursery Lead will inform the school Admin Officer of any debt outstanding after 21 days so that the same procedures can be followed

Updated & Agreed FGB 18th March 2025

Instead of

A separate policy for non-payment of or outstanding fees has been written and is included in the Forsbrook Nursery Policy Manual.