



Debt Management Policy

Code: S7

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Date of next review: Summer 2027

Agreed by Whitchurch Primary School Governing Body	Name
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Version	Date	Updates
1	May 2018	Policy
2	May 2020	Updated governor information, roles and responsibilities,
3	June 2022	Removed data protection statement, Right Respecting Schools. Included voluntary donations, optional service, formal reminders process, how debt is passed on.
4	July 2025	Removed references to charges levied for school meals Removed references to in-house wraparound provision

Introduction

This policy has been created to ensure the appropriate procedures are in place to deal with debts and the recovery of assets. It encompasses all debts owed to the School, Whitchurch Primary School & Nursery, including but not limited to, payment for goods, services, school trips and school meal payments. The Governing Body has a duty to ensure the School receives all funds due so that neither the School nor its stakeholders are disadvantaged.

This policy has been written in recognition of the difficulties we face in balancing the social welfare of pupils in our care with the responsibility of managing the School Budget. The Debt Management policy aims to reduce the risks of parents/carers incurring large debts that they may struggle to pay at a future date and to help identify any financial hardships facing our families so that we can make appropriate interventions to support them. This policy will also help us to minimise the amount of staff time taken to chase outstanding payments. The consistent and fair approach identified in this policy will help parents and carers to understand the School's procedure and what is expected of them. Any debt incurred by the school, whether small or large, has to be reimbursed from the school budget. This limits spending in other areas to the detriment of the school's educational provision in the long term.

The School's preferred method of payments is via ParentPay. The School does not accept cash payments for items unless agreed in advance.

This policy should be read in conjunction with the School's Charging & Remissions policy.

Key Information

All services provided, including hot meals, music tuition and residential trips **MUST** be paid for in advance. The School will request a voluntary donation towards educational enrichment (curricular) trips.

This policy will be reviewed biannually by the Governing Body of Whitchurch Primary School & Nursery.

Pupil Premium Grant: Pupils entitled to Pupil Premium Grant will receive a 50% reduction in the fee for instrumental lessons, residential and day trips.

Free School Meals entitlement

You do not have to pay for school lunches if you are in receipt of the following, as indicated in the DfE Free School Meals guidance, April 2018:

- Universal Credit (provided you have an annual net earned income of no more than £7400 as assessed by earnings from up to three of your most recent assessment periods) - Income Support
- Income-based Job Seeker's Allowance
- Income-related Employment and Support Allowance
- Support under Part VI of the Immigration and Asylum Act 1999
- The guarantee element of Pension Credit
- Child Tax Credit (provided you are not also entitled to Working Tax Credit and have an annual income of no more than £16,190)
- Working Tax Credit run-on – paid for four weeks after you stop qualifying for Working Tax Credit

You can check your eligibility for Free School Meals for your child/children online at <https://pps.lgfl.org.uk/>

Please note that Free School Meals eligibility is only valid once parents have received confirmation of your child's entitlement. Parents will be required to pay for meals until confirmation has been received.

Universal Infant Free School Meals

Pupils in Reception, Year 1 and Year 2 are entitled to receive a Universal Infant Free School Meal under a government grant.

Once pupils reach Year 3, parents will be required to pay for school meals unless they meet the Free School Meal criteria as outlined on page 3 of this Policy.

Additional/optional extras;

Activities listed below are considered additional and optional extra services which can be purchased via the school. All of the additional/optional extra activities must be paid for in advance. If a debt is accrued in school meals the school reserves the right to remove access to the any or all of the optional extra activities listed below (debt is considered transferable)

- Instrumental music lessons
- LAMDA lessons
- Childcare (Early Birds/Night Owls)
- Residential trips

Instrumental Music Lessons

Peripatetic Music Tuition is an optional extra-curricular activity that parents choose for their child to participate in. As such, parents are required to pay for their child's music tuition a term in advance of the lessons commencing. Where payment is not made, pupils will not continue to have access to the lessons. Parents will be sent a reminder before the debt is passed to Harrow Council. After four weeks of lessons, where a child continues to learn from one academic year to the next, and payment is not received, parents will be informed in writing that their child's lessons will cease forthwith.

LAMDA (Drama) lessons

Peripatetic LAMDA Tuition is an optional extra-curricular activity that parents choose for their child to participate in. Parents are required to pay for their child's LAMDA tuition a term in advance of the lessons commencing. Where payment is not made, pupils will not continue to have access to the lessons. Parents will be sent a reminder before the debt is passed to Harrow Council. After four weeks of lessons, where a child continues to learn from one academic year to the next, and payment is not received, parents will be informed in writing that their child's lessons will cease forthwith.

Residential Trips

All residential trips are payable in advance.

Trips/Activities

Where optional activities take place, and parents choose to send their children on them, for example, residential trips/extended day trips, they are expected to pay in full for the trip in advance of the trip taking place.

Offsetting of Income

If a parent owes money to the school, but is in credit with another activity, for example the parent has paid for a trip which is subsequently cancelled, the school has the right to offset some/or all of the credit towards settlement of the debt before issuing any refunds to the parent.

Similarly, if a parent is in debt for an activity, i.e. music tuition or a residential trip, but then pays for an alternative item, such as another school trip, the School reserves the right to offset the income to the previous debt.

Year 6/Mid-year Leavers

Where debts occur at the end of the Summer term, and remain unpaid when the child leaves the School, the School will pass the debt to younger siblings if they are still on roll at the School.

Debts which remain if a child leaves the school will be pursued via email/letter and passed to Harrow Council Legal team to pursue.

Payments

All payments for chargeable services should be made in advance using the ParentPay online system or at a shop displaying the Pay Point logo.

Parents can choose how frequently they make payments to their ParentPay accounts. This could be weekly, monthly or termly. Please be aware there is a processing cost associated with every payment.

If you have any difficulty accessing the ParentPay system please contact the School Office immediately. Parents are able to set up a payment plan to bring the arrears up-to-date.

Payment Plan

When payments agreed in the Payment Plan (sufficient enough to cover the ongoing costs and pay off past debts) are made on time, the service provision will continue. If regular payments are not made, the plan will be withdrawn.

Other ParentPay User Services

To help with parental debt, ParentPay has a low balance warning system which can be set up by each parent according to their own needs.

When the balance on a particular payment item for a particular child reaches a pre-set level (set by the parent), ParentPay can automatically send an email to the parent's nominated email address advising them of the low balance.

Debt Recovery

The Headteacher will ensure that the level of outstanding debt is regularly monitored. Where payment for services is not received in advance and arrears accumulate, the following procedures will apply:

1. Informal reminder – Parents will be informally reminded in person/by email/SchoolSpider/letter home that monies are owed
2. First formal warning – The first formal reminder letter/email will be sent after the due date of the payment. We appreciate that from time to time, financial difficulties do arise. If this is the case please let the school know as soon as possible so that we can see if there are any ways in which we might be able to help, or refer you to somewhere that can.
3. Second formal warning – If a payment plan is not agreed and debt is still outstanding one week after a first formal reminder, the School will invite you to have a meeting with the School Business Manager to discuss the reason for non-payment.
4. Third formal reminder – If the debt is still outstanding one day after the meeting, a letter will be sent to the parent advising them that the School will no longer provide the service.
5. Final formal reminder letter - If there is no response to the third reminder letter the parent will be invited to meet a member of the Governing Body to discuss how the debt will be settled. Failure to respond to this letter and/or failure to attend this meeting will result in the school passing the debt to an external debt collection agency. Parents may be advised that they will be required to pay in advance for all future supplies and services or the supply will no longer be available to them. This decision and its basis will be recorded and reported to the Resources Committee and/or Governing Body.

If a mutual agreement cannot be reached or if any agreed repayment is missed then the debt will be transferred directly to an external debt collector.

Legal action

Please note that the Headteacher and Governing Body reserves the right to take legal action to recover debts.

Waiving of Debts

The waiving of debts is at the discretion of the Headteacher and the Governing Body. A debt may be waived when it is believed the family is experiencing serious financial hardship. Please contact the School if you feel this applies to you.