



# Debtor Policy

<b>Approved by:</b>	Finance and Premises Committee	<b>Date:</b> May 2025
<b>Last reviewed on:</b>	May 2025	
<b>Next review due by:</b>	May 2028	
<b>Reviewed by:</b>	Lisa Hillman (Headteacher)	

This policy has been written to enable the school to adopt a consistent approach to debt, and also to help parents to clearly understand what is expected of them.

Any money owed to school has an impact on the budget and may affect the resources we can provide to all children. We hope that parents understand this and will make every effort to avoid owing money to the school.

School will take all reasonable measures to collect debts as part of our management of public funds. A debt will be written off or passed onto an external debt collection agency only after all reasonable measures (proportionate with the size and nature of the debt) have been taken to recover it.

The school's debt recovery policy will observe the relevant financial regulations and any other legal requirements.

If there are financial difficulties in paying a debt, please contact the Finance Officer, Hannah Bircher, where a repayment plan can be arranged.

Where an account remains in debt at the end of Term 6 for Year 6 Leavers, where possible the debt will transfer to a younger sibling at the school, however where this is not possible the school reserves the right to recover the debt.

### **Breakfast & After-School Club**

Unless paying by voucher, Breakfast Club and After-School Club **must** be paid for at the time of booking, in accordance with the terms and conditions of attendance at these clubs. Payments should be made online using Parent Pay. Once a booking form has been completed, the school administrator will log the appropriate fee on the school parent pay system.

If the sessions are not paid for in advance, we reserve the right to remove the children from the Breakfast and After School Club register. If any outstanding balance is not paid for in full by the end of each term, then pupils will not be permitted to attend breakfast and after-school club provision in the following term.

Where childcare vouchers are used for breakfast and after-school club, please advise school when these have been applied for and where possible, send details of the payment to [finance@slimbridge.gloucs.sch.uk](mailto:finance@slimbridge.gloucs.sch.uk)

All account arrears will be monitored on a weekly basis and initial contact will be made via our text messaging service. However, there are a number of methods of communication that will be used:

**Level 1** - Child's account goes into debt.

**Action:** Send a debt reminder text from the school administrator.

**Level 2** - Child's account remains in debt.

**Action:** Send a second debt reminder text from the finance officer.

**Level 3** - School have not received a response to debt reminders and the pupil's account remains in debt.

**Action:** Phone call made by school administrator. Send a 'Student statement' home detailing the sessions the debt relates to.

**Level 4** - School have not received a response to the debt reminders and the 'student statement'.

**Action:** Send a text asking parents to contact the finance officer regarding the debt and advising that failure to do so will result in the clubs being unavailable.

**Level 5** - School have not received a response to all previous correspondence

**Action:** Telephone call made by the finance officer followed by a letter if no further payment made within 7 days.

**Level 6** - School have not received payment of arrears, despite finance officer making contact.

**Action:** Phone call from the headteacher to arrange a payment plan. Send a text advising that the child(ren) have been removed from the club registers and send a letter home requesting the parent contacts the headteacher to discuss.

Level 7 – Letter sent by headteacher.

### **School Meals and trips**

If any parent believes that their child is entitled to a Free School Meal, please contact the office for more details. We will help you all we can with the application.

School Dinners and trips such as residential experiences, need to be paid for in advance. Payments should be made online using Parent Pay.

All account arrears will be monitored on a weekly basis and initial contact will be made via our text messaging service. However, there are a number of methods of communication that will be used:

**Level 1**- Payment not received

**Action:** Send a debt reminder text from the school administrator

**Level 2** - Child's account remains in debt

**Action:** Send a second debt reminder text from the finance officer

**Level 3** - School have not received a response to debt reminders and the pupil's account remains in debt

**Action:** Phone call made by administrator. Send a 'Student statement' home detailing the meals taken.

**Level 4** - School have not received a response to the debt reminders and the 'student statement'

**Action:** Send a text asking the parents to contact the finance officer regarding the debt.

**Level 5** - School have not received a response to all previous correspondence

**Action:** Telephone call made by the finance officer, followed by a letter if no further payment made within 7 days.

**Level 6** - School have not received payment of arrears, despite finance officer making contact.

**Action:** Phone call from the headteacher to arrange a payment plan. Send a text advising that the child(ren) have been removed from the club registers and send a letter home requesting the parent contacts the headteacher to discuss.

Level 7 – Letter sent by headteacher.

Initial parental debt letter

*Use this letter if parents who are in debt don't make payments after an initial conversation and agreement has been reached.*



Slimbridge Primary School  
St. John's Road  
Slimbridge  
GL2 7DD  
Telephone: 01453 890216  
Headteacher: Mrs Lisa Hillman

[www.slimbridgeprimaryschool.org.uk](http://www.slimbridgeprimaryschool.org.uk)  
[head@slimbridge.gloucs.sch.uk](mailto:head@slimbridge.gloucs.sch.uk)

Dear \_\_\_\_\_

RE: Outstanding Debt

Several communications have already been sent, via a number of different methods, in an attempt to resolve your After School Club debt.

Your child has been removed from the club registers, to avoid your debt increasing further.

Please contact Mrs Hillman, headteacher, to discuss this further.

Yours sincerely,

Mrs Bircher

Finance Officer

*Second parental debt letter*

*Use this letter if parents who are in debt don't make payments after an initial letter and agreement has not been reached.*



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18th December 2023

Dear \_\_\_\_\_

Following the text messages sent on the 5th and 12th December, and the letter dated \_\_\_\_\_ from the Finance Officer, I am writing to remind you of the outstanding amount of \_\_\_\_\_ owed to the school for Breakfast and After School Club provision for your child.

This letter has been sent as we have not yet received payment from you towards reducing this debt. On the \_\_\_\_\_ your account was \_\_\_\_\_ in debit and since this date we have received two payments of \_\_\_\_\_ respectively. We have noticed that no payments have been received since the \_\_\_\_\_.

You can pay the debit in full using ParentPay or alternatively we can set up a weekly or monthly payment plan to pay the debt off in instalments. To do this, please contact the school office.

If this debit is not resolved in terms of a payment plan or full outstanding balance recovered by the \_\_\_\_\_, your child's place at Breakfast and After School Club will not be available as of the \_\_\_\_\_ and we may instruct debt recovery procedures.

Our school budget is intended to support children's learning, and we cannot use it to cover debt owed to the school.

Thank you for your help and understanding. Please don't hesitate to contact me if you have any questions or difficulties complying with this letter.

Yours sincerely,  
Mrs Lisa Hillman