



FLASH LEY COMMUNITY PRIMARY SCHOOL AND NURSERY

DEBT RECOVERY POLICY

Approved by Resources and Policy Committee: 22nd October 2025

Signed by Chair of Governors:

To be reviewed: September 2026

Flash Ley Primary School has adapted the 'model' Debt Recovery Policy developed by Staffordshire County Council.

Introduction

The school's Governing Board has a responsibility to ensure that appropriate procedures are in place to enable the school to receive all income to which it is entitled. Flash Ley 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

At Flash Ley Primary School, we comply with all Staffordshire requirements for Financial Regulations for Schools (July 2025) 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, headteacher and school employees.

Procedures

As school uses the My Finance System for invoices and payment, the County Council Income Team will carry out standard debt recovery procedures on behalf of the school. The following procedure will be employed for all outstanding debts (of 14 days or longer):

- A gentle reminder (telephone, text or one to one);
- A formal letter (by pupil mail, e-mail or post)
- A second formal letter (Recorded post)
- A third letter informing the debtor that the debt has been passed to the County Council Income Team.

Dinner Money

Payment for school meals should be paid in advance through Parent Pay and parents or carers are notified well in advance of the cost.

At Flash Ley Primary School, parents are encouraged to pay weekly.

Parents/carers will be reminded when payment has not been received up to £2.40 as follows:

Day 1. Reminder text message

Day 2. Personalised text and Parent Pay reminder letter

Day 3. Phone call to request payment and inform parent/carer the provision of paid school meals is being withdrawn therefore, a packed lunch must be provided until the debt is cleared and account is in credit

If the debt is not cleared the parent will be invited to a meeting with the School Business Manager before County referral.

Every effort will be made by school to make personal contact to ascertain whether financial difficulties are present and then advise accordingly. All reminders (copies of letters, record of verbal reminders) will be kept on file.

Extended Provision: 0-4year old's, breakfast, after school club and holiday club

Invoices are sent at the beginning of each month for the month ahead.

Parents/carers will be reminded when payment has not been received after one week:

Day 1. Reminder email

Day 2. Personalised text and reminder email

Day 3. Phone call to request payment and inform parent/carer the provision of the extended provision being withdrawn until the debt is cleared and account is in credit
If the debt is not cleared the parent will be invited to a meeting with the School Business Manager before County referral.

Outdoor Education

Children in KS2 have the option to attend an outdoor education centre annually. Parents/carers are notified of the cost in advance and are given the opportunity to pay in instalments should they wish. Payment must be made in full before the departure date. Payment should be made through Parent Pay. Parent

Parents/carers will be reminded when payment has not been received after one month:

Day 1. Reminder email

Day 2. Personalised text and reminder email

Day 3. Phone call to request payment and inform parent/carer the provision of the extended provision being withdrawn until the debt is cleared and account is in credit
If the debt is not cleared the parent will be invited to a meeting with the School Business Manager before County referral.

Lettings for Alternative Provision

Contracts for lettings of the school premises will be drawn up as necessary between the school and the applicant. Charges will reflect the school's costs for utilities and a proportion of the building's Service Level Agreements with Entrust.

Implementation, Monitoring and Review

Day to day implementation of the procedures is carried out by the School Business Manager. The School Business Manager will present a report to the Governors of any outstanding debts and explain the procedures followed to date.