

## St Aidan's Primary School Debt Collection Procedures

It is important that the school has a clear procedure for the collection of debt, in line with the Dinner Money Policy.

1. **Checking and Recording** – Pupil and Staff balances are checked regularly (a minimum of once per week) using appropriate reports generated within SIMS (Report, Dinner Money, Finance, Pupil/Staff Balances, Any Debt). Debt reports are printed and retained in the Debt Recovery File.  
The School Business Manager and School Administrator maintain a Debt Recovery File for all activities associated with Debt Collection.
2. **Monitoring** - On a weekly basis, one or more of the following communications is initiated by the School Administrator to query or challenge the debt; taking into consideration debt history and any special circumstances:
  - i) **Phone call**
  - ii) **Advisory Letter**
  - i) **Warning Letter**
  - ii) **Letter requesting change to Packed Lunches**

Depending on the outcome of the above, the parent will be requested to commit to one or more of the following:

  - i) **Change pupil over to packed lunch option**
  - ii) **Provide proof of free school meal entitlement**
  - iii) **Pay for school meals by an agreed short-term date**
  - iv) **Agree to and co-sign a debt payment plan (medium to long-term)**
3. **Bi-Weekly Senior Management** – The School Administrator meets with the School Business Manager at least bi-weekly to update and/or progress debt recovery processes. The Debt Recovery File is reviewed and discussed and subsequently, any one of the following may take place:
  - i) **Commitment to pay for school meals by an agreed short-term date**
  - ii) **Agreement to meet with the SBM and agree to and co-sign a debt payment plan (medium to long-term)**
  - iii) **Referral to Manchester City Council for Legal Assistance/Advice/Services**
4. **Referral to Board of Governors** – In the case of long-term debt or that of pupil/staff leavers, debt may be referred to the Finance Committee of the Board of Governors to request appropriate action. Requests must be made in writing, in the form of a report stating Year Group of Pupil, Gender, Amount of Arrears, Situation, and Action taken to date to recover debt. The names of pupils or staff members may not be shown on the report or evidence admitted.

**Debt Collection Procedures should be reviewed annually and must always be in line with any changes made to the Dinner Money Policy.**