



# Debt Recovery Procedure

Date agreed by Governing Body: January 2025

Review Date: January 2027

## Statement of Intent

Wickham Church of England Primary School is committed to taking all reasonable measures to collect debts as part of its management of public funds.

## Aims

- To ensure that the school is not financially disadvantaged by the actions of an individual or group of individuals.
- To safeguard the school's funds and specifically to ensure that no individual or group of individuals take advantage of the school causing it to be unable to recover funds that are owed to it.
- To ensure that the funds available to the school are used to the fullest advantage of all pupils.

## Administration

It is the responsibility of the Senior Admin Officer to ensure the following procedures are in place for the prompt payment of all charges raised by the school:

- All income to both the School and Community is to be banked using the normal HCC bank paying in books and recorded on SAP through REM banking
- The County SAP income and billing module should be used to raise invoices for all Community lettings, charges etc.
- The Senior Admin Officer will provide Headteacher and Governors with up-to-date outstanding debtors reports as required

## Procedures for recovery of all outstanding debts (except pre-school fees, see section below) are as follows:

- One week outstanding – polite 'overdue reminder' by text or email
- Two weeks outstanding – first 'overdue reminder' email, generated by Admin Assistant
- School Meals – Parents will be asked to provide a packed lunch until the debts are paid in full.
- Four weeks outstanding – first 'overdue reminder' letter generated by Senior Admin Assistant to be sent to debtor. List of 4-week debtors to be given to Senior Admin Officer;
- Six weeks from first reminder letter – Admin Assistant to provide detail of debtors to Senior Admin Officer. Senior Admin Officer to write and send final 'overdue reminder' letter advising of debt recovery action;

- Eight weeks outstanding – Debt Recovery initiated via Hampshire County Council, Senior Admin Officer to inform HCC;
- Copies of all reminder letters to be retained on file.

**Procedures for recovery of all outstanding pre-school fees over £10 are as follows:**

- One week outstanding – first ‘overdue reminder’ letter, generated by Admin Assistant (via Tucasi, if appropriate) to be sent to debtor. Parents will be informed that their child will not be able to attend pre-school until the arrears have been paid in full.
- Two weeks outstanding – second ‘overdue reminder’ letter generated by Senior Admin Assistant (via Tucasi, if appropriate) to be sent to debtor. Parents will be informed that their child’s parent funded hours place will be withdrawn from pre-school and offered to another family.
- Four weeks outstanding – Debt Recovery initiated via Hampshire County Council, Senior Admin Officer to inform HCC;

Debtors are expected to settle the amount owed by a single payment, as soon as possible after receiving the first ‘overdue reminder’.

If a debtor asks for ‘repayment terms’ these may be negotiated at the discretion of the Headteacher or other responsible officer.

Where the School incurs material additional costs in recovering a debt, recovery of such costs may be sought from the debtor.

At the discretion of the Headteacher, the debtor may be advised that they will be required to pay in advance for all future supplies, services, etc. or they will no longer be available to them.

Any hirer of school facilities who has unrecoverable debts to the school will be banned from future hirings.