



# **Debt Recovery Policy**

## Contents

### Statement of intent

1. Legal framework
2. Roles and responsibilities
3. Acceptable 'credit period'
4. Declaring outstanding debt levels
5. Debt recovery procedures
6. Verbal and written overdue payment reminders
7. Failure to respond
8. Negotiation of debt repayment
9. Exceptional circumstances and remissions
10. Debt recovery costs
11. Monitoring and review

## **Statement of intent**

Parkview Primary School is committed to ensuring equal opportunities for all pupils, regardless of financial circumstances, and has established policies and procedures to ensure that no child is discriminated against by our offering of school trips, activities and educational extras.

While this is the case, the school must have a policy in place to ensure the repayment and recuperation of any outstanding debts incurred by the school on behalf of a pupil. The school will take all reasonable measures to vigorously collect debts as part of its management of public funds. A debt will be written off only after all reasonable measures (commensurate with the size and nature of the debt) have been taken to recover it.

Each case is to be treated individually and the circumstances that have led to the outstanding debt will be taken into account to determine the best course of action and whether it is fair and reasonable to pursue the debt in its entirety if at all. The school is committed to adhering to legal requirements regarding charging for school food, activities and materials, and meeting all statutory guidance provided by the DfE.

## **Legal framework**

This policy will adhere to the relevant legislation and statutory guidance surrounding school payments and debt recovery, including the following:

- DfE (2018) 'Charging for school activities'
- DfE (2018) 'Schemes for financing schools'

## **Roles and responsibilities**

As a general rule, to avoid incurring debts, payments for materials and services provided by the school should be collected in advance or at the point of sale. Any person(s) involved in the monitoring, recording and pursuing of debts owed to the school manages this via the school online payment system.

The school's governing board:

- Will regularly review details of its debts and what recovery action is needed.
- Must be consulted if legal services are required for debt recovery.
- Will adhere to the privacy rights of pupils and their guardians in all cases.
- May decide to leave a case of debt recovery to the decision of the School Business Manager.

The School Business Manager will ensure:

- Debt reminders are generated electronically via the online payment system, followed by phone calls, emails, conversations or any other correspondence.
- Instances of debt are judged on an individual basis, with consideration of the nature of the debt and the circumstances of the family involved.
- The privacy of the pupil and their family will be protected by all staff.
- The level of outstanding debt owed to the school can be determined at short notice.

### **Acceptable 'credit period'**

In the case of a debt, the School Business Manager should agree upon a payment plan within which the debtor can pay the outstanding sum before debt recovery procedures are exercised. This period of time may vary, at the discretion of the Business Manager, dependent on the nature and size of the debt.

### **Declaring outstanding debt levels**

The governing board and Business Manager will review the level of outstanding debts at each financial meeting to determine whether current debt levels are acceptable and whether current methods and procedures to recover debts are effective.

Any individual cases of debt that are deemed to require intervention will then be pursued by the procedure starting from section five of this policy.

### **Debt recovery procedures**

Where there is an outstanding payment yet to be received and the acceptable payment plan has been surpassed, the debt will be passed to the Local Authority for recovery.

### **Verbal and written overdue payment reminders**

**Initial reminder** electronic correspondence via the schools online payment system notifying person of debt.

**Initial verbal reminder** – informal in-person telephone/correspondence notifying the person of debt (date and time should be recorded).

**First formal written reminder** – an official, dated letter addressed to the debtor should be written one week after the first informal reminder and should acknowledge that it took place, citing the details of previous reminders and stating that concerted efforts have been made to make the person aware that an outstanding debt is overdue. The letter should include:-

**Second formal written reminder** – an official, dated letter addressed to the debtor should be written one week after the first formal reminder and should acknowledge that it took place, citing the details of previous reminders and stating that concerted efforts have been made to make the person aware that an outstanding debt is overdue. The letter should include:-

- Notification to withdraw specific services for which the debt is owed until the debt has been cleared.
- The implementation of an agreed payment plan

### **Negotiation of debt repayment – Payment Plan**

It is expected that the debt should be repaid as soon as possible, particularly after repeated reminders; however, this can be negotiated at the discretion of the School Business Manager, particularly if the circumstances in section nine of this policy apply. If there is a case where

the debtor is deemed to be refusing to pay without sufficient reason, the school may consider involving LAs and the council's legal services to resolve the issue and recuperate owed funds.

### **Failure to respond or adhere to the agreed payment plan**

If these reminders are not responded to, another letter will be sent to the debtor advising them that the case has been passed to the school's Local Authority legal advisors for recovery. It is then for these parties to agree on a timeframe for a repayment.

### **Exceptional circumstances and remissions**

The school must ensure that guardians of pupils are aware of the help the school can extend to those in financial difficulty. Guardians who may be eligible for remissions are those in receipt of any of the following benefits:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Support under part VI of the Immigration and Asylum Act 1999
- The guaranteed element of State Pension Credit
- Child Tax Credit, provided that they are not also entitled to Working Tax Credit and have an annual gross income of no more than £16,190
- Working Tax Credit run-on – paid for four weeks after they stop qualifying for Working Tax Credit
- Universal Credit – if they apply on or after 1 April 2018, their household income must be less than £7,400 a year (after tax and not including any benefits that they receive)

In a case where there is, or it is suspected that there is, an overdue debt from a family who may qualify for remissions, details of the different types of bursary available should be sent to the debtor in question.

The governing board is not guaranteed to but may decide to waive or reduce the outstanding debt in these circumstances.

### **Debt recovery costs**

In addition to the remission allowances outlined in section nine, it may be advisable to waive or partially waive debts where it is deemed that it does not make financial sense to continue allocating time and resources to pursuing.

The governing board will review any case a debt may be waived, and come to a final decision based on the value of costs versus value of the debt.

**Date:** May 2021

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