

# **Henry Allen Nursery School**

## Debt Recovery Policy

The Debt Recovery Policy of the school should be read in conjunction with the School's Charging and Remissions Policy.

## **1. Introduction**

This policy sets out the procedures for managing and recovering debts incurred through non-payment for chargeable services, such as wraparound care and additional nursery sessions, at Henry Allen Nursery School. The school is committed to ensuring that financial procedures are fair, transparent, and consistently applied.

## **2. Scope**

This policy applies to all families who access chargeable services beyond the government-funded entitlement, including:

- Wraparound care (e.g., breakfast club, after-school care)
- Additional sessions not covered by the 15/30 hour funded entitlement
- Any other services deemed chargeable by the school

## **3. Principles**

The school is a public institution and has a duty to ensure public funds are used effectively and responsibly. Services that are not paid for place a financial burden on the school, potentially impacting the quality of provision for all children. We aim to safeguard the school's funds and to ensure action is taken when there are instances of the school being unable to recover funds owed to it. The school will work sensitively and supportively with families who may be experiencing genuine financial difficulty.

## **4. Payment Terms**

Payment for all our wraparound care and other payments must be made through the School Gateway App or electronically to the school fund bank account. Other payment methods accepted include childcare vouchers, or tax-free childcare payments. Late payments may result in a suspension of access to paid services until the account is settled.

## **5. Procedure for Managing Debt**

### **a. First Reminder (after 14 days)**

A polite reminder will be sent via email or letter notifying the parent/carer of the outstanding amount and requesting immediate payment.

### **b. Second Reminder (after 21 days)**

If no payment is received, a second reminder will be issued, advising that failure to pay may result in withdrawal of paid services and referral to a 3rd party collection agent / solicitor

### **c. Final Notice (after 28 days)**

If the debt remains unpaid, a final written notice will be issued. At this stage:

- Access to wraparound care and/or additional sessions may be temporarily suspended.
- The debt may be referred to 3rd party collection agent / solicitor
- The decision whether any recovery action costs are to be passed on to the debtor.

## **6. Exceptional Circumstances**

Parents/carers who are experiencing financial hardship are encouraged to speak confidentially with the Co-Headteacher or Bursar at the earliest opportunity. In such cases, the school may agree to:

- Set up a payment plan
- Defer payments for a short period
- Refer the family to relevant external support services

## **7. Monitoring and Reporting**

The Bursar will maintain a record of outstanding debts and report regularly to the Headteacher and Governing Body.