

Debt Recovery Policy and Procedure

Stoke Damerel Primary Academy is a cashless school and also operates a no-debt policy.

Trips / Events

Where an event or trip is organised requiring payment, the costs are kept to a minimum and will only cover the actual cost of travel and entrance fees required by the venue. All school trips must be paid in full in advance and by the deadline date advised by the school. Unfortunately, if the payment for any school trip has not been made in advance, your child will be unable to attend unless an agreement has been reached with the school regarding late payment. Trips can be paid for using the Eduspot app. If you have difficulty making payment for any reason, please contact the class teacher or school office.

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School Lunch

Unless your child is entitled to free school meals, either universal or benefits based, the cost for a school dinner is currently £2.80 per meal per child. All school dinners should be paid for in advance using the teachers2parents (Eduspot) app. If you need any assistance with downloading or using the app, please ring the school office and we will be happy to help you.

We would ask that dinner money accounts are kept in credit at all times where possible to prevent any debts occurring.

Should a debt start to build up on the system for your child's lunches, we will make contact with you and ask you to clear all monies that are owing. If a debt exceeds £20.00, parents/carers will be asked to provide a home packed lunch for their child until payment is made in full and the debt cleared.

The procedure we will follow to recover any outstanding money owed to the school is as follows:

1. Every day that there is money showing as being owed on the system after lunch, parents/carers will receive a text and e-mail generated by Eduspot reminding them to make payment.
2. Should payment not be made and the amount increase over 2 - 3 days, the Office Manager will contact the parent/carer by phone to discuss the issue and to ask for payment to be made.
3. Should payment still not be forthcoming or phone contact not be successful, the Office Manager will write to the parent/carer asking for contact to be made within a specified time-frame by phone regarding when the debt will be paid in full.
4. If within 5 days, no contact is made and the debt continues to increase, the Office Manager will attempt to contact the parent/carer and a home packed lunch will need to be provided to the pupil until the debt is paid in full.
5. If all of the above actions are not successful in clearing the debt in full, the parent/carer will be invited to a meeting with the Head Teacher and the Office Manager to try to find a mutually acceptable solution to enable full payment to be made. This may include a signed payment plan between the parent/carer and the school to ensure the debt is cleared. During this time, the parent / carer will need to provide a home packed lunch for their child.
6. Should the debt remain outstanding following all the above steps, the Head Teacher will communicate with the Governing Body as to instigating a debt recovery action plan.