



Wallop Primary School Debt Policy & Procedure

Produced By:	K. Simons Headteacher
Approved for School: Headteacher: K Simons Date: 20/01/2026	 (Signature)
Approved by Governing Body: Chair/Deputy Chair: J Hannan Date: 20/01/2026	 (Signature)

Statement of purpose

The purpose of this policy is to provide a clear infrastructure at Wallop Primary School for debt recovery. Schools may experience debts for various things and therefore controls need to be put in place to ensure monies are recovered as soon as possible and so debts do not spiral. As a small village school we cannot afford monies to be outstanding and would like to work with parents to keep this under control and manageable.

This policy is written in line with HCC income collection best practice guidance notes and observes the relevant regulations and guidance set out in the Scheme for Financial Management of Schools and any other legal requirements.

Wallop Primary School will take all reasonable measures to vigorously collect debts as part of its duty in the management of public funds.

If you wish to discuss any debt in confidence, you can do so by contacting the School Admin and Finance Officer who will be happy to discuss this with you.

Wallop Primary School will:

Collect income before, or at the time of, relevant sales or services are provided. Where income has not been collected and an outstanding balance occurs, reminders will be issued as follows:

Dinners and Trips

- Parents and staff are advised that school dinners must be paid for in advance using the online payment system, Arbor. (if parents experience any issues using Arbor, it is their responsibility to contact the school for this to be resolved)
- Outstanding dinner money reminders will be sent from the office on a weekly basis, by email. These will be sent regardless of the size of the outstanding balance.



- When a debt reaches £15.00 a telephone call will be made to confirm receipt of the email, request payment as soon as possible and to advise that their child will not be able to have further school meals until the debt has been cleared. Therefore, the child/ren should bring in a packed lunch from home.
- If the debt continues to remain unpaid after a further 7 days the Admin Office will telephone the parent to obtain the reason for non-payment and where possible negotiate a repayment plan.
- If the debt remains unpaid after 1 month, or a repayment plan has been ignored, then a final email/letter will be sent from the Headteacher, advising legal action if the account is not settled in 14 days.
- If the debt remains outstanding after this time, it will be referred to Hampshire County Council Legal Department for recovery.
- Trips are to be paid prior to the trip taking place to avoid disappointment of children not being able to take part. Parents will receive reminders before the event of any outstanding balances.
- Should a payment agreement have been put in place for balances, and these are still outstanding after attempts have been made to recover the balance, the about 7- and 28-day procedure will take place and if not settled it will be referred to Hampshire County Council Legal Department for recovery.

All other debts / Supplier balances

First reminder will be sent 30 days after the date it was due to be paid, with the second reminder being sent 60 days after. Final reminder will be sent by email regarding legal action if the account is not settled within 14 days of the second reminder.

If every effort has been made to collect the debt, we will require Hampshire County Council Legal Department to make recovery.

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If after every effort has been made to collect the debt and legal action is considered impractical or has been unsuccessful, individual bad (irrecoverable) debts may be written off as follows:

- Those up to the value of £100 to be approved by the Head teacher
- Those between £100 and £200 to be approved by the Head teacher but reported to the Governors at the Finance/Building Committee
- Those between £200 and £1000 to be referred to the Governing Body for approval
- Those between £1000 and £5000 are the responsibility of the County Treasurer in consultation with the Chief Executive



- Those over £5000 are the responsibility of the Executive Member in consultation with the relevant Chief Officer.

Report on outstanding debt levels

The Finance Officer will ensure that the level of outstanding debt is known and can be determined at any time.

The Headteacher will be kept informed of all debts, including any staff debts, that are cause for concern and an outstanding debt report will be shared with the governors.

Date of review: January 2026	Date of implementation: January 2026
Next review due: September 2029	Reviewing Committee: FGB