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Unsworth Primary School

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22nd November 2013

Dear Parents & Carers

REVIEW OF PAYMENT & DEBT MANAGEMENT PROCEDURES

The number of parents & carers in arrears and the total amount of arrears has been a cause for concern for some time. The amount of time spent by administrative staff in chasing payments has increased to an unacceptable level and for this reason we have reviewed our policy for the collection of Out of School Club fees.

The amount of arrears owed at the end of each week so far this term has always been in excess of £400 and has gone as high as £720. On average there are at least 33% of users who are in arrears each week and an average of between 42% - 52% of fees unpaid.

Although frequent contact is made with parents & carers who are in arrears this has not resulted in a reduction of arrears and for this reason we have written a payment & debt management terms & conditions that we require all parents/carers of children who attend the out of school club to sign and adhere to. The new conditions will be applied from 1st January 2014 and any arrears still outstanding on 31st December 2013 become subject to the restrictions laid out in the new terms & conditions.

PROCEDURES FOR OUT OF SCHOOL CLUB DEBT MANAGEMENT

- A text message will be sent out on Wednesday of each week to all parents/carers who are in arrears, no matter how small the amount is.
- A text message will be sent out on Friday each week to any parent/carer that is in danger of the new two week rule. This message will be a reminder that the parent/carer is at risk of having their child's place withdrawn if payment is not made.
- As soon as the two week rule is broken a letter will be given to the parent/carer stating that the arrears must be cleared in full within 48 hours to avoid the place being withdrawn.
- If payment is still not received the child's place would be withdrawn and the matter referred to Children's Services Finance Section who will raise an official invoice and debt recovery would follow Council's procedures.

I have enclosed an Out of School Club Payment & Debt Management Terms & Conditions with this letter and would ask that you sign and return it to us as soon as possible. There is also a copy of the Terms & Conditions on the reverse of this letter for your information.

Yours sincerely

C REYNOLDS (MRS)
HEADTEACHER

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