

*'...those who hope in the LORD will renew their strength.
They will soar on wings like eagles; they will run and not grow weary,
they will walk and not be faint.'* Isaiah 40:31

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Kennington CE Academy

Dinner Money Debt Management

Date of Issue: 22nd January 2020

Date of next Review: 1st September 2022

Date Adopted by Local Governing Body:

INTRODUCTION

It is the parent's responsibility to ensure that their child is provided with a meal at school; either a packed lunch or school dinner. Parents are responsible for ensuring that if their child is having a school meal that it is paid for in advance whilst it is the school's responsibility to ensure that no money is owed for the school meals. Outstanding debts above £10 are not permitted.

In writing this policy, governors wish to ensure that school meals are paid for, whilst aiding parents during financial difficulties, ensuring that the children still receive a meal at lunchtime.

If you think your child may be eligible for the free school meal scheme please click on the following link to apply: <https://www.kent.gov.uk/education-and-children/schools/free-school-meals>

SCHOOL MEALS MUST BE PAID FOR AND BOOKED IN ADVANCE USING OUR ONLINE BOOKING SYSTEM BY 8AM THE MORNING THE MEAL IS REQUIRED AT THE LATEST. BOOKINGS CAN BE MADE ON A DAILY, WEEKLY OR TERMLY BASIS.

DEBT PROCEDURE

When it comes to debts the school follows a strict debt procedure which is as follows:

Stage 1: Every Friday an email is sent to anyone with a Debt stating how much is due. The letter also has a barcode on the bottom to enable payment via Paypoint. Payments must be made by the following Monday morning.

Stage 2 – If the debt has not been cleared by the following Monday and there is no communication as to why this has not been paid, the school will send letter 2 by post to the parents. The letter includes mention that their child must be provided with a packed lunch from the Wednesday until the debt has been cleared.

Stage 3 – If the debt continues to not be cleared and no attempt is made to reduce the debt, letter 3 from the schools business manager will be sent which invites parents , in to talk about the debts and to discuss payment.

Stage 4 – If no communication has been received by now the school finance team will then make a decision regarding how the debt can be reclaimed, which may result in going through the small claims court.

(In the event that packed lunches are not provided and debts have not been cleared, the school reserves the right to request advice and assistance from Children's Social Services)

We acknowledge that on occasions, families have financial difficulties and in these proven circumstances, the school will work in partnership to agree a solution, which is not to the detriment of the child.

DEBT LETTER – STAGE 1

Dear

Pupil: : Class:

I am writing to inform you that according to our records, you have arrears on your child's dinner money account. In order for your child to continue to receive school lunches it is important that you pre book and pay for your child's lunches in advance.

Our records show that for your child your debt is

Please arrange for this debt to be cleared immediately. You have two ways to make payment. You can pay using ParentPay, our secure online payment system, using the login previously provided. Please visit www.parentpay.com and enter your login details.

Your username and password are:

User Name

Password

Alternatively, you can take this letter to your nearest Pay Point store along with your payment. The store will scan the barcode at the bottom of this letter and your payment will be credited to your child's account. You can check your account balance by logging into your ParentPay account.

Non-payment for school meals affects the quality of service we are able to offer to the children therefore we need to ensure that all accounts are up-to-date. Once the debt is cleared please ensure the account remains in credit.

If you have any queries regarding these arrears or if you have difficulty making payment please contact the school kitchen or the school office to discuss this further.

Yours sincerely

Nourish Contract Catering

01233666786



DEBT LETTER STAGE 2

Dear

FINAL DEBT REMINDER

Our records show that you have still not paid dinner money for your child Class:
.....

As at (Date) your account is showing a debt of Please arrange for this money to be paid immediately. Failure to bring your account up to date will result in your child being denied a meal and the school having to proceed with its debt recovery procedures.

Once the debt is cleared please ensure your child's school meal account remains in credit.

You have two ways to pay the outstanding amount:

1. Online payment via ParentPay

Please visit www.parentpay.com and login using your username and password:
User Name (USERNAME) Password (PASSWORD)

2. In cash at a local store using paypoint, please take this letter with you

Please take this letter to your nearest PayPoint store along with your payment. The store will scan the barcode at the bottom of this letter and the payment will be credited to your child's account.

If you have any queries regarding these arrears, please contact the school office immediately.

Yours sincerely

Nourish Contract Catering



BARCODE

SCHOOL DINNER DEBT – STAGE 3 LETTER

Dear:

Child's Name:

Class:.....

It has been brought to my attention that despite previous communication your child's dinner money debt is still outstanding, resulting in £..... remaining unpaid.

As you are aware, the provision of lunch is a parental responsibility in which the school pay for meals for your child.

I would be grateful if you could call the school office on 01233623744 to make an appointment with me to discuss this matter further.

Yours Sincerely

Schools Business Manager