



TWO RIVERS
HIGH SCHOOL



DEBT RECOVERY POLICY

Endeavour Multi Academy Trust

Introduction

Endeavour Multi Academy Trust has a responsibility to have a Debt Recovery Policy which ensures that appropriate procedures are in place to enable the Trust and schools to receive all income to which they are entitled.

Sales Invoices

Sales invoices are to be raised on a timely basis, as soon as possible once the goods or service has been provided to the customer. All invoices are raised with payment terms of 30 days.

Statements will be issued by schools once the debt becomes overdue.

Schools will contact customers to determine if any queries or issues exist with the debt if this remains unpaid after seven days of issuing the statement.

Out of County invoicing to Local Authorities

For Out of County invoicing to Local Authorities for pupil and place funding, where possible these should be issued monthly or termly in advance.

Aims and Objectives

- To ensure that the Endeavour Multi Academy Trust Financial Regulations are complied with.
- To protect the delegated school budget.
- To apply this policy consistently to ensure debt is dealt with in a timely manner.
- To ensure further goods or services are not supplied to parents/carers or customers who have not paid for items already received or used.

The Debt Recovery Process

Endeavour Multi Academy Trust has their own procedures in place which are used to collect income. An official invoice will be raised on the PSF finance system.

- Invoice raised with payment terms of 30 days
- A first Dunning Letter (from the Bursar)- see Appendix 1 - is sent seven days after the 30 days has expired.
- A second Dunning Letter (from the Headteacher) – see Appendix 1 - is sent fourteen days after the first Dunning Letter.
- A third Dunning Letter (from the CFOO) – see Appendix 1 - is sent seven days after the second Dunning Letter.
- If no payment is received after the three Dunning letters have been issued, the specific debt will be referred to the Finance Committee for a decision as to the course of action to be taken – either write off or debt recovery.

Dinner Money

Payment for school meals should be paid in advance.

Schools only use the following methods of payment:

Cherry Trees School – cash or payment direct to the school's bank account.

Two Rivers School (High and Primary) – payment via the Weduc App.

Wightwick Hall School – cash/cheque (with payment via the Arbor app from September 2023)

Cash/cheques should be in a sealed envelope clearly marked with the child's name, class and amount and given in at the School Office.

The School Office will reconcile each week the payments received to the meals ordered and any discrepancy will in the first instance result in a telephone call to the parent/carer to request payment. Any parent/carer that has not made payment by the end of the second week will be sent a letter requesting immediate payment. A second letter will then be sent out followed by an invoice raised by the school.

If payment is still not received within five school days, then the parent/carer will be informed that further action will be taken to recover the debt.

Trustees have decided on the following policy regarding unpaid meals:

A basic meal (sandwich) only will be provided to pupils where the parent has not paid up to arrears of £33.00 then no further meals will be served.

Board and Lodging on Residential Visits

The board and lodging element of a residential visit can be charged to parents/carers and they are notified of the cost in advance and are given the opportunity to pay in instalments should they wish.

Payment must be made in full before the departure date or the child will not be allowed to attend.

Remissions

In some cases, Trustees have agreed that certain categories of pupils are not liable for the fee or are eligible for a reduced fee for some or all of extended school activities, music tuition or residential visits. This is included within the Charging and Remissions Policy (reviewed annually).

Lettings

Contracts for lettings of the school premises will be drawn up as necessary between the school and the client in line with the Charges and Remissions Policy.

Failure to pay within 30 days of the date of the invoice may lead to further action for recovery of the debt, with the customer being refused any future hires.

Writing Off Debts

When all practical and cost-effective methods of debt recovery have been exhausted the Trustees will be notified of the amount of debt that is considered to be irrecoverable.

The Trustees will take into account the age and size of each debt and any advice from legal before making a decision to write off debt.

APPENDIX 1

Dunning Letter 1

Dear xxxxxxxx,

Our Ref: xxxxxxxxxxx

It has come to our attention that your account is overdue for payment.

We are not aware of any disputes or reason for non-payment, therefore we would respectfully remind you that you have exceeded the terms for these outstanding amounts and we would be grateful to receive your payment as soon as possible.

The details of the outstanding invoices are as follows:

| Invoice No | Invoice Date | Due Date | Amount |
|------------|--------------|----------|---------|
| 00001 | 01/01/01 | 01/01/01 | £999.99 |
| 00002 | 01/01/01 | 01/01/01 | £999.99 |

We look forward to hearing from you.

Yours sincerely

Bursar

Dunning Letter 2

Dear xxxxx,

Our Ref: xxxxxxxxxxxx

Second Request For Payment

Further to our previous correspondence dated [date of first letter], your account is still overdue for payment. I would like to remind you that you have exceeded the terms for these outstanding amounts and would be grateful to receive your payment by return.

The details of the outstanding invoices are as follows:

| Invoice No | Invoice Date | Due Date | Amount |
|------------|--------------|----------|---------|
| 00001 | 01/01/01 | 01/01/01 | £999.99 |
| 00002 | 01/01/01 | 01/01/01 | £999.99 |

I look forward to hearing from you.

Yours sincerely

Headteacher

Dunning Letter 3

Dear xxxxxxx,

Our Ref: xxxxxxx

Final Request For Payment

Further to our previous correspondence dated [date of last letter], your account is still overdue for payment.

I would like to remind you that you have exceeded the terms for these outstanding amounts and would be grateful to receive your payment before **[DATE - set to 5 working days from date of letter]** to avoid this overdue amount being passed on for further action by our debt collection agent.

The details of the outstanding invoices are as follows:

| Invoice No | Invoice Date | Due Date | Amount |
|------------|--------------|----------|---------|
| 00001 | 01/01/01 | 01/01/01 | £999.99 |
| 00002 | 01/01/01 | 01/01/01 | £999.99 |

I look forward to hearing from you.

Yours sincerely

Chief Financial and Operating Officer