CLIFTONVILLE PRIMARY & PRE-SCHOOL
Northumberland Avenue, Margate, Kent, CT9 3LY
Telephone: 01843 227575

Head Teacher: Ms Claire Whichcord

Wraparound Care, Paid Pre School Hours and Meal Provision Debt Management Policy

Version 1-01.11.26

Responsibility for policy- SBM

1. Purpose

This policy outlines the procedures for managing unpaid fees relating to wraparound care (e.g. breakfast club, after-school provision), school meal charges and pre- School payments. It ensures a fair, consistent, and supportive approach while safeguarding the welfare of pupils.

2. Scope

This policy applies to:

- All parents/carers using wraparound care provision
- All parents/carers whose children incur charges for school meals
- All parents/carers whose children attend the school nursery and pay for extended hours
- School staff responsible for administration, finance, and safeguarding

3. Principles

The school will:

- Support families facing financial difficulties with sensitivity and discretion
- Communicate clearly and promptly regarding outstanding balances
- Take reasonable steps to recover debts
- Always prioritise the welfare and safeguarding of children
- Not allow unpaid debts to escalate without intervention

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4. Payment Expectations

- Payments for wraparound care should be made in line with agreed terms and remain below the escalation threshold of £100
- Meal payments must be settled regularly to prevent debt accumulation and remain below the escalation threshold of £50 .
- Pre- School payments must be settled regularly to prevent debt accumulation and remain below the escalation threshold of £350
- Parents are responsible for ensuring sufficient credit is available.

Debt Thresholds

- **Wraparound Care Debt Threshold:** £100
- **School Meal Debt Threshold:** £50
- **Pre-School payment threshold:** £350
- Reaching these thresholds will trigger **accelerated escalation and potential withdrawal of provision**.

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5. Debt Escalation Procedure

Stage 1: Initial Reminder (0–5 days overdue)

- Automated or manual reminder sent via text/email/app
- highlighting:
    - Outstanding balance
    - Request for prompt payment
- signposting to support if needed

Stage 2: Formal Reminder (5–10 days overdue)

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- Written reminder from school office
- Includes:
    - Amount owed
    - Deadline for payment (e.g. 5 working days)
    - Request to contact school if experiencing difficulty
- Parents encouraged to agree a payment plan where appropriate

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Stage 3: Escalation Letter & Booking Monitoring (10–15 days overdue)

- Formal letter issued
- Includes:
    - Statement of debt
    - Warning that provision may be withdrawn
    - Deadline for payment or agreed plan
- Actions:
    - Future bookings **may be restricted or monitored**
    - Office staff flag account for review

Stage 4: Final Warning & Suspension of Future Bookings (15–20 days overdue)

- Final written communication issued
- Includes:
    - Notice that **no further bookings will be accepted**
    - Deadline to clear or reduce debt
    - Clear statement that provision will cease
- Actions:
    - No new sessions/meals to be booked until debt addressed

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Stage 5: Withdrawal of Provision (20+ days overdue)

- Wraparound care provision withdrawn
- Pre- School Provision Withdrawn
- Child cannot attend breakfast/after-school provision unless:
    - Debt is cleared, or
    - A formal payment plan is agreed and adhered to
- Meals:
    - Parents will be asked to provide a packed lunch and Alternative arrangements put in place in line with safeguarding guidance.

Stage 6: Senior Leadership Involvement

- Referral to School Business Manager
- Direct contact with parents/carers to:
    - Discuss financial situation
    - Explore support options (e.g. benefits, free school meals eligibility)
- Formal payment agreement may be issued

Stage 7: Failure to Comply with Withdrawal

If:

- Provision has been formally withdrawn, **and**
- The child continues to attend booked sessions without payment

Then:

- Parents will be informed that attendance is unauthorised
- Immediate contact will be made requesting collection

Stage 8: Safeguarding Consideration

If a child continues to attend or is left at provision without authorised booking/payment:

- This will be treated as a **potential safeguarding concern**
- The matter will be referred to the **Lead DSL Helen Davin Deputy Headteacher** The DSL will:
- Assess whether there is:
    - Neglect
    - Lack of appropriate supervision arrangements
    - Other welfare concerns
- Determine whether external agencies need to be informed

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6. Additional Escalation Measures

Where appropriate, the school may also:

- Arrange a face-to-face meeting with parents
- Refer families to financial support/advice services
- Review eligibility for:
    - Free School Meals
    - Pupil Premium support
- Implement monitored or reduced provision plans

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7. Payment Plans

- Payment plans may be agreed at the school's discretion
- Must:
    - Be realistic and time-bound

    - Be adhered to consistently
- Failure to maintain a payment plan will result in escalation to the next stage

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8. Safeguarding Commitment

The school will **never knowingly leave a child without appropriate care or food** due to parental debt. However:

- The responsibility for arranging and funding provision lies with parents
- Persistent failure to do so may raise safeguarding concerns being reported to Social Services

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9. Monitoring and Review

- Debt levels will be monitored regularly by the school office
- This policy will be reviewed annually or in response to guidance changes

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10. Equality Considerations

The school will ensure this policy is applied fairly and without discrimination, with sensitivity to individual family circumstances.