UPSHIRE PRIMARY FOUNDATION SCHOOL

PAYMENTS AND DEBT COLLECTION POLICY

Mission Statement

At Upshire Primary Foundation School, we aim to provide opportunities for the children to achieve their full potential academically, creatively, socially, physically and emotionally in a happy, supportive, caring and inspiring environment.

School Vision

*INSPIRE*EXCITE*ACHIEVE*

Imagine an inspiring and exciting environment where learning happens because children want to achieve!

Payments

Upshire Primary Foundation School ('the school') no longer accepts cash or cheques as method of payment for any of its services. For example, trips, clubs etc. All payments must be made via the school's cashless payment system – Parentmail. If parents/carers have not yet signed up for this service and require assistance, please speak to the school office.

Break-time Snack

Snack must be paid for in advance via Parentmail, please refer to the Payments section above.

School Lunches

School lunches must be ordered by parents/carers via the Citrus on-line portal and are paid for at the time of ordering. The price of a school lunch is £3.55 per day. If your child is having school lunches please ensure that you have signed them up on the Citrus on-line portal.

It is not the responsibility of the school to provide a lunch for pupils. It is the responsibility of the parents/carers to provide a meal, either a school lunch or a packed lunch from home.

Unpaid School Lunches

In most cases parents/carers will be unable to get into debt. However, should a parent/carer not provide a paid for meal or packed lunch, and the school provide a meal, the following will apply:

- If your child has taken a school meal which has not been paid for you will be sent a notification from Citrus detailing how much you owe. Payment must be made immediately.
- If payment of the debt is not received within after 14 days of the arrear's notification being issued, the Admin Assistant will write to parents/carers specifying the outstanding amount and request that the debt be paid with immediate effect.
- if there is no reply to the Admin Assistant's request for payment after 7 days, parents/carers will be offered a meeting with the School Business Manager to discuss the outstanding debt.
- If parents/carers do not make an appointment to meet with the School Business Manager and the debt remains unpaid, the Governing Board reserves the right to begin legal proceedings against parents/carers to recover the debt.

The relevant child/ren will not be given a school dinner until this debt is paid. Instead, parents will be required to provide their child/ren with a packed lunch each day, until such time as the debt is paid. If a child arrives at school without a packed lunch, the school office staff will ring to ask the parent to either to pay on-line over the telephone or to bring a packed lunch in for their child/ren that day.

Persistent failure to pay for school meals and persistent failure to provide a packed lunch will be regarded as an indicator for a more detailed review of the child's health and wellbeing. This can include a review of attendance, punctuality, academic progress and level of general concern regarding the child e.g. appearance, attitude, emotional and mental health.

Parents should note that the school has a duty of care for all pupils and a parent who persistently fails to provide a meal for their child at lunchtime in this situation could be open to a claim of child abuse (neglect).

Free School Meals

Please enquire at the school office for details of the free school meals criteria and an application form. Free school meals must be renewed every year.

Extended Services

Pre-school

Private morning or afternoon and lunch sessions will be invoiced by the Pre-school Deputy Manager. Payment for these services must be paid in advance via Parentmail – please refer to the Payments section above.

Breakfast and Afterschool Clubs

Parents/carers should also pay in advance for Breakfast and Afterschool Clubs that their child/ren attends. Payment for these services must be made via Parentmail.

Parents/carers are able to make bookings and payments via Parentmail on the advanced bookings function.

The Early Adopters Breakfast Club from 8.10am to 8.40am is free to all primary school children, parents/carers wishing to use this facility must still make bookings via Parentmail.

Please ensure that all relevant registration forms and terms and conditions are completed for each child.

For those parents/carers who pay through Tax-free Childcare, voucher or children grant funding invoice statements will be issued to parents on a monthly or half termly informing them of monies paid or carried forward, any balances owing and the due date for payment of the outstanding balance.

Payment of the invoice must be made by the payment date stated on the invoice.

The threshold for arrears per family attending either Fledglings Pre-school or Upshire Primary School for any Extended Services facilities used will be £250.

If parents fail to pay:

- an arrears of unpaid fees notice will be issued stating that the debt must be cleared with immediate effect and that no club sessions nor non-funded Pre-school sessions will be permitted until the debt is cleared;
- if payment of the debt is not received within 7 days, the Extended Services Co-ordinator will inform the Business Manager, who will telephone/write to the parents/carers offering them the opportunity to discuss the arrears in line with this policy;
- if the arrears remain unpaid after 7 days, the Governing Board reserves the right to begin legal proceedings against parents/carers to recover the debt;
- non-payment of fees will result in your child not being able to attend any extended services facilities until all outstanding fees are paid.

Extra-curricular Activities

Activities that are supplied by an outside service provider must be paid for in advance. Payment for any extra-curricular activities must be booked and paid for in advance via Parentmail on the advanced bookings function.

Please ensure that permissions slips have been completed and payment has been made. Your child will not be able to attend clubs without these.

If parents/carers fail to pay:

- if payment and the permission slip is not sent in advance the Extended Services Co-ordinator will notify parents/carers of the amount outstanding before the termly sessions are due to commence (this may also affect your child securing a place at their preferred activity);
- if your child/ren attend a club session without prior payment a letter will be issued requesting that payment is made with immediate effect;
- if the payment remains unpaid then your child/ren will not be permitted to attend further sessions until the debt is cleared.

Please note that parents/carers will not be able to sign their child(ren) up for extra-curricular clubs if there are any outstanding balances owing on breakfast and afterschool clubs, Pre-school fees or school dinners.

No family should owe more than £300 in total for any services provided by the school at any one time.

Lettings

Letting of the train carriages must be paid for in advance and bookings made via the school office. Charges will be set out in the letting agreement between the school and hirer, the governing board will periodically review these charges, giving the hirer at least one-half term's notice of any changes in fees or conditions of hire.

Review

This policy will be reviewed by the Resources Committee on an annual basis.

Confirmation that the Payments and Debt Collection Policy in respect of Upshire Primary Foundation School was discussed and formally adopted by the Resources Committee on 29th June 2026