



WRAP AROUND CARE DEBT POLICY & PROCEDURE

INTRODUCTION

Discovery Schools Trust has adopted a clear 'no debt' policy relating to the Wrap Around Care (WAC) provision. Whilst schools offering WAC provision aim to work with and support parents/carers manage these payments, this has resulted in the Trust incurring unpaid debts.

The key is to prevent the debt occurring in the first instance which can be achieved using the following methods:

1. Make the payment process easy for the parent/carer
2. Always request payment in advance
3. Where available, use Parent Pay to prepay all WAC sessions
4. Allow multiple payment options for parents/carers

Inevitably not all debts can be prevented using the techniques above, where a debt is accrued the following procedure should be undertaken:

1. Discuss the matter with parents to alert them to the debt
2. Send debt reminder letters to make it clear that all WAC debts must be cleared or provision may be withdrawn (appendix 1).
3. Consider an affordable payment plan that will ensure debt is recovered within an agreed timeframe.

Where parents are not engaging with the WAC provision, the following mechanisms are recommended:

1. Write to the parent/carer confirming withdrawal of their WAC place/s (if child/ren is/are still attending) and give a final deadline by which to clear the whole debt, explaining that non-compliance may result in legal action
2. Process the claim through the small claims court (debt should be £175 and above to justify the approx. £100 fee). Please note that this option is only viable if parent/carer is in employment.

Please be mindful that the actions above need to be completed promptly to allow for deliberate delays and those children who will be due to leave the school in year 6.

In addition to the above, it is important to have the appropriate financial controls in place to ensure you can recover the debt successfully. Key controls to consider are:

- Accurate registers
- Issuing receipts upon payment (Parentpay)
- Booking forms (for wrap around care)

Appendix 1

[ADD LOGO OR COPY AND PASTE TO SCHOOL LETTERHEAD]

Dear Parents

Date

Outstanding fees for Wrap Around Care (WAC)

Our Parent Pay records show your Wrap Around Care account is in arrears.

As of [enter date] records show a debt of £[enter amount]

As part of the signed contract for WAC provision and in line with our WAC Debt policy, please arrange for this outstanding balance to be cleared immediately. School finances run on an incredibly tight budgets and any unpaid amounts significantly impacts the school, potentially impacting future viability of [add school name] WAC provision.

Voucher payments are updated on the payment system as soon as they are received. However, there may be a slight delay with this, which may affect your account balance. Please let us know if this is the case with the above and we will look at this with urgency.

As per your WAC contract, the school reserves the right to withdraw your child's place if accounts are not up to date and may take further action as part of the Wrap Around Debt Policy if debts remain unpaid.

If you have any queries regarding these arrears, or wish to speak to me about this, please contact me as soon as possible.

Yours sincerely

[add name]

Wrap Around care Manager

Last issued: September 2017

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