



BROOMWOOD PRIMARY SCHOOL

School Meal

Arrears Policy

Together we believe. Together we achieve.

Introduction

Following changes instigated by Government to School Funding Formula, the Operational Services for Education Catering charging model changed from April 2014. The changes affected parts of the Arrears Procedure. These changes mean, in Trafford, schools are now responsible for their own school meal finances including any meal debt that arises. This, in turn, means schools are obliged to have a policy in place to set out terms for school meal payment and recovery of any debts which may be incurred.

The majority of our parents are supportive of all our requests for financial contributions at our school. We encourage and promote information about applications for Free School Meals.

School meals are available to pupils at a cost of £10.00 per week (subject to change - see website for current cost) or at no cost to those in receipt of a Free Meal entitlement. To enable the service to be efficiently planned the school requires advance notice of any changes to a child's meal option - if a child wishes to change meal taken the school office will need at least 1 weeks' notice.

Payment for school meals

All parents are expected to pay for school meals unless the pupil is in receipt of a free school meal.

The payment for meals is required in advance on a weekly, monthly or half termly basis:

Broomwood Primary School use ParentPay for collection of school meals either by:-

Credit/Debit Cards Online - You will need to set up an online account

Or

Pay Point Card (Ask in the office about PayPoint payments - we would only use this method as a last resort as there is a transaction fee for each use)

A full dinner money statement is available online via our ParentPay website, detailing meals taken and payments made.

We no longer take money for lunches in school unless it is a one-off for forgotten lunch or an event (e.g. Christmas Lunch)

Forgotten Lunch

If any child on packed lunches arrives at school without a lunch, the school will try to telephone home in the first instance to establish if alternative arrangements have been made. If no alternative arrangements have been made school will provide a school meal at a cost of £2.00 which must be paid the following day to the school office.

If payment has not been made

It is rare for parents not to make payment for meals taken, but it does happen occasionally. As a school we are responsible for the money that we hold and have a duty to limit the amount of debt owed and recover any money that is due to us. We are tightening our procedures to limit our debts; we hope that this policy will help parents/carers to manage school dinner money payments better and will ensure that all money for our children's learning is available.

The following procedure will be followed:

If your child/children have taken school meals during the week which have not been paid for you will be sent a polite reminder (appendix 1) detailing how much you owe. This should be paid as soon as possible using your ParentPay account. If payment is not received we will send a formal letter detailing the outstanding balance and the timescale for payment (appendix 2) If we do not receive payment by the date stated we reserve the right to refuse to serve a meal to your child/children until payment is made and you will have to provide a packed lunch from home. It is your responsibility as a parent to provide a meal for your child - if you repeatedly fail to provide sufficient money to cover the cost of school meals or provide a packed lunch a referral to Social Services may be made.

The school will, in exceptional circumstances postpone the refusal to provide meals where parents have advised the school of their financial situation and school is satisfied that the funding will be forthcoming. The school will work closely with parents in working out a form of payment plan to help resolve the situation. However, where no attempt is made to clear the debt it will be forwarded to the Small Claims Court for recovery.

Free School Meals

Information regarding free school meals is available from the office and Trafford Borough Council.

We encourage and remind parents to renew Free School Meals applications.

Personnel

The Headteacher, Business Manager and Administration team are responsible for pursuing Dinner Money Arrears

EQUAL OPPORTUNITIES AND INCLUSION

The School welcomes and values disabled people taking an active part of school life. Broomwood Primary School is keen to make sure that we do not make it difficult for disabled children, young people and adults to be involved in every part of school life. We have a legal duty not to

discriminate against disabled people and to comply with the Equalities Act 2010.

Broomwood Primary School recognises that disabled people are very diverse and include people with a physical impairment, visual impairment, hearing impairment, learning difficulty, specific learning difficulty (e.g. dyslexia), mental health issues, people who are deaf, British sign language users and people with long term health conditions.

Broomwood Primary School is committed to challenging discrimination and promoting equality at all levels and in all aspects.

Appendix 1

BROOMWOOD PRIMARY SCHOOL

Parent/Carer Name
1/1/2016

Dear Parent/Carer of ABCDE

Pupil: ABCDE Class: 12345

I am writing to remind 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 to keep your account in credit. Debts of more than £30 may result in school lunches being withdrawn and you will be required to provide a packed lunch until the debt is cleared.

Our records show that for your child ABCDE Class: 12345 at 1/1/2016 your debt is £10.00

Please arrange for this to be paid as soon as possible by using ParentPay, our secure online payment system. You can use the login previously provided. Please visit www.parentpay.com

Your username and password are:

User Name loginname Password xxxxxx

You can check your account balance at anytime 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.

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

Yours sincerely

L Hossen
Headteacher

Appendix 2

BROOMWOOD PRIMARY SCHOOL

Parent/Carer Name
1/2/2016

Dear Parent/Carer of ABCDE

FINAL DEBT REMINDER

Our records show that you have still not paid dinner money for your child ABCDE Class: 12345

As at 1/2/2016 your account is showing a debt of £40.00. Please arrange for this money to be paid as soon as possible. If we do not receive a payment off the arrears before Friday 5th February your child will be required to bring a Packed Lunch from Monday 8th February until the debt is paid. If the arrears are not cleared by the end of February the school may have to proceed with its debt recovery procedures.

Once the debt is cleared, and if you require your child to continue with school meals, please ensure your child's school meal account remains in credit.

To pay the outstanding amount:

Please visit www.parentpay.com and login using your username and password:

User Name loginname **Password** xxxxxxx

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

Yours sincerely

L Hossen
Headteacher