

Date Reviewed:	November 2024
Review Date:	November 2027



Agreed by: Finance Committee	Date: January 2025
Name: Ross Beech	Signature: Signed electronically on Gov Hub

Bad Debt Policy November 2024

Wherever possible, income due will be collected before or at the time the relevant sale or service is provided. In relation to payments for breakfast, lunch and additional paid for care, full payment of invoices is due by 14th of the month to which the charges relate.

Payment methods are detailed in each invoice.

A record of payments due and received is maintained in the schools' GDPR compliant nursery management software system, Famly. Non-payment will be followed up by issuing reminders as follows:

On payment due date	Invoice reissued via Famly
1 week from date payment due	Message sent via Famly
2 weeks from date payment due	Reminder by phone call
One month from date payment due	Discussion with senior member of staff
8-10 weeks from date payment due	Final reminder

We reserve the right to suspend provision of paid for services if payment has not been received, or a satisfactory payment schedule agreed, after discussion with a senior member of staff. At this point, the only care that will be provided will be government funded hours.

The final reminder is sent by recorded delivery and threatens legal action if the account is not settled within 14 days.

After four months, where a debt is still outstanding, legal action will be considered and the debtor will be informed of this in writing.

If, after every effort has been made to collect the debt and legal action is considered impractical or has been unsuccessful, individual bad (irrecoverable) debts may be written off in accordance with the following procedures:

- ❖ Those up to the value of £100 to be approved by the Headteacher and reported to the next meeting of the governing body
- ❖ Those exceeding £100 to be referred to the governing body for approval, either directly or after consideration by the Finance and Personnel Committee. At this point a Suffolk County Council "A" account will be raised to pass the debt to SCC for follow up.

Where a debt exceeds £1000 the County Director of Finance and Resources will be consulted. VAT may not be written off without the specific written consent of the County Director of Finance and Resources.