



Walter Halls Primary and Early Years School

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NG3 5HS

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Headteacher: Mrs Emma Beardah

School dinner debt recovery process

It is important that all families stay up to date with school meal payments. Our school pays Nottingham City Council for the provision of all school meals, so if your child has a meal which isn't paid for, we have to cover the debt with our school funds, effectively redirecting money away from teaching and learning resources.

We understand that families occasionally come into financial difficulty and always aim to support parents with payment of school meals where possible. If you think you may be entitled to free school meals we can help you to apply for this via the school office.

Below is our process for recovery of school meal debts:

1. School meal balances will be checked fortnightly by the office, and if a dinner balance is in a negative balance of £15 or more, then you will be contacted to advise you of the amount outstanding with a request to settle your child's dinner balance via their Arbor app.
2. If a school meal debt reaches £30 or more, you will be contacted by the school office to arrange payment and with a request that you send your child to school with a packed lunch with immediate effect until the debt is cleared in full.
3. If there is no attempt to clear the debt or if you fail to engage with the contact attempts made, you will be invited into school for a formal meeting with the School Business Manager to set up a payment plan.
4. If there is still no attempt to clear the debt, access to after school activities will be revoked until the debt is cleared.

If you are struggling to use the Arbor app, or need to pay via cash or card at the office, please call 01159150045 for assistance.

