



SEND CHURCH OF ENGLAND PRIMARY SCHOOL

SCHOOL MEAL PAYMENTS PROCEDURE Years 3- 6 2025 2026

Agreed: Autumn term 2025
Review Autumn term 2026
Annual

To ensure we can continue providing high-quality meals, we operate a strict but supportive policy regarding school meal payments. Currently, school meals are **£2.90 per day (£14.50 per week)**.

This procedure applies only to paying pupils in Key Stage 2 (Years 3, 4, 5, and 6).

Meals for Reception, Year 1, and Year 2 children (UIFSM) are a statutory entitlement and will not be withdrawn.

While our Arbor system allows flexibility for booking without immediate payment, we monitor balances closely and implement the following clear steps when an account falls into arrears:

Debt Threshold	Action Taken by School
£14.50 (Equivalent to 1 week of meals)	We will contact you by email and/or letter, asking that the balance is cleared immediately .
£29.50 or more (Equivalent to 2+ weeks of meals)	Meals will be stopped. For children in Key Stage 2 (Years 3-6), the school will cancel all meal orders until the debt is paid in full. You must provide your child with a packed lunch.
Over £30.00	Formal steps will be taken to recover the outstanding amount.

Important Note on Free School Meals:

If you are experiencing financial difficulties, please contact us confidentially straight away. We can offer immediate screening for Pupil Premium eligibility, which would provide your child with free, permanent school meals and unlock vital funding for the school.

Our Child & Family Support Worker, Mrs Melanie Perfect, is also available to refer families to sources of external support. We are here to help.

Template Letter 1 (Initial Alert - Debt at £14.50)

Send Church of England Primary School

Send Barns Lane, Send, Woking, GU23 7BS Tel: 01483 223464
Headteacher: Mrs Marianne McDonnell



[Date]

[Parent/Carer Name] [Address]

Subject: URGENT ACTION REQUIRED: School Meal Account Balance Alert

Dear [Parent/Carer Name],

I am writing to you today regarding the outstanding balance on your child's school meal account, who is in **Key Stage 2 (Year [Child's Year Group])**. The balance has reached **£[Amount]**, which is equivalent to approximately one week of school meals.

Our school policy requires us to contact parents immediately when the balance reaches the one-week threshold of **£14.50**. We kindly ask that you clear this balance via the Arbor app as soon as possible.

Support and Next Steps:

1. **Immediate Payment:** Please settle the outstanding balance of **£[Amount]** today to bring the account back into credit.
2. **Checking Eligibility:** If you are experiencing any financial difficulty, please be aware that your child may be eligible for **Free School Meals** (Pupil Premium), which would automatically clear this debt and ensure they receive meals permanently at no cost. Please contact the school office confidentially to check your eligibility immediately.
3. **Seeking Help:** Our Child & Family Support Worker, Mrs Melanie Perfect, is also available to speak with you privately about accessing wider external support. You can contact her directly by email at cfsw@sendcofe.co.uk

If the balance is not cleared within three working days, we will be required to escalate this according to our procedure.

Thank you for your immediate attention to this important matter.

Yours sincerely,

Mrs Marianne McDonnell

Head Teacher

Template Letter 2 (Debt at £29.50+)

Send Church of England Primary School

Send Barns Lane, Send, Woking, GU23 7BS Tel: 01483 223464
Headteacher: Mrs Marianne McDonnell



[Date]

[Parent/Carer Name] [Address]

Subject: FINAL NOTICE & MEAL WITHDRAWAL: OUTSTANDING SCHOOL MEAL DEBT (KEY STAGE 2 PUPILS ONLY)

Dear [Parent/Carer Name],

I am writing to you regarding the significant and growing outstanding debt on your child's school meal account. The total amount currently owed for school meals provided to **[Child's Name]** is **£[Amount]**.

This overdue amount has exceeded the **£29.50 threshold**, which is equivalent to two weeks' worth of school meals, and puts a considerable strain on the school's catering budget. You were previously notified by letter/email on [Date of Letter 1] that this debt needed to be cleared immediately.

IMMEDIATE ACTION: MEAL WITHDRAWAL

In line with our School Meal Payment Policy, the school kitchen will **no longer be able to provide meals to [Child's Name] until the entire outstanding balance of £[Amount] is cleared in full.**

Starting **tomorrow, [Date]**, all existing meal orders for [Child's Name] will be cancelled in school. **Please be reminded that this action only applies to children in Key Stage 2 (Years 3-6) who are not eligible for Free School Meals.** You must immediately arrange to either:

1. **Pay the outstanding debt in full to reinstate school meal service, OR**
2. **Provide your child with a healthy and adequate packed lunch each day.**

Safeguarding and Welfare:

As you are aware, it is the sole responsibility of parents and guardians to ensure a midday meal is provided for your child.

School staff will check daily to confirm that **[Child's Name]** has a packed lunch. If they do not, we will contact you immediately by telephone and insist that a meal is brought into

school without delay. **If we are unable to make contact, or if you fail to bring a packed lunch into school promptly, we will be forced to treat this as a serious concern regarding your child's well-being.** Failure to provide your child with a midday meal will be formally recorded as a safeguarding concern.

Debt Recovery:

Please note that for any debt exceeding £30, the school is required to take formal steps to recover the outstanding balance. We strongly advise you to contact us immediately to prevent any further action.

Support is Available:

If you are experiencing financial difficulties, please contact us confidentially at the earliest opportunity. We can screen you for **Free School Meals (Pupil Premium)** or put you in touch with our Child & Family Support Worker, **Mrs Melanie Perfect**, who can refer you to sources of external support.ou can contact her directly by email at cfsw@sendcofe.co.uk

Yours sincerely,

Mrs Marianne McDonnell

Head Teacher