



Introduction

Wandsworth Music has a duty to ensure that it receives all the funds to which it is entitled. This policy has been created to ensure the appropriate procedures are in place to deal with debts and the recovery of assets. It encompasses all debts owed to the hub including, but not limited to payments for programmes within schools and instrumental lessons.

This Policy has been compiled recognising the difficulties placed on us in balancing the social welfare of pupils with the management of the service's budget. This policy is fair and just and sets out a clear procedure for families. By introducing a zero-tolerance debt policy, we aim to reduce the risk of parents incurring large debts that they will struggle to pay and minimise the amount of staff time taken chasing up outstanding payments.

Remission Policy

Wandsworth Music provides a fee remission of up to 50% off Wandsworth Music Academy fees to those children who are eligible for free school meals. Currently infant children (reception, year 1 and year 2 pupils) are entitled to a Universal Infant Free School Meal. This is not the same as free school meals from the Local Authority.

You would be entitled to a fee remission if you receive any of the following:

- Income Support
- Income-based Jobseeker's Allowance
- Support under Part VI of the Immigration and Asylum Act 1999
- The Guarantee element of State Pension Credit
- Child Tax Credit, provided they are not entitled to Working Tax Credit and have an annual income (as assessed by HM Revenue and Customs) that does not exceed £16,190
- Working Tax Credit 'run-on' – the payment someone may receive for a further four weeks after they stop qualifying for Working Tax Credit

Applications can be made online, please click the following link to apply [Remission Application Form](#)
Please note that all applications for remission will be treated in the strictest confidence.

Remission is available for the 1st study instrumental lesson & ensemble memberships/ theory (i.e. it is not available for 2nd study instrumental lessons)

Pupils on FSM will also be entitled to discounted instrument hire of £12.50 per term on their 1st study instrument.

Pupils in receipt of 50% remission are required to give their full commitment to all Music Academy activities and have regular and punctual attendance at all rehearsals, courses and performances.

Wandsworth Music reserves the right to withdraw funding should pupils fail to meet the expected level of commitment and progress. The remission will be reviewed termly and continued funding is subject to pupils demonstrating the required level of commitment and progress.

Further information about the service's remission policy is available on request.

Discretionary funding

We are keen to ensure that all pupils who attend the Wandsworth Music Academy are able to access high quality music provision, to aid in this we offer Discretionary Funding awards to children who may not meet the criteria for Free School Meals but who have a specific and demonstrable financial need that presents a barrier to participation. Discretionary funding is **only** available for children who have been members of the Wandsworth Music Academy for at least one academic year. If you have a specific and demonstrable financial reason that presents a barrier to participation, then please apply using the link at the bottom of this section.

Please note that we can only consider applications that are supplied with clear evidence of a specific and demonstrable financial need.

Discretionary funding decisions will take into account a combination of; financial need, commitment, musical potential, previous commitment and attendance at Wandsworth Music activities, and the ability to make a positive contribution to, and take full benefit from activities at WMA.

Where a need has been identified and an application has been accepted, Wandsworth Music may choose to award a time limited discretionary award to support the child's continued musical education at the Music Academy. Awards are offered for a limited time period of 1 term, at which point the application will be reviewed to consider whether further funding can be offered (awards are not automatically renewed). Further funding will be subject to the following criteria:

- Financial need
- Commitment to all Music Academy activities
- Musical progress and potential
- Regular and punctual attendance at all rehearsals, courses and performances
- Behaviour and attitude

Applications can be made online, please click here [Discretionary Funding Application Form](#) to apply. Please note that all applications for discretionary funding or remission will be treated in the strictest confidence.

Discretionary funding awards are solely at the discretion of the Wandsworth Music and any decision by the Head of Wandsworth Music is final. Wandsworth Music reserves the right to withdraw funding should pupils fail to meet the expected level of commitment and progress.

Wandsworth Music - Registered Charity no: 1186662

Wandsworth Music, Burntwood School, Burntwood Lane, London, SW17 0AQ

Tel: 020 8333 3899 Email: info@wandsworthmusic.co.uk

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Services & Payment Methods

Wandsworth Music provides a number of services, these include, music tuition, instrument hire in schools, half term courses and tours. All payments for chargeable services should be made in advance at the start of each term and must be made within 14 days of receiving an invoice.

We prefer payment by BACS, alternatively we are also able to accept cheques sent to our registered office address.

Account Name: Wandsworth Music - Account No:12280477 - Sort Code:40-02-16*

*This is a business account, some banks will prompt you to specify this

If you have any difficulty making payment by BACS please contact the office immediately.

Full payment terms and conditions can be found on our website, or by clicking [here](#)

Debt Recovery

Parents who are experiencing difficulty in paying for a service offered by Wandsworth Music should contact the office as soon as possible. In most circumstances a payment plan can be agreed to help parents clear their debt.

Where payment for services is not received in advance and arrears accumulate longer than 14 days, the following procedures will apply:

Informal reminders – Parents may be informally reminded by email and/or text that monies are owed.

First formal reminder letter – If the debt remains unpaid despite an informal reminder, a formal letter will be sent by the Administrator requesting immediate payment. Parents are able to set up a payment plan to bring the arrears up-to-date by contacting our Community Engagement Manager or the Senior Administrator.

Payment Plan – If payments agreed in the Payment Plan (sufficient enough to cover the ongoing costs and pay off past debts for all services) are made on time, the service provision will continue. If regular payments are not made, then services will be withdrawn.

Second reminder letter – If no payment plan has been set up and debt is still outstanding seven days after a first formal reminder letter, the Administrator will send a letter to the parent advising them that we will no longer provide the service if the debt has not been paid within 7 days. Please note that all services will be suspended if one service remains in debt.

Final letter before action – If after a further seven days no payment plan has been set up and the debt remains outstanding a final letter before action will be issued and services will be suspended. If the debt remains outstanding the debt will be passed over to a third-party collection agency

Possible legal action – Please note that Wandsworth Music reserves the right to take legal action to recover debts.

Waiving of Debts

The waiving of debts is at the discretion of the Head of Wandsworth Music. A debt may be waived when it is believed the debtor is experiencing serious financial hardship. Please contact the service if you feel this applies to you.

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We hope that by implementing this policy, we are able to help you, as parents, manage your payments and, at the same time, ensure that our available budget is used to enhance all children's learning. The chasing of debts is also extremely time-consuming for our staff. Time spent checking debts and sending out letters takes our staff away from other duties that would benefit all children. We ask that all parents and carers work with us to avoid unnecessary time spent chasing debts by making regular payments, in advance, for our services.

This policy will be kept in the policy file in the office and parents will be informed of the policy when sending payment reminders, in occasional newsletters and on the service's website. Hard copies of the policy will be available on request.

This policy will be reviewed annually by Wandsworth Music.

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