**Cash Handling Policy**

**Overview**

**Purpose:** Provide direction for **[Organisation Name]** staff and volunteers in the collection, custody, and reporting of monies, and outline specific cash handling procedures.

**Persons/Areas Affected:** All **[Organisation Name]** staff and volunteers receiving / handling cash and cash equivalent payments.

**Policy**

* All incoming monies should be acknowledged by receipt when accepted or received by hand or mail and forwarded to **[Organisation Name, Manager]** within 5 working days.
* Monies should never be left unattended. If employees leave their work station for any reason, however briefly, cash must be appropriately secured in a locked place.
* Care must be taken as to where and when cash is handled, who is present, etc; particularly with large sums.
* Petty cash funds should be kept to a minimum at all times.
* Cash received must not be used for giving change, petty cash purposes etc.
* For overnight storage and during other periods when cash is not being used, it should be kept in a safe or a locked container.
* Under no circumstances should **[Organisation Name]** staff or volunteers deposit PACTO funds in a personal bank account.

**Responsibilities of [Organisation Name]**

* Ensure appropriate stewardship of funds
* Protect employees and volunteers from risk by always following policies and procedures
* Provide for the safekeeping and timely, accurate deposit of funds

**Volunteer/staff - Cash Handling Policy**

As a volunteer/staff member you are in a position of trust. If possible, avoid handling service users’ cash, cheques or other personal valuables always.

However, in very exceptional circumstances you may find yourself having to help some service users use or manage their money.

Spending their own money is an important element in maintaining human dignity and in being able to exercise choice and autonomy.

The individuals you might support should therefore have the same rights to manage their own financial affairs and manage their own money as anyone else.

**Guidance on how you may or may not support individuals:**

* As a volunteer/staff member, in general you are not required to support individuals to manage their money and you are precluded from involvement with any of the individual’s financial affairs.
* No-one should be asked to hand over their bank debit card or credit card to another person unless that person is well known and trusted e.g., family member, friend or designated support worker.
* Never use a cash point on behalf of a service user while in your role.
* Volunteers/staff may help service users to go into a bank and get to and from a counter or get to a cash point to enable them to do their own banking and /or take out their own funds.
* If you are assisting a service user to make a payment or take out / put away their cash or bank cards, do so where there are witnesses, e.g., at the checkout in a shop, in view of the bank cashier. This will ensure that you are never alone with a service user while they are handling their cash, cheques, or other valuables.
* Ensure receipts are obtained for any goods/services purchased and issued to the service user. In cases where a receipt may not be available e.g., purchase of raffle tickets, refreshments etc – the bus buddy should give a handwritten receipt on **[Organisation Name]** headed note paper to the service user as evidence of the purchase.
* Do not hold or keep monies or any other valuables for service users when they are not in your company, e.g., between one day and the next.
* Volunteers/staff should never spend their own money to purchase items on behalf of a Service User, and never get cash out of their own account for a Service User, even if the Service User will reimburse you later.
* Some service users may not be able manage their own money. In these exceptional cases the bus buddy co-ordinator will liaise with a family member to agree a process for allocating them a limited amount of money to spend. The co-ordinator will keep a note of the agreed amount and the date. (It is very easy to forget how much money is allocated and therefore how much change is expected). Bus Buddies should always ensure receipts are obtained for any goods/services purchased and issued to the service user or their family member.
* For evidence of purchases, photographs taken on mobile phones by the volunteer/staff member can be sent to the service user’s phone, or to a family member, or to the co-ordinator if appropriate.
* Volunteers/staff may not accept money or any other item of value such as a gift or tip for any activity they have carried out for an individual / service user. If a Service User wishes to show their appreciation for the service, donations on behalf of **[Organisation Name]** are accepted.

**Responsibilities:**

* Avoid handling services users’ monies wherever possible. If this is unavoidable always ensure you handle monies when the service user is present and when there are 3rd party witnesses.
* **Never** use a service users PIN number, keep cash or any other valuables for a service user between visits or do anything which may cause concern to third parties such as **[Organisation Name]** or the families of service users
* Ensure any circumstances where monies or personal valuables have been handled on behalf of a service user are reported in the notes section of the volunteer monthly activity log (including amounts, details, dates and times) or notify the Project Coordinator by email or text as soon as possible.
* Always obtain a receipt if assisting the service user to purchase items or if this is not possible, make a written note of the purchase and give it to the service user. Remember that other family members or carers may be keeping an eye on what is spent, so the paper trail may be important reassurance for them as well as the service user.
* Should a Service User wish to donate to **[Organisation Name],** this would ideally be a cheque, made payable to **[Organisation Name],** given in a sealed envelope. If a Service User wishes to make a cash donation, record this in your volunteer monthly activity log and forward to the Project Coordinator as soon as possible. A receipt will be issued to the person making the donation.
* Contact the Project Coordinator, at any time, for advice if you have any concerns about something a service user has asked you to do regarding the handling of cash, bank cards, cheques or other personal valuables.
* Anyone who is concerned about suspicious or unauthorised withdrawals from their accounts should contact their bank immediately.
* Where it is identified that there has been mismanagement or criminal activity in relation to an individual’s money, **[Organisation Name]** or you as a volunteer may be found liable and appropriate action will be taken including involvement with the police.

**Accepting Monies and Payments**

**Cash Payments –** All cash received in person will be receipted immediately. Cash should be counted in the presence of the person presenting it for payment. A copy of the receipt should be given to the person presenting the payment. No foreign currency is ever accepted.

**Cheque Payments –** Cheques to **[Organisation Name]** received in person or through the mail, should be restrictively endorsed immediately. Face to face customers should receive a written receipt.

Every cheque must be reviewed for completeness as follows:

* Verify that Account holder’s name matches the signature.
* Verify the cheque has a bank name listed and that the account number, sort code and cheque number are clearly visible.
* Note the date. Do not accept post-dated cheques or agree to hold a cheque for future deposit.
* Verify the amount written in numbers matches the amount written in words.

**Making Deposits**

**Safeguarding Monies – [Organisation Name]** is responsible for safekeeping and timely deposits of money. Staff receiving money should:

* Deposit all money with the bank within 5 business days.
* All monies held overnight should be in a secure area.
* If it is not possible to comply with the 5 days deposit requirements due to unusual circumstances beyond their control, the reasons for the occurrence should be documented and in case of audit.

**Monitoring and Review**

To ensure that this policy is adhered to as fully as possible, **[Organisation Name]** will:

* Monitor the compliance with this policy and rectify any breaches.
* Review the policy periodically to consider changes in legislation or in **[Organisation Name]** activities. The policy will be reviewed as a matter of course every two years.

Signed:

Signed:

Date: