



PACTO

Pembrokeshire Association of Community Transport Organisations
Cymdeithas Mudiadau Cludiant Cymunedol Sir Benfro

Cash Handling Policy

1. Overview

Purpose: Provide direction for PACTO staff and volunteers in the collection, custody, and reporting of monies, and outline specific cash handling procedures.

Persons/Areas Affected: All PACTO 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 PACTO's 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 PACTO staff or volunteers deposit PACTO funds in a personal bank account.

Responsibilities of PACTO

- Ensure appropriate stewardship of funds
- Protect employees and volunteers from risk by following policies and procedures at all times
- Provide for the safekeeping and timely, accurate deposit of funds

2. Supporting Service Users - Cash Handling Policy

When supporting service users on behalf of PACTO, you are in a position of trust. If possible, avoid handling service users' cash, cheques or other personal valuables at all times. 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

- 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 working or volunteering on behalf of PACTO.
- You 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 – you should give a hand written receipt on PACTO 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.

- You 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 PACTO can liaise with a family member to agree a process for allocating them a limited amount of money to spend – please discuss this with your Line Manager. You will be required to 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). You 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 can be sent to the service user's phone, or to a family member, or to the bus buddies co-ordinator if appropriate.
- In line with PACTO's Gifts and Hospitality policy, PACTO staff and volunteers 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 our services, donations on behalf of PACTO 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 PACTO 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 your Line Manager 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 PACTO, this would ideally be a cheque, made payable to PACTO, 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 PACTO's Treasurer 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, PACTO or you as a volunteer may be found liable and appropriate action will be taken including involvement with the police.

3. 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 PACTO 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.

4. Making Deposits

Safeguarding Monies - PACTO are 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.
- In the event that 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.

5. Petty Cash

Purpose - To pay for small office type supplies or making small volume purchases when other means of payment are not appropriate.

In general, purchases should be made on account or using the PACTO procurement card. Where this is not possible, it is preferable for staff and volunteers to pay for small items of expenditure and claim reimbursement through the expense claim process, seeking advance approval of purchases as necessary.

Where neither of the above purchase routes are appropriate, PACTO operates a Petty Cash fund. This fund should only be used with express permission from PACTO'S Manager. Receipts and change should be returned to petty cash in a timely manner.

Petty Cash funds should be kept as small as possible. The cash must be kept in a locked, secure area. Receipts for items that have been purchased, but not yet reimbursed should be kept in a separate place from the cash.

Procedure – PACTO's Manager will act as the petty cash custodian and will be responsible for the petty cash fund. Any change to the designated custodian must be approved by the Trustees.

Custodian Responsibilities

- Ensure that appropriate receipts are obtained to support any disbursement.
- Ensure that the expenditure is appropriate in nature.
- Ensure that the petty cash fund is reconciled at all times. The paid receipts or invoices plus the cash should always equal the fund balance.
- Ensure the funds are kept in a secure location, such as a locked cash box or locked desk drawer. The custodian should maintain possession of the key. Funds should never be left unlocked or unattended and should be concealed from general view when not in use.
- Petty cash funds and associated documents should not be combined with any other organisational funds.
- Receipts must be provided for authorised purchases. If receipts are not issued for a type of expense incurred then a written note describing the expense is required. The person who made the expenditure must sign the note.

- If cash is advanced to make an authorised purchase, a note should be signed showing the amount of money the individual received. When unspent money and paid receipt are returned, the note should be destroyed.
- Reimburse the petty cash fund no more than monthly, if required..

6. Monitoring

To ensure that this policy is adhered to as fully as possible, PACTO will:

- Monitor the compliance with this policy and rectify any breaches.
- Review the policy periodically to take into account changes in legislation or in PACTO's activities. The policy will be reviewed as a matter of course every two years.

Signed: 

Signed: 

Date: 10/2/23