



**Western Health
and Social Care Trust**

FINANCE DIRECTORATE

**CASH HANDLING
PROCEDURES**

June 2023

WHSCT Cash Handling Procedures

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CASH HANDLING

1.1. Receipts and Lodgements

1.1.1. Official receipts are available from the Financial Accounting Department for:

- I Principal Account
- II Trust Funds Account
- III Patients' Property Account

These receipts should be used to record details of monies received on standard format Kalamazoo sheets held in each facility. These standard sheets should be held firmly on clipboards.

1.1.2. Where a facility holds two or more types of receipt, a separate receipt board should be held for each.

1.1.3. A receipt must be written for all amounts received.

1.1.4. A receipt should not be written until the amount received has been verified. The receipt should clearly indicate where monies received are other than sterling.

All cheques should be made payable to Western Health and Social Care Trust.

1.1.5. Receipts are serially numbered and should be issued in sequence. Cancelled receipts should be clearly marked "Cancelled" and retained for audit inspection. The reason for cancellation should be clearly recorded on the Kalamazoo sheet.

Unused receipts should be kept in a locked safe.

1.1.6 All amounts received should be held in a locked safe and access to the safe should be restricted to the designated keyholder.

1.1.7. Where machines or coin boxes are opened to collect cash it is essential that two officers carry out this function. The physical count of cash should be carried out with both individuals present. Both officers involved should sign the receipt or a separate record of officers collecting cash should be maintained.

1.1.8. Regular (at least weekly) lodgements should be made and exceptional amounts should be lodged immediately. The detail of the lodgement should be recorded on the Kalamazoo receipt schedule.

1.1.9. Two responsible members of staff should carry out the lodgement procedure. Attempts should be made to rotate the time and location of the lodgement each week.

- 1.1.10. Lodgement books for each Account are available from the Financial Accounting Department. Used books should be retained by the facility for audit inspection.
- 1.1.11. Due to the introduction of E-returns, it is no longer necessary to forward the pink copy of the Kalamazoo receipt schedule to the Financial Accounting Department. Both white and pink copies of receipt sheets should be retained by the facility. E-returns are required to be completed on the Capita system, for recording of amounts lodged. Queries regarding the E>Returns process should be directed to AR in BSO Shared Services (Breda Daly (028 9536 2147) and Joanne Lecky (028 9536 2640) are the contacts).

1.2 Petty Cash Floats

- 1.2.1. A receipt should be obtained for all payments out of petty cash. **Handwritten receipts are not permissible.** In exceptional cases, where only handwritten receipts can be obtained, these need to be signed by 2 staff members.
- 1.2.2. Payments should be recorded onto the Petty Cash Reimbursement Claim Form, on the date of the purchase, not retrospectively. When reimbursement is required this should be sent with the relevant receipts to:
Retained Payments Section
Finance Department
2nd Floor
T&F Hospital
Omagh

IN ORDER TO ENSURE APPROPRIATE SEGREGATION OF DUTIES IN THE MANAGEMENT OF PETTY CASH FLOATS, A SECOND MORE SENIOR STAFF MEMBER MUST ALSO REVIEW AND SIGN OFF ALL PETTY CASH CLAIMS AND BOTH STAFF MEMBER'S BANDING MUST BE ADDED TO THE FORM .

Used Petty Cash Books should be retained by the facility for audit inspection. New books can be obtained from the Financial Accounting Department.

- 1.2.3. Floats should be held in a proper cash box which, when not in use, should be kept in a locked safe at the facility. If the facility does not have a safe, the locked cash box should be held securely in a locked drawer or cabinet.
- 1.2.4. Access to the petty cash float should be restricted to the officer responsible.
- 1.2.5. All subsidiary records relating to non-cash floats (e.g., postage stamp records) should be properly maintained and should show a current balance at all times.
- 1.2.6. Floats should be reconciled each week by the officer responsible and this check should be evidenced by initialing and dating the Petty Cash Book or a separate record of reconciliations should be maintained.
A SECOND MORE SENIOR STAFF MEMBER MUST ALSO REVIEW AND SIGN OFF ALL WEEKLY RECONCILIATIONS OF PETTY CASH MONIES.

A list of petty cash floats per facility is held and regularly updated by the Capital, Governance & System Department. This includes the float balance held at each site. Petty cash floats will be subject to unannounced audit by either Internal Audit or Capital, Governance & System staff. This audit will be carried out using standard working papers.

- 1.2.7. All 'Advances' from cash floats should be recorded on petty cash vouchers and signed by both the officer responsible and the individual in receipt of the money. The officer responsible should ensure that a receipt is obtained in respect of all such advances and the petty cash records should then be adjusted accordingly.
- 1.2.8. The petty cash voucher should not be destroyed until a receipt for the expenditure and the appropriate change has been forwarded by the individual in receipt of the advance.
- 1.2.9. An 'Advance' should only be made on the day the item for which it is required is to be purchased.
- 1.2.10. Where more than one float exists, it is not permissible to 'borrow' from one to subsidise another.
- 1.2.11. The cashing of personal cheques from any petty cash float is strictly prohibited, as is borrowing from floats.
- 1.2.12. Petty cash floats should not be used to purchase items, which could be ordered through a requisition to PALS through the eProc system (usually at a lesser cost to the Trust). Examples of valid petty cash expenditure are:
 - Food for clients (from appropriate floats only)
 - Toiletries (only where not available as stock items)
 - Cinema entrance fee or DVD rentals (from appropriate floats only)
 - Outings for clients e.g. entrance fees or a meal (from appropriate floats only)
 - Bus fares (from appropriate floats only)
 - Cleaning materials (only where not available as stock items)

There are also items which should not be purchased from petty cash, irrespective of cost - please refer to detailed list at the end of this document.

Applicable to Children's Homes and Supported Living facilities only:

If purchases are required in Children's Homes under emergency circumstances, which are not within the current guidelines, staff must ensure they include an explanatory note from the Head of Service with the reimbursement. Failure to do so will result in these purchases not being reimbursed to the facility.

- 1.2.13. **Retrospective approval. Where items are purchased which are not reimbursed, as they fall outside the remit of float expenditure, retrospective approval for such items should come in the form of a memo signed by the relevant Director, detailing the background and approval of the expenditure, allowing the amount to be included with the subsequent reimbursement.**

- 1.2.14. All requests for proposed increases to Petty Cash floats held must be submitted in writing to Financial Management Department, Administration Offices, Gransha. If approved, the increase will be issued by cheque to the Petty Cash float holder.
- 1.2.15. If Petty Cash floats are no longer required, facility staff should contact the Financial Accounting Department to arrange for closure of the float.
- 1.2.16. The above instructions apply also to Article 15 and Article 18 Floats. However, reimbursement requests for Article 15 and Article 18 floats are made by memorandum. These are reimbursed via a standardized method for all applicable facilities, namely by completion of the attached memo – Appendix 1, Form Art1, in addition to Petty Cash book records, where applicable for floats held. On receipt of the money a signature must be recorded from the client receiving Article monies and the signed form kept as evidence in the relevant facility.
- 1.2.17. All unused monies must be receipted back into the Trust via the normal receipting method, either at the facility or at a Finance Cash Office. This applies to unused reward monies not paid out to clients and article payments.
- 1.2.18. Staff availing of the Electronic Petty Cash Workbook should refer to that guidance separately.

1.3

Safe Registers

- 1.3.1. The Safe Register is to be used to record all monies, items, etc, held in the safe for which an official receipt has not been issued, or for which a physical record does not already exist.
- 1.3.2. The Safe Register is to be updated upon receipt of items. All entries to the Register must be witnessed and where appropriate a full description of the item must be included.
- 1.3.3. All subsequent withdrawals should be properly recorded and witnessed.
- 1.3.4. Ward or facility managers should, at least once every week, check the contents of the safe against the Safe Register and evidence this check by a signature and date in the Safe Register.
- 1.3.5. Staff are no longer required to forward copies of Safe Register entries to Capital, Governance & Systems Department. All records should be retained by the facility for audit inspection.
- 1.3.6. Steps should be taken to ensure that items are not held in the safe for longer than is absolutely necessary. For example, excess Patients' money or money required to be held for longer than 2 weeks should be deposited in the appropriate bank account as opposed to being retained in the safe.

1.4. **Retention of Unofficial Funds**

- 1.4.1. The holders of safe keys shall not accept unofficial funds for depositing in the safe unless it is made clear to the depositor that the Trust is not to be held liable for any loss and a written indemnity is obtained, absolving the Trust from any responsibility for any loss.
- 1.4.2. The deposit must be in a clearly identifiable sealed envelope or locked container and kept separate in the safe.
- 1.4.3. The deposit must be recorded in the Safe Register.
- 1.4.4. The Safe Indemnity Book must be completed, signed and dated at the time of deposit. The signed 'white' copy of the Indemnity Form must be retained by the depositor. The 'pink' copy must be retained in the Book on behalf of the Trust. Safe Indemnity Books are available from the Financial Accounting Department.

1.5 Procedure for cash found by Trust staff at private residences

The process to be followed **in all instances** of cash being found a Trust staff member in a patient's private house is as follows:

- 1.5.1. Where a staff member is required to attend a client's **unoccupied** home to collect items (e.g. the client is in a Home or Hospital) they will always be accompanied by a second staff member.
- 1.5.2. In instances where staff members discover substantial amounts of cash they will immediately contact their Line Manager to inform them and ask for advice. Next of kin and/or Office of Care and Protection will also be informed at the earliest opportunity with a record retained to support this.
- 1.5.3. The 2 staff members will then count the monies separately and formally agree the amount. They will record the denominations of the monies counted and clearly record the currency i.e. sterling, euro etc.
- 1.5.4. The record of the count will then be signed and dated by both parties.
- 1.5.5. The cash will then be taken to the Staff Member's base or Financial Accounting Department.
- 1.5.6. Cash will be counted again by a separate member of staff in the presence of the person who discovered the money. Once agreed the record will be signed off by both parties.
- 1.5.7. The record of cash discovered will be retained in the client's file.
- 1.5.8. The cash will then be lodged to the WHSCT Patients' Property account at the earliest opportunity pending a decision by Trust Management on the involvement of next of kin and/or Office of Care & Protection.
- 1.5.9. All cash will be lodged intact i.e. under no circumstances should the cash be used to pay bills etc. for the client.

- 1.5.10.** If cash is to be held temporarily in the safe i.e. until the bank opens, the amount will be recorded in the safe register.
- 1.5.11.** Next of kin or the Office of Care and Protection will be contacted for advice on how to proceed – this will also be documented in the client’s file.

1.6 Procurement Cards / Purchase Cards

- 1.6.1.** Determining who within the organisation can be a card holder is decided by Heads of Service. Where a business need for use of a card is identified, approval for the card needs to be provided in writing to the Corporate Financial Accountant.
- 1.6.2.** Once issued only the cardholder should use the card, and cards need to be securely held at all times. The Corporate card held in the Financial Accounting Department is intended for exceptional corporate use and is the only exception to this. Lost or stolen cards need to be notified to the Corporate Financial Accountants or Assistant Director of Finance, Accounting and Financial Services immediately for cards to be stopped.
- 1.6.3.** Cards used should be from contracted providers.
- 1.6.4.** Cards will not be allocated to temporary staff.
- 1.6.5.** Regular reviews of whether individual cards are still required for business need will be conducted by both cardholders and Corporate Financial Accountant.
- 1.6.6.** Cards will be withdrawn when there is no business need identified.
- 1.6.7.** The Finance Director has designated the Corporate Financial Accountant to be responsible for the establishment and maintenance of a central record of all cards and users across the organisation.
- 1.6.8.** Regarding cards use limitations, the process for considering which types of expenditure should be allowed or blocked for the organisation and for individual cards is standardised by card facility and intended use.
- 1.6.9.** Authorised expenditure limits for single transactions and monthly expenditure are set, Taking account of service requirements, Financial Management approval for expenditure and card holders delegated levels.
- 1.6.10.** Cards should not be used for personal/private expenditure. No cards are authorised for cash withdrawal.
- 1.6.11.** Where expenditure categories are blocked but it is considered appropriate to use cards for

other categories, exceptional cases need to be approved by Head of Service and advised to Corporate Financial Accountant for card modification.

- 1.6.12.** Transactions must not be split to avoid breaching card limits.
- 1.6.13.** Purchases made via cards should be in line with Procurement Policy requirements. Cardholders need to be aware that all expenditure on cards is restricted to the same Categories of spend as floats, and card expenditure is monitored for inappropriate use.
- 1.6.14.** Expenditure incurred through a card are subject to the same rules and same level of controls As apply to other methods of public spending.
- 1.6.15.** Itemised individual receipts are required to support all card expenditure, as they would be for normal petty cash reimbursement, and should be returned to Financial Accounting office each month with the card monthly statement. Review of card expenditure will be evidence by Financial Accounting staff.
- 1.6.16.** All statements need to be signed by 2 staff members, one being the facility manager as confirmation that expenditure has been reviewed as appropriate.
- 1.6.17.** Misuse of the card and non-adherence to this policy governing card use will result in cards being removed from cardholders and further sanctions such as disciplinary action may be used, if appropriate.
- 1.6.18.** Staff should be aware that any suspicion of misuse will be considered and, if appropriate, dealt with under the organisation's Fraud Response Plan. The Fraud Policy and Fraud Response Plan is available on the Trust Intranet.

1.7. General

- 1.7.1.** It is imperative that staff are made aware of the importance of proper procedures for the handling and recording of income. It is the responsibility of senior officers to carry out regular spot checks to ensure that procedures are being adhered to.
- 1.7.2.** The designated keyholder should always keep the safe key on his/her person. Duplicate safe keys should be given to the Financial Accounting Department who will arrange for them to be held in the safe.

Safe keys need to be held separately from other keys.
- 1.7.3.** Keys for telephone coin boxes, etc, should be kept locked in the safe when not in use.
- 1.7.4.** In the event of a planned absence by the officer responsible a 'handover' should take place. All cash, etc, held in the safe should be reconciled and the appropriate records should be signed and dated by the officers involved. A similar 'handover' will be required when the officer responsible returns to duty.

- 1.7.5.** In the event of an unplanned absence by the officer responsible, the senior officer should arrange for a handover. All cash, etc should be reconciled and the appropriate records should be signed and dated by the senior officer and one other. Again a further 'handover' will be required when the officer responsible returns to duty.
- 1.7.6.** All discrepancies should be notified immediately to the Corporate Financial Accountant in the Finance Department. The telephone number is (028) 71865272.
- 1.7.7.** The facility manager(s)/supervisor(s) is responsible for ensuring that all staff handling cash are fully conversant with these procedures.
- 1.7.8** All members of staff involved in the handling of cash should receive a copy of this guidance, which will also be available on the Trust Intranet.
Any difficulties in the interpretation or implementation of these procedures should be referred to the appropriate Finance Team as per the attached contact list as soon as possible.

SECTION 1.8 USEFUL CONTACT DETAILS

For Cash Handling Training queries:

**Capital, Governance & System Department
Administration Offices
Gransha Hospital
Clooney Road
Co. Derry
BT47 6GR
Tel No: 028 71865278**

For Controlled Stationery, Receipts & Lodgements, or Purchase Card queries:

**Financial Accounting Department
Administration Offices
Gransha Hospital
Clooney Road
Co. Derry
BT47 6 GR
Tel No. 028 71865277 or 028 71865282**

For Petty Cash or Article 15/18 Float queries:

**Retained Payments Section
Finance Department
2nd Floor
T & F Hospital
Omagh
Tel No. 028 82835346**

APPENDIX 1

Items which should NOT BE purchased from petty cash, irrespective of cost, include:-

Any service which is provided through the Trust
Christmas cards
Christmas decorations for offices not frequented by members of the public
Claims for travelling and subsistence expenses (should be made by the dedicated form)
Course fees or expenses
Donations
Employee eye test fees
Flowers
Hands free mobile telephone kits
Household electrical items
Household linen, if goods are tendered
Items available through the purchase card system
Items available through the stock/non-stock system (e.g. Cleaning Materials, Stationery, Batteries)
Kitchen equipment
Bed Linen
Payment of invoices
Presents of any kind for members of staff
Purchase of staff items e.g. uniforms
Staff meals e.g. respite care teams (Unless pre-approved by appropriate Director)
Stationery
Taxi fares for staff
Telephone equipment (answering machines, fax machines, telephones)
Mobile Phones or top-ups for mobiles
Computer consumables e.g. Laptop cables

WESTERN HEALTH AND SOCIAL CARE TRUST

MEMORANDUM

TO: Retained Payments Section, Finance Department, 2nd Floor TFH

FROM:

DATE:

SUBJECT: Article Payment

Description of monies being requested and amount

PLEASE NOTE: All unused monies must be receipted back into the Trust via the normal receipting method, either at the facility or at a Finance Cash Office.

Signature of Social Worker:

Signature of Client on receipt of monies:

Date received:

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