

Financial Procedure 2025

Linsell House Care Home

Supporting People with Finances and Valuables

Care & Support Service - Adult Social Care

- Cards will be loaded with the persons DWP/PIP allowance each month by the (CBC finance team). This is usually around the 14th of each month.
- The crediting of the individual account may be paused by customer finance if there is a large money build up in the account. The management team will be informed when the money is due to stop and agree when it will restart.
- Cards must be booked out by the staff member taking the card out and booked back in on return to the building by the same member of staff on the correct documentation (bank in and out record).
- The cards can only be used in places that display the Mastercard sign.
- On each occasion when money is withdrawn or an item is purchased directly using the card, a printed receipt must be always obtained including ATM withdrawals, contactless payments and online purchases, etc.
- 3 receipts are required for all cash withdrawals (note that there is a £1.50 charge per transaction) at an ATM (Cashpoint). This charge will not be included on the cash withdrawal transaction slip.
 1. Balance check prior to transaction
 2. Cash withdrawal transaction
 3. Balance check after transaction
- Upon returning to Linsell House, cash withdrawals must be placed into the small locked safe and the money in safe book updated with the amount and the person it belongs to. The management team will also be informed of the withdrawal so this amount can be removed and placed in the main safe in a timely manner.
- All transactions should be detailed on the Person's Cash Transaction Record sheet on all occasions and for the corresponding month for each person by the staff in question in full and previous/new balance information updated on return to the service.
- Receipts for all transactions are to be added to the person's corresponding receipt envelope for the month in question and coded to reflect the correct month and receipt number. The current monthly code will be an alphabetical letter and will be held on the Cash Transaction Record sheet on the top right-hand corner.
- In an exceptional circumstance where a printed receipt is not available, a handwritten receipt must be written by the member of staff in question. This receipt MUST include the date, time of the transaction, amount spent / withdrawn, item/s purchased, location of transaction (e.g. shop / ATM machine), the full name/s of staff supporting as well as a staff signature. Where possible two staff should sign the handwritten receipt.
- All transactions made directly from the bank/card account should be recorded on the Cash Transaction Record by the staff member making the transactions (ensuring all sections are completed). The

previous/new balance is to also be completed, and receipts should be put in the corresponding envelope attached to the form. Please ensure the receipts are also coded as above.

- Online purchases must be requested by a Senior Care Coordinator/Registered Manager to Customer Finance Money Management Finance team, when possible, they will make the online payment themselves directly from the person's account.
- Any items purchased will be delivered to Linsell House in the name of the relevant person. Confirmation of delivery will be made to the Customer Finance team by a manager or the persons keyworker on receipt of the item.
- The cards should not be used for online payments/purchases, without agreement by the Senior Care Coordinator/Registered Manager in consultation with the Finance team. Authorisation codes may be required for these types of purchases at the time of payment. Only customer finance colleagues have access to these single use codes.
- Where agreed, transactions should take place at a mutually convenient time to allow the financial appointee within CBC to provide the required code to secure the purchase.
- The Senior Care Coordinators/Registered Manager are responsible for reconciling transactions and will check all transactions made on behalf of the people we support on a weekly basis by checking bank statements and signing off as present and correct.
- Bank statements will be provided by the Customer Finance team for all people in receipt of services who hold a bank/card account on a monthly basis and as close to the end/beginning of the month as possible.
- When bank statements arrive, bank reconciliations must be completed, checked and verified by a SCC/RM and completed as part of the Monthly Money Audit against the Cash Transaction Record.
- If extra funds are required a Senior Care Coordinator or Registered Manager will request monies via the financial appointee (CBC customer finance team) to make the arrangement/payment as well as an explanation given as to the reasons why additional monies are required i.e. for what and how much etc.
- A separate form (Money Management Account - Request for extra money) form is to be completed in all cases where extra money is required. Copies of the form can be found in the service user's cash card information folder- these are held at the back of the folder.
- The request for extra money is to be completed by the staff member requesting the extra money, it must be signed by a Senior Care Co-ordinator or Registered Manager before being sent to the money management team.
- SCC/RM and the CBC customer finance team representative will liaise regularly to review the amount of money in the account. Any monies over approximately £500 held in the account will be placed back into the service user's main account by the appointee (finance team member).
- The Cards and PIN (personal identification number) for the people in question are to be held securely in the small, locked safe in a locked money tin (when not in use) so people/staff who require these have 24hr access.
- Staff are to ensure the PIN information is held confidentially and this should not be given to anyone else other than the staff member who is taking responsibility for using the card/pin on behalf of or in conjunction with the person receiving care and support.
- There is no overdraft facility therefore if the funds are not available in the account and a transaction is placed for more than the current account balance the transaction will not go through; the transaction will be denied/cancelled.

Month:

XX YEAR XX

Bank Card Records:

Name:

Staff to initial card out and back in under the relevant date below:



1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Cash Transaction Record Sheet

Full Name:

Month:

Receipt Code/No:

Date	Description of Purchase/Transaction:	Transaction type (See codes)	Money In	Money Out	Balance	Receipt Code/No.	Signed by Staff
			£	£	£		
			£	£	£		
			£	£	£		
			£	£	£		
			£	£	£		
			£	£	£		
			£	£	£		
			£	£	£		
			£	£	£		
			£	£	£		
			£	£	£		

I have checked all transactions; cash withdrawals and receipts and I can confirm that all calculations are correct and match the corresponding bank statement.

Manager: _____ Signature _____ Date Checked: _____

Print Name