

Financial Procedure 2025

Day Services

Care & Support Service - Adult Social Care

Introduction

If there are concerns around a person's ability to manage their own finances, a capacity assessment must be carried out.

If the capacity assessment and risk assessment show that a person cannot manage their finances, an appointee will be assigned to do so on their behalf.

General

- When supporting a person with their money, staff will sign in any monies received via Passenger Transport Service when they arrive at the Day Centre.
- Staff must record transactions on a financial transactions record sheet or day centre receipt book.
- Receipt books are stored in the office safe.

If staff are required to support a person with their money:

- Money received should be checked, including any money in sealed envelopes. If the amount differs from what is written on the envelope, staff must notify the Day Centre Manager.
- Use the transaction record sheet or receipt book to clearly record all activities, including the person's full name, date, and amount of money received.
- Staff must sign against all recorded transactions, including money received.
- When shopping for a person, staff must not use their own personal reward cards.
- Under no circumstances should a staff member take a person's bank card or PIN number.

After transactions:

- Any loose change must be checked with the person and documented in the transaction record or receipt book.
- All signed records and till receipts must be given to the person.
- The amount of change given must be entered in the transaction record or receipt book.
- If using a transaction record sheet:
 - Where facilities are available, staff should photograph the completed document on their work mobile.
 - The image should be uploaded to the person's electronic record/SharePoint as soon as possible and then deleted from the mobile phone.
 - The form should then be returned to the person or passed to Passenger Transport to give back to the person/family when they return home.
- If using a receipt book:
 - The top copy of the receipt page should be given to the person.
 - The carbon copy remains in the book for service records.

No cash/cheques should change hands without a receipt being issued. This applies to all parties concerned and at each stage of the transaction.

- All duplicate Receipt Books must be returned to the office once they have been used.
- Staff are under strict instructions to keep their money separate from that of the persons.
- Staff should not treat people's money as their own or vice versa
- Staff should not open any bank accounts etc. jointly with people in receipt of services.
- Staff must not borrow from or lend money to people under any circumstances.

Person		
Month		
Dates	From:	To:

[illegible]