

Receipting of Income and Banking Procedures 2023-24

RESPONSIBLE COMMITTEE: P&F

*This is a policy/procedure document of Saltash
Town Council to be followed by both Council
Members and Employees.*

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This document is in addition to 9.11 of the Financial Regulations

Introduction and Purpose

The Income and Banking Procedure augment the Financial Regulations on Banking Arrangements, Income, Petty Cash and Security and therefore, have the same standing as the Financial Regulations.

RFO must ensure that all line managers within their departments have read and understood the Procedure and that they are complied with at all times. Furthermore, all staff involved in cash handling and banking should be made aware of the requirements of and have access to the Procedure. Line Managers and staff should be advised that disciplinary procedures may be taken against them if they fail to comply with the Procedure.

The Procedure represent the **minimum standard** that must operate throughout the Town Council. Under no circumstances should the requirements of the Procedure be reduced or omitted.

The Procedure is intended to offer guidance to line managers and staff on the minimum required procedure for the collection, control and banking of Town Council income. The procedure outlines the Receipting and Banking of all monies that are collected, receipted, recorded and banked and applies to **all Town Council staff**. For the purpose of this procedure income includes that received direct by cash, cheques, card held on Town Council premises.

The RFO is responsible for ensuring that there are effective income collection systems that enable all income to be identified, collected, receipted and banked properly, and that VAT is correctly accounted for.

It is preferable that income is obtained in advance or at the point of supplying goods or services as this avoids the time and cost of administering debts.

All staff receiving monies and dealing with receipts must be fully aware of the need for complete honesty and integrity and the security implications of handling cash. All monies received by an employee on behalf of the Town Council must be properly recorded and paid without delay into the Town Council's bank account by following the procedure below.

The following are **not permitted** from any cash takings/receipts:

- The cashing of personal cheques even if the intention is to reimburse later.
- Taking cash for personal use and paying it back at a later date.
- The topping up of any petty cash float.
- The payment of travel expenses or advances to employees .
- The payment to individuals for services supplied (e.g. payments to visitors for travel expenses).
- The payment of external suppliers for services rendered.

- No monies should be removed from any Town Council premises unless it is to follow the procedure.

The Finance Officer will ensure that all departments are supplied with receipt books and other documents as appropriate and that there are control procedures in place. Card, Cash and cheques are received by Saltash Town Council as part of the day-to-day management of the Town Council. All cheques should be made payable to **Saltash Town Council** except if it is a charity donation to the Mayor's Charity A/c, this should be made payable to **Saltash Town Council Mayor's Charity**. The receipts may result from daily takings or the payment of invoices issued previously by finance. This section describes the procedures for collecting (receipting) and banking (departmental banking) card, cash and cheques. All employees are responsible for the administration and supervision of all Town Council banking.

Legislation, Guidance and Standards

The Management of Health and Safety at Work Regulations 1999 Corporate Health, Safety and Wellbeing Policy.

Monitoring Arrangements

This document shall be subject to audit and shall be reviewed once in every two years or following substantial change. Such change shall include but not be exclusive to; new/increased risk identified by assessment, changes to payment, collection and storage methodologies, changes to staffing arrangements and transit processes.

Risk Assessment

All sites where cash payments are accepted and / or cash may be in transit shall be subject to risk assessment. Such risk assessment to consider as a minimum;

- Staff competencies;
- Secure handling and storage processes;
- Secure transit processes;
- Responses to attempted robbery.

Roles and Accountabilities

Security of Cash on Departmental Premises

Cash held should be kept to a maximum of £100 of cash at any time. The member of staff that is on duty should be responsible for the safeguarding of funds and ensure that all monies are kept in a safe or lockable cash box or secured in a locked cupboard or drawer. Banking should be handed into the Town Council reception at the end of each day. If this is not possible i.e. it's a weekend receipt it should be kept secure overnight and out of public view and handed into reception on the next available working day. No cash should be left unattended and must be receipted by the member of staff as detailed below.

Cash should not be sent through the mail by a member of staff to reception for banking - any cash should be delivered in person.
Petty cash should also be kept locked away and out of public view.
Keys to petty cash boxes and/ or safes should be kept in a safe place and out of sight at all times.

In the Event of Attempted Robbery

- Staff should not endanger their safety in any way and should comply with demands imposed.
- Hand over cash as required.
- Staff should not activate Police linked panic alarms (where applicable) unless it is safe for them to do so and can be done discreetly without provoking the situation.
- Where possible staff should note any distinguishing features of the thieves, i.e. facial features, voice and mannerisms.
- Post event, the incident should be reported to the police immediately by calling 999.
- The incident should be reported to the Town Clerk or in their absence the nominated Deputy as per the line management staff structure immediately.
- Where possible, still images should be obtained from CCTV systems and shared internally, within the defined limits of the Data Protection Act. Please note, Police requisition of CCTV records may be required.

Main Procedure

Cash handling should be carried out safely and efficiently with the minimal amount of risk for all participants in the process. Staff must ensure the completeness of all cash received and ensure there is an adequate audit trail surrounding transactions. Customers should feel satisfied that their monies have been correctly received and will be allocated correctly.

All staff should comply with the following key processes:

- A receipt **must be issued for all monies at the time the income is collected/received and must not be issued retrospectively**. Each department is issued with receipt books and only the issued Town Council receipt books should be used. Under no circumstances should amendments be made to completed receipts. If an error is made the receipt must be cancelled, all copies retained and a new receipt issued. An explanation must be given to why the receipt was cancelled and signed by the employee and countered signed by the line manager.
- All sections of the receipt must be completed in full. Receipts must be dated, the customer's name recorded and all required information completed. Only then should the receipt be signed by the member of staff collecting the income and the top copy issued to the customer.
- All receipts are split in three parts: the top copy should go to the customer (if the customer isn't present this should be posted out) and the 2nd copy should be handed into reception with the monies. The 3rd and final copy should remain

in the receipt book for departmental records/ audit. If income is received via the post this should be receipted in the same way.

- The member of staff who is on duty should fill in the “office use only” section of the receipt before taking the monies to reception. They should ensure all monies match the receipts and sign and date each receipt. The last receipt issued prior to banking must be endorsed with the total amount to be banked.
- All transfers of cash between members of staff must be formally acknowledged in writing by the receiving member of staff, i.e. A separate receipt should be issued by reception while the person depositing the banking is present. Reception staff should check the cash and cheques prior to issuing a receipt.
- For direct banking to the Town Council’s bank account the Finance Officer will let the relevant department know and the banking will be processed on the finance system.
- Once the deposit has taken place at reception an email should be sent to the Finance Officer and Finance Assistant if either of these members of staff are absent the Assistant Town Clerk and also the departmental emails should be copied in as well detailing the banking and clear indication of which department has deposited the monies and by whom.
- The Finance Assistant or Finance Officer will then receipt this deposit to the finance system and ensure the monies are banked twice a week.
- Accurate and up to date records should be available at all times relating to all income (cheques, card and cash) that is in the tin/Safe and should match the records showing the receipt of the income and the actual amount held in the tin/Safe.
- If monies are mislaid by a member of staff due to carelessness, then this must be reported to their line manager and the Finance Officer. It will be at the discretion of the line manager to decide if funds should be replaced by the member of staff.

Card Payments

Security of Credit Card Information

All Departments MUST ensure that any credit card detail and information received is not copied, replicated or stored electronically in any fashion.

The Finance Officer will ensure all information is held in a secure place with restricted access.

For more information on taking card payments and security please refer to the Information Security Policy.

Card Procedure

All departments wishing to take a card payment via the online portal must obtain login details from the Finance Officer.

For all card payments a Town Council receipt must be issued to the customer as well as any additional card receipt. Second receipt must be handed into reception and will be matched off by the Finance Officer when monies are received in the Town Council’s bank account. Third copy must remain in the receipt book for departmental records.

All Refunds will be processed to the same credit card as the initial transaction.

Departmental Logs

All departments must keep separate electronic logs of income up to date as instructed by the Finance Officer. E.g., Guildhall Bookings must be logged onto the Town Council's Booking Calendar and logged on booking log spreadsheet, pontoon bookings must be logged onto the spreadsheet of all boats visiting the pontoon.

All receipts should be reconciled against the log at the end of each month and signed off by a member of staff and handed into the Finance Officer.

Audit Checks

Audit checks will be carried out by the Finance Officer, Finance Assistant and Chairman of P and F at random.

The following checks will be made:

- To verify that the receipt numbers run sequentially, e.g. there are no missing receipts unaccounted for. This is essential to ensure that any breaks are discovered in the sequential numbering and if there are any found this must be reported to the RFO for investigation and the incident and action taken formally recorded.
- Income banked to be agreed to the individual departmental logs. This is to ensure that all income receipted has been banked.

Reporting of Irregularities

Any member of staff who thinks that there may have been a theft or other case of misappropriation of the Town Council's monies must inform their line manager immediately.

The Line Manager must report this direct to the Town Clerk, or in their absence the nominated Deputy as per the line management staff structure.

Any member of staff who has query with regards to the Income and Banking Procedure must ask their line manager for assistance. If the query is not answered, then advice can be sought from the Finance Officer.