



The Crann Centre Cash and Donation Handling Policy and Procedure

Policy Name		Cash and Donation Handling Policy and Procedure Issue 1	
Date Created	3.10.2023	Review Date	2.10.2025
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Review Date		Next Review Date	
Amendments			
Amended by and Date			
Approved by and Date			

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1. Introduction

At The Crann Centre we work with children and adults, and their families living with a neuro physical disability. Our services are focussed on, but not limited to, people who have Spina Bifida, Hydrocephalus, Muscular Dystrophy, Cerebral Palsy, Childhood stroke and Spinal Cord Injury. Our model of care recognises that people with a disability live in a family unit and that people within that family unit experience life differently. Our model of care is based on the Aspen Institute 2 Generation Model which delivers a holistic suite of services for the individual and their family, supporting and empowering them to live their best lives.

Our services recognise that as people move through their life course, their needs and the needs of their family members change and evolve. Our services are organised into six key themes which means that supports can be delivered for one aspect of a person's life or holistically to support a broad range of needs.

Our six service themes are: Health and Continence, Psychological Supports, Independent Living, Education and Career Pathways, Mobility and Social Capital.

2. Declaration of Guiding Principles

The Crann Centre is committed to ensuring that the highest standards are maintained with regards to all its activities. The Crann Centre promotes the key principles that inform best practice in charitable donations and cash handling ensuring that financial and ethical obligations are always met.

The aim and purpose of this document is to set out the organisation's policy and procedures for Cash and Donation Handling. The document has been developed with reference to legislation and national guidance and best practice.

3. Purpose

The aim and purpose of this document is to set out the organisation's policy and procedures to assure donors that their donations are used for the purpose that they were given, protect The Crann Centre from fraud and theft, protect the staff and volunteers from accusations of dishonesty. There are key principles governing the handling of money including the following:

- All cash/cheques/postal orders/drafts/credit card/gift donations etc must be recorded at the point of entry and be traceable through the charity's bank account.
- All cash is banked and acknowledged at the earliest opportunity.

The Crann Centre has a range of policies, procedure and operational guidance which should be read in conjunction with this document and include (but are not limited to):

- Code of Conduct
- Accident/Incident Management
- Complaints
- Data Management and Retention
- Risk assessment and management

4. Scope

This policy applies to all the following at The Crann Centre:

- Workers
- Volunteers
- Those on student placements
- Managers
- Board members
- Trustees

5. Roles and Responsibilities

5.1 Crann Centre Staff

All Crann Centre staff will ensure that, when dealing with cash and donations, that they follow this policy and report any breaches to the management of The Crann Centre.

5.2 Head of Services

The Head of Services will manage the delivery of services provided by the Centre and ensure operational compliance. The Head of Service will ensure oversight and governance of service delivery and maintain appropriate systems and records to demonstrate service compliance.

5.3 Chief Executive

The Chief Executive is responsible for the implementation of all organisational policies and procedures and will ensure that this policy is implemented.

5.4 Board of Directors

The Board of Directors of The Crann Centre which is a registered charity have the following key responsibilities:

- To ensure the charity is carrying out its charitable purposes for the benefit of the public.
- To comply with the charity's governing document
- To be accountable and comply with the law.
- Manage the charity's resources responsibly.
- Act in the best interests of the charity
- Act with reasonable skill and care

The Board of Directors are responsible for the leadership and strategic development of the organisation. The Board (and sub-committees) are responsible for organisational governance and operate robust systems to ensure that all organisational activities are compliant.

6. Procedure

6.1 General

The following policies must be applied across all cash handling and donation instances:

- Cash received is to be collected, counted and recorded by 2 people. These must be either staff or a registered volunteer.
- Cash should be counted as soon as practicable. Coin should be counted and exchanged for cash (notes) as soon as practicable. All cash should be stored in a secure environment until it is possible to lodge it. Income summaries are to be made on completion of counting.
- Deductions should not be made from cash received. Expenses must be claimed using the official Crann expenses policy and forms.
- A receipt is to be given to the donor noting the amount received, the donor details, the source and the purpose of the donation if relevant. If the total amount is not known the receipt should note 'not yet counted'.
- Acknowledgements are, insofar as possible, to be issued to third party donors, e.g. coffee mornings, quizzes etc. that are held in aid of The Crann Centre, as thanks and confirmation of their donation to the charity.
- Records are to be made for every donation including those made for a specific purpose to ensure donors wishes are respected, e.g. a donation specifically to the Playground or Service.
- If the specific purpose of a donation cannot be met, Crann must look for clarification from the donor and if necessary, return the donation.
- The Crann Centre will adhere to this policy as best practice but at times it may not be practical or cost effective and so a decision can be made as to the level of donations above which an acknowledgment to the donor is practical.

- Cash handlers must use the appropriate banking bags for counting/bagging up money.
- Credit card details are not retained.
- Postal donations are to be recorded at point of entry and, if possible, signed by 2 individuals.

6.2 Banking

Where possible, money should be lodged immediately. If this is not possible, safe facilities are to be used for large amounts held overnight or outside working hours. Lodgement docketts are to be retained. Cash must never be left unattended or in an unattended or unsafe environment.

There must be complete reconciliation between cash lodgement slips and income summaries.

6.3 Petty Cash Floats

Where a petty cash float is to be used on an ongoing basis, all cash spent must be accounted for on written docketts. Occasional cash floats, where possible, are to be drawn on the day they are required and signed for by the nominated responsible person. A sensible amount of money should be used and any expenditure from the float accounted for on written docketts.

Floats and donations received are to be kept separate from the cash handler's personal money. The float should not be left unattended at any time.

6.4 Cash Handling and Events

The Crann Centre will endeavour to sell any tickets prior to an event to help reduce the need for cash collection on the day of the event. They will endeavour to make pricing for any tickets or goods for sale into sensible round figures to minimise cash handling. All tickets will be pre numbered and sales/takings recorded.

One individual will be nominated for overall responsibility for cash handling at the event.

Crann will make appropriate plans for managing cash which reduces risk and increases accountability.

6.5 Relations with Stakeholders

Donors should be encouraged to use the electronic means provided via our 'tap to donate' function or through our website to make donations. If donating physically, a cheque sent through the postal system should be encouraged rather than a cash donation.

Cheques should be made payable to The Crann Centre Ltd and posted to The Crann Centre, Classis Road, Ovens, Ballincollig, Co. Cork, P31 TX39. They must not be sent to the fundraisers home.

6.6 Fundraising in aid of The Crann Centre

Anyone considering fundraising on behalf of The Crann Centre should let the CEO, Head of Marketing or the Fundraising Team know in advance so that some assistance and support can be provided. If an event is only known after completion, the donor should be encouraged to inform us prior to any further events.

It is the responsibility of the event organiser to ensure they have adequate insurance cover for the event.

6.7 Relations with Volunteers

All volunteer cash handlers must be given clear instructions prior to events and activities for The Crann Centre. They will be given appropriate documentation giving them authorisation, e.g., a letter of authorisation or an ID card. Wherever possible, volunteer cash handlers should be accompanied by a member of Crann staff.

Where children are collecting money (for example, sponsored swims, bag-packing etc.) they should be accompanied, at all times, by an adult. The relevant documentation (sponsorship cards) regarding pledged monies should be available for inspection. Children under the age of 14 will not be allowed to participate in any cash collections that involve house to house, street, shopping centres etc.

The Crann Centre will endeavour to ensure that appropriate insurance cover is in place and that the cash handlers understand and follow the conditions of that cover.

The Crann Centre will ensure that all relevant safeguarding and health and safety risk assessments are in place and that participants are aware of these.

7. Implementation and Review

It is the responsibility of The Crann Centre management and Board to ensure that policies and procedures are in place and operating effectively. This policy and procedure will be reviewed every two years or sooner if there has been a material change in any issues to which it refers.