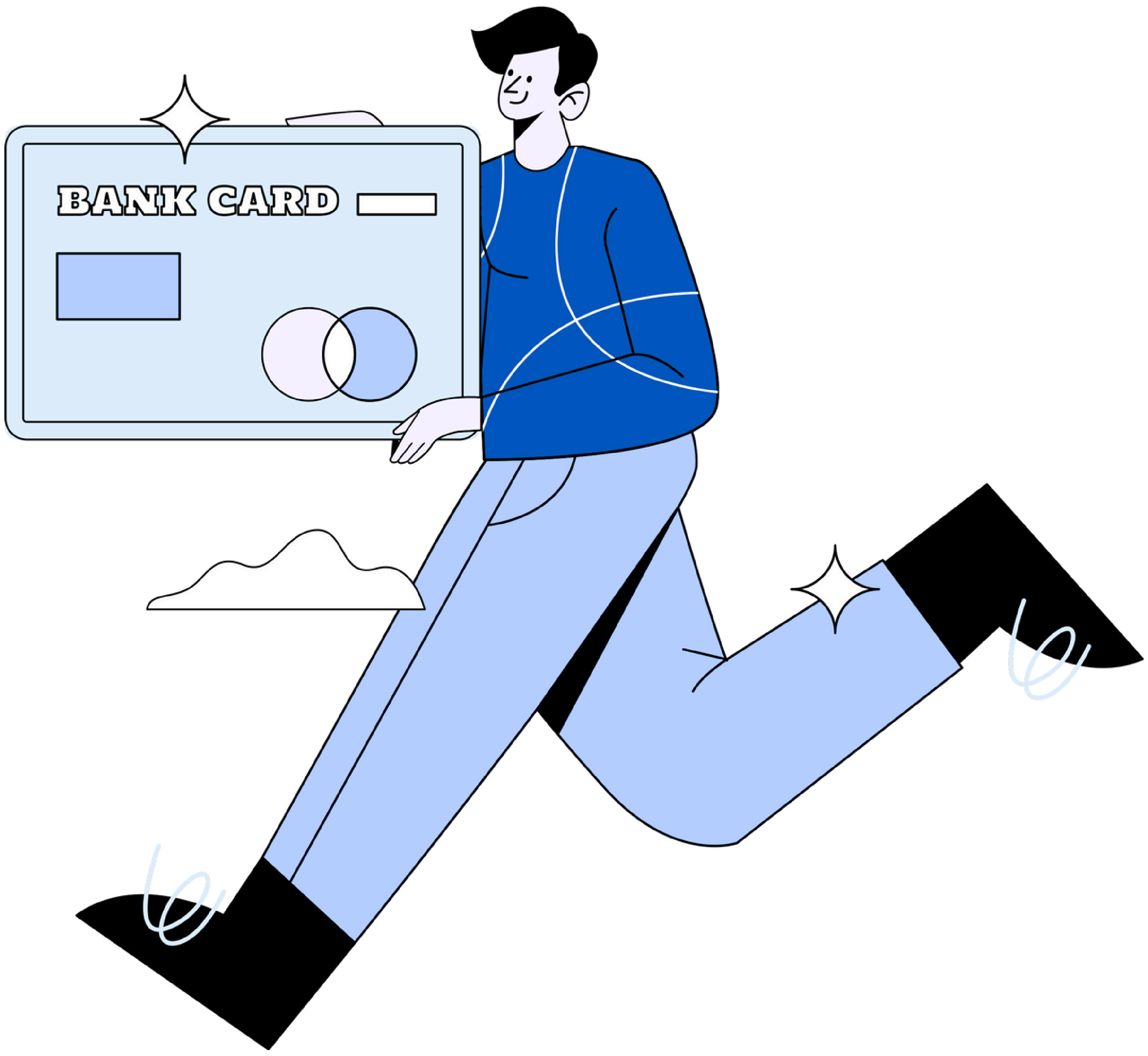
Internal Audit Guidebook No.3



Prepaid, Equals, and Bank Cards

INTERNAL AUDIT GUIDEBOOKS

1. Recording Transactions in a Money Book
2. Safe Contents & Weekly Safe Checks Books
3. Prepaid, Equals, and Bank Cards
4. Corporate Floats
5. Archiving
6. Monthly Manager Checks
7. Managing Service User Finance Incidents
8. Finance in Your Services: Security, Accountability, and Transparency
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Produced by the Internal Audit team. Need to get in contact?
You can reach us at: internal.audit@creativesupport.co.uk

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1 Glossary of Terms

Prepaid card	A type of card which holds a specific amount of money.
Equals card	A type of prepaid card provided by Creative Support appointees or the Finance team, using the Equals Money bank.
Bank card	A type of card which is linked to a bank account. Usually referred to as a debit or credit card.
PIN	Personal Identification Number. This can be used to authorise payments using a card.
Contactless	A type of purchase where you do not have to use your PIN.
Chip and PIN	A type of purchase where you insert the card into the card machine and enter your PIN.
Direct debit	A regular payment set up with your bank to pay for goods and services, e.g. bills.
Bank statement	A document which displays all the transactions made using the card for a specific period of time.
Financial Arrangements Register	A database of all the financial arrangements staff have with service users at Creative Support. Held and maintained by the Internal Audit team.
Monthly Manager Checks	A service manager completes a check on all the money books and finances held at a service.

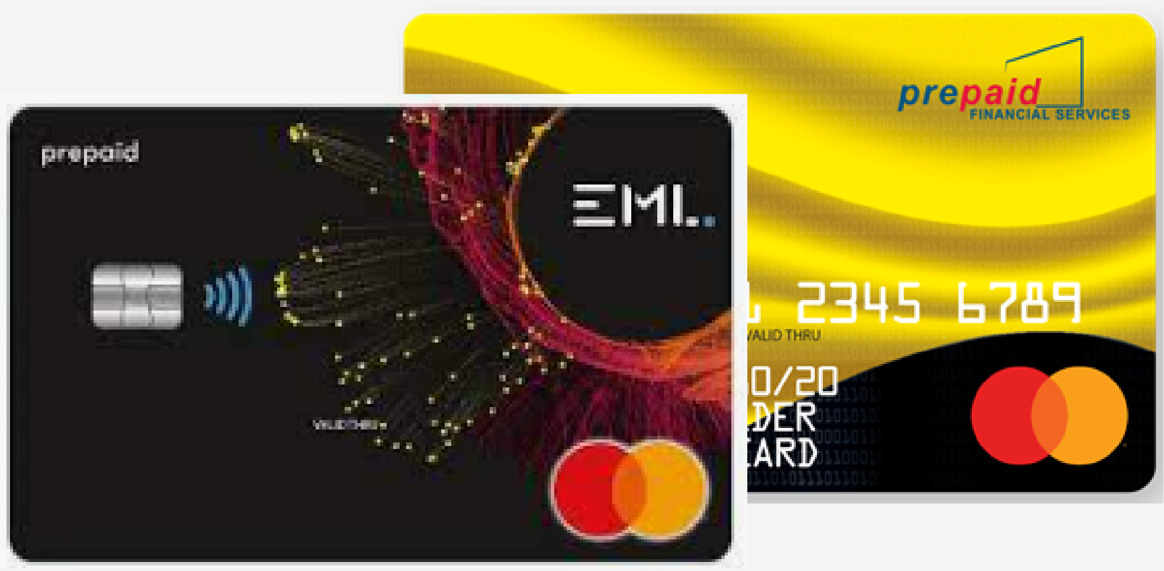
2 Different Cards and their Purposes

You may encounter many different kinds of cards in services.

This page provides a breakdown of each type of card you may come across.

PREPAID CARDS

- A prepaid card can be requested from a **bank or a local authority**.
- It can be topped up with a **specific amount** of money by bank transfer. For example, a service user's appointee may send them a specific amount each week.
- It has a **PIN** which can be used to **withdraw cash** from a cash machine.
- Prepaid cards can be used for card payments in a shop, including either by a **contactless** payment or using the PIN in the card machine.
- You can set spending limits on a prepaid card. You can also lock or freeze the card if it is lost or stolen.
- Some prepaid cards may not work with **online purchases**. This is because the online shop may not accept them, or the card has a block on it. This block may have been arranged by the appointee or bank when the card was issued to the service user.
- You can view the transactions on a bank statement.



The prepaid cards provided by your local authority may look similar to this. The card should always have 'prepaid' indicated on it to distinguish it from other card types.

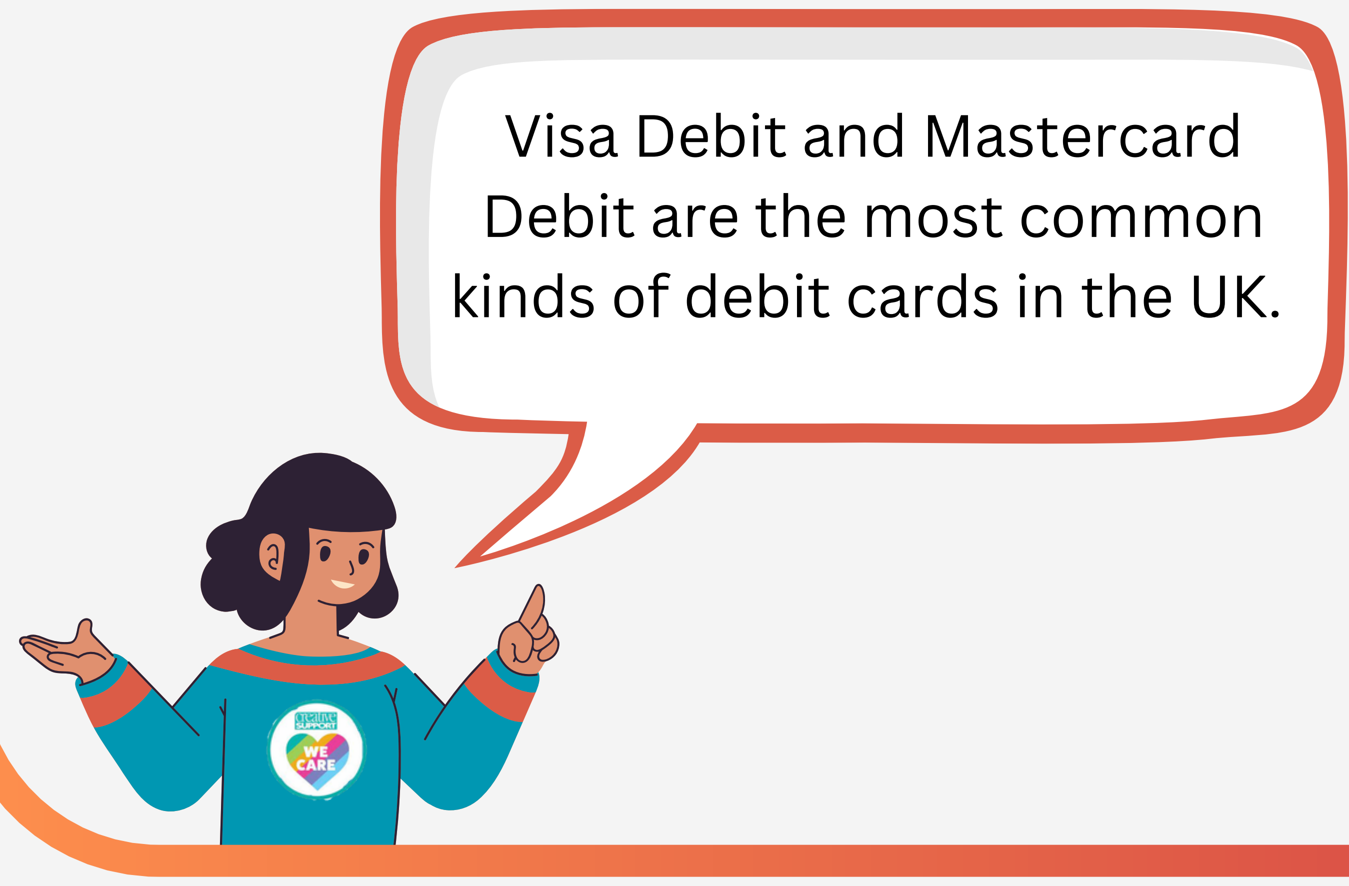
EQUALS CARDS

- Equals cards are a type of prepaid card **provided by Creative Support**.
- If a service user has a **Creative Support appointee,** they may be eligible for an Equals card. The Finance department may issue Equals cards to staff members if necessary to their role, such as to receive cash floats like petty cash.
- Equals cards function the **same way as prepaid cards** provided by any other bank or a local authority.
- Equals cards have a **£1.50 withdrawal charge**. This means Equals will deduct £1.50 from your balance each time you withdraw cash from a cash machine.

3 Different Cards and their Purposes

DEBIT CARDS

- Debit cards are linked to a **current account with a bank.**
- Each debit card has a unique **PIN** to access money. This is usually provided by the bank when the card is issued, but some banks have the option to personalise the PIN.
- When you use a debit card, the money is **deducted from the available balance right away**.
- Unlike cash, debit cards come with some **protection.** This means that if you think you or a service user has been scammed, you can get help from the bank.
- You can **cancel** the card and request a new one from the bank if it becomes lost or stolen.
- You can make payments via **contactless** or using the PIN in a card machine. You can make a payment **of up to £100.00** using contactless in the UK as of 2024.
- You can **withdraw cash** without any additional charges.
- A debit card can be used for payments **online and over the phone**.



CREDIT CARDS

- A credit card lets you spend up to an agreed amount, called your **credit limit**. This is an amount of money you borrow from the bank. The credit limit will depend on your **credit history and income.**
- Each month you will receive a **statement** with the total amount you owe the bank, known as your **balance**.
- You can pay the bank back each month in **full**, or as **minimum payments.**
- If you choose to repay the full amount, you won't pay **interest**. If not, you will pay interest on everything you owe.

4 Bank Card Exemptions and Equals Card Agreements

WHAT IS A BANK CARD EXEMPTION FORM?

- This form authorises the storage of a bank card at a service.
- The form also authorises the staff at the service to know the card's PIN.
- This applies to debit cards and credit cards. It does not apply to prepaid or Equals cards.

WHY DO WE NEED TO COMPLETE IT?

- Permission for staff to access PINs or bank cards can only be given where there is **written evidence** to show why it is in the service user's best interest.
- The form confirms that the care team are also in agreement with this arrangement.

WHERE CAN I FIND THE FORM?

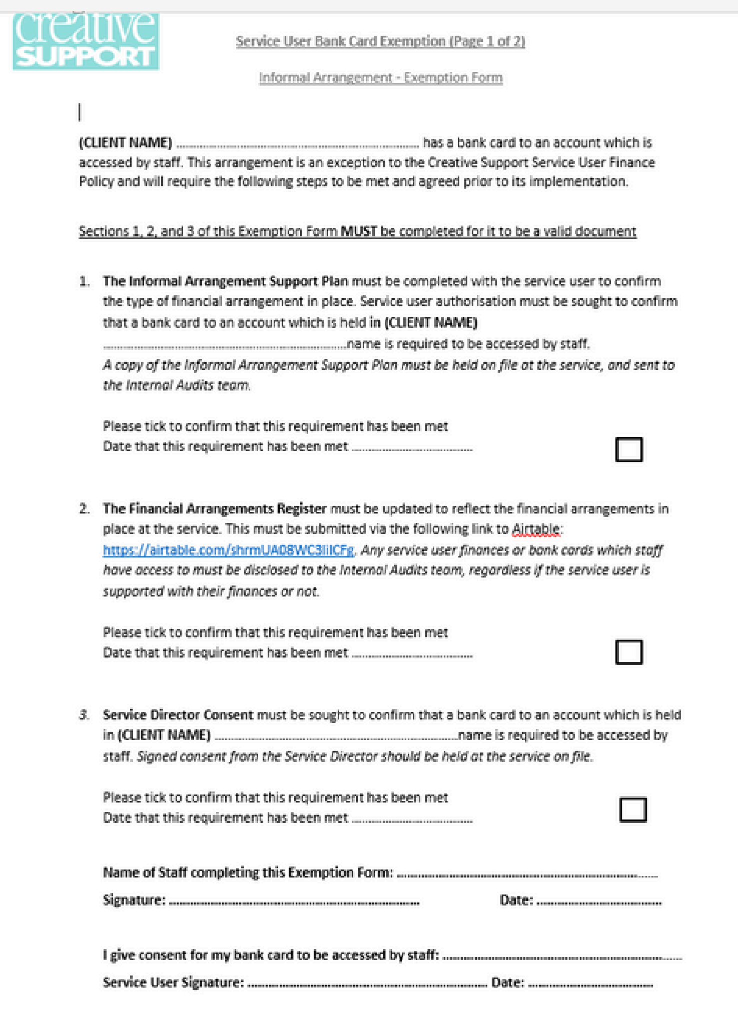
- The form can be downloaded from the Internal Audit page on the Staff Area of Creative Support's website.

WHERE DO WE STORE IT WHEN IT IS COMPLETED?

- A copy must be kept in the service user's finance file.

You need to upload the exemption form on the **Financial Arrangements Register** for each service user. If you don't have access, you can email it to the Internal Audit team.

WHY ARE THERE TWO VERSIONS OF THE BANK CARD EXEMPTION FORM?



Creative Support

Service User Bank Card Exemption (Page 1 of 2)

Informal Arrangement - Exemption Form

(CLIENT NAME) .... has a bank card to an account which is accessed by staff. This arrangement is an exception to the Creative Support Service User Finance Policy and will require the following steps to be met and agreed prior to its implementation.

Sections 1, 2, and 3 of this Exemption Form **MUST** be completed for it to be a valid document

1. **The Informal Arrangement Support Plan** must be completed with the service user to confirm the type of financial arrangement in place. Service user authorisation must be sought to confirm that a bank card to an account which is held **in (CLIENT NAME)** ....name is required to be accessed by staff.
   A copy of the Informal Arrangement Support Plan must be held on file at the service, and sent to the Internal Audits team.

   Please tick to confirm that this requirement has been met ☐
   Date that this requirement has been met ....

2. **The Financial Arrangements Register** must be updated to reflect the financial arrangements in place at the service. This must be submitted via the following link to Airtable: https://airtable.com/shrmUA08WC3liICFg. *Any service user finances or bank cards which staff have access to must be disclosed to the Internal Audits team, regardless if the service user is supported with their finances or not.*

   Please tick to confirm that this requirement has been met ☐
   Date that this requirement has been met ....

3. **Service Director Consent** must be sought to confirm that a bank card to an account which is held in **(CLIENT NAME)** ....name is required to be accessed by staff. *Signed consent from the Service Director should be held at the service on file.*

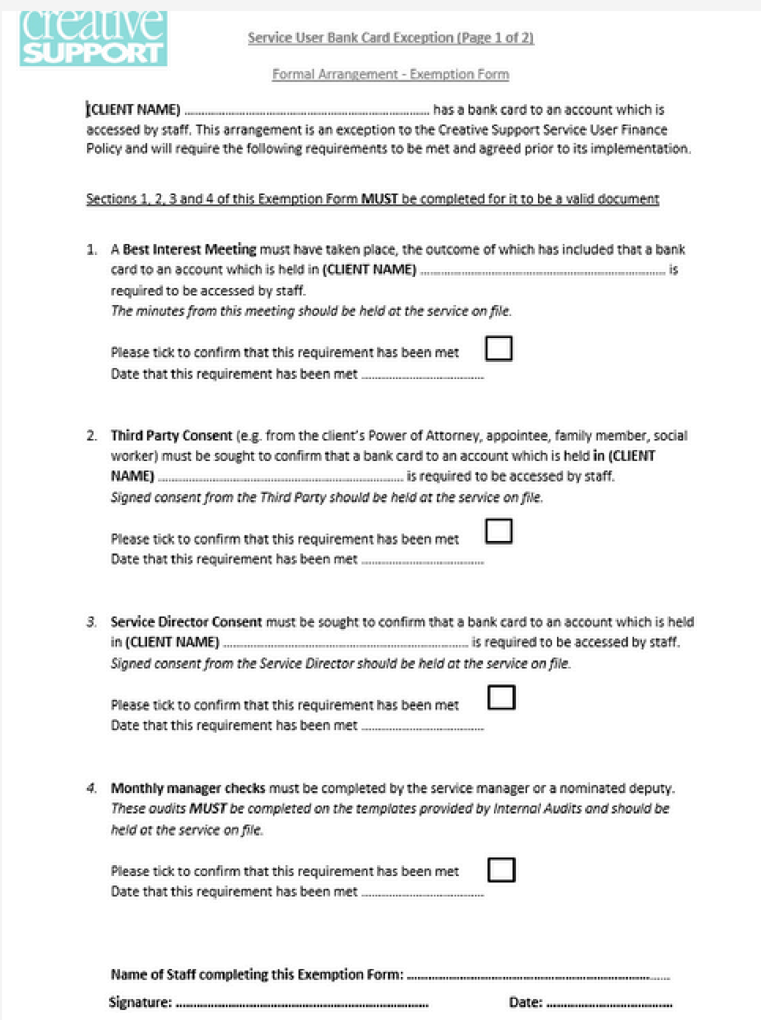
   Please tick to confirm that this requirement has been met ☐
   Date that this requirement has been met ....

Name of Staff completing this Exemption Form: ....

Signature: .... **Date:** ....

I give consent for my bank card to be accessed by staff: ....

Service User Signature: .... **Date:** ....



Creative Support

Service User Bank Card Exception (Page 1 of 2)

Formal Arrangement - Exemption Form

(CLIENT NAME) .... has a bank card to an account which is accessed by staff. This arrangement is an exception to the Creative Support Service User Finance Policy and will require the following requirements to be met and agreed prior to its implementation.

Sections 1, 2, 3 and 4 of this Exemption Form **MUST** be completed for it to be a valid document

1. A **Best Interest Meeting** must have taken place, the outcome of which has included that a bank card to an account which is held in **(CLIENT NAME)** .... is required to be accessed by staff.
   The minutes from this meeting should be held at the service on file.

   Please tick to confirm that this requirement has been met ☐
   Date that this requirement has been met ....

2. **Third Party Consent** (e.g. from the client's Power of Attorney, appointee, family member, social worker) must be sought to confirm that a bank card to an account which is held **in (CLIENT NAME)** .... is required to be accessed by staff.
   Signed consent from the Third Party should be held at the service on file.

   Please tick to confirm that this requirement has been met ☐
   Date that this requirement has been met ....

3. **Service Director Consent** must be sought to confirm that a bank card to an account which is held in **(CLIENT NAME)** .... is required to be accessed by staff.
   Signed consent from the Service Director should be held at the service on file.

   Please tick to confirm that this requirement has been met ☐
   Date that this requirement has been met ....

4. **Monthly manager checks** must be completed by the service manager or a nominated deputy. *These audits **MUST** be completed on the templates provided by Internal Audits and should be held at the service on file.*

   Please tick to confirm that this requirement has been met ☐
   Date that this requirement has been met ....

Name of Staff completing this Exemption Form: ....

Signature: .... **Date:** ....

- Each person requires a different level of support with their finances.
- Some people are supported in a **formal** arrangement, whereas other people might be supported in an **informal** arrangement.
- We have **two separate forms** to accommodate these two categories of financial arrangements.
- Those in a formal arrangement will require a **best interest meeting.**

WHO AUTHORISES THE BANK CARD EXEMPTION FORM?

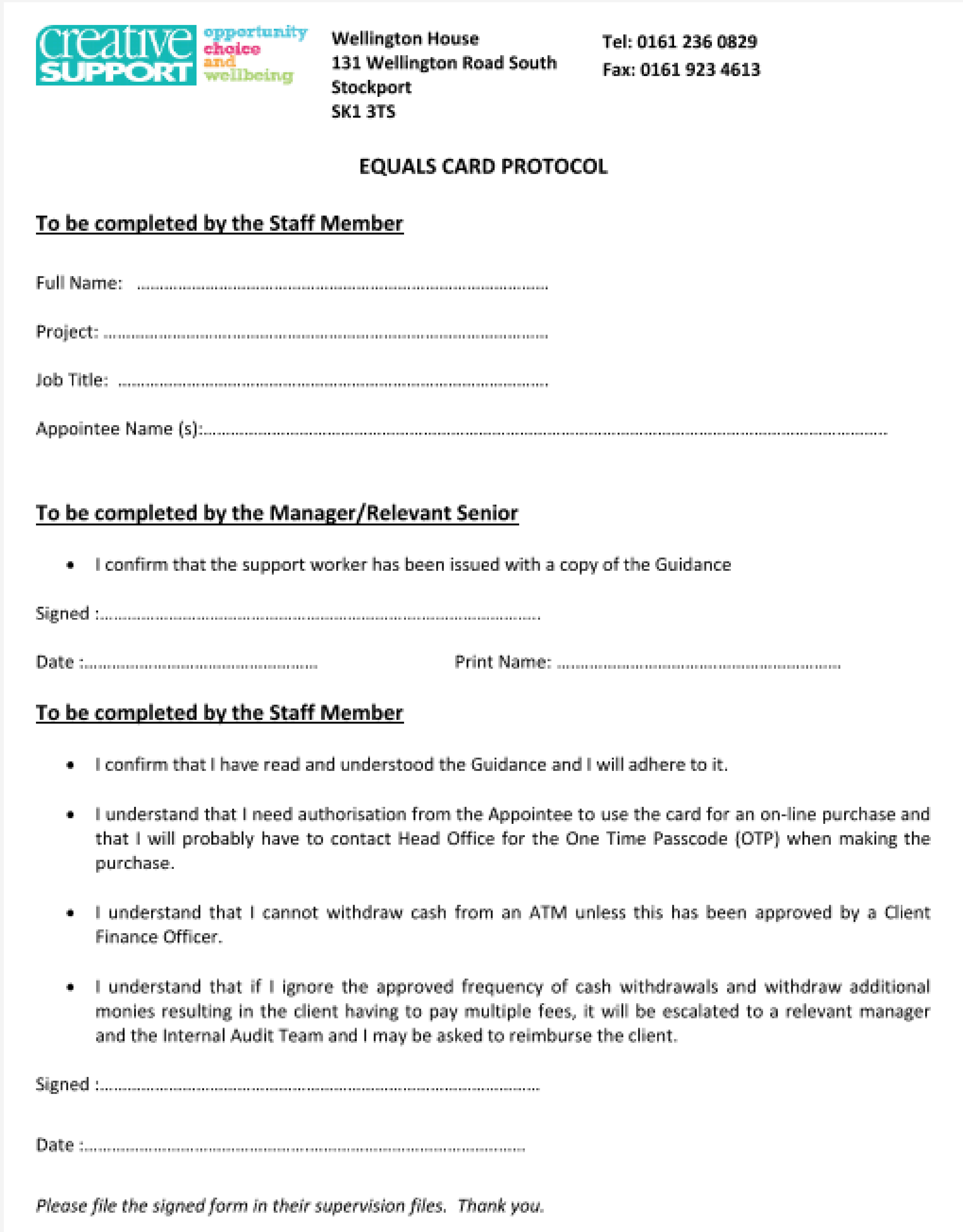
The following people must both sign the form:

- Staff member completing the form
- Service director

The form is not valid unless the service director has authorised it!

5 Bank Card Exemptions and Equals Card Agreements

If staff are handling a service user's **Equals** card, this form should be completed to confirm that service staff have read and understood the guidance surrounding Equals cards.


Wellington House
131 Wellington Road South
Stockport
SK1 3TS

Tel: 0161 236 0829
Fax: 0161 923 4613

EQUALS CARD PROTOCOL

To be completed by the Staff Member

Full Name: ....

Project: ....

Job Title: ....

Appointee Name (s):...

To be completed by the Manager/Relevant Senior

- I confirm that the support worker has been issued with a copy of the Guidance

Signed :...

Date :... Print Name: ....

To be completed by the Staff Member

- I confirm that I have read and understood the Guidance and I will adhere to it.
- I understand that I need authorisation from the Appointee to use the card for an on-line purchase and that I will probably have to contact Head Office for the One Time Passcode (OTP) when making the purchase.
- I understand that I cannot withdraw cash from an ATM unless this has been approved by a Client Finance Officer.
- I understand that if I ignore the approved frequency of cash withdrawals and withdraw additional monies resulting in the client having to pay multiple fees, it will be escalated to a relevant manager and the Internal Audit Team and I may be asked to reimburse the client.

Signed :...

Date :...

Please file the signed form in their supervision files. Thank you.

DO I NEED TO COMPLETE THIS FOR A PREPAID CARD PROVIDED BY A LOCAL AUTHORITY APPOINTEE?

No, this form only needs to be completed for an Equals card provided by a Creative Support appointee.

WHO COMPLETES THE FORM?

- Each individual staff member who manages the Equals card must complete the form.
- The service manager must also sign each form.

WHERE DO WE KEEP THE FORM?

The form must be held inside the staff member's supervision file, and in the service user's finance file.

WHERE CAN I FIND THE FORM?

The form can be downloaded from the Internal Audit page on the staff area anytime you need it.

NOTES

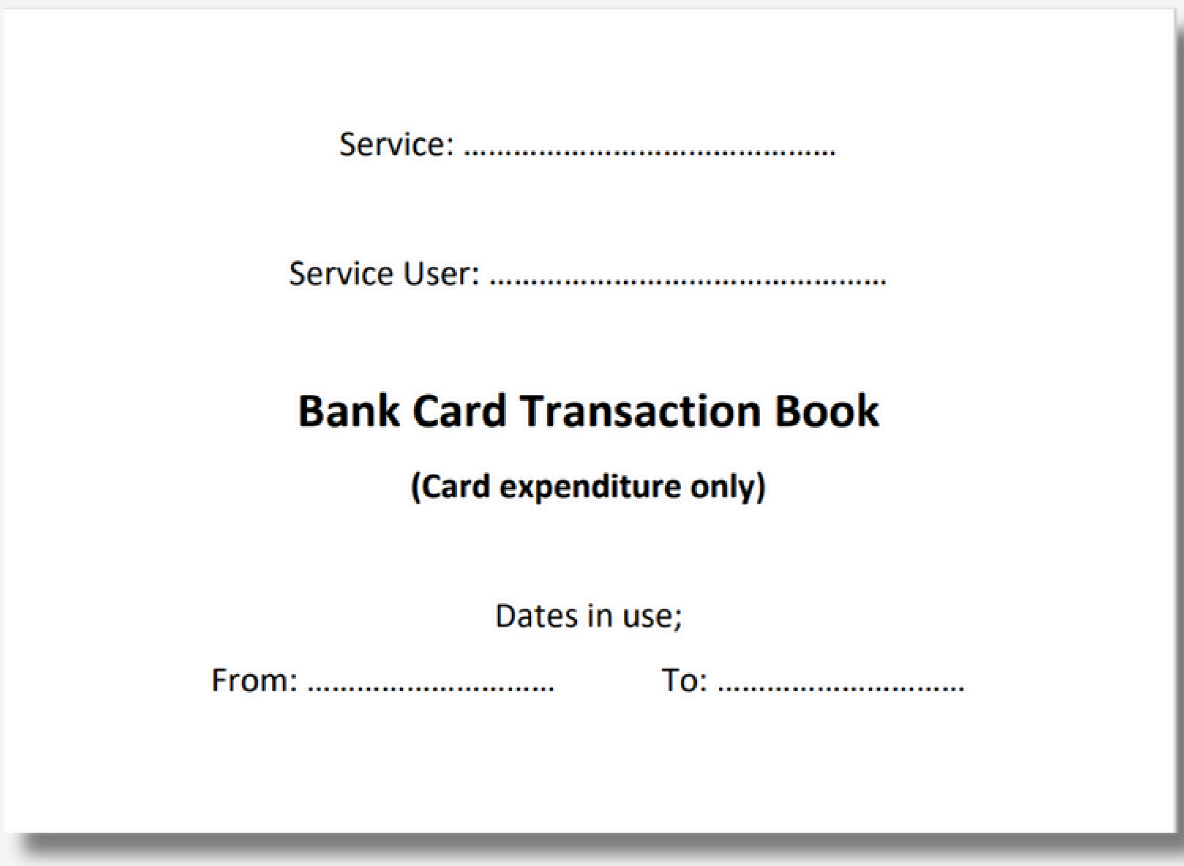
6 Money Books for Different Cards

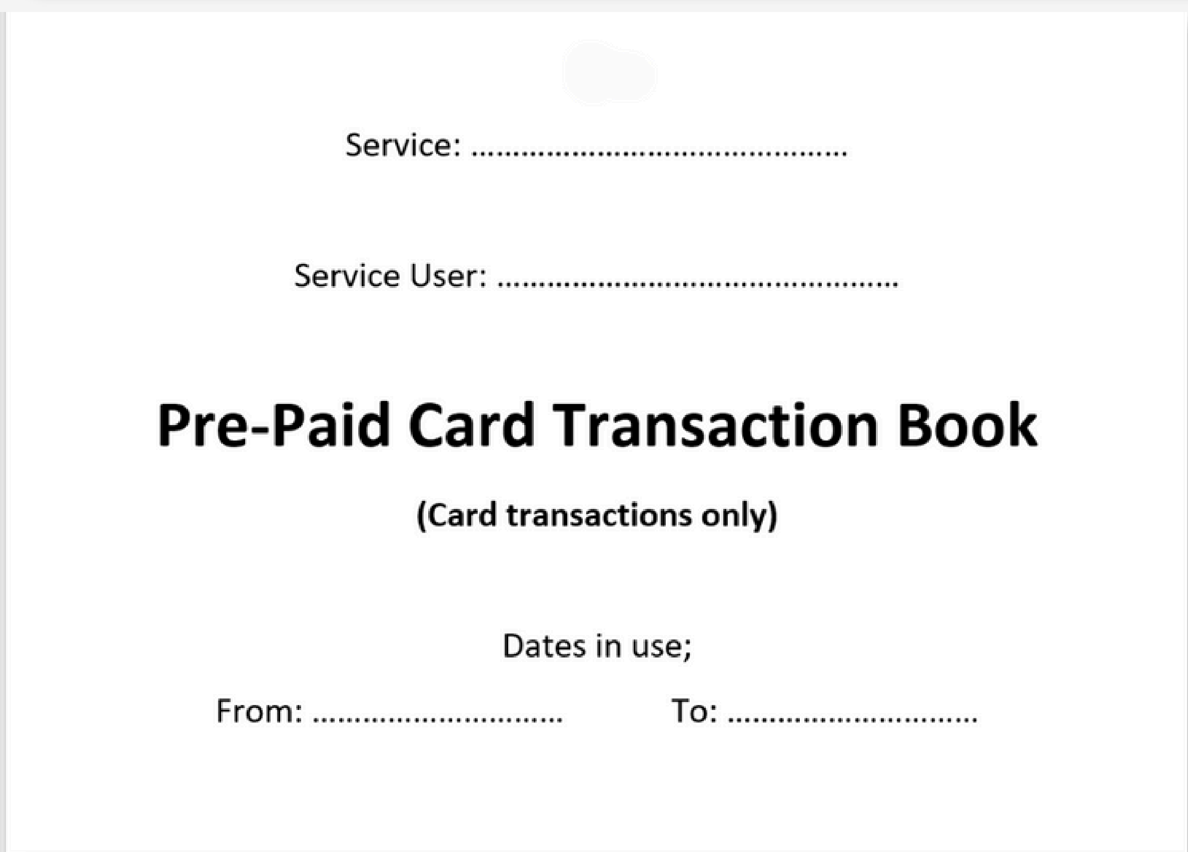
WHEN DO I NEED TO USE A MONEY BOOK?

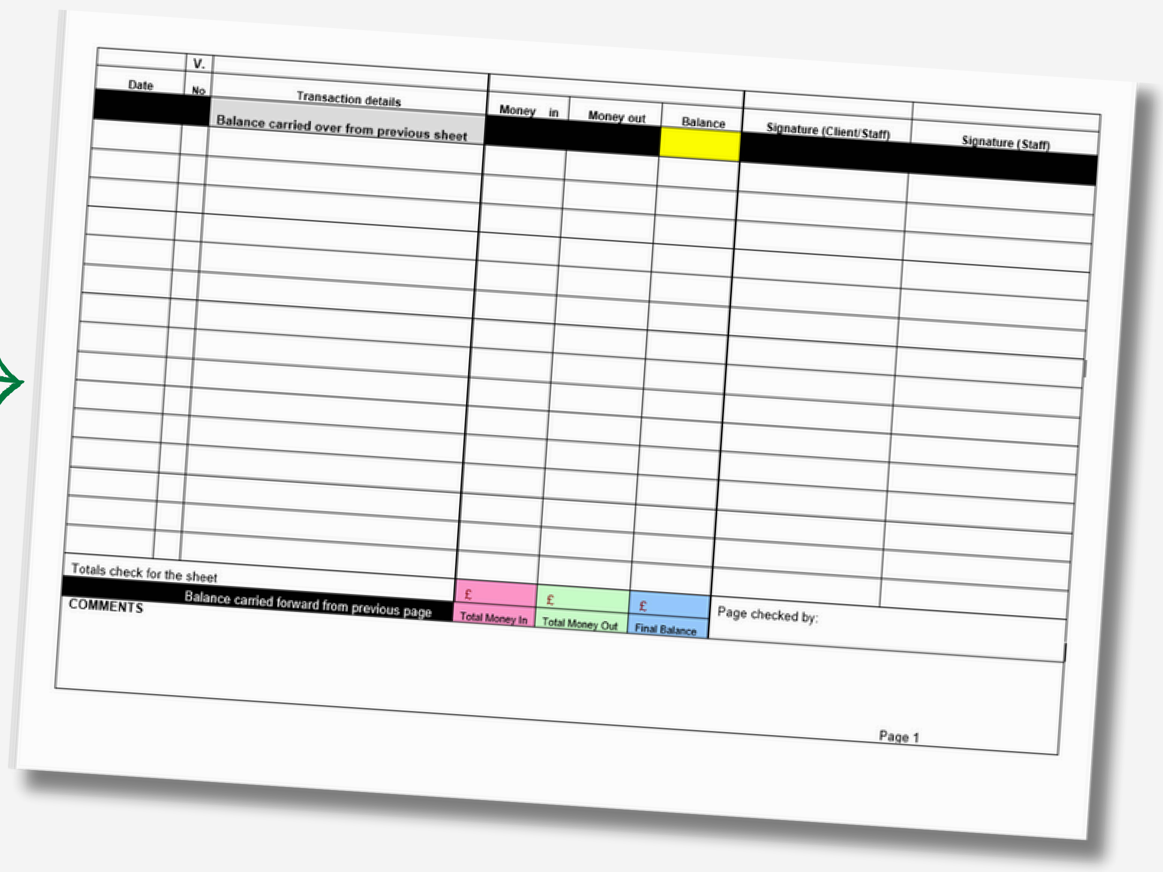
- If you hold a bank or prepaid card inside the safe.
- This includes the cards belonging to service users who are **formally supported** with their finances as well as those who request **informal support with storing or spending their money.**
- The cards must be documented in a **Safe Contents book**. The Safe Contents book must be updated each time it is removed or returned to the safe.

WHICH BOOK SHOULD I USE?

Bank card →	*Bank Card Book*
Prepaid / Equals card →	*Prepaid / Equals Card Book*







HOW LONG SHOULD I KEEP THE BOOK FOR?

Prepaid/Equals Card and Bank Card Transaction books can run as long as they need to. They do not need to be restarted at the beginning of each month. However, it is good practice to archive the receipts monthly so the books can be audited easily.

7 Recording money being loaded onto a Prepaid/Equals card

Money is loaded onto prepaid/Equals cards by registered third parties, such as appointees.
To ensure that you are recording the balance of the card accurately, it is best practice to liaise with this person to find out when the card will be topped up, and by how much. This should then be recorded as 'money in'.

1. Record the date that the money is loaded onto the card

Date	V. No	Transaction details	Money in	Money out	Balance	Signature (Client/Staff)	Signature (Staff)
		Balance carried over from previous sheet			0.00		
1/1/23							

2. Record a description of where the money is coming from

Date	V. No	Transaction details	Money in	Money out	Balance	Signature (Client/Staff)	Signature (Staff)
		Balance carried over from previous sheet			0.00		
1/1/23		Loaded by SMBC appointee					

3. Record the money being loaded 'in' to the fund and update the balance

Date	V. No	Transaction details	Money in	Money out	Balance	Signature (Client/Staff)	Signature (Staff)
		Balance carried over from previous sheet			0.00		
1/1/23		Loaded by SMBC appointee	£300.00		£300.00		

4. Two signatures must be provided.

Date	V. No	Transaction details	Money in	Money out	Balance	Signature (Client/Staff)	Signature (Staff)
		Balance carried over from previous sheet			0.00		
1/1/23		Loaded by SMBC appointee	£300.00		£300.00		

What if I can't find out how much is loaded on to the card, or when it happens?

When you are supporting a service user to use their prepaid card, it is best practice to know how much money you can expect to be on the card and when this is going to be topped up.
If the registered third party who is loading money onto the card won't give you this information, we advise that you contact Internal.Audit@creativesupport.co.uk for further support.

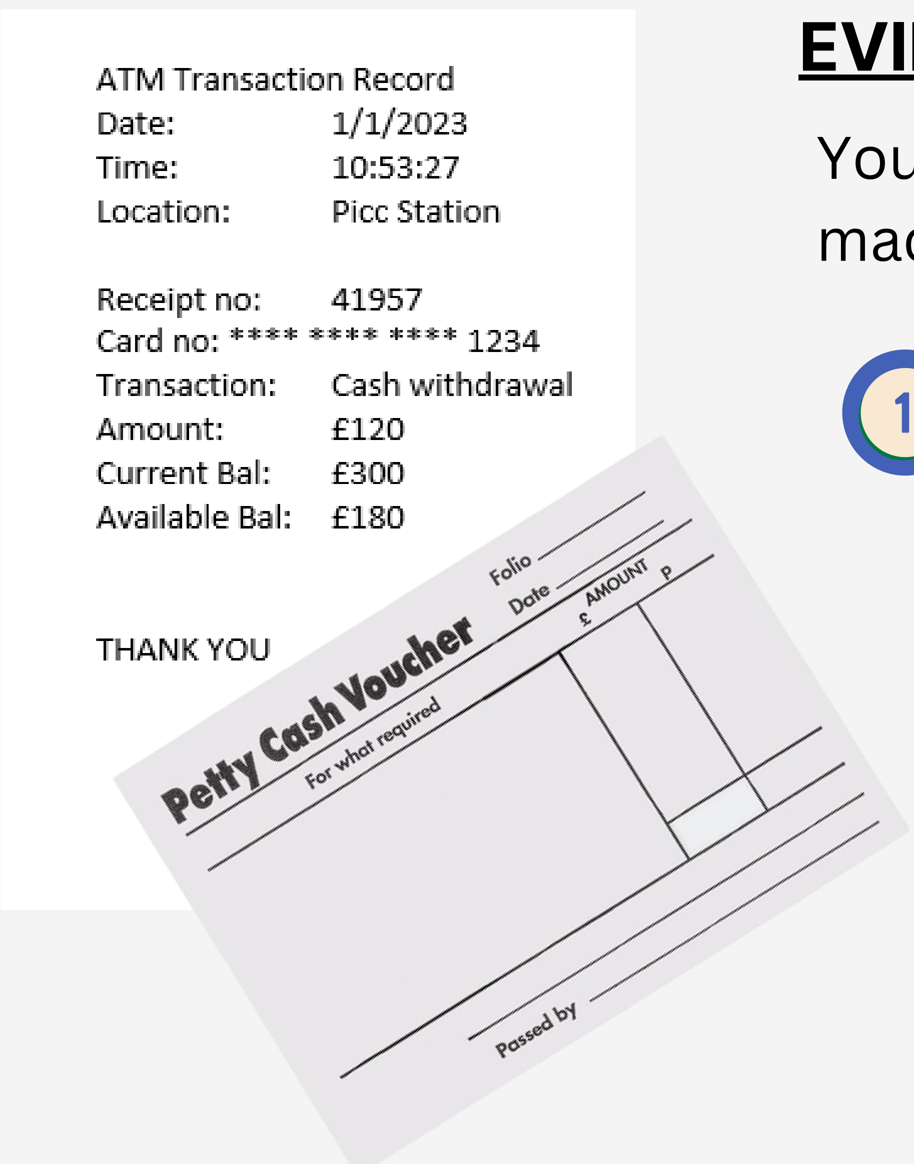
8 Recording a cash withdrawal or card purchase: Prepaid Cards

1. If you make a cash withdrawal or a purchase using a prepaid card, you must record this as 'money out'. This is because a deduction is being made from the balance of the fund. To do this, follow the same steps as recording a top-up onto the fund, but record the money in the 'money out' column instead of the 'money in' column and deduct the amount from the balance.

Date	V. No	Transaction details	Money in	Money out	Balance	Signature (Client/Staff)	Signature (Staff)
		Balance carried over from previous sheet			0.00		
1/1/23		Loaded by SMBC appointee	£300.00		£300.00		
1/1/23		Cash withdrawn for cash book		£120.00	£180.00		

2. Purchases or withdrawals from a pre-paid/Equals Card need to be evidenced with a receipt and folio. Make sure that you provide a folio number in the book!

Date	V. No	Transaction details	Money in	Money out	Balance	Signature (Client/Staff)	Signature (Staff)
		Balance carried over from previous sheet			0.00		
1/1/23		Loaded by SMBC appointee	£300.00		£300.00		
1/1/23	1	Cash withdrawn for cash book		£120.00	£180.00		


ATM Transaction Record
Date: 1/1/2023
Time: 10:53:27
Location: Picc Station

Receipt no: 41957
Card no: **** **** **** 1234
Transaction: Cash withdrawal
Amount: £120
Current Bal: £300
Available Bal: £180

THANK YOU

EVIDENCING A TRANSACTION

You must **keep the receipts** for all cash withdrawals and purchases made using the card.

1. Number both the receipt and the folio.
2. Record the date of the transaction on the folio.
3. Describe the transaction on the folio e.g. cash withdrawal.
4. Record the amount spent in the 'Amount' columns.
5. Add your signature on the folio.

Remember: the receipts and folios for all card payments must be **archived monthly**. This will make it easier for the books to be audited.

Follow this same process for any of the following transactions made using the card:

- Cash withdrawals
- Contactless payments
- Chip and PIN payments
- Online payments

For further guidance on evidencing transactions, please refer to Guide 1: Recording, Evidencing and Checking Cash Transactions.

9 Recording a cash withdrawal or card purchase: Bank Cards

Using a bank card book is very similar to using a prepaid/Equals card book.

The main difference is that a bank card book **does not have a 'Money in' column or a balance column**. It only has an **'Amount Spent'** column instead.

Date	No	Transaction details	Amount Spent	Signature (Client/Staff)	Signature (Staff)	Managers Monthly Checks Signature & Date

It also has a column for the manager to sign when they have checked the record against the bank statement.

You should complete the bank card book the same way as the prepaid/Equals card book.

Date	No	Transaction details	Amount Spent	Signature (Client/Staff)	Signature (Staff)	Managers Monthly Checks Signature & Date
1/1/23	1	New clothes	45.00		Lone working	

You must also evidence all transactions and purchases made using the card in the same way.

1

FASHION GO
Manchester

Date	1/1/2023
Time	10:42:53
X1 Blue Jumper Small	£30.00
X1 Black Jeans Medium	£15.00
Total	£45.00 Card

Card no **** **** **** 1234
PIN accepted

Petty Cash Voucher

Folio 1
Date 1/1/23

For what required	AMOUNT £	p
New clothes bought in Manchester	45	00
	45	00

Passed by

The receipts and folios should be archived monthly.

For further guidance on archiving, please refer to Guide 5: Archiving.

10 Recording a Refund

Money may be returned to the cards if an item is returned to a shop or a refund is requested. These deposits into the fund must also be documented in the books.

PRE-PAID/EQUALS CARD BOOKS

The amount returned will be recorded in the '**money in**' column of the book.

Date	V. No	Transaction details	Money in	Money out	Balance	Signature (Client/Staff)	Signature (Staff)
		Balance carried over from previous sheet			300.00		
1/1/23	1	Money withdrawn for cash book		120.00	180.00		
2/1/23		Refund for train ticket	50.00		230.00		Lone working

You do not need to complete a folio for any money being deposited into the fund. Remember that the folio is only used as a backup for the receipt when a payment is made.

It is good practice to **keep a confirmation of the refund** alongside the receipts for each month. For example, an email confirming the return, or a receipt from a shop.

BANK CARD BOOKS

Bank card books **do not have a 'money in'** column.

Instead, of entering the refund into the money book, **add a comment** in the comments box explaining that there has been a refund, how much was refunded, and which purchase it was for.

Date	No	Transaction details	Amount Spent	Signature (Client/Staff)	Signature (Staff)	Managers Monthly Checks Signature & Date
1/1/23	1	New clothes	45.00		Lone working	
* 4/1/23	2	Theatre tickets	125.00			
10/1/23	3	Water bill payment	65.94			

1. Add an asterisk (*) alongside the purchase which has been refunded in the book.

2. Add another asterisk (*) in the comments box on the page. Make sure you include:
   - The date of the purchase
   - The date of the refund
   - The amount
   - The reason for the refund
   - Your signature

COMMENTS

* 4/1/23 Theatre tickets refunded on 12/1/23 £125.00.
Changed their mind.

11 Balance checking a Prepaid/Equals Card

WHY DO I NEED TO DO THIS?

- A balance check confirms how much money is still available on the card.
- This helps you to budget for card purchases, such as food shopping or online orders.
- It also means the receipts and folios can be compared against the money book to confirm how much has been spent, and that there are no discrepancies.

HOW OFTEN DO I NEED TO DO A BALANCE CHECK?

Once a week. This can be diarised to help staff remember, e.g. a balance check every Thursday.

HOW DO I CONDUCT A BALANCE CHECK?

You can request a ‘balance enquiry’ at your nearest cash machine.
It will confirm the balance of the card on the screen, and print a receipt with it as well.
You need to keep this receipt, and store it with the money book when you return to the service.

HOW DO I RECORD A BALANCE CHECK IN THE BOOK?

Prepaid/Equals card books have a ‘Balance’ column.
This is where you can record the most up-to-date balance.

1. Record the date
2. Describe the transaction as ‘balance check’.

Date	V. No	Transaction details	Money in	Money out	Balance	Signature (Client/Staff)	Signature (Staff)
		Balance carried over from previous sheet			112.00		
1/1/23		Balance check					

3. Record the balance in the ‘balance’ column.
4. Complete the signature columns.

Date	V. No	Transaction details	Money in	Money out	Balance	Signature (Client/Staff)	Signature (Staff)
		Balance carried over from previous sheet			112.00		
1/1/23		Balance check			112.00		

If your balance doesn’t match your last recorded balance, provide an explanation in the comments box at the bottom of the page.

12 Checking Bank Statements

WHAT IS A BANK STATEMENT?

This is a document that displays **all transactions** made using a card during a specific period of time. They are available for prepaid/Equals cards and bank cards. They can be downloaded as a digital copy or sent to you in the post as a paper copy.

Bank statements are typically sent to the account holder **once a month.**

A service user's **appointee** may have copies of these, so you can request them from the appointee. Copies should be held in the service user's **finance file** at the service.

READING A BANK STATEMENT

A bank statement will always contain the following information:

- Name of the account holder
- The type of account
- Account number and sort code
- Date for each transaction
- Reference describing what each transaction was for
- The type of transaction, e.g. contactless or direct debit.
- The amount of money paid into the account
- The amount of money paid out of the account
- The remaining balance in the account after each transaction has been made.

Account holder:
Mr John Smith

Account type:
Current Account

Account details:
******68 / 12-34-56

1st January 2023 to 31st January 2023

Date	Reference	Type	Paid in	Paid out	Balance
1/1/2023	Ticketmaster	Debit Card Transaction		£ 125.00	£ 2110.60
2/1/2023	Specsavers	Debit Card Transaction		£ 99.90	£ 2010.70
2/1/2023	CO-OP Food	Contactless Debit Card Transaction		£ 5.99	£ 2004.71
3/1/2023	Ticketmaster	Debit Card Transaction	£ 125.00		£ 2129.71
4/1/2023	EE Limited	Direct Debit		£ 20.00	£ 2109.71

They are usually displayed in **chronological order**, with the most recent transaction at the top.

You can also request a bank statement for a specific period of time.
For example, the last 3 months, or just last week.

Remember: this is an example of a bank statement. They may not always look identical to this one!

13 Checking Bank Statements

WHY DO WE NEED TO CHECK THE BANK STATEMENTS?

The bank statements provide an **accurate picture** of what has been spent using the card. Therefore, it can be used to compare against the money book to help **identify any discrepancies** or errors made by staff.

WHO COMPLETES THESE CHECKS?

The manager must complete these checks during their **Monthly Manager Checks**. This is referred to as an **Enhanced Monthly Check**.

WHAT DO I NEED TO LOOK OUT FOR WHEN COMPLETING THESE CHECKS?

- ✓ The date of the transactions on the statement matches the dates recorded in the book.
- ✓ The amounts spent/returned match the amounts recorded in the book.
- ✓ The references on the bank statement matches the description in the book.
- ✓ There are no unusual transactions present on the bank statement.

WHAT DO I DO IF I FIND A DISCREPANCY?

Document the discrepancy in the **Monthly Manager Check,** and complete an **incident report**.

Try to include as much information as you can in the incident report.

Scans and photos of any receipts, money books, and bank statements are also helpful.

Send incident reports to incidents@creativesupport.co.uk.

Remember: you should also inform the service user's financial appointee!

For further guidance on managing finance incidents, please refer to Guide 7: Managing Service User Finance Incidents.

Signature List

Sign to confirm that you have read and understood the guide to ***Prepaid, Equals, and Bank Cards*** and that you have raised and resolved any queries with the service manager or the Internal Audit team.

Print Name in Capitals	Job Role or Description	Signature