Internal Audit Guidebook No.6

Monthly Manager Checks

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
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8. Finance in Your Services:
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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 What are Monthly Manager Checks?

Every month, managers need to inspect the finances of services that handle service user money or corporate funds, like petty cash.

The 'Monthly Manager Check' is a document that tells managers which areas need to be checked to ensure there are no discrepancies or errors.

This check covers all areas of finances within a service, including recording transactions in a money book, checking the use of staff meals, and assessing the standards of finance files.

Manager Checks are mandatory and **must be completed every month, within the first week of the following month.** For example, if you're checking for January, do it in the first week of February.

WHO CAN DO A MANAGER CHECK, AND HOW?

- **A senior support worker or higher can conduct Manager Checks.**

- You only need to do one check for all of the financial records at your service; there is no need for separate Monthly Manager Check documents to be completed for each book.

- You can complete these checks on either a computer or by hand.
- Make sure to include as much detail as possible.
- After completing the check, file it at the service with the corresponding financial records and receipts. E.g. file your January check with your January books and receipts.

WHY DO WE COMPLETE MANAGER CHECKS?

Monthly Manager checks support you to:

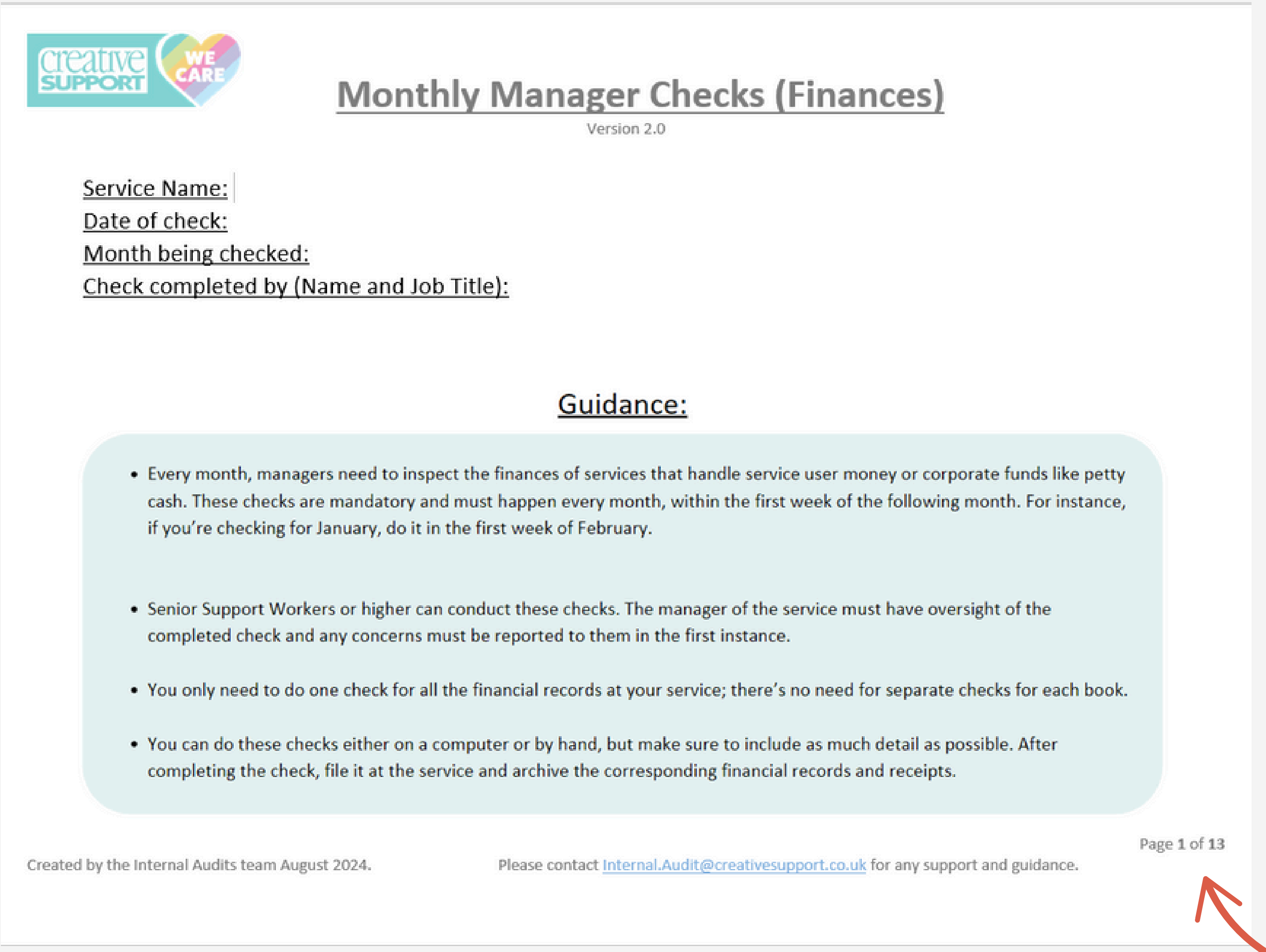
- Identify discrepancies in your financial records
- Follow up with the responsible staff member
- Ensure that the errors do not continue.

Section 11.1 of the Service User Finances policy states:

> 'a monthly check of the financial records at the service is undertaken by a senior member of staff using the Monthly Finance Checklist to ensure that the records are properly completed and that this policy is being followed.'

2 Monthly Manager Check document

You can find a copy of the Monthly Manager Checks document on the *Internal Audit* page in the Staff Area of Creative Support's website.



Monthly Manager Checks (Finances)

Version 2.0

Service Name:
Date of check:
Month being checked:
Check completed by (Name and Job Title):

Guidance:

- Every month, managers need to inspect the finances of services that handle service user money or corporate funds like petty cash. These checks are mandatory and must happen every month, within the first week of the following month. For instance, if you're checking for January, do it in the first week of February.
- Senior Support Workers or higher can conduct these checks. The manager of the service must have oversight of the completed check and any concerns must be reported to them in the first instance.
- You only need to do one check for all the financial records at your service; there's no need for separate checks for each book.
- You can do these checks either on a computer or by hand, but make sure to include as much detail as possible. After completing the check, file it at the service and archive the corresponding financial records and receipts.

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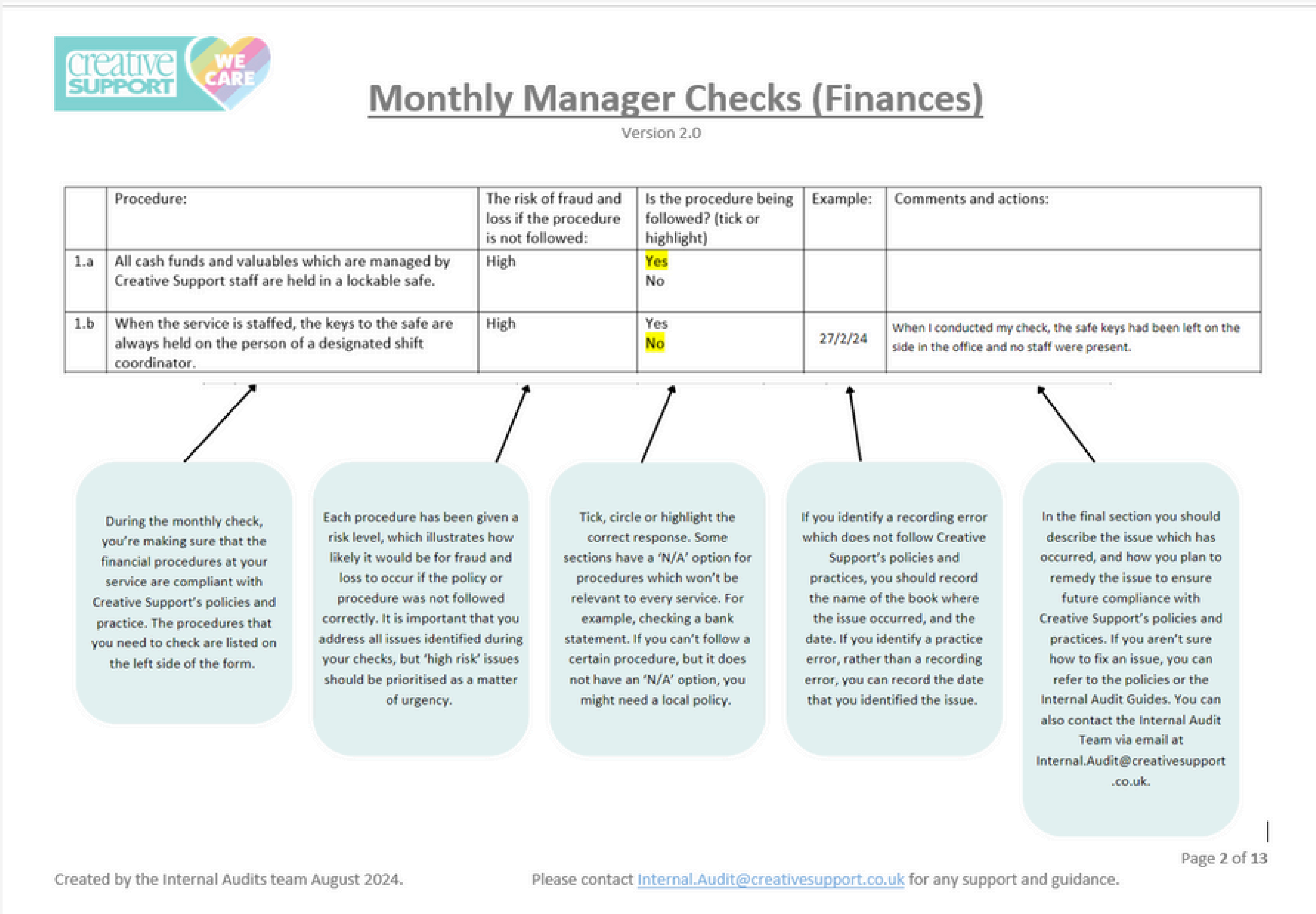
You should print off **one copy per month**, not per fund checked.

You need to complete the information on the front, including:

- Service Name
- Date of Check
- Month being checked
- Check completed by *your name and job title*

Page 2 of the Monthly Manager Checks document has detailed guidance to remind you how to record your checks.
If you are delegating your checks to a Senior Manager who hasn't done them before, it is good practice to **read through page 2 with them** and ensure they understand it.



Monthly Manager Checks (Finances)

Version 2.0

	Procedure:	The risk of fraud and loss if the procedure is not followed:	Is the procedure being followed? (tick or highlight)	Example:	Comments and actions:
1.a	All cash funds and valuables which are managed by Creative Support staff are held in a lockable safe.	High	Yes No		
1.b	When the service is staffed, the keys to the safe are always held on the person of a designated shift coordinator.	High	Yes No	27/2/24	When I conducted my check, the safe keys had been left on the side in the office and no staff were present.

During the monthly check, you're making sure that the financial procedures at your service are compliant with Creative Support's policies and practice. The procedures that you need to check are listed on the left side of the form.

Each procedure has been given a risk level, which illustrates how likely it would be for fraud and loss to occur if the policy or procedure was not followed correctly. It is important that you address all issues identified during your checks, but 'high risk' issues should be prioritised as a matter of urgency.

Tick, circle or highlight the correct response. Some sections have a 'N/A' option for procedures which won't be relevant to every service. For example, checking a bank statement. If you can't follow a certain procedure, but it does not have an 'N/A' option, you might need a local policy.

If you identify a recording error which does not follow Creative Support's policies and practices, you should record the name of the book where the issue occurred, and the date. If you identify a practice error, rather than a recording error, you can record the date that you identified the issue.

In the final section you should describe the issue which has occurred, and how you plan to remedy the issue to ensure future compliance with Creative Support's policies and practices. If you aren't sure how to fix an issue, you can refer to the policies or the Internal Audit Guides. You can also contact the Internal Audit Team via email at Internal.Audit@creativesupport.co.uk.

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	Procedure:	The risk of fraud and loss if the procedure is not followed:	Is the procedure being followed? (tick or highlight)	Example:	Comments and actions:
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1.b	When the service is staffed, the keys to the safe are always held on the person of a designated shift coordinator.	High	Yes No	27/2/24	When I conducted my check, the safe keys had been left on the side in the office and no staff were present.

This section is already completed for you. It tells you which procedures to check and their respective risk statuses.

These sections are where you should indicate whether a procedure is being followed correctly and give examples and comments for identified issues.

3 How to Check that Procedures are being Followed

The monthly manager checks document is divided into different sections. Here's how to check each section:

Section 1: Storage and Security

To complete these checks, we recommend that you attend the service and observe the management of cash and keys to the safe. You will also need to conduct a check of the Safe Contents Book to confirm that all valuables are recorded accurately.

To check that the shift coordinator system is being followed properly, you could ask a member of staff to open the safe for you and observe whether a shift coordinator is holding the safe key, or if it is being stored elsewhere.

For further guidance on Safe Contents books, please refer to *Guide 2: Safe Contents & Weekly Safe Checks Books*.

IMPORTANT:
If you check a book and spot an error, do not write over the error to amend it! Simply record it in the comment section and in your Manager Check.

Section 2: Recorded Transactions

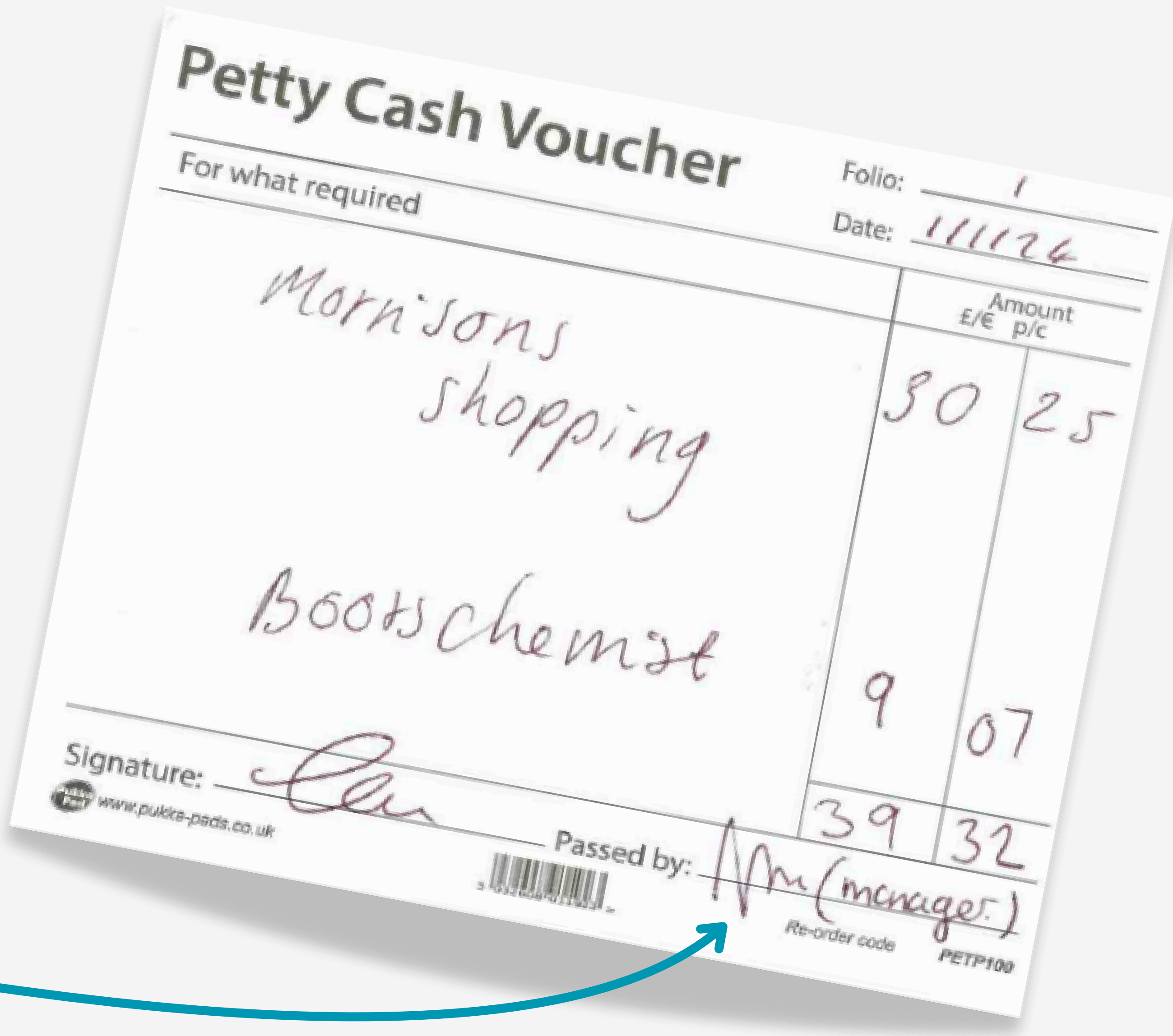
To complete checks on recorded transactions, you need to check all of the money books for the relevant month. We suggest going through one book at a time to check all areas in section 2.

For further guidance on how transactions should be recorded, please refer to *Guide 1: Recording Transactions in a Money Book*.

Section 3: Receipts and Folios

This is a very important section, as receipts and folios provide crucial evidence to indicate that records of spending are accurate and that purchases are appropriate.

It is good practice to sign off the 'Passed by' section on folios when you have checked the transaction and you are satisfied that it is legitimate and appropriate.


Petty Cash Voucher
Folio: 1
Date: 1/11/24

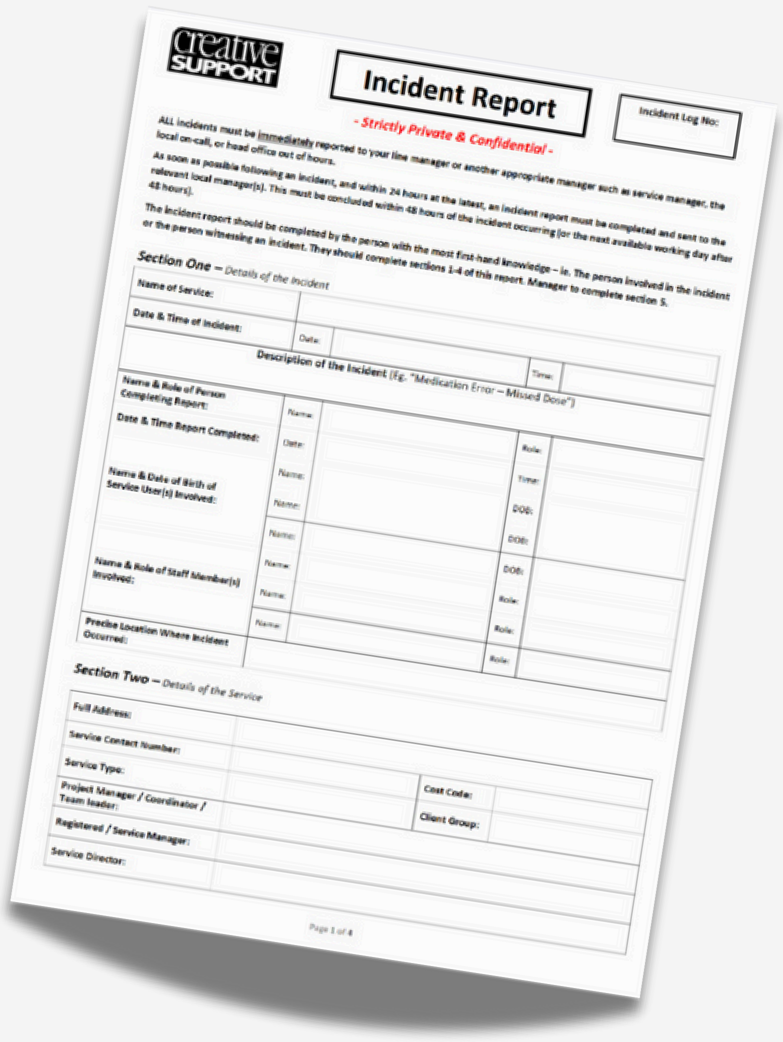
For what required	Amount £/€	p/c
Morrisons shopping	30	25
Boots chemist	9	07
	39	32

Signature:
Passed by: (manager)
www.pukka-pads.co.uk
Re-order code PETP100

For further guidance on receipts and folios, please refer to *Guide 1: Recording Transactions in a Money Book*.

4 How to Check that Procedures are being Followed

Section 4: Checks and Balances


Incident Report

- Strictly Private & Confidential -

Incident Log No:

To complete these checks, we recommend that you have a calculator to hand! Remember that you can use the following calculation to confirm page totals:

Opening balance + money in - money out
= final balance

If your final balance is incorrect, you need to go through each individual transaction and check the receipt and calculations. ***If you identify any missing money while completing this section, you will need to submit an incident report.***

For further guidance on finance incident management, please refer to *Guide 7: Managing Service User Finance Incidents*

Section 5: Financial Arrangements

This section prompts you to ensure that all records of service users' financial arrangements are up-to-date.
To complete this check, you should refer to the records for your service and ensure that the information recorded for each service user reflects the support that is evidenced in the books you are checking.

Section 6: Finance Files

To complete this section you need to be present at the service in order to check that the necessary documents are in the finance files. ***Please note that it is not acceptable for finance documents to be mixed into support files, as this compromises service users' privacy when auditors review the documents. As such, service users should have a designated finance file.***

Section 7: Archiving

You will need to be present at the service to check the archiving. It is good practice to check that there are no stray receipts in the safe, or money tins or wallets from previous months which have not been archived. If there are, you can archive them after you complete your checks.

For further guidance on archiving policy and procedure, please refer to *Guide 5: Archiving.*

Section 8: Service User Mileage

You should use Google Maps to confirm the distances in the mileage book. Where possible, it is good practice to check the mileage in the car to confirm that it matches the book.

Section 9: Large Purchases

You should identify large purchases during your checks of the books and statements. It is good practice to ask to see large purchases, such as a television, provided that this doesn't infringe on the service user's privacy.

5 Team Meetings and Finance Supervisions

TEAM MEETINGS

Use your team meetings to give feedback based on the results of the monthly manager check. This can help your team to understand the correct procedures and why it is important that they are followed.

Team meetings also give staff members the opportunity to ask questions and voice concerns if there are any areas they are unsure about. If anyone requires further support, you may need to schedule some training for them or conduct a finance supervision.

A great way to share this feedback can be to use the sandwich method...

...explain the positive things you noticed whilst conducting the checks before mentioning the areas for improvement. Then finish with something positive.

FINANCE SUPERVISIONS

If you identify repeated issues during multiple manager checks with no signs of improvement, you should identify who is making the mistake and hold finance supervisions.

If a staff member continues to make mistakes, you should ensure they get further training and escalate to HR if it becomes an ongoing performance issue.

NOTES

Signature List

Sign to confirm that you have read and understood the guide to ***Monthly Manager Checks***, 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