



# Safe Contents & Weekly Safe Checks Books



# INTERNAL AUDIT GUIDEBOOKS

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- 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:  
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- ⑨ **Manager's Financial Guide**

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# All about Safe Key Security and Insurance

## WHERE SHOULD I STORE THE KEYS TO THE SAFE?

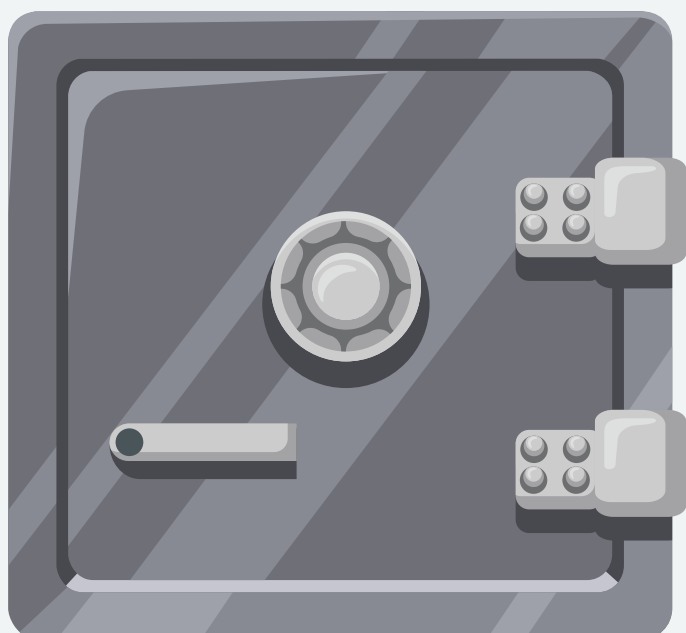
- The **keys to the safe must be held on the person of the shift coordinator** at all times.
- This could be on a lanyard, in a bum bag, or inside a pocket.
- When the shift coordinator's shift ends, the safe keys are passed onto the next designated shift coordinator.



## WHAT IF MORE THAN ONE PERSON NEEDS ACCESS TO THE SAFE AT ANY GIVEN TIME?

- If another person needs access to the safe at any given time, you might need to store the keys in a separate secure location.
- This can be inside a **combination-locked key safe**, which is only accessible by senior members of staff.
- You will also need to document this in a Local Finance Policy, which is authorised by the service director.

**Remember: the keys to the safe must never leave the service.**



## HOW MUCH MONEY CAN I STORE IN THE SAFE?

- Creative Support provides a standard £750.00 insurance limit.
- This **insurance is in place for each safe**, not for each service user or each building.
- Where the local authority has a separate safe insurance limit, you must use the lowest of the two.

## WHAT IF I NEED TO STORE MORE THAN £750.00 IN THE SAFE?

**Having substantial funds at the service increases the risk of fraud and loss.**



- It is not good practice to keep more than £750.00 in one safe.
- **You can divide the contents of a safe across multiple safes.**
- You can also request a short-term increase of the insurance limit by getting in touch with the Health and Safety team.

**Always reduce the amount of cash held in the safe as much as possible. For example, withdraw less cash, or consider whether service users can use pre-paid cards.**

# What are Safe Contents and Weekly Safe Checks books?

## WHAT IS A SAFE CONTENTS BOOK?

- A safe contents book is used to document all of the valuable items present in the safe.
- This book is held in the safe, or next to it at the service.
- It can run continuously and does not need to be restarted each month.

Service: .....

### Safe Contents Book

Dates in use;  
From: ..... To: .....

### Weekly Safe Checks Book

Dates in use;  
From: ..... To: .....

## WHAT IS A WEEKLY SAFE CHECKS BOOK?

- This is a book used to document the checks conducted on the safe contents.
- You need one book per safe. It is held in the safe, or next to it at the service.
- It can run continuously and does not need to be restarted each month.
- It is the responsibility of the service manager or senior staff member to complete the weekly safe checks.

## WHEN DO I NEED A SAFE CONTENTS BOOK?

- You need a Safe Contents book if you hold any service users' valuables in a safe at the service.
- You need one book per safe.

**You do not need to record cash tins, sharps, or medication in your safe contents book.**

**Remember: if you only hold cash and no valuables, you do not need a Safe Contents book.**



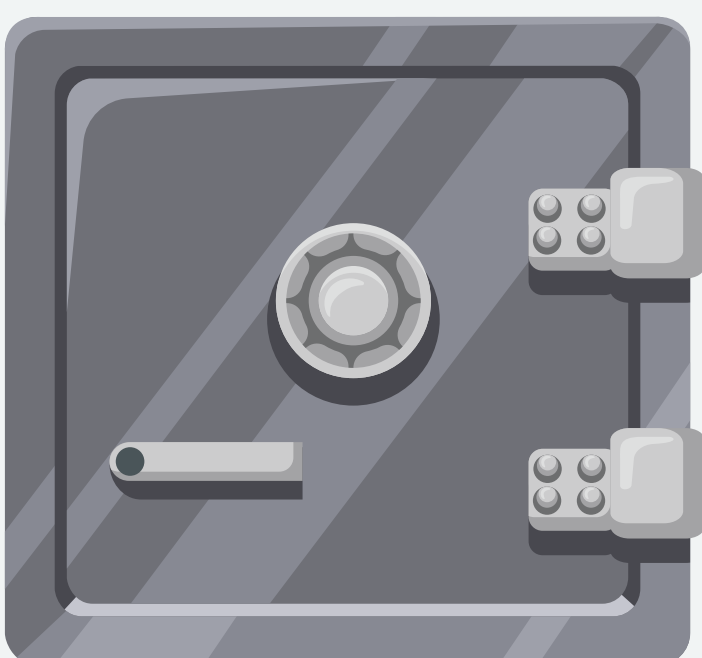
## WHAT TYPE OF EVIDENCE DO I NEED TO PROVIDE?



Signatures

Signatures are the only evidence which can be provided in Safe Contents and Weekly Safe Checks books. This is why it is crucial that they are completed every time.

## WHY DO I NEED A SAFE CONTENTS AND WEEKLY SAFE CHECKS BOOK?



Section 7.1 of the Service User Finances Policy states that:

***'All valuables that are kept in the safe that is held in a service user's home/bedroom must be recorded in a Safe Contents Book, and signed in and out of the safe each time they are used. This should also be checked weekly and logged in the Weekly Safe Checks Book.'***

# How to create the Cover and Index pages in the Safe Contents book

Service: .....Lane House.....

1

## Safe Contents Book

Dates in use;

From: .....01/01/24..... To: .....

If you have multiple safes at your service, it can be helpful to number them on the book cover.

### HOW DO I COMPLETE THE COVER PAGE?

1

Add the service name.

The first line of the service address is sufficient, e.g. Lane House.

2

In the 'From' date section, write the date you are starting the book.

Safe Contents books can run as long as they need to, or until they are full.

They do not need to be restarted at the beginning of each month. When you start a new book, complete the 'To' section to show that the book is no longer in use.

### HOW DO I COMPLETE THE INDEX PAGE?

- Each service user must have their own pages in the Safe Contents book.
- You must not record items from multiple service users on the same page.
- Full names must be recorded.

1

Write the service user's full name on the relevant pages.

It is good practice to leave some blank pages between each service user in case they need more than one page.

| Page No | CLIENT'S NAME | Comments / Other information |
|---------|---------------|------------------------------|
| 1       | John Smith    |                              |
| 2       |               |                              |
| 3       |               |                              |
| 4       | Jo Bloggs     |                              |
| 5       |               |                              |
| 6       |               |                              |
| 7       |               |                              |

2

Record the service user's name at the top of the corresponding page in the book.

Safe Contents Book

Client's Name John Smith

| ITEMS IN            |                                              |                        |                 | ITEMS OUT           |                        |                 |
|---------------------|----------------------------------------------|------------------------|-----------------|---------------------|------------------------|-----------------|
| Date item deposited | Description of article deposited in the safe | Client/Staff Signature | Staff Signature | Date Item taken out | Client/Staff Signature | Staff Signature |
|                     |                                              |                        |                 |                     |                        |                 |

3

Any items belonging to the service should be recorded on the 'Miscellaneous' pages in the book.

12

24

Pages 25 - 30 Miscellaneous - for service items

# How to record depositing items in the Safe Contents book

- 1 Record the date in full e.g. 01/01/2024.  
You should do this for each item you are recording a deposit into the book.

## SAFE CONTENTS BOOK

CLIENT'S NAME: John Smith

| ITEMS IN            |                                              |                        |                 | ITEMS OUT           |                        |                 |
|---------------------|----------------------------------------------|------------------------|-----------------|---------------------|------------------------|-----------------|
| Date item deposited | Description of article deposited in the safe | Client/Staff Signature | Staff Signature | Date Item taken out | Client/Staff Signature | Staff Signature |
| 01/01/2024          |                                              |                        |                 |                     |                        |                 |
|                     |                                              |                        |                 |                     |                        |                 |
|                     |                                              |                        |                 |                     |                        |                 |

Remember: you should never use "ditto marks."



- 2 Record a clear description of the item you are depositing, e.g. birth certificate.  
When recording cheques, make sure you include the number and the amount, e.g. cheque 00053, £52.00.

## SAFE CONTENTS BOOK

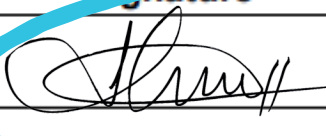
CLIENT'S NAME: John Smith

| ITEMS IN            |                                              |                        |                 | ITEMS OUT           |                        |                 |
|---------------------|----------------------------------------------|------------------------|-----------------|---------------------|------------------------|-----------------|
| Date item deposited | Description of article deposited in the safe | Client/Staff Signature | Staff Signature | Date Item taken out | Client/Staff Signature | Staff Signature |
| 01/01/2024          | Birth certificate                            |                        |                 |                     |                        |                 |
|                     |                                              |                        |                 |                     |                        |                 |
|                     |                                              |                        |                 |                     |                        |                 |

- 3 You must always complete the staff signature column. If the service user has capacity, they should sign the 'client signature' section. If the service user is unable to sign, this column should be signed by another member of staff or 'lone working' should be indicated.

## SAFE CONTENTS BOOK

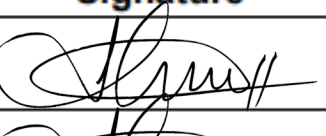
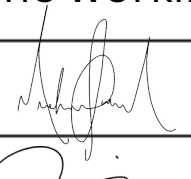
CLIENT'S NAME: John Smith

| ITEMS IN            |                                              |                                                                                      |                 | ITEMS OUT           |                        |                 |
|---------------------|----------------------------------------------|--------------------------------------------------------------------------------------|-----------------|---------------------|------------------------|-----------------|
| Date item deposited | Description of article deposited in the safe | Client/Staff Signature                                                               | Staff Signature | Date Item taken out | Client/Staff Signature | Staff Signature |
| 1/1/2024            | Birth certificate                            |  | Lone working    |                     |                        |                 |
|                     |                                              |                                                                                      |                 |                     |                        |                 |
|                     |                                              |                                                                                      |                 |                     |                        |                 |

- 4 Follow this process for each item you are depositing into the safe.  
Each item should have its own row in the book.  
This includes individually recording cards held in a wallet or purse.

## SAFE CONTENTS BOOK

CLIENT'S NAME: John Smith

| ITEMS IN            |                                              |                                                                                      |                                                                                       | ITEMS OUT           |                        |                 |
|---------------------|----------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|------------------------|-----------------|
| Date item deposited | Description of article deposited in the safe | Client/Staff Signature                                                               | Staff Signature                                                                       | Date Item taken out | Client/Staff Signature | Staff Signature |
| 1/1/2024            | Birth certificate                            |  | Lone working                                                                          |                     |                        |                 |
| 1/1/2024            | Cheque no.0052, £100.00                      |  |  |                     |                        |                 |
| 1/1/2024            | Bank card                                    | J Smith                                                                              |  |                     |                        |                 |

5

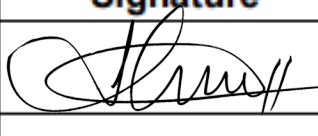
# How to record removing items in the Safe Contents book

You must complete these steps each time an item is withdrawn from the safe. This includes each time an item such as a bank card is withdrawn from the safe to go shopping, or when an item is returned to the service user.

- Record the date in full, e.g. 01/01/2024.

## SAFE CONTENTS BOOK

CLIENT'S NAME: John Smith

| ITEMS IN            |                                              |                                                                                   |                 | ITEMS OUT           |                        |                 |
|---------------------|----------------------------------------------|-----------------------------------------------------------------------------------|-----------------|---------------------|------------------------|-----------------|
| Date item deposited | Description of article deposited in the safe | Client/Staff Signature                                                            | Staff Signature | Date Item taken out | Client/Staff Signature | Staff Signature |
| 01/01/2024          | Bank card                                    |  | Lone working    | 12/1/2024           |                        |                 |
|                     |                                              |                                                                                   |                 |                     |                        |                 |
|                     |                                              |                                                                                   |                 |                     |                        |                 |

Remember: you should never use "ditto marks."



- You must always complete the staff signature column. If the service user has capacity, they should sign the 'client signature' section. If the service user is unable to sign, this column should be signed by another member of staff, or 'lone working' should be indicated.

## SAFE CONTENTS BOOK

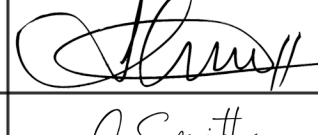
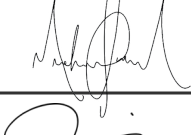
CLIENT'S NAME: John Smith

| ITEMS IN            |                                              |                                                                                     |                 | ITEMS OUT           |                                                                                       |                                                                                       |
|---------------------|----------------------------------------------|-------------------------------------------------------------------------------------|-----------------|---------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Date item deposited | Description of article deposited in the safe | Client/Staff Signature                                                              | Staff Signature | Date Item taken out | Client/Staff Signature                                                                | Staff Signature                                                                       |
| 1/1/2024            | Bank card                                    |  | Lone working    | 12/1/2024           |  |  |
|                     |                                              |                                                                                     |                 |                     |                                                                                       |                                                                                       |
|                     |                                              |                                                                                     |                 |                     |                                                                                       |                                                                                       |

- Follow this process for each item individual item you are removing from the safe. Each item should have its own row in the book.

## SAFE CONTENTS BOOK

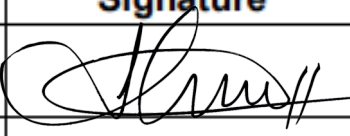
CLIENT'S NAME: John Smith

| ITEMS IN            |                                              |                                                                                     |                                                                                       | ITEMS OUT           |                                                                                       |                                                                                       |
|---------------------|----------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Date item deposited | Description of article deposited in the safe | Client/Staff Signature                                                              | Staff Signature                                                                       | Date Item taken out | Client/Staff Signature                                                                | Staff Signature                                                                       |
| 12/1/2024           | Birth certificate                            |  | Lone working                                                                          | 14/1/2024           |  |  |
| 12/1/2024           | Cheque no.0052, £100.00                      |  |  | 14/1/2024           | J Smith                                                                               | Lone working                                                                          |
| 14/1/2024           | Bank card                                    | J Smith                                                                             |  |                     |                                                                                       |                                                                                       |

# Safe Contents book: this, not that!

Here is an example of a deposit into the safe contents book which **has not** been recorded well...

**SAFE CONTENTS BOOK** CLIENT'S NAME:.....John.....

| ITEMS IN            |                                              |                                                                                    |                 | ITEMS OUT           |                        |                 |
|---------------------|----------------------------------------------|------------------------------------------------------------------------------------|-----------------|---------------------|------------------------|-----------------|
| Date item deposited | Description of article deposited in the safe | Client/Staff Signature                                                             | Staff Signature | Date Item taken out | Client/Staff Signature | Staff Signature |
| 1/1                 | certificate, cheque, card                    |  |                 |                     |                        |                 |
|                     |                                              |                                                                                    |                 |                     |                        |                 |
|                     |                                              |                                                                                    |                 |                     |                        |                 |

The date is incomplete

Multiple items are recorded on the same row

Descriptions are not detailed enough

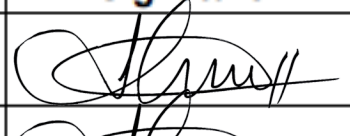
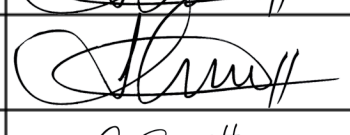
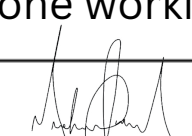
Signature column has been left blank

Full name is not indicated



Here is an example of a deposit into the safe contents book which **has** been recorded well...

**SAFE CONTENTS BOOK** CLIENT'S NAME:.....John Smith.....

| ITEMS IN            |                                              |                                                                                      |                                                                                       | ITEMS OUT           |                        |                 |
|---------------------|----------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|------------------------|-----------------|
| Date item deposited | Description of article deposited in the safe | Client/Staff Signature                                                               | Staff Signature                                                                       | Date Item taken out | Client/Staff Signature | Staff Signature |
| 01/01/2024          | Birth certificate                            |  | Lone working                                                                          |                     |                        |                 |
| 01/01/2024          | Cheque no.0052, £100.00                      |  |  |                     |                        |                 |
| 01/01/2024          | Bank card                                    | J Smith                                                                              |  |                     |                        |                 |

The date is recorded in full

Each item has a separate row

Descriptions are clear and detailed

Both the signature columns have been completed

Full name is indicated



**Remember: always ensure your handwriting can be read by others. To help with this, you can write in capital letters.**

## REMEMBER:

- Do not record cash in the Safe Contents book. Cash should only be documented in a money book.
- Do not record items on the index page.
- Do not leave any blank rows in between entries.
- Do not record weekly safe checks in a Safe Contents book.

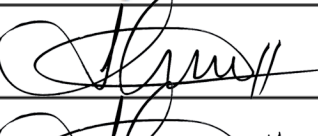
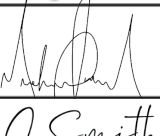
7

# How to complete and record a Weekly Safe Check

- 1
- Check which items should be present in the safe by identifying items which have been recorded in, but haven't been withdrawn.

SAFE CONTENTS BOOK

CLIENT'S NAME:.....John Smith.....

| ITEMS IN            |                                              |                                                                                    |                                                                                     | ITEMS OUT           |                                                                                     |                                                                                     |
|---------------------|----------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Date item deposited | Description of article deposited in the safe | Client/Staff Signature                                                             | Staff Signature                                                                     | Date Item taken out | Client/Staff Signature                                                              | Staff Signature                                                                     |
| 12/1/2024           | Birth certificate                            |  | Lone working                                                                        | 14/1/2024           |  |  |
| 12/1/2024           | Cheque no.0052, £100.00                      |  |  | 14/1/2024           | John Smith                                                                          | Lone working                                                                        |
| 14/1/2024           | Bank card                                    | John Smith                                                                         |  |                     |                                                                                     |                                                                                     |

As this bank card hasn't been signed out, it should still be in the safe.

- 2
- Record the date in full.

| Date     | All items correct? | Issues<br>(e.g. Item not recorded in book or item recorded not found in safe.) | Staff Signature 1 |
|----------|--------------------|--------------------------------------------------------------------------------|-------------------|
| 1/1/2024 |                    |                                                                                |                   |
|          |                    |                                                                                |                   |

- 3
- Record 'YES' or 'NO' in the 'All items correct column?'. If some items are missing, the answer would be 'NO'.

| Date     | All items correct? | Issues<br>(e.g. Item not recorded in book or item recorded not found in safe.) | Staff Signature 1 | Staff Signature 2 |
|----------|--------------------|--------------------------------------------------------------------------------|-------------------|-------------------|
| 1/1/2024 | YES                |                                                                                |                   |                   |
|          |                    |                                                                                |                   |                   |
|          |                    |                                                                                |                   |                   |

- 4
- Document any discrepancies in the 'Issues' column.

| Date     | All items correct? | Issues<br>(e.g. Item not recorded in book or item recorded not found in safe.)         | Staff Signature 1 | Staff Signature 2 |
|----------|--------------------|----------------------------------------------------------------------------------------|-------------------|-------------------|
| 1/1/2024 | NO                 | Bank card is recorded as present in the safe contents book, but it is not in the safe. |                   |                   |
|          |                    |                                                                                        |                   |                   |

If you haven't found any errors, you would complete the 'Issues' column with 'N/A' or 'Not Applicable'.

- 5
- Record your signature in the first signature column. Two signatures should always be provided, unless lone working. Service users must **never** sign for weekly safe checks.

| Date     | All items correct? | Issues<br>(e.g. Item not recorded in book or item recorded not found in safe.)         | Staff Signature 1                                                                     | Staff Signature 2                                                                     |
|----------|--------------------|----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| 1/1/2024 | NO                 | Bank card is recorded as present in the safe contents book, but it is not in the safe. |  |  |

# Weekly Safe Checks book: this, not that!

Here is an example of a weekly safe check which **has not** been recorded well...

| Date | All items correct? | Issues<br>(e.g. Item not recorded in book or item recorded not found in safe.) | Staff<br>Signature 1                                                                | Staff<br>Signature 2 |
|------|--------------------|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|----------------------|
| 1/1  | YES                | Not Applicable                                                                 |                                                                                     |                      |
| 8/1  | '                  | "                                                                              |  |                      |

The date is incomplete

Ditto marks have been used

The signature columns are blank

Here is an example of a weekly safe check which **has** been recorded well...

| Date       | All items correct? | Issues<br>(e.g. Item not recorded in book or item recorded not found in safe.)         | Staff<br>Signature 1                                                                  | Staff<br>Signature 2                                                                  |
|------------|--------------------|----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| 01/01/2024 | YES                | Not Applicable                                                                         |  |  |
| 01/01/2024 | NO                 | Bank card is recorded as present in the safe contents book, but it is not in the safe. |  | Lone working                                                                          |

The date is recorded in full

Sections have been fully completed

The signature columns have been completed



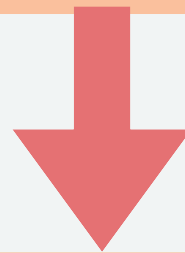
**Remember: always ensure your handwriting can be read by others. To help with this, you can write in capital letters.**

## REMEMBER

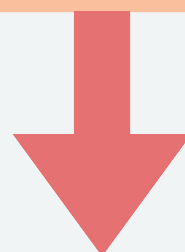
- Do not record cash in the Weekly Safe Checks book. Cash should only be documented in a money book.
- Do not leave any blank rows in between entries.
- Do not ask a service user to sign for the weekly safe checks.

## WHAT SHOULD I DO IF SOMETHING IS MISSING FROM THE SAFE?

**Check who last accessed the item** using the Safe Contents book.



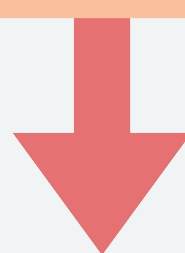
Check whether **any previous issues** were identified in the Weekly Safe Checks book.



**Interview staff** members to gather information about when they last saw the item. Be sure to minute these interviews for evidence.



Submit an **Incident Report** describing the issue to [incidents@creativesupport.co.uk](mailto:incidents@creativesupport.co.uk). Providing evidence can help to expedite incident processing, e.g. scans of the Safe Contents books, and minutes from interviews.



The **Internal Audit team will be in touch** with the service to discuss how this incident can be prevented from re-occurring. They will also advise on who the responsible party may be.

# Signature List

Sign to confirm that you have read and understood the guide to ***Safe Contents and Weekly Safe Checks Books***, and that you have raised and resolved any queries with the service manager or the Internal Audit team.

[illegible]