

Deafblind Scotland vision – “A society in which deafblind people have the permanent support and recognition necessary to be equal citizens”



Deafblind Scotland Policy on Cash Handling

What do we mean by cash handling?

Cash handling will be considered to be the handling money or cheques belonging to service users.

Policy Statement

Deafblind Scotland strives to have in place effective procedures and controls to minimise the potential for fraud or theft against our vulnerable client group and to ensure that these controls are kept under regular review in order to protect service users and Deafblind Scotland’s staff. We value the integrity of our staff and recognise that they have a key role to play in the prevention, detection and reporting of fraud or theft.

The nature of guide/communicating is such that lone working with the service user is an integral part of the job and as a result the guide/communicator can be particularly vulnerable to accusations if money goes missing or if theft is suspected. Therefore, a strict policy of no cash handling is adopted to minimise the risks to both the service user and the guide/communicator.

Guide/communicators should avoid handling the service user’s cash at all times. The service user should be encouraged to hand over their own money and accept their own change.

If the service user needs support to write a cheque, if possible they should be enabled to go the bank and ask a teller to write the cheque for them or guide/communicators should suggest using office staff or family members as witnesses.

Guide/communicators should not buy anything on behalf of the service user. However, in exceptional circumstances, when the service user is too ill to leave the home and they have no other support, the guide/communicator will be permitted to do some minimal shopping for them. In these circumstances, the guide/communicator should inform the office, a clear receipt should be obtained and then be given and explained to the service user.

Guide/communicator should not borrow/lend money or items from/to the service user.

Guide/Communicators should not sell to or buy from deafblind service-users or indeed enter into any kind of financial or in-kind benefit arrangement with service-users.

Guide/communicators should be vigilant and report any suspicions of money or cheques appearing to have been lost, stolen or otherwise giving cause for concern.