



Little Hearts Matter

Half a heart, not half a life

LITTLE HEARTS MATTER

FINANCIAL PROTOCOLS

-
- 1. Abbreviations**
 - 2. Post**
Cheques/Standing Orders/Invoices/Sponsorship
 - 3. Receipts**

Cheques	Cash
Sponsor forms	Gift aid forms
Standing orders	Green slips
Pay Pal	Just Giving
 - 4. Payments**

Order process	Cheques
Electronic payments	Payroll/expenses
Refunds	Conflicts of Interest
 - 5. Petty Cash**

Income	Payments
Reconciliation	
 - 6. Barclaycard**

Payments	Statements
----------	------------
 - 7. Sales invoices**
 - 8. Cashbook**

Tabs	Funds
Terminology	Completion process
 - 9. Account queries**
 - 10. Project process/Budget Review/Contracts**

Budget review/proposal	Authorisation
Post project completion document	
Contact process	
 - 11. Back-up process**
 - 12. Appendices**

A -	Banking spreadsheet
B -	Sponsorship form cover
C -	Remittance Advice
D -	Sales invoice

1. There are key people referred to throughout the document as follows with the following people in post:

F&GP	-	Finance and General Purposes Committee	
CE	-	Chief Executive *	- Lisa Davies
HoS	-	Head of Service	- Suzie Hutchinson
SEC	-	Charity Secretary	- Tracy Eley
Chair	-	Chair of Trustee Board	- Warren Manger
Treasurer	-	Hon. Treasurer	- David Baumber
Payroll provider	-	Payroll services	- Peter Groves

1.1 Effective date

This document is effective from 1st October 2023.

* During the time between the effective date and start date of the new CE, please read CE to mean Suzie Hutchinson.

2. POST

As with any organisation, the opening of the post marks the start of the financial control process. Ideally the post would be opened with two people present but given the staffing levels of the Charity this is not possible. This process is important and should not be rushed or any steps circumvented for convenience.

The following steps address the required process for the receipts of cheques, cash, standing order forms, sponsorship forms, invoices. Any other matters are deemed to be out of the scope of the financial protocols.

2.1 Personnel

The post should be ideally opened and sorted by senior members of the LHM team. This is not always practical and given the number of procedures outlined below it is recommended that the Charity Secretary opens the post each morning.

2.2 Cheques

Any cheques received must be logged immediately upon the opening of the envelope. This should be logged on a 'batch' within the ThankQ CRM system stating: date of receipt, value, who it is from, and the nature of the receipt (donation, fundraising, grant, merchandise, other). A new batch will be opened each month by the person logging the cheques, this will then be passed for action by the fundraising co-ordinator who will allocate the payments to the relevant record and ensure the donor receives a thank you letter. An example of a batch is provided in appendix A. Any items where the nature is uncertain are flagged immediately and guidance sought as to how this should be analysed.

The cheques should then be stored in a safe place in preparation for the banking process (see section 3.2).

2.3 Cash

Cash received should be treated as the same way as cheques, with a counting form completed by two members of staff.

2.4 Standing order forms/gift aid forms

Standing order forms need to be collated and stored ready for processing. Gift Aid forms are scanned and uploaded onto the donor's record on the CRM.

2.5 Sponsor forms

Sponsor forms are usually accompanied by cheques/cash. The processes above should be used for those items. In addition, another form must be completed – this will be an event and receipt summary as per Appendix B and this must be stapled to the front of the sponsorship forms. The entries for the receipts on the form must be consistent with those shown on the batch to enable the full audit trail to be visible.

2.6 Invoices

Any invoices due for payment should have the date received logged on the front and be filed ready for processing.

3. RECEIPTS

Section 1 details how any cheque/cash income should be initially dealt with when it is received via the post. Any other income (eg collected cheque or event sales) should be treated on a similar basis as soon as it comes into the LHM office. This section outlines the next steps of the process for incoming funds.

3.1 Thank you letters

Once the initial logging has been completed, no further action should be taken with any of the income received (including standing order forms) until a thank you letter and accompanying receipt has been raised and posted. Receipts must be raised for all monies coming into the Charity.

3.2 Cheques and cash

Once a month(or when the total cash in the charity exceeds £2,000 if sooner) the cheques and cash received should be paid into the local Barclay's branch or Post Office. The paying-in stub must be completed listing all cheques by payee and value with the carbon paper provided used to ensure that LHM retains a copy.

Before presentation to the bank, the deposit should ideally be checked by another member of the office team and agreed back to the Batch (see appendix A). The Batch is then imported to an Excel Spreadsheet, adjusted to make it compatible with the Cashbook and saved as a Banking record.

Once the banking is complete, the Cashbook should be updated using the analysis as obtained from the Batch. The batch will then be approved.

3.3 Sponsor forms

Once the completed front sheet (see section 2.5) of the form has been received it should be copied and attached to the support file for the thank you letter. The whole stapled sponsor form summary and detailed pack should then be sent to the fundraising team to assist with the completion of the gift aid claim.

3.4 Gift aid forms

When the charity receives a donation with a gift aid form, the form needs to be checked to ensure that the value agrees back to the Batch and then the form should be scanned and uploaded to ThankQ ready for the fundraising team to use for the gift aid claim. A hard copy should also be retained in the office.

3.5 Standing orders

When a standing order request is received, a copy should be taken. One copy should be retained in the office in the "Copy gift aid and standing order file".

Once the copies have been taken, the form should be given a final completeness review and sent to the payee's bank for processing.

3.6 Audit trail

It is very important that we have a full audit trail for income into the Charity. The following summarises the process:

- Cheques/Cash receipted and logged.
- If the receipt is related to a sponsored event, a form detailing the income is completed. This agrees to the banking log.
- The paying-in book is completed and agreed to the banking log.
- The cash book is completed from the banking log.

As can be seen the banking log is a key part of the process for ensuring that we have a complete list of all items and acts as a key pivot point:

- It provides the analysis for the cash book and ultimately the charity management and statutory accounts.
- It ensures that all cheques are ultimately banked and not left in the office.
- For gift aid claims it gives the audit trail from the gift aid forms (via the summary sheet) through to the entry on the bank statement.

3.7 Raisely Payments

Another way the Charity receives funds is through the donate button on the web-site. This delivers the funds directly into the LHM bank account and an e-mail is sent to the office to confirm the donation. A fundraiser then logs onto the Raisely website to confirm the donor details to enable a thank you receipt to be issued in a timely manner. A donation receipt is sent immediately via the Raisely platform.

3.8 Paypal and Stripe

Paypal is used for merchandise sales on the web-site and for special events. The Treasurer is responsible for reviewing the account on-line and periodically transferring funds to the LHM bank account.

Stripe is used as a method of processing donations from third party websites including Raisely (donation platform) and GiveTap (contactless donation stickers). Donations are transferred directly into the LHM bank account and the payments will be entered on to the cashbook. Similar to the CAF process, the donation breakdown will be analysed by the fundraising team and inputted in to the Online Exceptions tab of the cashbook. As Gift Aid is not automatically claimed on Stripe payments, this will be added to part of the quarterly claim alongside Facebook donations. Square works in a similar way to Stripe and is how we receive income from the LHM card readers.

3.9 Just Giving, Facebook and equivalent

The final way the Charity receives cash is via the on-line sites. These funds are received directly into the Charity account. A member of the office team should

always review the sites to understand what is being raised for the Charity and by whom.

A complexity here is when to send the receipt to the fundraiser as the web-page remains open for two months after the date of the event. It is recommended that the fundraising team sends an e-mail to the fundraiser immediately after the event to thank the person and also to explain that a formal receipt will be sent after the closure of the site within a few months unless they require one sooner.

3.10 Gift aid

The ThankQ database enables regular recovery of gift aid in addition to the funds automatically recovered through CAF and Just Giving. The fundraising team will process the gift aid recovery on a regular basis as follows (based on when funds are received):

Facebook & Stripe donations:	Every quarter (March, June etc)
General donations & fundraising:	Every six months (June & December)

3.11 Square reader

To facilitate electronic payments face to face for fundraising or donations, the Charity also has two ‘Square readers’.

The Square Readers should be kept in the LHM safe at the office. Only LHM staff should be responsible for transporting the device, who should also sign it out on the log sheet that is situated on the fundraising white board. It should be logged back in the same way.

The square reader is only for use by staff or for the purpose of supporting fundraisers in their events (the decision to send the reader to a fundraiser is with the Head of Fundraising or Chief Exec) – the device needs to be used with a mobile device (e.g. mobile phone or tablet).

For internal use, LHM has a tablet computer or any staff work mobile can be used. For external use, the user will need to use their own phone or tablet.

For all use, the LHM account will need to be accessed. Each time an external person uses the Square reader, a new password will be generated for security purposes. A record of who has the reader and passwords is kept by the CE.

A user manual is saved on the shared drive. This should be referred to when using the device. Additionally, all external users should sign an agreement of responsibility outlining how the device will be looked after and returned within a set time period (this agreement is yet to be created).

The key function for the Square reader is for transactional purposes at events. However, donations may also be made and in that instance, a paper record or email address should be taken and given to the fundraising team so we can send receipt and thanks. The fundraising team will then input the data on to ThankQ. As Gift Aid cannot be processed through the Square Reader, a gift aid form should be completed

where possible. It is understandable that taking numerous payments in busy environments, this is not possible.

After transactions are taken, the funds are transferred as a lump sum into the LHM bank account. This will go into the cashbook as a lump sum. The fundraising team will then access the transaction data through the online account and input into the cashbook under the relevant income streams.

4. PAYMENTS

Payments can take four forms, of which the cash expenditure is addressed in section 4.2. In keeping with good faith with our suppliers we should aim to ensure that the completed cheques to settle any invoices are posted out to the supplier within two weeks of the invoice being received. Prior to the payment process however, is the order process.

4.1 Order process

When buying any new items to a value of more than £1,000 at least two quotes must be obtained. This can be either verbal or written. The CE will then decide which quote to use unless the total cost is greater than £5,000 in which case the F&GP committee must decide.

When raising an order, the budget needs to be checked. If there are insufficient funds in the budget available for the purchase the following must occur depending on the gross value:

- | | |
|----------------|----------------------------------------------------------------------|
| < £500 | - the CE must approve |
| £500 to £1,000 | - one trustee member of the F&GP must approve in addition to the CE |
| > £1,000 | - two trustee members of the F&GP must approve in addition to the CE |

In all cases, the Treasurer must be notified immediately of the extra expenditure over and above the budget.

Any orders made by the Charity must be accompanied in writing quoting:

- Description of goods purchased
- Value of the order (net and gross of VAT)

The orders should then be filed temporarily before being attached to the final invoice prior to payment.

4.2 Cheque payments

Electronic payments are now the most common form of payments made by the Charity. However, where it is not possible to use the Electronic Payment Protocol, invoices can be paid by cheque and this requires the two signature process. There are four bank signatories:

- Lisa Davies
- Suzie Hutchinson
- Warren Manger
- David Baumber

Any two signatories can sign the cheques. When possible Lisa should always be a signatory as, being the CE, she is closer to the day-to-day running of the Charity but Suzie Hutchinson can approve if needed given her senior role in the organisation. The exception is where the payment is to a cheque signatory or a relative thereof in which case two other signatories must sign.

All payments out from the office should be accompanied by a remittance advice (see appendix C). This document will provide details of the payee, amount, date, cheque number and a suitable description of the goods. A copy should be filed with the invoice.

Prior to signing the cheques, the signatory should review the invoice and the remittance advice.

Once the cheque has been raised, it should be entered into the cash book under the correct column as provided by the CE. This entry will also include the cheque number, date, value, payee and a brief description of the payment. Similar information should also be recorded in summary form on the cheque stub.

If this payment takes the cash book balance below £5,000 then a warning will appear and the Treasurer must be informed immediately to arrange the transfer of funds from the CAF deposit account to the Barclays current account.

4.3 Electronic payments

Electronic payments are made via the Barclays web banking service. Due to the nature of the software it is possible to make payments out of the account with only one signatory. Only the Treasurer should process the payments. The CE and HoS also have access to the web banking facility which is to be used either for emergency payments or account queries [to be updated after Lisa joins].

Invoices can be settled in this way now using the recently agreed Electronic Payment Protocol. A copy of this is attached as Appendix E. Written approval (including e-mail) from one of the other trustee signatories and the CE/HoS must be received prior to a payment being made and the payment noted in the minutes of the following F&GP meeting.

4.4 Payroll/expenses

The only additional electronic payments relate to payroll which is processed electronically every month. The payroll is currently processed by the Treasurer who passes on the payment information to the Chair. This is deemed to be sufficient authorisation.

Expenses for employees are also paid within the payroll and completed forms must be signed by the CE prior to passing on to the Treasurer for processing (copying the Treasurer to facilitate cash book analysis). The Treasurer/Payroll Provider must receive this information by the 10th of the month to enable the final payment to be made prior to the 24th of the month.

In addition to the payments to the employees the Inland Revenue payment may also be made electronically ensuring that the correct narrative code is applied to the payment.

All electronic payroll payments are entered into the cash book by the Treasurer. Due to their sensitive nature and all of the payments are entered on one line of the cash book to maintain confidentiality.

The payroll is processed externally by Peter Groves, an ex-Trustee and charity member. The information is passed to the Treasurer for the payment who also checks monthly movements. Payslips are available on-line for the office team.

4.5 Refunds

When a refund is requested, a decision will be made on a case by case basis (and, where applicable, in line with the terms and conditions of the appeal/purchase). Where a donation has been made via a third party website such as Facebook, the donor will need to contact them directly for the refund to be processed. Requests for refunds should be reviewed by the fundraising team and approved by the CE.

Where a refund has been approved the donor will be contacted and asked for their banking details. Once this has been received, payment will be made by the Charity within 10 working days.

4.6 Conflicts of Interest

Where there is a potential conflict of interest extra approval processes are required. Such conflicts include, but are not limited to:

- The Chair/HoS/Treasurer making a payment to their own bank account, or that of a connected person,
- Payment of an expense claim to a relative of a member of staff or trustee,
- People in the payment or contact approval process who are related, co-habit, or are in a relationship.

When this occurs, it is essential that the approval process is changed. For a payment to the Treasurer's bank account, there must be two independent board

members in addition to the CE/HoS to approve. In all other cases the approval process remains but the relevant party cannot be an approver in the process.

Any payment in a Conflict of Interest scenario must be documented in the subsequent F&GP minutes. For the avoidance of doubt, the process set out above is still applicable where the Board has given its express authority to a Trustee for a conflict of undivided loyalty in the circumstances as set out in paragraph 7.1 of the Charity's Charity Governing Document ,as may be amended from time to time.

5. PETTY CASH

Petty cash is stored in a secure manner within the LHM office. The maximum amount allowed at any one time is £300. If the balance is greater than this at any time then the excess should be deposited into the bank account.

5.1 Income

Operational petty cash only comes into the office by cashing a cheque. In order to cash cheques the member of staff in question must have completed an official request which must be signed by two signatories and previously presented to the bank. The cheque in question must then have the payee as 'Cash' and be signed in the normal manner (section 4.2 for list of signatories).

5.2 Expenditure

All payments out of petty cash MUST be evidenced by a receipt. The receipt will initially be stored in the petty cash tin. At least once a fortnight the SEC must enter the details of the receipts in the tin into the cash book and then store the receipt in a file marked Petty Cash payment in the office.

A small note book must also be stored with the cash. This is to enable a member of staff to note down where cash has been removed from the tin without a receipt. This should only happen when funds are taken in advance (eg to go to the supermarket for coffee). Another entry must be made in the cash book showing that either the cash has been returned or any receipts incurred placed in the tin. All entries in the note book must be initialled by the member of staff.

The CE should periodically review the note book.

5.3 Reconciliation

On the last working day of the month all the entries must be transferred to the electronic cash book. This will then provide an expected cash balance. The cash must also be counted and any differences to that shown on the spreadsheet advised to the Treasurer and CE.

6. BARCLAYCARD

There are two credit cards issued by LHM which are held by the CE and HoS. These cards should only be used where the normal payment process is not viable as this form of payment only requires one signatory and thus does not conform to LHM payment guidelines.

Card details are available for the CE and with permission for a specific purpose the Administration Manager. All details are locked in a key cupboard only accessible by the CE and the Administration Manager.

6.1 Statements

When the statements are received the CE must:

- Review its accuracy
- Attach supporting receipts for all entries
- Annotate the document with the cash book analysis to be used
- Sign off the document

A copy is then scanned and e-mailed to the Treasurer for review.

6.2 Personal expenditure

If by chance, a personal item has been purchased using an LHM credit card payment must be made to the Charity prior to the statement balance being collected from the LHM bank account.

6.3 Credit Limits

The current limits imposed on the cards is £4,000.

Any changes to the card holders, or the credit limits, must be processed on a Barclaycard form completed by the CE and countersigned by the Treasurer.

At the time of the Trustee meeting there is only one credit card, but it should be noted that due to changes in the approval process for using a credit card, the F&GP team have approved a second card to be used by the Administration Manager.

7. SALES INVOICES

Any sales invoices raised by the Charity should use the template provided in Appendix D. In summary the document should be printed on LHM letterhead and contain:

- Sequential invoiced number
- Date
- Customer name and address
- Description of goods/service
- Balance due by date (three weeks from the date of the invoice)

All invoices should be stored in the correct file in the office and marked as paid (in red) when the funds are received.

The file should be reviewed monthly to ensure that any overdue balances have been paid or actioned accordingly.

8. CASH BOOK

The cash book is a key document for the Charity as it is used to analyse income and expenditure, monitor budgets and ensure that Charity remains solvent. The completion of the cash book is, therefore, an important aspect of the SEC role. This section describes the 'tabs' of the cash book, an explanation of the analysis columns and completion process.

8.1 Tabs

At first glance, this spreadsheet looks very complicated. When it is broken down, however, it is very straight forward: Moving across the tabs from left to right:

➤ **Detailed general**

This tab is automatically updated by the entries elsewhere in the cash book. It provides the office team with a real time comparison of income/spend against budget. Once a month the Treasurer will review this tab to ensure that the forecast is updated.

➤ **To Do**

This is a tab to be completed as required by the office team. If there is an item which has been entered into the cash book which is uncertain it can be flagged here. It can also be used to store a list of any changes required to the cash book. The entries will be cleared when actioned by the Treasurer.

➤ **Cbook current**

This is the main tab used by the office team. All deposits and payments must be entered on the next available line on the cash book as soon as possible. Each entry will include the date, cheque no (if applicable), payee, description, and then an entry in the correct analysis column. No entry is required in the income/expenditure (G/H) columns as these are automatically completed by the spreadsheet and act as a check that the analysis has been entered fully. All income and expenditure should be entered as a positive number in the correct column – the 'Key' tab provides a reference as to which columns are available.

This tab will be updated by the Treasurer for any items processed directly into/from the account.

➤ **Standing orders**

This tab is completed by the Treasurer from the bank statements and summarises the normal monthly donations to the Charity.

- **Ccard**
This tab is completed once the CE has analysed out her credit card statement. The settlement of the bill is then processed by the treasurer from the bank account entry to ensure that the balance returns to zero after settlement.
- **Petty Cash**
This tab is used to analyse the cash expenditure (section 5) and works in the same way as the Cbook current tab.
- **Online Exceptions**
This tab is populated each month by the fundraising team who review the on-line fundraising pages to ascertain if any re-analysis is required in the cash book – eg for in-mems or for an LHM organised event.
- **Restricted Funds**
This tab is updated each month by the Treasurer to reflect the income and usage of each individual restricted fund – this will aid the completion of any annual statements to grant funders.
- **Cash summary**
This tab is used by the Treasurer for trouble shooting within the model to ensure internal consistency and analysis.
- **Summary**
This tab provides a breakdown of the current position of each of the Charity funds.

8.2 Funds

There are many 'funds' within the Charity's bank account which are either General in nature or designated/restricted for a specific fund. The management accounts and cashbook monitor the restricted funds. When a new grant is received the CE provide the Treasurer with a breakdown of how those funds are to be spent.

8.3 Terminology

This section provides further detail about which costs should be included in each tab of the cashbook spreadsheet. Any items related to the restricted funds should be posted into those relevant columns in accordance with the nature of the spend (see pervious section).

If an item of income or expenditure for the general fund falls outside of the headings listed below then the 'other' columns should be utilised, and if necessary an entry should be included on the 'To do' tab to request the creation of a new column.

Any income/spend relating to a restricted fund should be placed directly into the appropriate column.

8.4 Completion process

The cash book can appear to be very large and cumbersome. There are several simple steps that can be used to help complete the document and can be used as a monthly check list:

- Every time a cheque/paying in slip is written, an entry should be put onto the 'Cbook current tab' (inserting numbers in the analysis section only so that the check totals in columns G and H).
- Any items of doubt should be inserted into the 'other' column and text put onto the 'To do' tab.
- The 'Ccard' tab(s) should be updated by the end of the month.
- The on-line exceptions tab should be completed each month by the fundraising team to show the cumulative positions on funds raised through giving web-sites where the income needs to be shown in a different way to fundraising (eg in mems, an LHM event)
- The 'Petty cash' tab should be checked to the petty cash tin each month.
- If a payment is to a trustee for expenses the 'Expenses' tab should also be completed.

The Treasurer will reconcile the cash book to the bank statements each month and will also check the internal consistency of the model. The equivalent steps for the Treasurer to perform are:

- To mark an item with a 'Y' once it has gone through the bank account.
- To update the file for any direct debits and standing orders.
- To clear down any items in the 'To do' tab.
- To trouble shoot the model for any inconsistencies as shown on the 'Summary' tab.
- To update the forecast tab.
- To complete the bank reconciliation spreadsheet to ensure that the closing cash balance agrees to that of the bank statement, with known differences.
- To complete the management accounts for inclusion in the Charity Report.

9. Account queries

There are three areas where access to information is required:

9.1 Bank current account

Electronic banking is available to the CE, HoS and Treasurer but will not be provided to any other person due to the fact that payments can be made by only one person. Unfortunately there is no way to grant viewing access only to the account so this route is not available for account queries to be made.

However, in addition to the bank statements which are received the office team and any signatory is able to phone the main Barclays contact to make enquiries regarding specific transactions.

The F&GP team have agreed that all members of the team will be granted access to contact Barclays for account changes.

9.2 Barclaycard

The credit card queries can be addressed, again through the Barclays signatories. Due to the nature of the card though only the treasurer and Chief Executive should deal with card queries.

10. Project process

In addition to the general day to day expenditure of running itself, the Charity also runs several projects. These can be in the form of the open day, an activity weekend, a fundraising event etc. Extra processes are needed in these cases to ensure there is adequate cost control and an understanding of the full costs to aid future planning.

10.1 Budget review/proposal

For any projects of the nature outlined above where there are multiple invoices and providers a detailed budget must be drawn-up. The total of this budget must be in alignment with the original budget set by the board of trustees or have been approved in accordance with the process in section 4.1. The proposal document will include a risk assessment, details of staff time required as well as the aims and objectives of the event.

10.2 Authorisation

The budget proposal must be presented to the F&GP and if deemed necessary, that body will forward the document to the Trustee Board for review and authorisation. The authorisation will be formally minuted as part of the meeting.

This approval must be sought prior to the Charity committing to/incurred any costs.

10.3 Post project completion document

Once the project has been completed a final analysis of the costs (consistent with the cash book) will be prepared. This list will compare the final costs to the budget proposed and previously authorised. Any significant variance to the line items included in that budget will be explained by the CE. The document will also contain estimates of actual staff time to ensure that learning points are taken forward for future proposals.

The document will be presented to the F&GP and again, will be forwarded to the Trustee Board if it was approved at that level.

This document will then be filed within the office in both hard copy and electronic version to provide input into future proposals.

10.4 Budget Review

The main budget and costs from the general fund of the Charity will also be subject to the same process as described in section 10.3. The analysis of the general fund as included in the monthly Charity Report contains a schedule which compares the anticipated full year position against the budget as approved by the Trustee Board. Any significant variances must have an explanation.

The budget is set and agreed at a Trustee meeting before the start of the financial year and an expected increase or decrease in the General Fund overall position has to be understood and accepted by the board.

10.5 Income and Expenditure Contracts

All contracts will be reviewed by the F&GP committee, any amendments will be re reviewed by the same team.

Signatories can only be the CE or a Director on the F&GP committee. On rare occasions the signature of a document may be delegated to a senior member of the staff team but only following final review of the document by the F and GP team.

11. Back-up process

Data back-up is crucial in the event of a failure of hardware or a virus. This area needs to consider data stored both in the office and off-site.

11.1 Office based data

Data is backed up on a daily basis onto one of three separate portable hard drives, which are rotated each day. Each one is clearly labelled and these back-up drives are stored in a fire and water resistant data box. There is a monthly rota to ensure that the correct portable drive is used each working day.

The old membership database and cashbook information are stored on an R drive within a Microsoft Cloud which is automatically backed up on a daily basis. This cloud drive is password protected with the password stored both in the LHM office and with two members of the F&GP Committee to ensure data can be retrieved in the case of a system fail.

The new membership database is now maintained on the ThankQ CRM system. This is only stored on the Access Cloud administered by Access UK Ltd and not held on the LHM Server.

No data is transferred manually from the office due to the risk of loss or theft.

11.2 Off-site data

Data stored off-site currently relates to the payroll information held by the vice-Treasurer and the management/statutory accounts along with the budget information held by the Treasurer. This data is held in electronic form only on computers protected by passwords.

It is the responsibility of the colleagues holding data to agree with the CE what data backup provisions exist off site. If these are deemed to be insufficient then arrangements must be put in place to ensure that the data is sent into the LHM office on a regular basis (ideally monthly) where this will then form part of the processes referred to in section 12.1.

Banking Spreadsheet

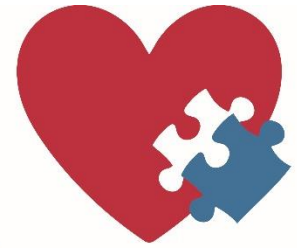
Date Banked	Date	Person	Total	Merchandise	Donations	Christmas Events			Fundraising				Open Day	Paid for Challenge Events	LHM Campaigns	Freddy's Fund	Recycle(Chain)	Easyfundraising	Emily He	Youth Project	Other
						In Memory	Lights of Love	All Gift	Cards	Posters	General	Appeal									
	06/09/2019	T J Bine and A M Bine Mrs A M Juszczynski	20		20																
	06/09/2019	M A Humperson Mrs J A Humperson	33.5		33.5																
	06/09/2019	Rainbow Trust Legal Services Ltd	2000																		2000
	06/09/2019	The Hospika Saturday Fund	2000																		2000
	06/09/2019		4063.5		53.5																4000

ThankQ tracking

The screenshot shows the ThankQ web application. The main content area displays details for a batch of 46 records. The batch ID is B00083, and the description is 'Cheques received from Thursday 20th June 2019'. The current value is 422.08 GBP. The interface includes a sidebar with navigation options like Finance, Fundraising, and Admin, and a main panel displaying details for the selected batch, such as Batch ID, Description, and Current Value.

The screenshot shows a Microsoft Excel spreadsheet titled 'Batch Report' for batch B00083. The spreadsheet lists individual transactions with columns for Serial No, Contact Name, Date, Amount, Type, Ref, Source, and Destination. The total value of the batch is 422.08 GBP.

Serial No	Contact Name	Date	Amount	Type	Ref	Source	Destination
0023789	Beecham M & Ms M	20 Jun 2019	25.00	Cheque		cheque from M & P J Beecham for donation as a	FUN00001 Donations
0023720	Emery M Peter	21 Jun 2019	40.00	Cheque		"For the Valley Club" name on cheque. Fee from	FUN00002 Community Fundraising
0023720	Emery M Peter	21 Jun 2019	27.00	Cheque		Donations collected at Archaeology club slide	FUN00002 Community Fundraising
0023419	Chapelgild Primary School	25 Jun 2019	213.54	Cheque		raised from charity donations by the school	FUN00002 Community Fundraising
0023867	Class Y5.9	21 Jun 2019	116.54	Cash		Collected at Y5min's school as part of charity day	FUN00002 Community Fundraising



Little Hearts Matter
Half a heart, not half a life

[Sponsorship Form Cover Sheet](#)

[Person sponsored](#)

Title: _____

First Name: _____

Surname: _____

House number/Name: _____

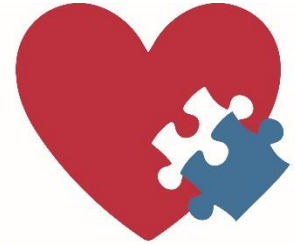
Post code: _____

Event: _____

Event Date: _____

[Funds Received](#)

Date:	_____		
Online	£ _____		
Cash	£ _____		
Cheques	£ _____	Payee:	_____
	£ _____	Payee:	_____
	£ _____	Payee:	_____
Total	£ _____		



Little Hearts Matter
Half a heart, not half a life

Alan Birch

49 Cobden Street
Wollaston
Stourbridge
West Midlands
DY8 3RT

**REMITTANCE ADVICE
2017**

(Remittance No: 2929)

DATE: 3rd January

Invoice No:	Date:	Details:	VAT:	Amount:
2226	13/12/16	LHM Birthday Card design	£12.00	£60.00
Total				£72.00

Paid Chq No: 101748



INVOICE

Bullring Partnership Ltd
Bullring Management Suite
Bullring Shopping Centre
Birmingham
B5 4BU

FAO Chris Speakman

15th September 2016

Invoice Number: 204

Details	VAT	Amount
Hammerson Bursary for LHM		£2,500
Total		£2,500.00

Please make cheques payable to '**Little Hearts Matter**' – thank you

Bank Details:-

Barclays Bank Plc
A/C Name: Little Hearts Matter
Sort Code : 20-07-71
A/C No: 6304 6257

Little Hearts Matter											
Supplier Payment Approval Form											
Date of the payment request:											
Prepared by:											
Name of the supplier/payee	Invoice ref	Due Date	Value	Bank account number	Bank Sort code	CEO Approval date	F&GP approval name and date	Embedded Invoice	Embedded payment details (if not on invoice)	Payment date	Bank confirmation