**LD Clients Account**

**Background –** A number of Learning Disability Service Users have money in a shared bank account that is administered by the finance team at Crookall House and they are signatories on this account.

Each of the community homes where the individuals reside has another shared account which we are able to transfer the money into. Staff members are signatories on these accounts.

When money is required staff email Colin Turner and/or Shelley Syme (copying in another member/s of their staff team). They must provide the amount and reason for the request.

Some individuals have regular payments that are made on the last Wednesday of each month.

**Procedure/Benefits**

To process these requests please follow the procedure below:

1. Go to the folder FAS DSC/Finance/LD Clients Cash. All the sub folders you require are in this folder.
2. Create a new folder for the current week within the ‘Weekly Scanned Copies Folder – in the current financial year. Everything for this week’s payments will be saved in this folder.
3. Open the Client Funds Spreadsheet.
4. Open the summary tab on this workbook which contains a list of all the individual balances held in the account. The date shown at the top will be today’s date.
5. Go back to the summary tab on the Client Funds Spreadsheet and print to PDFand save as ‘Balance before benefits, credits & withdrawals’ in the new folder you have just created above.
6. Each Friday (or sometimes a Monday) someone from Social Security emails a list of the benefits that have been paid into the LD Client Business Reserve Bank Account. Open this attachment.
7. Open the Weekly SS Benefits Folder.
8. Each financial year has its own folder so open the one for the current year i.e. 2024-2025. Within this workbook there are tabs for each week.
9. Copy the list of benefits (received from Social Security) into the tab for the current week. Then close the attachment and the e-mail itself as they are no longer required.
10. Amend the dates and batch number at the top of the spreadsheet in the same way as the other tabs within this workbook. You can delete the columns for address, and post code along with columns K to P.
11. Rename the tab to the current week.
12. Use the auto sum function to calculate the total of all the benefits received.
13. Rename the deduction column to ‘Total’. Here you need to add up the total of benefits paid to each individual ensuring that the total at the bottom agrees to the total figure from above.
14. Print to PDF and save as week xx benefits.
15. Open the Deposit & Withdrawal Sheet spreadsheet. There are 3 tabs on this workbook - Find the tab with the same balance details as the Client Funds Summary tab. **NB**: If you can’t find a tab with the same balance you need to open the LD Clients’ cash month end transfers & interest spreadsheet instead. Interest is added when the bank statement arrives each month.
16. Copy the balances from column F (excluding the total) and select paste special values to paste them into the Balance before Benefits column (D) of the BENEFITS tab.
17. Change the dates in row 3 to reflect the benefits period covered.
18. Enter the details of all the benefits received for each service user in the Benefits Amount column. Print to PDF and save as ‘Deposit and withdrawal – benefits’.
19. Go back to the Client Funds spreadsheet and on each individual tab record details of the benefits received.
20. Go to the summary tab and check that the balance for each individual and the total balance agrees with the benefit tab on the deposit and withdrawal sheet you have just saved.
21. Print to PDF and save as ‘Balance after benefits but before other credits & withdrawals’.
22. **Other Credits** - If there are any other credits e.g. tax credits, this information will have been saved in the Pending Credits folder. If there have been no credits skip to point 27.
23. Go back into the benefits tab of the Deposit & Withdrawal Sheet. Copy the balances from column F (excluding the total) and select paste special – values to paste them into the balance before other credits column (D) on the Other Credits tab.
24. Change the dates in row 3 to reflect the date of the credits.
25. Enter the details of the credits received for each service user in the amount column and print to PDF.
26. Go back to the Client Funds spreadsheet and on each individual client tab record details of the credits received.
27. Open the summary tab and check that all the individual and total balances agree with the Other Credits tab.
28. Print to PDF and write at the top of the spreadsheet ‘Balance after benefits & credits but before withdrawals’.
29. **Withdrawals** – Requests for payments have to be received by Midday on a Wednesday. These will be emailed to Shelley or Colin and saved in the Funds Requests – Weekly Pending Requests Folder.

**\*If there are no withdrawal requests please go to point 39 below\***

**\* \* On the last Wednesday of every month we process regular monthly payment requests. Please see point 40 below \*\***

1. Check that the client has sufficient funds available on the summary tab of the client funds spreadsheet.
2. Open the Deposit and Withdrawal Spreadsheet. Go to the other credits tab (or the benefits tab if there have been no other credits). Copy the balances from column F (excluding the total) and select paste special – values to paste them into the Balance before withdrawals column (D) on the Withdrawals tab.
3. Change the dates in row 3 to reflect the date of the withdrawals.
4. Enter the details of the withdrawals for each service user in the Amount column.
5. Record the reason for the withdrawal in the Details column and print.
6. Go back to the Client Funds spreadsheet and record the withdrawals on each individual client tab.
7. Check that the balance for each individual on the summary tab agrees with the Withdrawals tab.
8. Print to PDF the summary tab and save as ‘Balance after all Benefits, Credits & Withdrawals’.
9. The withdrawals are paid into a bank account in the name of each home. We do this through the online eQ banking system. Please follow the instructions for making a payment on eQ Banking.
10. **Monthly Withdrawals** - There are several service users who receive a regular monthly payment. The request forms are held in the Monthly Pending Request Folder. These are to be processed on the last Wednesday of every month following the same procedure as above.
11. **Day Centre Invoices** -

If you receive an invoice for a service user’s day centre fees record the amount as per the usual procedure for withdrawals and refer to instructions for making a payment on eQ Banking.

1. **Reconciliation** - To complete the process, a reconciliation of the bank account needs to be carried out. Open the LD Clients Cash Bank Reconciliation excel file.
2. Select the deposit tab at the bottom. Change the week no. in cell A5 and enter the last bank account balance (from the summary sheet of the Client Funds spreadsheet) in cell F47 as a minus figure.
3. On the left hand side of the spreadsheet enter details of payments made e.g. Week, house name, client initials and amount.
4. On the right hand side enter details of the total benefits credited to the bank account plus any other individual credits in the format Week – SS Benefits and amount.
5. Once all figures have been entered the figure in cell F49 (DIFFERENCE) should be 0.00. Print spreadsheet and put with other paperwork.
6. Save then print to PDF as Reconciliation and pass over for checking to Colin or Shelley.
7. Notify the relevant staff member/s by e-mail that the payment has been processed.
8. NB: All payment requests should be saved to the Funds Requests folder in the format yyyymmdd – initials.

FAS DSC/LD Clients Cash/Procedure Notes/Procedure for Adding Benefits and Making Payments Updated 12/12/2024