

# ●Treasurer Guidelines

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# 1. Group Income

For the sake of this document we will refer to Fundraising Groups, Supporter Groups and Individual Fundraisers, however, some groups may prefer to refer to themselves as a Guide Dogs Branch or use a name of their choice for their letterhead.

## Fundraising Groups

A Fundraising Group is a group of volunteers who raise funds and awareness for Guide Dogs through collections and activities within their community. A Fundraising Group must have a Treasurer and a Coordinator.

## Supporter Groups

Some Fundraising Groups may have Supporter Groups attached to them. A supporter group consists of a minimum of two volunteers and have a key lead/coordinator. They work with the Fundraising Groups to raise awareness and raise funds for Guide Dogs.

## Individual Fundraiser

An individual fundraiser is a volunteer who raises funds and awareness for Guide Dogs through their local fundraising activities. Some Individual Fundraisers are attached to a fundraising group, however, some are completely independent.

## 1.1 Types of income

There are several types of income a Fundraising Group receives:

### General Fundraising

Monies from Fundraising, including Group collections, donations, and collecting box money. These are paid into Guide Dogs' ABC account.

### Trading/Merchandise

Any trading/Merchandise or tombola items ordered through the Fundraising/Supporter Group catalogue. Guide dogs Trading Company Ltd is a separate legal entity. This money has to be banked into the trading account, using the separate trading paying-in book, which is to be used solely for the paying in of trading and tombola income. Please note that tombola kits don't need to be completed before paying in the proceeds. A separate guide on trading is available from the Trading Department.

### Other Income

Monies not banked by the Fundraising/Supporter Group, but which have been raised by the efforts of the Group members (see Fundraising Group credits, 1.7), for example, legacies and Gift Aid. These will appear in the Branch Credits section on your Fundraising Group Income Statement provided by Guide Dogs.

The bank accounts for income are completely separate from the individual expense accounts that are provided to some Fundraising Groups

### **1.1.1 Card Machines**

We have 2 different options for taking contactless payments, GiveStar and Goodbox.

#### **Givestar**

GiveStar is our preferred method for taking contactless payments. It is a phone-based app which allows you to take donations using your own mobile phone. You will be able to take donations, trading and tombola income. Some non-compatible phones will require an additional device G2 (wisepad) to be used alongside their phones. You will need a signal or connect to wi-fi in order for the app to work.

Fundraising volunteers will need to complete PCI compliance and device security training and then they will be set up with a GiveStar login and a user guide.

Treasurers who have completed the data protection training will also be able to access reports on the GiveStar dashboard.

The GiveStar app is not fully accessible to people with a vision impairment, however, we are working with our supplier on this.

#### **Goodbox Mini**

The Goodbox Mini is a contactless and chip & pin payment device with full connectivity and offline transaction capability using a sim. You will be able to take donations and trading income using these devices. You cannot use these for tombola income.

Donations are taken using the contactless option, these do not require Wi-Fi or mobile connections and can be taken offline.

Trading/Merchandise payment must only be taken using the chip and pin function, you will need a signal in order to take these. The chip and pin function will connect to the supporters bank and this will then ensure the payment is guaranteed.

In order to be allocated one of these devices you will need to complete PCI Compliance and device security training and you will be sent a user guide.

We will need a volunteer on the fundraising group to be the “owner” of the machine.

Once the owner has been trained then they will be able to train other members on the fundraising group so they are able to use the machines at events. The owner will need to take responsibility to make sure other group members are trained and are equipped with both the practical how to use guide and the PCI training. They will also be required to keep track of the machine within the fundraising group.

The Goodbox devices aren't accessible to people with a vision impairment.

Please let your local community fundraising relationship manager know if your group has a requirement for any of the above.

## **1.1.2 Just Giving**

### **What is Just Giving?**

JustGiving is a global online social platform for giving. They provide a safe online method of payment for individuals and organisations. When the supporter sets up a just giving page they will choose their charity and just giving will then forward the income to us.

### **Who will set up pages?**

Guide Dogs Fundraising Groups may receive income via JustGiving from pages they have set up themselves, pages set up by the Guide Dogs Supporter Care department or that have been set up by a third party supporters that your group is supporting with their fundraising efforts.

### **What to do if you or one of your supporters set up a just giving page?**

Fundraising groups should advise the Atherton Community Fundraising Supporter Care team when setting up a Just Giving page or when they are aware of a 3rd party supporter page linked to their group to ensure that the income is coded to your group.

### **When do pages get linked to the fundraising groups?**

The JustGiving pages will be coded to the fundraising groups if the group is assisting the supporter with their fundraising or if the fundraising group has set up their own page. It is important that you send us the details of these pages as soon as they are set up so we can ensure they are coded before the income starts to come to Guide Dogs. This will ensure that we don't have to readjust the income at a later date. Please send these details through to the Community Fundraising Supporter Care team.

### **How do pages get coded?**

We have access to the JustGiving portal and we will code each individual just giving page as they are set up. We will add the income code eg Tea party/NAP etc and the details of the fundraising group if the income needs to be coded to them. Please be aware that when we code the pages we can only code each JustGiving page to one income code, this means that you won't be able to use one page for multiple uses. We would advise that you set up new pages for each new event you might organise eg if you are organising a Christmas tea party then set up a page specifically for that event, this will also enable you to track how much you raise for each event. It would also be beneficial for any supporters who are raising income towards multiple Name a Puppies that they set up a new page for each one. This will make the tracking of the income a lot easier and will avoid any future adjustments.

### **How will the treasurer know what just giving pages are being coded to their group?**

Each time we code a page to your group, the treasurer will be sent the following information:-

Link to the page, this will enable you to view the donations coming in

The name of the page owner

The income code the page has been coded to

How and when will the income appear on the income statements?

Income may take between one to three months to appear on your group statement after donations have been made depending on when the payment is made and the date the statements are ran.

The income will show under the income code they have been set up against and will have the name of the person who set up the JustGiving page will be after the income code. Please see the example below for supporter C Smith who has set up a just giving page for fundraise for us income:-

Fundraise 4 Us	245438GEN PI9 FR4USXGA South Bristol (980)	07/12/2021	603.03
Fundraise 4 Us	246643GEN PI17122021 FR4USXGA C Smith	14/12/2021	5.00
Fundraise 4 Us	246643GEN PI17122021 FR4USXGA C Smith	14/12/2021	10.00
Fundraise 4 Us	246643GEN PI17122021 FR4USXGA C Smith	14/12/2021	5.00
Fundraise 4 Us	246643GEN PI17122021 FR4USXGA C Smith	14/12/2021	10.00
Fundraise 4 Us	246643GEN PI17122021 FR4USXGA C Smith	14/12/2021	10.00
Fundraise 4 Us	246643GEN PI17122021 FR4USXGA C Smith	14/12/2021	5.00
Fundraise 4 Us	246643GEN PI17122021 FR4USXGA C Smith	14/12/2021	10.00
Fundraise 4 Us	246643GEN PI17122021 FR4USXGA C Smith	14/12/2021	10.00
Fundraise 4 Us	246643GEN PI17122021 FR4USXGA C Smith	14/12/2021	5.00
Fundraise 4 Us	246643GEN PI17122021 FR4USXGA C Smith	14/12/2021	5.00
Fundraise 4 Us	247419GEN FR4USXGA South Bristol (980)	31/12/2021	(603.03)
<b>Fundraise 4 Us</b>	<b>Total</b>		<b>75.00</b>

Any Gift aid income will be shown separately under the Gift Aid section on your statement, this again will have the name of the person/group who set up the JustGiving page after the income code.

### 1.1.3 QR Codes on Bucket labels and Posters set up by Guide Dogs

Bespoke QR codes for bucket collection labels and posters can be requested from the Community Fundraising Supporter Care Team. The income received from these QR codes which are linked to a Just Giving Checkout page, can be added to the cash collection total. The income donated via these QR codes will appear on the monthly statements under the code QRCOLB - collections (bucket collection). Income may take a few months to appear on the statements, however, if you need to find out how much your group has taken from a specific collection please contact the Community Fundraising Supporter Care Team who can run a report.

### 1.1.4 Reconciling income for Just Giving and Facebook Donations

You are only required to reconcile cash and cheque income. We don't expect you to reconcile the income from the JustGiving pages or Facebook, Gift Star, QR Codes, Bank Transfer etc . You are just responsible for the reconciliation of income you or your group members have banked. We would advise that you check that income is coming through to your income statement for any sources you are aware of to ensure these have been coded correctly.

## 1.2 Cash handling

You must not leave unsecured cash unattended.

You must make sure that cash donations are placed in a sealed container or collecting box/bucket. If you are collecting in Scotland or Northern Ireland, or in a licensing authority which follows the model regulations in England and Wales for street collections, you **must** do this.

You must count cash in a secure place.

An authorisation label/tag must be attached to each collection bucket

You must make sure that all cash you have collected is counted and recorded by two unrelated people, wherever possible.

The promoter of a licensed collection such as a registered volunteer along with another responsible person or an official of a bank must be present when you examine and open collecting boxes for licensed collections in a public place. If the licensing authority is following the model regulations in England and Wales for street collections, you **must** do this.

All cash should be banked without taking any expenses. Agreed out of pocket expenses can be claimed via the reimbursement process only.

If you do not bank cash immediately it must be put in a safe or other secure place and banked as soon as practically possible - see 1.3 insurance.

When you are transporting large amounts of cash to the bank try not to travel unaccompanied. Insurers would expect one person to only carry up to £2,500, two people should accompany amounts between £2,500 and £5,000, three people for between £5,000 and £7,500, and four for amounts between £7,500 and £10,000. Insurers would normally expect amounts of cash exceeding £10,000 to only be carried by professional security companies, because as well as the risk of the theft of cash, there is also the risk of injury to the persons carrying the cash. Try and make your visits to the bank irregular, e.g. not on the same day at the same time each week.

Cash should not be allowed to “accumulate” and there should be arrangements to deposit the cash in a bank or bank night safe if one is available.

Check with your bank if they have a ‘Drop and Go’ facility where you will be able to leave the cash in a bank bag and not have to wait for it to be counted there and then. Please note that this service is not available for the ABC account at Barclays counters and bankings into this account should be counted immediately. This service can, however, be used with the trading account.

Any cash kept at home should be limited. Our insurers would expect a safe to be used if the amount of cash exceeds £2,000.

If you have any reason to suspect fraud please see section 1.11 Whistleblowing

If you have any concerns regarding the banking of monies, or insurance level provisions as part of your normal Fundraising Group activity and prior to larger events please discuss with your Community Fundraising Relationship Manager or contact the Community Fundraising Supporter Care Team.

**Advisory Treasurer’s Tip:** When counting money check £2, old £1, 50p and 10p for rarity. Indexes are available online that provide guidelines. Exchange rare coins for common ones and advertise the rare ones on websites for people to make a purchasing bid. Then donate the enhanced value to GD as an addition to the face value. Also see 1.4.1 Foreign Currency



**Advisory Treasurer's Tip: Coin can be weighed at home to speed up the counting process Everyone's scales may be slightly different so it may take a little adjusting. Below is a rough guide.**

Coin Bag	Number of Coins	Weight in grams
£2 Coin Bag	10 coins	120g
£1 Coin Bag	20 coins	176g (New £1)
50p Coin Bag	20 Coins	160g
20p Coin Bag	50 coins	250g
10p Coin Bag	50 coins	325g
5p Coin Bag	100 coins	325g
2p Coin Bag	50 coins	355g
1p Coin Bag	100 coins	355g

## 1.3 Insurance

Fundraising/Supporter Group Members and Individual Fundraisers are covered for amounts up to £2,000 held in their custody (this is per household).

Cash should be banked at the earliest possibility, our insurance company covers us for 48 hours or 96 hrs on a bank holiday weekend. If local banking arrangements make this impossible, then money is to be banked on the first day that is practicable. Guide Dogs takes liability/responsibility for part bags where these cannot be banked via post office within the given timescale.

When the amount of money collected is expected to be £2,000 or more, an application for additional temporary cover should be made to your Community Fundraising Relationship Manager or the Community Fundraising Supporter Care Team who will consult our insurance team. There will be no additional cost incurred by Guide Dogs. As mentioned in the previous section, insurers expect a safe to be used if the amount of cash exceeds £2,000.

## 1.4 Counter and Floor Boxes

The Treasurer must:

- Keep a master copy of where all collecting devices (counter boxes and floor boxes) are placed.
- Send a copy of the master list to the Community Fundraising Supporter Care Team annually (after 31 December).

See Appendix 9 for example audit forms for static collecting devices.

As Fundraising Group Treasurer you may have several Collecting Box Co-ordinators operating as part of the Fundraising Group. As treasurer please ensure that each collecting box co-ordinator provides you with a copy of all receipts issued and any paying in slips used to enable you to reconcile monthly Fundraising Group income. Collecting box coordinators paying into the Post Office must notify you of any bankings via email. All Collecting Box Co-ordinators must inform you of box location details in order for you as treasurer to provide a full and complete list of all box locations (counter and floor boxes) to The Community Fundraising Supporter Care Team.

Please ensure that all Collecting Box Co-ordinators are issuing receipts correctly and completing the paying in slip correctly.

**NB** Please ensure that all counter and floor boxes have your local contact details on so that the venues are able to request boxes to be serviced.

**Advisory Treasurer Tips for Lifesize Dogs:**

- Encourage staff to name the floor box to create store ownership
- Take a black sharpie when emptying floor boxes to colour in the nose.
- Take a mini toolkit

### 1.4.1 Foreign and Out of Date Currency

Guide Dogs have formed a relationship with a company called Leftover Currency to convert foreign and out of date UK currency received through collecting boxes and other sources into Guide Dogs income. The full process can be found on the Volunteer Information Point and the exchange form can be found on the Leftover Currency website: <https://www.leftovercurrency.com/charity/guide-dogs/>

Income received from Leftover Currency will appear on the group statement as a donation and Leftover currency will appear in the description and under the donation subheading. Any foreign currency income received via other means (not via Leftover Currency) should be emailed to the Community Fundraising Supporter Care Team so they can keep a record of this income. This is a temporary measure while we are updating our current inhouse systems.

## 1.5 Receipting and recording

There are two kinds of receipt book: the yellow book, which is held only by the Treasurer, and the blue, which is for use by Fundraising/Supporter Group Members. **Please note, yellow and blue books are our current stock, however we do have the superseded white and green books that can still be used where we are NOT claiming Gift Aid.**

All receipt books need to be made available upon request as required by the Fundraising Group Treasurer or Guide Dogs. Receipt books can be used over multiple financial years. Where possible receipts should be issued at the time of receiving a donation (if in person) or within 5 working days.

### 1.5.1 Yellow receipt books

Treasurers will be issued with one yellow receipt book for their use only. The Treasurer must:

- Allow 14 days when ordering replacements from The Community Fundraising Supporter Care Team
- Issue a receipt for all monies received, stating the date received and the sources (see Appendix 7).
- Issue one yellow receipt for blue receipt(s) with cash and cheques handed to you by your fellow Fundraising Group Member.
- If a mistake is made in issuing a receipt:
  - Keep the top copy attached to the book.
  - Score it through with the word 'cancelled'.
  - If a mistake is discovered after a receipt has been issued you must seek advice from the Community Fundraising Supporter Care Team.

### 1.5.2 Blue receipt books

Fundraising Group Members who are receiving cash donations can be issued with a blue receipt book by the Treasurer. These can be ordered via the Community Fundraising Supporter Care Team.

The Treasurer must:

- Keep a list of the holders of the receipt books (The Community Fundraising Supporter Care team will advise Treasurers when a book is issued to one of their group members)
- Make sure all blue receipts state the amount received and sources of income (see Appendix 3 for a list of income codes).
- Record details of when the income has been banked for Gift Aided receipts.
- Ensure all full receipt books are returned to be kept by the Treasurer as part of the audit process.

### 1.5.3 Gift Aid

Gift Aid allows individuals to make tax-free donations to charities if they are UK taxpayers. Since the donor has already paid tax on earnings or capital gains, the charity can claim this tax back from HM Revenue & Customs (HMRC), boosting the value of their donation by a quarter. **Please note: Gift Aid cannot be claimed by groups of people, only individuals may claim for personal donations. We cannot claim Gift Aid on Trading income. When HMRC audit our accounts they generally expect to see round amounts on gift aid receipts. If the amount on the receipt is an odd amount e.g. £23.78 can you please put a few words of explanation on the receipt e.g home coin collection or jam jar collection.**

**You can help Guide Dogs claim its share.**

In order to claim, we need to obtain a declaration from the donor. You can use any of the following self-supporting tools, available from your local Community Fundraising Supporter Care Team:

- Receipt books. Yellow and blue
- Donation envelopes.
- A4 gift aid forms.

In order to complete the declaration, please follow these steps:

- Ask the donor if they are a UK taxpayer and would like us to Gift Aid their donation. You must ensure that the donor reads (or you read to them) the section on the receipt starting 'please tick this box to confirm...'.
- Take the donor's full name, (title, first name and surname) postcode and first line of their address (we need all of this information to claim), and tick the Gift Aid box if they have agreed to the declaration (you may wish to ask the donor to complete these details themselves).
- When the donation has been banked, complete the banking details on the declaration. This will include the date banked, the total on the paying-in slip that included the donation and the Fundraising Group number. This enables us to prove to HMRC that we received the money. We cannot claim gift aid without this information.
- Send the declaration to Finance, Guide Dogs, Burghfield Common, Reading, Berkshire, RG7 3YG or email a photo/scanned copy to [banking@guidedogs.org.uk](mailto:banking@guidedogs.org.uk).

If the receipt book has been used, the third copy of the Blue, or second copy of the Yellow receipt will need to be sent, depending on which book the original was issued from, and must always be a copy of the original receipt issued to the donor, not the consolidated receipt issued by the Treasurer. It is more than acceptable to send several declarations at one time via post or email.

- Although HMRC only requires one declaration per donor, our internal processes currently require a new declaration for each donation made via a Fundraising Group (even if the donor has already completed one). The process is the same for all types of form including Gift Aid envelopes. Examples of all of these are contained in Appendices 12a, 12b and 12c. You should always discard old versions of the receipts, envelopes and declarations when new versions are issued. This is because HMRC may require changes to the wording used from time to time as the regulations change.

## 1.6 Paying in

Fundraising Group income, with the exception of trading, Gift Aid, legacies, and CAF Vouchers must be banked directly into the Fundraising Group income account, using the Barclays paying in book provided. The only exception to this is when groups have been set up to use the Post Office - see note below.

Under no circumstances should Guide Dogs income be paid into a non Guide Dogs account.

Additional paying-in books and Post Office cards can be provided on request to other Fundraising Group Members, collecting box coordinators and supporter groups. New books need to be ordered from the Community Fundraising Supporter Care Team.

The Treasurer should:

- Keep a record of everyone who holds a paying-in book within the Fundraising Group network. The Community Fundraising Supporter Care team will advise the treasurer when a paying in book is issued to a member of their group.
- Ensure all paying in book holders adhere to Guide Dogs cash handling, insurance and the paying in of income procedures.
- Make sure a copy of each paying-in slip used is returned to the Treasurer as soon as money is paid in.
- Ensure income is banked using the correct codes on the paying-in slip. (A list of codes and definitions we would like you to use is shown in Appendix 3.)
- Please see Appendix 2 for an example of a correctly filled in paying-in slip and instructions.

**Advisory Treasurer's Tip – Write important reference numbers such as NAP numbers and names on the front of the current bank book you are using. It may also come in useful to write the date it was completed at the side of it.**

## 1.6.1 The Post Office

Where possible all income should be paid into a local branch of Barclays Bank. Where this is not possible we are able to use the Post Office by arrangement. If you are having difficulties banking with Barclays and would like to use the Post Office please speak with your Community Fundraiser or the Community Fundraising Supporter Care Team. Please note that this must be arranged in advance as it requires us to use a different process, bank account and a deposit card.

### **Information required to set up a Post Office arrangement:**

We need to set up Post Office arrangements individually for each group. In order to do this we need to know:

- What income you bank - general income, trading or both
- The names of group volunteers who bank income into each account- general income, trading or both. This is so we can issue them with Post Office deposit cards.

### **Deposit cards**

- Each individual using the Post Office will be issued with a deposit card for each of the accounts they pay into. If they bank general income and trading they will be issued with two separate cards.
- Each deposit card has the branch number printed on it to help finance identify where the income has come from.
- You do not need to complete a paying in slip when you bank coin and notes, however, you do need to complete a paying in slip to pay in cheques. You will require a paying in slip for the number one account (separate to the ABC account) to pay in cheques for general income and a trading book paying in slip to bank any cheques for trading income.
- **Advisory Treasurer Tip - receipts from the Post Office for cheque deposits only show as £0.00. Photocopy, scan or photograph your cheques before banking.**
- Once you receive your deposit card it can be used at any Post Office Counter who offer this service.

### **Banking Restrictions with the Post Office**

The Post Office accept coin deposits up to the value of £250 and notes up to the value of £10,000 per transaction. There is no restriction on the number of cheques.

Post Offices will not generally accept part bags of coins below the denomination of £1. In this case we advise you bank as many bags as you can, changing smaller coin into £1 and £2 coins if possible. Any part bags not accepted can be rolled over to your next banking and a note kept of any income carried forward.

If you request a Post Office arrangement, you can still use Barclays for deposits above the Post Office banking amounts using the ABC paying in book for your group.

### **Advising Guide Dogs Finance Department**

Please ensure that you send an email to [banking@guidedogs.org.uk](mailto:banking@guidedogs.org.uk) with the information below each time you bank to ensure your income is allocated correctly. If you are not the group treasurer please include the treasurer on this email so they can expect to see the income on their branch statements:

Your group number  
The income code/codes for the deposits banked  
The Amount and date banked

The Post Office will provide you with a receipt that you should keep for your records, please keep these safe for audit purposes.

### **Paying in Books**

The paying in books used to bank cheques for general income at the Post Office are for the Guide Dogs number one account. Your first paying in book will be issued with the deposit cards (if needed). Subsequent paying in books can be ordered from the Community Fundraising Supporter Care team at Atherton. You can use your existing trading book to pay in any cheques received for trading income.

**Advisory Treasurer Tip: By building a great relationship with Post Office employees, agreements may be mutually reached to pay in coin deposits exceeding £250 per transaction. Although some Post Offices are quite stringent with the rules some are very flexible, even opening up out of hours so we can bank.**

## **1.6.2 Receiving Fundraising Group donations via bank transfer**

Supporters wishing to make bank transfers to Fundraising Groups can do so using the number 1 account details below.

Bank Account Name: THE GUIDE DOGS FOR THE BLIND ASSOCIATION  
Sort Code: 20-65-82  
A/C no. 43870731

To ensure the income is credited to your group please ask the supporter to quote the branch number as the payment reference e.g. BRA766. Due to the number of transactions we receive please ask the supporter to let you know the date and the amount to assist the team with locating the donation.

## **1.7 Fundraising/Supporter Group credits**

Monies not banked by the Fundraising Group, but which have been raised by the efforts of the Fundraising Group Members will appear in the Branch Credits section of your Fundraising Group income statement provided by Guide Dogs.

Please contact the Community Fundraising Supporter Care Team if you need credits for income sources not listed here.

### **1.7.1 Gift Aid**

Gift Aid will be automatically credited back to your Fundraising Group once the gift aid declaration has been processed by Guide Dogs.

### **1.7.2 Legacies**

Your Fundraising Group may receive credits for legacies that have been left to your group in your area. Any legacy cheque received by a Fundraising Group must be sent to the Central Office at Hillfields for the attention of the Legacy Case Team. Please include

a covering letter including information about your relationship to the legator and your group details. Legacy income is recorded and credited separately from donations.

### **1.7.3 CAF Vouchers**

CAF is an abbreviation for Charities Aid Foundation. The foundation was set up to provide an easy way for both individuals and companies to make tax-free donations to charities. Donors set up a deposit account with CAF; they are then provided with vouchers that they can use to make their donations.

CAF Vouchers must be forwarded to the Community Fundraising Supporter Care Team, who will ensure they are sent to the Income Team at Hillfields to process. NB CAF vouchers will appear on your Fundraising Group statement as a Fundraising Group credit.

### **1.7.4 Matched Funding**

Matched funding is where a company matches a supporter donation. For any matched funding that Guide Dogs is expected to receive the following information is required in order to credit your fundraising group:

The name of the payer/company the matched funding is coming from  
The amount of payment expected  
The date and method of payment

If your matched funding is part of a larger amount please let the income processing team know - [incomeprocessingteam@guidedogs.org.uk](mailto:incomeprocessingteam@guidedogs.org.uk)

### **1.7.5 Trusts**

Please code any income received from a trust to TRUSTS on the paying in slip. If you receive an enquiry from a trust please contact your Community Fundraising Relationship Manager who will liaise with our Trust team to provide support.

### **1.7.6 Restricted funds**

Sometimes an organisation gives a donation on the understanding that the money will be restricted to pay for a certain item, if this is the case we will need to ensure that the money is clearly identified as it will need to be shown in the main Guide Dog accounts. If you do receive a donation from an organisation to pay for some equipment for the Fundraising Group or if you are intending to apply for funds from a group/organisation who is offering to meet the costs of equipment or putting on an event, we will need to check that the fund is not a Trust that could be receiving an application from our central team. In all these circumstances please contact The Community Fundraising Supporter Care Team or your Community Fundraising Relationship Manager prior to banking the income.

## **1.8 Statement of Fundraising Group Income**

You will receive your Statement of Fundraising Group Income approximately the 10th working day (for December the 16<sup>th</sup> working day) of the month by email, posted copies



will take a couple of additional days to arrive as they are sent from the Community Fundraising Supporter Care Team.

- If you do not receive your Fundraising Group statement please contact the Community Fundraising Supporter Care Team.
- You will receive a copy of your Statement of Fundraising Group Income even if no monies have been paid in during that month.
- On receipt of your Statement of Fundraising Group Income you must ensure that you check off all the income that has been banked by everyone in the Fundraising Group to make sure that it appears and has been correctly coded. Income banked during the last few days of each month may not show on your monthly statement until the month after. If missing income does not appear in the following month please contact the Community Fundraising Supporter Care Team. Monies received in December must be banked by the date specified by Income Processing which will be different each year depending when Christmas falls. Any funds banked after this may not appear on your statement until the following financial year.
- You will see some income on your statements which will not be banked by your group. This will be income from Just Giving, contactless devices, BACS payments, Facebook and gift aid. We do not expect you to reconcile this income but please do check that income is coming through for these methods if you are aware of just giving pages being set up and contactless devices being used at events.
- Statements are available by both email and post (upon request)
- See Appendices 1a and 1b for example statements.

As part of our insurance requirements a duplicate Fundraising Group statement will be sent (preferably by email) to a secondary independent (not related) Fundraising Group member. The duplicate Fundraising Group statement is for information purposes only, but provides other Fundraising Group members with financial information which can be shared with the Fundraising Group at meetings in the absence of the treasurer for times of illness and/or holidays.

## **1.9 Auditing of accounts**

Guide Dogs' financial year ends on 31 December. Fundraising Group accounts will be audited as part of the national Guide Dogs annual audit. Fundraising Group Treasurers must check and sign the final end of year statement to confirm that it is an accurate record of the accounts and return this to Guide Dogs no later than the end of February. Please post or email your signed statements to The Community Fundraising Supporter Care Team. Any anomaly between the Statement and Group Accounts should be annotated on the Statement prior to sending to Guide Dogs. We will only be asking you to confirm the income which has been banked by your group and this will exclude income coming from just giving pages, contactless devices, BAC payments and gift aid. This is a legal requirement and must be completed in order to operate as a group.

A sample of Fundraising Groups will be chosen at random to have more detailed audits. You will be notified if your group has been selected and given further instructions. Please note that any member of Guide Dogs can request to see copies of treasurers and Fundraising Group paperwork.

The following must be kept for a minimum of six years plus the current financial year:

- All bank statements and cheque books from the float account.
- All used or partly used receipt books.
- All paying-in books.

## 1.10 Guide Dogs Anti Bribery Policy

In line with current legislation and the Bribery Act 2010, Guide Dogs has an anti-bribery policy in place. Bribery is the accepting of gifts, money, hospitality or other favours in return for providing something of value to the person offering the bribe. Under no circumstances should a Guide Dogs volunteer accept, request or offer any financial or other reward (gifts in kind) in return for personal gain. If you have any questions or concerns about Guide Dogs anti-bribery policy, please contact your Community Fundraising Relationship Manager.

### Gifts to Individuals

From time to time you may be offered items of value in connection with your volunteering. This could be a small item or something of considerable value. Other than “token” gifts such as advertising merchandise given by suppliers which amount to £5 or less (for example, branded pens, mugs, confectionery etc), all gifts, however small, must be reported to your Community Fundraising Relationship Manager. No gifts to the value of more than £50 may be accepted. If a gift is offered of more than £50 and refused, it must still be reported to your Community Fundraising Relationship Manager.

Under no circumstances can gifts of cash be accepted of any amount (this does not include vouchers which can be accepted up to a value of £50). Hospitality  
The Bribery Act 2010 does not prohibit reasonable hospitality. From time to time customers, suppliers or other persons may invite a volunteer to a hospitality event. All such invitations must be reported to your Community Fundraising Development Officer whose prior permission must be sought before the invitation is accepted whose decision shall be final.

## 1.11 Whistle blowing

Volunteers, like our staff, are encouraged to speak up about any genuine concerns they have about malpractice and financial irregularities within Guide Dogs. Guide Dogs is committed to developing a culture of openness and has a policy and procedure to allow the airing of genuine concerns about suspected malpractice in a safe and supportive way.

The Whistle blowing policy and procedure which complies with the requirements of the Public Disclosure Act 1998 is bound by the following guiding principles:  
the person raising the concern will not be victimised for doing so; victimisation of whistle blowers will be treated as a serious matter that may lead to disciplinary action that may include dismissal; Guide Dogs will not attempt to conceal evidence of poor or unacceptable practice; and Guide Dogs will liaise with relevant outside agencies relevant to investigating allegations of malpractice

Please discuss any concerns with your Community Fundraising Relationship Manager who can provide you with more information on our Whistle blowing policy and procedure.

This process can also be used to alert Guide Dogs to concerns about suspected fraud and/or irregularities. Any suspicion of fraud or financial irregularities will be treated seriously and will be investigated. If you become aware of a suspected fraud or irregularity:

- Record your concerns immediately i.e. make a note of all relevant information, for example, the details of phone or other conversations, the date, the time and the names of anyone involved:
- Report the matter immediately to an appropriate person who may be your Community Fundraising Relationship Manager who will in turn report to their Regional Community Fundraising Manager. If you do not feel able to approach your Community Fundraising Relationship Manager then report it direct to a member of our Anti -Fraud and Criminal Activity Team (AFCAT).

The Anti Fraud/Criminal Activity Team (AFCAT) regularly meets to consider and investigate any suspected criminal activity, and any matters arising from disclosures under the Guide Dogs Fraud Prevention Policy and any other actual or suspected fraud, theft, loss of funds or property.

To contact the AFCAT team please call , Central Office (0118 983 5555) or email AFCAT direct at [afcat@guidedogs.org.uk](mailto:afcat@guidedogs.org.uk)

## 2. Fundraising Group Expenditure

We have three different methods of paying Fundraising Group Expenses:

### **The Volunteer Expenses Claim form**

Most fundraising groups will use the Expense claim form to claim expenses. The expense claim form can be used to claim out of pocket expenses.

### **Fundraising Group Float Account**

Some very active groups will hold a group float account instead of using the expense form.

### **Direct Payment to Supplier**

This method can be used to pay larger sums directly to the supplier. All groups can use this method of payment as required.

## **2.1 Volunteer Expenses Claim Form (reimbursement of out of pocket expenses)**

Most Fundraising Groups/Supporter Groups and Individual Fundraisers will claim for expenses using the Volunteer Expenses Claim form.

Once completed the expense form should be submitted together with the relevant receipts and sent to the Community Fundraising Supporter Care Team for authorisation. All claims must be submitted within three months of receipt. Reimbursements are then paid directly into the volunteer's bank account. See appendix 6A for a copy of the expenses claim form. A copy of this form and the expenses policy can be found on the Volunteer Information Point:

<https://www.guidedogs.org.uk/vip/resources/policies-expenses-and-procedures/>

## **2.2 Fundraising Group float accounts**

Some of our established Fundraising Groups may have access to a bank account, known as the float account. Float accounts must only be set up by Guide Dogs and not by the Treasurer. Please note: Only Fundraising Groups who have regular expenditure will have access to a float account, Supporter Groups, Individual Fundraisers and Fundraising Groups with minimal expenditure can use the Volunteer Expense Claim Form (see appendix 6a) When the float account is ready to be activated, we will write to the treasurer asking them to return a signature slip to enable them to sign on the account. The only form signed by the Treasurer for the bank is the signature form. Treasurers are not permitted to sign any bank mandates requested by the bank.

The Treasurer is usually the only person authorised to use the float account, although in some instances there may be more than one signatory. The account comes with a cheque book. This account must only be used to pay Fundraising Group expenses; no income is to be paid into this account.

### **2.2.1 Float account limits**

Fundraising Groups who do not have a float can claim expenses via the Group Expense Claim Form, however, if the Group becomes more active we may suggest we set up a float account. Treasurers should agree with their Community Fundraising Relationship Manager a level for the float account. This will be based on how 'active' the Fundraising Group is. The average level is around £150, however, this can vary depending on how active the group is.

Guide Dogs does not authorise overdraft facilities for Fundraising Group float accounts, and if the account becomes overdrawn Guide Dogs will be charged a fee and the cheque will not be honoured. If you find that the Fundraising Group's activity levels have increased and that you require your float account level to be increased, please contact your Community Fundraising Relationship Manager to discuss this with them.

Note: Banks will make any accounts that have not been used for 12 months dormant so please ensure reimbursement forms are submitted regularly. The float account is made available to groups to pay for minor expenses such as room hire, postage and mileage and we want to ensure that the funds are available to you to pay these out of pocket expenses. Some of our volunteers would not be able to afford to cover out of pocket expenses so it's important that expenses can be paid if needed in line with our volunteer expenses policy.

### **2.2.2 Float account cheque books**

- Cheque books for the float account will be issued to the Treasurer. When there is a change of treasurer the cheque book can be passed on to the new treasurer, however, the float account must be balanced first.
- All new bank mandates will be set up so that Treasurers can only sign cheques to a maximum of £250 or the amount available in the bank account, subject to float account limits. Expenditure over this amount should be paid directly to the supplier by Guide Dogs.
- Cheque books must be kept in a secure place to avoid theft of the book or individual cheques. A secure place is a locked drawer, cupboard, safe or strong box that only the Treasurer has access to.
- Cheques must never be pre-signed.
- Cheques must only be used for Fundraising Group expenses.

### **2.2.3 Reimbursement of float accounts**

Guide Dogs will top up funds to the pre-agreed spending limit on receipt of the Treasurer's expense claims. Expense claims for the reimbursement of float accounts need to be filed regularly to stop the account going overdrawn and must be made a minimum of once annually.

- Receipts or vouchers must be attached to the form (It is acceptable to send a scanned copy if emailing the claim).
- If a receipt is unobtainable, then the float account cheque number should be written on the claim reimbursement form.
- If an expenditure payment is refunded directly to you, i.e. the cheque returned after a cancelled event, please contact the Community Fundraising Supporter Care Team, please do not bank the cheque.

- Claims for reimbursement need to be made each year by 30th November for each financial year using the Fundraising Group Reimbursement Form. A minimum of one claim must be made per year if monies have been spent. See Appendix 5.
- Please allow at least 21 days' processing time for the reimbursement claim to be paid into the float account.
- If you get bank interest credited to the float account it should be deducted from claims in order to ensure that the float account is maintained at the correct level.
- Notification that the monies have been paid in is available by letter or email.

#### **2.2.4 Amending and closing accounts**

Any amendments or changes to the Fundraising Group float account need to be approved and processed through your Community Fundraising Relationship Manager or the Community Fundraising Supporter Care Team.

These include:

- Address changes.
- Signatory changes.
- Account closure requests.

#### **2.2.5 Cash floats**

For groups that hold a float account it is possible to set up a cash float for the convenient purchase of smaller items such as stamps and postage and for use at shows etc.

The Treasurer must:

- Nominate a Fundraising Group Member to be the responsible cash float holder.
- Gain receipts for each item purchased.
- Submit itemised lists of expenditure with receipts attached.

The float holder must submit itemised lists of expenditure with receipts attached in order to have the float topped up.

#### **2.2.6 Reimbursement of Fundraising/Supporter Group Members' expenses**

If the Fundraising Group holds a float account the Treasurer is responsible for the payment of Fundraising/Supporter Group expenses to Fundraising/Supporter Group Members. All expenses must be presented to the Treasurer within three months of incurring them, and be accompanied by a valid receipt where appropriate. Expenses incurred by Treasurers must be signed as approved by another Fundraising Group Officer before being paid. Where Fundraising Group officials are related the treasurer must ensure that approval and signatures for expenses are sought from the Community Fundraising Supporter Care Team.

An Individual Claim Form should be completed and receipts attached.

See Appendix 4 for a sample Individual Claim Form.

Treasurers should encourage members to cash cheques promptly.

## **2.3 Direct Payment to Supplier**

A pre-arrangement can be made for expenses to be paid directly by Guide Dogs, for example large shows often require a payment that is higher than your limit and Guide Dogs can arrange to pay these fees direct to the show by cheque or direct payment. See Appendix 6 for Fundraising Group Expenses Direct Payment to Supplier forms. This form should be completed and sent to the Community Fundraising Supporter Care Team with a copy of the invoice or event booking form to enable payment

## **2.4 Change of Treasurer**

All proposed and actual changes regarding the position of Treasurer should be notified to your Community Fundraising Relationship Manager or the Community Fundraising Supporter Care Team.

## **2.5 Visually Impaired Treasurers**

If you are having difficulty using any of our resources or require different formats please contact Jo Boland [jo.boland@guidedogs.org.uk](mailto:jo.boland@guidedogs.org.uk)

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## **2.6 Treasurer Training**

If you feel you require further training or support please contact your Community Fundraising Supporter Care Team.

## **2.7 Data Protection (DP)**

All Volunteers will receive Essential Guidance on Data Protection (DP). Volunteers who hold and process data, which includes Branch Treasurers, will receive a further, short Data Protection training module. If you have any concerns and questions, please contact your Community Fundraising Relationship Manager who will work with you to do an annual audit of the information your group hold. Further Information can be found on the Volunteer Information Point.

# Appendix 1a

## Example Statement of Income

Hull

BRA286  
For the month of September 2018

	<u>September 2018</u>	<u>YTD - September 2018</u>
<b><u>Income Banked</u></b>		
General Donations	87.00	443.24
In Memory	0.00	70.00
Name A Puppy	0.00	0.00
Merchandise - suggested donation	0.00	0.00
Floor Box	482.98	9,933.28
Counter Box	812.60	2,536.55
Collections	471.44	7,356.79
Fundraise 4 Us	0.00	0.00
Non-Core Fundraising Income	0.00	0.00
Sports & Challenges	0.00	0.00
Dogs Unite	0.00	0.00
Social Events Donations	0.00	0.00
Trusts & Foundations	0.00	0.00
Sponsor A Puppy	5.00	45.00
Sponsor A Puppy at School	0.00	0.00
<b>Total Income Banked</b>	<b>1,859.02</b>	<b>20,384.86</b>
<b><u>Trading Banked</u></b>		
Trading Sales	0.00	14.00
Tombola Sales	0.00	0.00
<b>Total Trading Income</b>	<b>0.00</b>	<b>14.00</b>
<b>Total Income Banked By Branch</b>	<b>1,859.02</b>	<b>20,398.86</b>
Cost of Sales Trading 40% of sales	0.00	-5.60
Cost of Sales Tombola 23% of sales	0.00	0.00
<b>Total Cost of Sales</b>	<b>0.00</b>	<b>-5.60</b>
Non Taxable Staff Amenities	0.00	0.00
Staff Travel Mileage	0.00	0.00
Volunteer Mileage	0.00	0.00
Branch Expenses	0.00	-126.00
<b>Total Reimbursement Expenses</b>	<b>0.00</b>	<b>-126.00</b>
<b>Net Branch Income / (Expenditure)</b>	<b>1,859.02</b>	<b>20,267.26</b>
<b><u>Branch Credits</u></b>		
Gift Aid	1.25	73.75
Branch Credits	0.00	0.00
<b>Total Branch Credits and Gift Aid</b>	<b>1.25</b>	<b>73.75</b>
<b>Total Gross Branch Income</b>	<b>1,860.27</b>	<b>20,341.01</b>



# Appendix 1b

## Example Statement of Income page two - Transactions

Hull		BRA286		
		For the Month of September 2018		
<u>Account</u>	<u>Finance Code Reference Only</u>	<u>Date</u>	<u>Amount</u>	
General Donations	189402GEN P19 DONATION Hull & District	25/09/2018	87.00	
	General Donations	Total	87.00	
Gift Aid	Gift Aid claim 200	02/10/2018	1.25	
	Gift Aid	Total	1.25	
Floor Box	188654GEN P14092018 COLBOXLS Hull & District	04/09/2018	26.12	
Floor Box	188658GEN P16092018 COLBOXLS Hull & District	06/09/2018	141.16	
Floor Box	188660GEN P110092018 COLBOXLS Hull & District	10/09/2018	55.80	
Floor Box	188660GEN P110092018 COLBOXLS Hull & District	10/09/2018	134.90	
Floor Box	189055GEN P19 COLBOXLS Hull & District	14/09/2018	125.00	
	Floor Box (LSZB)	Total	482.98	
Counter Box	188654GEN P14092018 COLBOX Hull & District	04/09/2018	64.68	
Counter Box	188654GEN P14092018 COLBOX Hull & District	04/09/2018	235.47	
Counter Box	188658GEN P16092018 COLBOX Hull & District	06/09/2018	203.28	
Counter Box	188658GEN P16092018 COLBOX Hull & District	06/09/2018	52.09	
Counter Box	189075GEN P19 COLBOX Hull & District	17/09/2018	55.24	
Counter Box C6	189318GEN P19 COLBOX Hull & District	21/09/2018	201.84	
	Counter Box (CTBB)	Total	812.60	
Collections	189002GEN P19 COLH&B Hull & District	06/09/2018	471.44	
	Collections	Total	471.44	
Sponsor A Puppy	187950DD	29/08/2018	5.00	
	Sponsor A Puppy	Total	5.00	
	Trading Sales	Total	-	
	Tombola Sales	Total	-	

Note : the date is the date processed at Central office, not the date the income was banked

## Appendix 2

### Example Paying-In Slip and completion guidelines

27/07/2020 Wigan & District Fundraising Group has paid in monies using the paying-in slips.

For Account of **GDBA COLL AC**  
795 - Wigan & District Branch

Cheques etc. for collection included in total credit of £ **327.02** To be retained by receiving bank **83486125** paid in date **16.2.18**

£			brought forward	£	100	00
MR SMITH	100	00				
Carried forward	£	100	00	Carried forward	£	100 00

E2 Coin		
E1 Coin	30	00
50p	4	00
20p	3	00
10p		
5p		
2p		02
1p		
TOTAL COIN	37	02

**ABC** bank giro credit

Date \_\_\_\_\_ Cashier's stamp \_\_\_\_\_

Paid in by **A. Brown**

Barclays Automated Bulk Credit Clearing

Account **GDBA COLL AC** 795 - Wigan & District Branch

Donation **150.00** Collection \_\_\_\_\_

Floor Box \_\_\_\_\_ NAP E \_\_\_\_\_ Ref \_\_\_\_\_

Counter Box **37.02** Other **140.00 IN MEMORY**

Sort Code **25-15-21** Account No. **83486125** Branch Code **78**

Notes £50/£20	80	00
Notes £10	100	00
Notes £5	10	00
Notes 50p		
Total Coin	37	02
Total Cash	*	227.02
Total Chgs	+	100.00
		£ 327.02

100000795041 25 15 21 83486125 78

They had:

- £150.00 in donations (DONB) - £100 was a cheque from Mr Smith.
- £37.02 from a counter top box that had been emptied (CTBB).
- £140.00 donation from In Memory (IN Memory).

Please ensure that on completing your paying-in slip you:

1. Insert the date.
2. Write your name or initials clearly in the "paid in by" section.
3. Break down the monies into the correct codes and write the income next to the code. Note income paid in under "other" - the donation amount (£140) is written on the line

and the code is written next to it. Please always ensure that you enter the income and the income code on all 'other' income entries.

4. List the details for the cheques that you are paying in.

5. List the breakdown of the coins you have collected. This will enable you to cross-check monies paid in and identify any mistakes more easily.

6. List notes, coins and cheques.

7. Total figure - please double-check that the income breakdown on the allocated codes equals that of your total income.

8. Write the number of cheques included with the paying-in slip.

9. Insert the total amount of monies to be paid in (this should be the same amount as the total figure listed under point 7 above).

## Appendix 3

### Definition of Codes

#### Coding of Income

The coding of income is really important for guide dogs as an organisation. It allows us to monitor the different income streams and use the information for long term financial planning. We really appreciate your help and support with the coding of income.

Code	Definition	Description
DONATION	Donation	Before using this code please check that the income doesn't fit into other codes. This should be a pure donation. Any income taken at an organised activity eg tea party, NAP should be coded to the activity.
COUNTER BOX	Counter Top Boxes	Static counter top boxes left in outlets (permanent situ)
FLOOR BOX	Life Size Dogs	Large static life sized boxes in permanent situ
COLLECTION	Collections	All monies raised using buckets/boxes at a collection (includes street collections, supermarket collections etc.)
NAP	Name a Puppy	Name a Puppy (add in reference number)
Other	Income	Please note that for all codes listed below you will need to write the relevant income code on the bottom half of the paying in slip
FUNDRAISING GROUP EVENT	FUNDRAISING GROUP EVENT	Monies raised at events and activities organised by the Fundraising Group excluding Tea Party or coffee morning e.g. Meet Guide Dogs events, book sale, open garden, bowling event, quiz night.
FR4US	Fundraising For Us	Monies fundraised by an individual, group or organisation in aid of Guide Dogs (not organised by the fundraising group, this should be coded under Fundraising Group Event) Please add the supporters reference number
TEA PARTY	Tea Party	Any monies raised through a tea party/coffee morning, (include supporter registration number for non-fundraising group events so we don't send unnecessary correspondence)
PUPPYGRAD	Puppy Graduation Scheme	Monies raised by a school & youth groups towards a Puppy Graduation Scheme (add in School name)
SCHOOLS	Schools and youth group donations	All monies raised/donated by schools and youth groups, do not use this for schools raising funds for NAP or puppy grad.
SPEAKER	Speaker	A straight donation given to a Guide Dogs speaker - not for monies raised by a group

		doing any fundraising activities following a speaker talk e.g. raffle, coffee morning etc.
FUND RACE	Fund Race	All monies raised from schools/youth groups taking part in the Fund Race event
IN MEMORY	In Memory	Donation given in loving memory or in lieu of flowers
TRIBUTE	Tribute Fund	Monies being raised towards a “Tribute Fund” in memory of a loved one (add in reference number)
Name of Event	Sports & Challenge Events	Income from national sports & challenge events (add in event name and reference number)
CORPDON	Corporate Donation	Is to be used every time when a company, organisation or a social group such as (golf, Rotary) donates or fundraises outside of any of our other key activities such as NAP/MECC/SPEAKERS. Please ensure all Charity of the Years are banked to this code unless they have a NAP fund.

#### **Additional Notes:**

Reference codes for Name a Puppy, Tribute Funds are available from the Community Fundraising Supporter Care Team.

Puppy Graduation Scheme donations email the details to the Community Fundraising Supporter Care Team.

All sponsor forms received by the Fundraising Group should be returned to the Community Fundraising Supporter Care Team.

Sports and Challenge Events please write the event name and participants ID on the paying in slip under the “other amount” so that the income can be correctly recorded on their donor record. It is imperative that this is followed as each participant agrees to raise a minimum sponsorship target and the information provided on the paying in slip will ensure that they are officially thanked and then removed from any income chasing activity.


All legacy income must be sent to our central office at Hillfields. CAF vouchers should be sent to the Community Fundraising Supporter Care team. Please inform your Community Fundraising Relationship Manager of any Trust income and bank using TRUST code.

We may also need to issue additional codes when we secure national accounts. This is to ensure that we can keep an accurate record of the income that the company/organisation has raised so that we can celebrate the success of the partnership and hopefully secure new ones.

Any queries, errors in banking or requests for any codes should be referred to the Community Fundraising Supporter Care Team at Atherton.

## Appendix 4

### Sample Individual Claim Form (only for use by groups who hold a float account)

The Guide Dogs for the Blind Association - Individual Claim Form					
Branch name:					
Branch number:					
Name of Branch Member:					
Date of claim:					
				Registered charity in England and Wales (209617) and Scotland (SC38979)	
Details	Date expense incurred	Journey from	Journey to	Total no. miles	£
Printing and stationery					
Postage					
Telephone					
Hire of halls					
Advertising					
Miscellaneous					
Travelling expenses*					
<b>Total expenses</b>					
*Please complete journey details and mileage total for travelling expenses: allow 40 pence per mile for the first 10,000 and 25 pence thereafter.					
Branch Member's signature (on receipt of claim)					
Treasurer's signature (on payment of claim)					
Treasurer's use:	Cheque number:	Date paid:			

This form is relevant for Groups who hold a float account only. It should be completed by the group member claiming expenses and passed to the Treasurer along with any relevant receipts.

This form has been created in Excel; the example shown above is smaller than the 'real thing', which is available in the fundraising section on the volunteer extranet or from the Community Fundraising Supporter Care Team printed and email versions are available.

## Appendix 5

### Sample Reimbursement of Fundraising Group Float Account form (for use by groups who hold a float account)



#### Claim for Reimbursement of Branch Float Account



<b>Section 1</b>			
Branch:		Number:	
Period Covered From:		To:	
<b>Section 2 How Spent</b>			
Description	Details/Comments	Amount	
Postage		£	
Telephone		£	
Printing		£	
Stationery		£	
Hire of Hall		£	
Mileage/Travel		£	
Other Expenses		£	
Deduct Bank interest paid into account		£	
Total Expenses		£	
<b>Section 3 Reconciliation</b>			
Total amount claimed		£	
Cash float held		£	
Cash in branch float account		£	
Total Float		£	
<b>Section 4</b>			
Original receipts or vouchers must be attached and should be obtained at the time of expenditure. Please keep a photocopy for your records.			
I certify that the above expenses have been properly incurred by the <u>above branch</u> .			
Treasurer's Name (print)		Signature	
Date:			
<b>Section 5 Authorisation</b>			
Signature		Login	Date
<b>For Accounts Use Only</b>			
Project Code	Expense Code	Period	


Registered charity in England and Wales (209617) and in Scotland (SC038979) and IOM (1334)

Version 2-Issued by Financial Control Dec11

This form has been created in Word; the 'real thing' is available in the fundraising section on the volunteer extranet or from the Community Fundraising Supporter Care Team to complete online or print off and fill in.

## Appendix 6

### Sample Fundraising Group Direct Payment Form (For use by all groups)

 <b>Guide Dogs</b>	Fundraising Expense Form for Direct Payment to Supplier
Name of Fundraising Group	
Fundraising Group number	
Payment amount NET	
VAT	
Total Payment	
Supplier name	
Address	
Address	
Address	
Post Code	
Treasurers email address	
Remittance Advice to go to	
Reason for expenditure	
Date of event (if app)	
Bank Account (if to be paid direct)	
Sort Code	
Delivery address for cheque	
Name	
Address	
Address	
Address	
Address	
Signed	
Print name	
Date	
Send form to your admin office for processing	
Office use	
Date received	
Sent to Finance Payment Centre	

Registered charity in England and Wales (209617) and in Scotland (SC038979)

This form has been created in Excel; the 'real thing' is available in the fundraising section on the volunteer extranet or from the Community Fundraising Supporter Care Team to complete online or print off and fill in.



## Appendix 6a

# Sample Group Expense Claim Form (for use by Groups who do not hold a float account)



Guide Dogs Volunteer/Branch float/Group Expense Claim Form as at 01 Jan 2024 KEY: Columns B-J= Completed by Volunteer / Columns K-M = Completed by Manager												
<b>USEFUL NOTES</b> 1. Do we have your bank details already? If we have your bank details, payments are made straight into your account the following week. Otherwise, cheques are only produced every 6 months, June and December. 2. Quick and secure: Please complete all the details. 3. Only add your bank and sort code number if they have changed, or full address if you have moved. 4. You can email this form by taking photos of any receipts and sending in an email to your manager. If you are emailing this form please password protect it to safeguard your personal information and send as an attachment. Let your manager know your password in a separate email. 5. Claims must be submitted within 3 months of the expense being incurred and within the relevant calendar year (January to December). We encourage you to claim all relevant expenses for your role. It's important to note that processing each expenses claim form costs Guide Dogs about £3.50. To optimize the impact of our donors' funds, we kindly request consolidating multiple claims onto a single form whenever feasible.												
Full Name		Postcode		Managers are to complete the Project Code, Cost Centre and the Manager's section at the bottom of the form. Managers only need to complete the columns on the right, if you need claims to go to different budgets - for example where different people have requested work.								
Full Address		E-mail - if first claim or changed										
Sort Code - if first claim or changed		Bank Account No - if first claim or changed										
Receipt Number	Date of Expense dd/mm/yy	Description of expense - Please use one line per item and number your receipts accordingly. - Give a brief explanation for each expense item, incl location and purpose. - If claiming car sharing mileage, please give the name of the person(s) transported. For any missing receipts, please give reason for missing receipt. Authoriser should initial agreement	Person who requested it Please state who asked you to make the journey or purchase the item - this helps us code the expense to the right budget	Mileage Tax year 6th April to 5th April 45p/mile to 10K miles, 25p/mile thereafter Or if you only want to claim for fuel (not wear/tear) put in a lower rate of your choice	Car sharing mileage Additional 5p per mile for business trips where the car is shared with another person who would have been entitled to claim mileage for the same trip	Mileage Claim 3202 (Mileage x Mileage rate + car sharing mileage x 5p per mile)	Travel other than by car £	Other Expenditure £	Expense other than mileage/travel need expense code, see cell C42-C51 for coding of other expenses	Project Code (if different)	Cost Centre ONLY VEX can be used.	Total Claimed
1				0.01	eg 0.45	£ -						£ -
2						£ -						£ -
3						£ -						£ -
4						£ -						£ -
5						£ -						£ -
6						£ -						£ -
7						£ -						£ -
8						£ -						£ -
9						£ -						£ -
10						£ -						£ -
11						£ -						£ -
12						£ -						£ -
13						£ -						£ -
14						£ -						£ -
15						£ -						£ -
16						£ -						£ -
17						£ -						£ -
18						£ -						£ -
19						£ -						£ -
20						£ -						£ -
TOTALS		Business mileage to be carried to next claim: 0.01		Sub Totals		£ -	£ -	£ -				TOTAL CLAIMED £ -
I declare that the above expense have been incurred wholly, exclusively and necessarily for the purpose of carrying out my Guide Dogs duties and have not been claimed previously. Where mileage is claimed, I confirm that I possess a valid driving licence and that my vehicle is covered by comprehensive motor insurance and has been checked and maintained in accordance with the manufacturer's recommendations. I attach receipts for each claim or have noted where they are missing.												
Project Code		VEX		Manager's Authorisation (If e-mailing no need to sign, simply delete any password and send internally to Finance@guidedogs.org.uk)						Manager's Name Manager's Position Manager's Log In ID		
Cost Centre				Date						Date of Last Expense on this sheet 00/01/00		
I confirm this claim fully complies with Volunteer Expense Policy and have given full reasons for exceeding approved limits (where applicable)												

This form has been created in Excel; the 'real thing' is available in the fundraising section on the volunteer extranet or from the Community Fundraising Supporter Care Team to complete online or print off and fill in. Guidance notes for completion are also available on request.

## Appendix 7


### Example completed book receipts

#### Example 7a Yellow receipt

		Receipt No. <u>726481</u>	
		Received from:	
Mr/Mrs/Miss/Ms	<u>Miss</u>	Address	<u>18 THE CRESCENT</u>
Forename/initial	<u>A</u>		<u>SOMEWHERE</u>
Surname	<u>SMITH</u>		
Box No.		Postcode	<u>X43 92B</u>
<b>Thank you for your kind donation of</b>			
£ <u>12.50</u>			
<b>Make your gift go further, at no cost to you.</b> If you are a UK taxpayer*, Guide Dogs can reclaim 25p of Gift Aid for every £1 you donate. <i>giftaid it</i>			
<input checked="" type="checkbox"/> <b>Please tick to claim Gift Aid on this donation.</b>			
*I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.			
Please let us know if you would like to cancel your declaration, if you change your name or home address or if you stop paying sufficient tax on your income and/or capital gains. Thank you.			
<b>t: 0118 983 5555</b>		<b>e: <a href="mailto:guidedogs@guidedogs.org.uk">guidedogs@guidedogs.org.uk</a></b>	
 <b>Registered with FUNDRAISING REGULATOR</b>		<small>Guide Dogs is a working name of The Guide Dogs for the Blind Association. Registered Office: Hillfields, Burghfield Common, Reading, Berkshire RG7 3YG. A company limited by guarantee registered in England and Wales (291646) and a charity registered in England and Wales (209617), Scotland (SC038979) and Isle of Man (1334). GDO182 06/23</small>	
<b>(Fundraising group only)</b>			
Fundraising group	<u>GROUP NAME</u>	No.	<u>123</u>
Date banked	<u>17.2.24</u>	Part of £	<u>600.83</u> banked

Note - the gift aid form does not need to be signed by donor.

## Example 7b blue Receipt from Fundraising Group Official

		Receipt No. <u>B25 to 1</u>	
		Received from: _____	
Mr/Mrs/Miss/Ms	<u>MISS</u>	Address	<u>18 THE CRESCENT</u>
Forename/initial	<u>A</u>		<u>SOMEBODY</u>
Surname	<u>SMITH</u>		
Box No.		Postcode	<u>XY3 9ZB</u>

**Thank you for your kind donation of**

**£ 12.50**


Make your gift go further, at no cost to you.  
If you are a UK taxpayer\*, Guide Dogs can reclaim 25p of Gift Aid for every £1 you donate. *giftaid it*

☒ **Please tick to claim Gift Aid on this donation.**

\*I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

Please let us know if you would like to cancel your declaration, if you change your name or home address or if you stop paying sufficient tax on your income and/or capital gains. Thank you.

t: **0118 983 5555** e: **guidedogs@guidedogs.org.uk**

 **Registered with FUNDRAISING REGULATOR**

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(Fundraising group only)			
Fundraising group	<u>GROUP NAME</u>	No.	<u>123</u>
Date banked	<u>17-2-24</u>	Part of £	<u>12.50</u> banked

Note - The Gift Aid form does not need to be signed

Advisory Treasurer Tip: Only Legal names will generally be accepted by HMRC. For example a person known as "Bill" should complete the form as "William"

Example 7c yellow receipt to Fundraising Group Official from Treasurer

		Receipt No. <u>726481</u>	
		Received from: _____	
3 RECEIPTS: B2S101 / B2S102 / B2S103			
Mr/Mrs/Miss/Ms <u>MN</u>		Address _____	
Forename/initial <u>Group</u>		_____	
Surname <u>OFFICIAL</u>		_____	
Box No. _____		Postcode _____	
<b>Thank you for your kind donation of</b>			
£ <u>101.24</u>			
<b>Make your gift go further, at no cost to you.</b> If you are a UK taxpayer*, Guide Dogs can reclaim <i>giftaid it</i> 25p of Gift Aid for every £1 you donate.			
<input type="checkbox"/> <b>Please tick to claim Gift Aid on this donation.</b>			
*I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.			
Please let us know if you would like to cancel your declaration, if you change your name or home address or if you stop paying sufficient tax on your income and/or capital gains. Thank you.			
<b>t: 0118 983 5555</b>		<b>e: <a href="mailto:guidedogs@guidedogs.org.uk">guidedogs@guidedogs.org.uk</a></b>	
 <b>Registered with FUNDRAISING REGULATOR</b>		<small>Guide Dogs is a working name of The Guide Dogs for the Blind Association. Registered Office: Hillfields, Burghfield Common, Reading, Berkshire RG7 3YG. A company limited by guarantee registered in England and Wales (291646) and a charity registered in England and Wales (209617), Scotland (SC038979) and Isle of Man (1334). GD0182 06/23</small>	
<b>(Fundraising group only)</b>			
Fundraising group <u>Group name</u>		No. <u>123</u>	
Date banked <u>17.2.24</u>		Part of £ <u>101.24</u> banked	

# Appendix 8

## Receipt book cycles

### Yellow receipt donation cycle

1. Donation received by Treasurer.
2. Treasurer issues the top copy yellow receipt to the donor.
3. Treasurer retains the second and third yellow receipt unless the donation has been Gift Aided.
4. If the donation has been Gift Aided, remove the second copy of the Yellow receipt and send to Finance, Guide Dogs, Hillfields, Burghfield Common, Reading, Berkshire, RG7 3YG. The third copy of the yellow receipt stays in the book. Receipts can also be emailed to [finance@guidedogs.org.uk](mailto:finance@guidedogs.org.uk). Note - the gift aid form does not need to be signed.

### Blue receipt donation cycle

1. Donation made to Fundraising Group Member.
2. Fundraising Group Member gives first blue receipt to donor.
3. Fundraising Group Member gives second blue receipt to Treasurer. If the donor has ticked Gift Aid, then the Fundraising Group Member also gives the third blue receipt to the Treasurer.
4. Treasurer issues Fundraising Group Member with yellow receipt for second blue/green receipts.
5. Treasurer files the second blue receipt and if the donor has ticked Gift Aid forwards the third blue receipt to Finance, Guide Dogs, Hillfields, Burghfield Common, Reading, Berkshire, RG7 3YG. Receipts can also be emailed to [finance@guidedogs.org.uk](mailto:finance@guidedogs.org.uk). Note - the Gift Aid form does not need to be signed

## Appendix 9

## Example Collection Box Record sheets

[illegible]

NB: This form has been created as one Excel workbook for ease of use. The 'real thing' is available in the fundraising section on the volunteer extranet or from the Community Fundraising Supporter Care Team to complete online or print off and fill in.

## Appendix 10

### Servicing and placing Guide Dog Collecting boxes

The appropriate forms for the servicing and placing of collection boxes can be found in on the Volunteer Information Point

<https://www.guidedogs.org.uk/vip/resources/community-fundraising/#counter-top-and-floor-boxes>

If you would like to attend the training course for Collection Box Coordinators please speak with your Community Fundraising Relationship Manager who will be happy to arrange this for you.

# Appendix 10A

## Example Collection Box Agreement Form

### Collection Box Agreement Form



Providing a home for our iconic and much-loved boxes is a fantastic way for you to support our vital work for those living with sight loss in our community. Enabling Guide Dogs to collect small change donations in this way, can truly change lives. Thank you!

Here's what you can expect from us, and if you have any queries please don't hesitate to get in touch.

#### Your local Collection Box Coordinator:

- Will secure the box in place with a chain where possible and we hope this will be in a position which is prominent and accessible for customers to make a donation.
- Will carry a Guide Dogs ID card when they come to empty the box. Please ask to see their ID and if it has been forgotten, ask them to return another time.
- Will regularly empty the box and provide you with a receipt. A Thank You Certificate to display for your customers can also be provided.
- Will replace tamper-proof seal each time, and is the only person who should break the seal. Please refrain from breaking or damaging the seal.

#### Please contact Guide Dogs if:

- You have any concerns.
- The box becomes damaged, lost or stolen.
- The box is full or needs emptying soon.
- The staff contact or business ownership changes, or if for some reason you can no longer keep the box in position.
- Contact details are found on the security seal.

Please complete the below section to confirm your permission to place a collection device on your premises.

Name:

Signature:

Position:

Date:

---

#### To be completed by volunteer placing the collection/floor box:

Venue Name:

Group name:

Venue Address:

Group number:

Venue Postcode:

CBC name:

Box Number/s:

Community Fundraising Supporter Care Team:

0345 1430192



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## Appendix 11

### Example Gift Aid Form



t: 0118 983 5555

e: [guidedogs@guidedogs.org.uk](mailto:guidedogs@guidedogs.org.uk)

Received from:

Receipt No.

\* Title:

\* First Name:

\* Surname:

Box No.

\* Home Address:

\* Postcode:

\* Date:

Thank you for your kind donation of

\* Mandatory fields

☐ YES – please claim Gift Aid on all donations I have made in the last four calendar years, and until further notice.

*giftaid it*

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference

☐ NO – sorry, I can't Gift Aid.

Please let us know if you would like to cancel your declaration, if you change your name or home address or if you stop paying sufficient tax on your income and/or capital gains. Thank you.

(Fundraising group only)

Fundraising group

No.

Date banked

Part of £

banked

“

He makes me smile, Leo boosts my confidence and gets me out of the front door. When we're out together it feels like we're in a bubble and we're safe. I have a glow and he makes me determined to get out more.

”

Guide dog owner Sue talks about her guide dog Leo.

**We rely on donations from individuals to continue our life-changing work. The guide dog service does not receive any government funding.**

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## Appendix 11a

### Example Gift Aid Declaration: Receipts

		Receipt No. <u>726481</u>	
		Received from: _____	
Mr/Mrs/Miss/Ms	<u>MISS</u>	Address	<u>18 THE CRESCENT</u>
Forename/initial	<u>A</u>		<u>SOMEWHERE</u>
Surname	<u>SMITH</u>		
Box No.		Postcode	<u>X73 92B</u>
<b>Thank you for your kind donation of</b>			
£ <u>12.50</u>			
<p>Make your gift go further, at no cost to you. If you are a UK taxpayer*, Guide Dogs can reclaim 25p of Gift Aid for every £1 you donate.</p> <p><input checked="" type="checkbox"/> <b>Please tick to claim Gift Aid on this donation.</b></p> <p><i>giftaid it</i></p> <p>*I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.</p> <p>Please let us know if you would like to cancel your declaration, if you change your name or home address or if you stop paying sufficient tax on your income and/or capital gains. Thank you.</p>			
t: <b>0118 983 5555</b> e: <b>guidedogs@guidedogs.org.uk</b>			
		<small>Registered with <b>FUNDRAISING REGULATOR</b></small>	
<small>Guide Dogs is a working name of The Guide Dogs for the Blind Association. Registered Office: Hillfields, Burghfield Common, Reading, Berkshire RG7 3YG. A company limited by guarantee registered in England and Wales (291546) and a charity registered in England and Wales (209617), Scotland (SC038979) and Isle of Man (1334). GDO182 06/23</small>			
(Fundraising group only)			
Fundraising group	<u>GROUP NAME</u>	No.	<u>123</u>
Date banked	<u>17.2.24</u>	Part of £	<u>600.83</u> banked

## Appendix 11b

### Example Gift Aid Declaration: Donation envelopes update Correctly completed donation envelope



We will not rest until people with sight loss have the same freedom of movement as everyone else

Make your gift go further, at no cost to you. If you are a UK taxpayer, Guide Dogs can reclaim 25p of Gift Aid for every £1 you donate.

- ☒ YES – please claim Gift Aid on all donations I have made in the last four calendar years, and until further notice.

*giftaid it*

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference

- ☐ NO – sorry, I can't Gift Aid.

Please let us know if you would like to cancel your declaration, if you change your name or home address or if you stop paying sufficient tax on your income and/or capital gains. Thank you.



### Thank you for your donation

Please make cheques payable to "Guide Dogs" if not collected by a Guide Dogs representative, cheques can be put in an envelope and posted to our registered address below.

#### \* Mandatory fields

* Title: <input type="text" value="MR"/>	* First Name: <input type="text" value="JOE"/>	* Surname: <input type="text" value="BLDGGS"/>
* Home Address: <input type="text" value="15 MAJE UP ROAD, TOWN"/>	* Postcode: <input type="text" value="SL6 1P2"/>	

We would like to keep you informed about Guide Dogs and other ways you can support us. Using email helps us to reduce our costs. If you are happy to receive information in this way, please complete your details below

<input type="text" value="Email"/>	* Date <input type="text"/>
------------------------------------	-----------------------------

To unsubscribe at any time email [unsubscribe@guidedogs.org.uk](mailto:unsubscribe@guidedogs.org.uk).

If you would prefer not to receive information by mail please tick this box ☐

#### Office Use:

Date Banked: 17.1.24	GA: £ 5
Part of total banked: £150	Non GA: £
Fundraising Group No: 732	Date sent to Guide Dogs: 18.1.24

Guide Dogs is a working name of The Guide Dogs for the Blind Association. Registered Office: Hillfields, Burghfield Common, Reading, Berkshire, RG7 3YG. A company limited by guarantee registered in England and Wales (291646) and a charity registered in England and Wales (209617), Scotland (SC038979) and Isle of Man (1334), GDO500 09/22

## Incorrectly completed Donation Envelope



We will not rest until people with sight loss have the same freedom of movement as everyone else

Make your gift go further, at no cost to you. If you are a UK taxpayer, Guide Dogs can reclaim 25p of Gift Aid for every £1 you donate.

- ☐ YES – please claim Gift Aid on all donations I have made in the last four calendar years, and until further notice.

*giftaid it*

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference

- ☐ NO – sorry, I can't Gift Aid.

Please let us know if you would like to cancel your declaration, if you change your name or home address or if you stop paying sufficient tax on your income and/or capital gains. Thank you.



### Thank you for your donation

Please make cheques payable to "Guide Dogs" if not collected by a Guide Dogs representative, cheques can be put in an envelope and posted to our registered address below.

#### \* Mandatory fields

* Title: MR	* First Name: JOE	* Surname: BHAGGS
* Home Address: 15 MADGE UP ROAD TOWN	* Postcode: X	

We would like to keep you informed about Guide Dogs and other ways you can support us. Using email helps us to reduce our costs. If you are happy to receive information in this way, please complete your details below

Email	* Date
-------	--------

To unsubscribe at any time email [unsubscribe@guidedogs.org.uk](mailto:unsubscribe@guidedogs.org.uk).

If you would prefer not to receive information by mail please tick this box ☐

Office Use:			
Date Banked:	X	GA: £	X
Part of total banked:	X	Non GA: £	X
Fundraising Group No:	732	Date sent to Guide Dogs:	X

Guide Dogs is a working name of The Guide Dogs for the Blind Association. Registered Office: Hillfields, Burghfield Common, Reading, Berkshire, RG7 3YG. A company limited by guarantee registered in England and Wales (291646) and a charity registered in England and Wales (209617), Scotland (SC038979) and Isle of Man (1334). GD0500 09/22

Note: We would be unable to claim the above gift aid donation as we cannot prove to HMRC that the money has been banked and the Gift Aid box is not ticked on the front of the envelope.

## Glossary of terms

- **Audit** - Professional examination and verification of a company's accounting data.
- **Auditor** - A person who audits an organisation's accounts to make sure that they are accurate and being used correctly.
- Groups, volunteers and supporters.
- **Community Fundraising Supporter Care Team** - A Central Guide Dogs team who provide support to Fundraising Groups.
- **Fundraising Group/Supporter Group** - A group of volunteers who raise funds and awareness for Guide Dogs through collections and activities within their community.
- **Individual Fundraiser** - An individual volunteer who raises funds and awareness for Guide Dogs through collections and activities within their community.
- **Income and expenditure statement** - A statement of income for your Fundraising Group which shows the income broken down by codes on a monthly and year to date basis, with a transaction report showing all monies paid in/expenses and any credits issued to you from national incentive. This is issued monthly by your local Mobility Team
- **Fundraising Group credits** - Credits issued to your Fundraising Group for income which has been received centrally such as legacy income and gift aid.
- **Fundraising Group Officer** - A volunteer who holds an active role within a Guide Dogs Fundraising Group.
- **CAF voucher** - A special form of voucher issued through the Charities Aid Foundation, to supporters who have registered with them. The supporter sets up a special charity account, from which they can then use these vouchers to donate.
- **Collection Box Coordinator** - A Fundraising Group official or individual who is responsible for the collection of boxes and/or life size dogs, and emptying and counting funds.
- **Collections** - Usually referring to a street collection, where a group of supporters, such as a Fundraising Group, has obtained special permission from their local council to collect donations from the public in a specific area (for example, a town Team)
- **Collecting box** - An official sealed box provided by Guide Dogs for collecting donations. There is a handheld collecting box/bucket for use at events and street collections, a static counter top box for placement in venues such as pubs and a floor box that has been made to look like a life-sized guide dog
- **Expenditure account/float account** - An account provided by Guide Dogs to a Fundraising Group Treasurer for basic expenditure costs incurred by the Fundraising Group in its fundraising activities.
- **Drop and Go** - A facility provided by some banks that enables you to deposit funds without having to wait for them to be counted.
- **Gift Aid** - A government incentive that allows charities to claim back an additional 25p for every £1 donation, if the supporter is a tax payer and has provided us with permission. NB: the percentage claimed can vary with tax rates, and you should check with Guide Dogs to make sure you have the most up-to-date forms.
- **Legacy** - An item of value or provision for the donation of funds made in a person's will for Guide Dogs.

- **Legacy Ambassador** - A person who is working on behalf of Guide Dogs to raise awareness of the importance of legacies to the organisation, and to encourage supporters to consider leaving a legacy to us.
- **Life-sized dog** - A collecting box (floor box) that has been made to look like a life-sized guide dog. Is often referred to as a 'Fred'.
- **Name a Puppy** - A fundraising incentive where for a £5,000 donation a supporter can name a guide dog puppy and follow its training through regular 'Pupdates' provided by Guide Dogs throughout its first year of life. One meeting with the named pup is also part of the scheme. Further fundraising products are available from donate a name £2,500 through to lifetime sponsorship of a Guide Dog. Please contact your local Community Fundraising Supporter Care Team for more information.
- **Speakers** - Volunteers who speak to groups on behalf of Guide Dogs, about all the services we provide, and the work that we do.
- **Trading** - A subsidiary of Guide Dogs, the Trading company has been created to allow us to sell a variety of products on behalf of Guide Dogs. Fundraising Groups are able to sell products from Trading and receive the income that they have raised.

# Where to go for help?

## The Volunteer Information Point

For up to date volunteer information please visit the volunteer information point by selecting the link below:

[Volunteer Information Point](https://www.guidedogs.org.uk/vip)  
<https://www.guidedogs.org.uk/vip>

## The Community Fundraising Supporter Care Team

The Community Fundraising Supporter Care Team is a central support team for Fundraising Groups. You can contact the team by calling 0345 143 0234 or by email:

Mail box	Community Team
<a href="mailto:MidlandsGroups@guidedogs.org.uk">MidlandsGroups@guidedogs.org.uk</a>	Birmingham, Coventry, Nottingham, Peterborough
<a href="mailto:NorthEastGroups@guidedogs.org.uk">NorthEastGroups@guidedogs.org.uk</a>	Hull, Leeds, Newcastle
<a href="mailto:NorthWestGroups@guidedogs.org.uk">NorthWestGroups@guidedogs.org.uk</a>	Liverpool, Manchester, Shrewsbury
<a href="mailto:ScotlandGroups@guidedogs.org.uk">ScotlandGroups@guidedogs.org.uk</a>	Edinburgh, Glasgow
<a href="mailto:WalesGroups@guidedogs.org.uk">WalesGroups@guidedogs.org.uk</a>	Cardiff
<a href="mailto:BelfastGroups@guidedogs.org.uk">BelfastGroups@guidedogs.org.uk</a>	Belfast
<a href="mailto:SouthEastGroups@guidedogs.org.uk">SouthEastGroups@guidedogs.org.uk</a>	London, Maidstone, Welwyn
<a href="mailto:SouthWestGroups@guidedogs.org.uk">SouthWestGroups@guidedogs.org.uk</a>	Exeter, Reading, Southampton

Address: Community Fundraising Supporter Care Team, Guide Dogs, Gibfield Park Avenue, Atherton, MANCHESTER, Lancashire, M46 0SU.

Please see below details of where to go for to get specific resources or assistance:

General Stationery	
Paying in books	The Community Fundraising Supporter Care Team
Receipt books	The Community Fundraising Supporter Care Team
Headed Paper	The Community Fundraising Supporter Care Team
Donation Envelopes and collection resources (e.g. tabards, stickers etc)	The Community Fundraising Supporter Care Team
QR Codes for Collection Buckets	The Community Fundraising Supporter Care Team
Blank gift aid declaration forms	The Community Fundraising Supporter Care Team. The completed forms should be returned to Guide Dogs Central Office, Hillfields.

All group expenditure claim forms and direct payment forms	The Community Fundraising Supporter Care Team
Collection box record forms	The Community Fundraising Supporter Care Team

<b>Queries/General Assistance</b>	
Queries regarding banking of monies or insurance provisions	The Community Fundraising Supporter Care Team or your Community Fundraising Development Officer
Gift Aid queries	The Community Fundraising Supporter Care Team
Difficulties banking and Post Office	Your Community Fundraiser and Jo Boland <a href="mailto:jo.boland@guidedogs.org.uk">jo.boland@guidedogs.org.uk</a>
Income statement queries	Income processing Team <a href="mailto:IncomeProcessingTeam@guidedogs.org.uk">IncomeProcessingTeam@guidedogs.org.uk</a>
The Anti Fraud/Criminal Activity Team (AFCAT)	The Community Fundraising Supporter Care Team, Central Office (0118 983 5555) or email AFCAT direct at <a href="mailto:afcat@guidedogs.org.uk">afcat@guidedogs.org.uk</a>
Fundraising Group Expenditure/reimbursement of expenses	The Community Fundraising Supporter Care Team
Change of Fundraising Group officials	Your Community Fundraising Relationship Manager or The Community Fundraising Supporter Care Team

We also have Advisory Treasurer volunteers who will be more than happy to assist you with any queries/advice you may need whilst carrying out your treasurer role. Please see contact details on your monthly statements.

Registered charity in England and Wales (209617) and in Scotland (SC038979) and Isle of Man (1334)