

Helen's Trust Collection Box Procedure

This procedure is for Collection Box Coordinators (CBCs) and Helen's Trust (HT).

CBCs are responsible for the distribution and collection of boxes from their allocated venue's.

The main HT contact for all collection box issues is the administrator.

- HT will ensure Boxes are cleaned, numbered, sealed and stickered ready for distribution.



- Boxes will be signed out to Volunteers from the **Bakewell HT Office**, with an assigned number.
- Round stickers for sealing the boxes will be distributed with the boxes.



- Boxes to be collected from Bakewell HT office by CBCs and distributed to the venue's with a contact card.
- New Venues should be given a copy of the New Venue Letter and Contact Details Form; introducing HT and explaining the collection box process.
- The contact details form should be completed and returned to administrator@helenstrust.org.uk



CBC's will 'keep an eye' on collection boxes assigned to them and take responsibility for collecting and replacing them once they are full.



Full boxes should be sealed by the CBC in front of the venue contact with the round stickers (provided with the boxes). These should be returned to the Bakewell HT Office with the seals intact.



- Boxes will be signed back into the Bakewell HT Office.
- Boxes are passed to the Finance coordinator who will open and count the content of the boxes.
- Total's are recorded and the money banked.



- The total's collected from the boxes, will be made available to CBCs (*who can issue a standard thank you letter if they feel it is appropriate*).
- An official Annual total certificate and thank you letter from the CEO will also be produced in April and passed to the coordinators for distribution.

Key:

Collection Box Coordinator Task

Helen's Trust Task

Guidance Notes

HT will produce contact cards and photo cards for all collection box coordinators.

New Volunteers will receive a Volunteer pack including a copy of the Collection box procedure.

A Collection box co-ordinator induction will also be arranged to ensure the Volunteer is happy with their role, the process and their responsibilities.

The Charity Commission recommends that boxes are collected and emptied regularly. We understand the frequency required may vary greatly for different venue's and trust in the CBC's discretion and knowledge of the boxes in their area. HT's guide on this is they should be checked on at least once a quarter and replaced at least once a year.

If unable to do this for any reason, please let the administrator know. If short term another collection box coordinator may be able to stand in, if no longer able to continue the role a new coordinator can be found.

Only registered collection box co-ordinators with contact cards should be collecting the boxes. Venue's should be discouraged from giving boxes to anyone else. If there is a problem with a box and they are unable to reach their coordinator they can contact administrator@helenstrust.org.uk or call 01629 812759.

Supporting Documents

Volunteers Pack
Collection Box New Venue Letter and Contact form
Photo card and Contact card templates
Collection Box location and totals spreadsheet.
Standard Thank you letters for venue's
Annual Thank you letters and certificates.
These can all be found on the members area of the HT website.

HT Collection box procedure is based on recommended good practice guidance from the Charity Commission.