Shopping Advice for Volunteers during Covid-19

We have collated some information that volunteers may find useful when helping those in need with their shopping.

- Good Practice for Groups Handling Shopping
- Dealing with payment
  - Cash Payments
  - Bank Transfers
  - PayPal
  - Volunteer Shopping Cards/Gift Cards
  - Other options
- Handling Shopping

If you need any more information or guidance for your group please give High Peak CVS a call on 01663 735350 and leave a message and we will get back to you or via email on hello@highpeakcvs.org.uk

Good Practice for groups handling shopping

If you are a group that is supporting people in the community by getting shopping for vulnerable and/or isolated people, then you should be following best practice for volunteers handling any cash.

In normal circumstances you would need to do a DBS check for volunteers, as this is regulated activity. A DBS from another organisation or role is acceptable. However, if you choose not to do a DBS check then you can safeguard individuals by taking the following simple precautions:

- All volunteers should be fully aware of safety and avenues of support.
- It is a good idea for your organisation to issue photo ID for each volunteer to present to the beneficiary. If this can’t be done, you may want to issue a letter stating their role, that they can carry with them.
- Let the person know when the volunteer will be arriving, their name and some details to enable easy identification.
- If the volunteer needs to take cash to pay for goods, instruct them to leave their photo ID with the beneficiary until they return.
- The volunteer should always get a receipt (most shops will issue duplicate receipts so the volunteer can keep a copy to show what they spent) which should be provided to the person they are shopping for and a copy/photo of it sent to the co-ordinator.
- Call the person afterwards to make sure that everything went smoothly.
- Always keep good records of all visits.

(Adapted from Supporting Staffordshire Factsheet)
Dealing with Payments

Cash Payments
Try and avoid cash payments where possible, if this is unavoidable ask the person to leave the money out for the volunteer in a bag and in a safe place.

Bank Transfers
A safer way is to ask for the payment via bank transfer. You will need to pass details of someone bank account to the person needing the support and they can transfer this via online or telephone banking.

PayPal
Another option is PayPal, for the best security take payment via Goods and Services, this will incur a fee so make sure that the person is aware of this. This will offer extra security for the person that the shopping is done for.

Supermarket ‘Volunteer Shopping Cards’
As of the 27th April 2020, volunteer shopping cards are available from the following supermarkets:

- Asda
- M&S
- Waitrose
- Morrisons
- Sainsburys
- Aldi

These will mean that volunteers do not need to handle cash from those that they are helping. The volunteer cards come in the form of gift cards that can be emailed directly to the volunteer or printed and left in a safe place for them to be collected.

Asda
https://cards.asda.com/volunteer

One good benefit of the Asda card is this can be topped up online without the need to purchase a new card each time unlike the other supermarkets.

M&S
https://www.marksandspencer.com/all-in-this-together/p/p60282075

Waitrose (and John Lewis)

Morrisons
https://morrisons.cashstar.com/

Morrisons have stated that people can buy their gift cards to send to volunteers who are helping with their shopping. You can choose between as digital gift card which will be sent over email quickly or a physical gift card but this will be sent via the post and maybe delayed.

Sainsburys
https://sainsburysgiftcard.co.uk/
Aldi
https://vouchers.aldi.co.uk/

Aldi have now started to offer vouchers, although these will be delivered via Royal Mail as they are unavailable as an e-voucher.

Some supermarkets sell their own gift cards that you can use in their supermarket, but this means going into stores to purchase them, or purchasing them online which will mean having to wait for them to arrive via post.

Other options regarding payment
You could ask if the person needing support can arrange a click and collect delivery slot with a supermarket which they would pay for online and then a volunteer would go and collect this.

Local shops may also offer a call and collect service and take payment over the phone. A list of local shops offering this and delivery services are available on:

http://highpeakcvs.org.uk/directory.asp?category=Shop+Delivery&list=area

Handling Shopping

When delivering supplies volunteers should follow the follow guidance:

Place the shopping on the doorstep then ring the bell or knock on the door

Make sure you step at least 2 metres back from the door for the person to take the in the shopping. **Do not** enter a property to unpack deliveries yourself. **If the individual is unable to unload and pack away shopping themselves then please do not enter the house, but contact 0782 690 2291.**

Anyone delivering supplies in a vehicle should ensure that it has insurance, MOT and road tax.

(Taken from Derbyshire County Council advice to volunteers)