



Volunteer Help Food Shopping

Thank you for volunteering to do food shopping for our residents who are unable to get to the shops at this difficult time. Here is some useful guidance for undertaking this work.

The Council is using two different options for food shops.

1. The resident makes a cash payment for the shopping
Or
2. The resident has purchased a volunteer card from either ASDA or M&S

Cash Payments

For cash payments the following process is to be followed.

The volunteer contacts the resident by phone to confirm an approximate time and day to collect the cash and shopping list. When phoning the resident, state their chosen password at the start of the call to assure them that the call is genuine.

The volunteer will go to the resident's house to get the shopping list and cash.

The cash payment should not exceed £50 and the shopping list should contain 20 items or less and be able to fit into two shopping bags.

The volunteer knocks at the residents house and pushes an envelope through the letter box and asks the resident to put the cash and the shopping list in the envelope. The resident then pushes this back through the letter box.

The volunteer does the shopping and delivers the shopping back to the resident's home.

The envelope should contain the receipt and any change from the shopping – this should be placed with the bags on the door step.

The volunteer knocks on the door and steps away from the door to a safe distance.

If any of the items are unavailable – then any substitutions or omissions are discussed, again, at a safe distance.

Volunteer Card scheme

There are separate instructions on how to purchase a volunteer card that will have been provided to the resident.

The volunteer contacts the resident and provides their email address for the e-card to be sent to. When phoning the resident, state their chosen password at the start of the call to assure them that the call is genuine.

The resident to e-mail the voucher to the volunteer's mobile phone. The volunteer will need to have a smart phone to scan at the supermarket checkout for this transaction to work.

The resident should also e-mail or text the shopping list to the volunteer. This will mean that only one visit will need to take place.

The volunteer will undertake the shopping and will follow the same process as for the cash payment above following social distancing instructions at all time.

The volunteer must delete the e-card from their email (inbox and deleted items) when the shopping has been delivered.

Frequently asked questions and other issues to consider?

- Q1. Am I okay to buy cigarettes and alcohol as part of the shopping list?
- A1. Yes as long as they are part of an overall shopping basket that contains essential items then this okay. The purchase of scratch cards and lottery tickets would not be appropriate.
- Q2. Am I allowed to receive a tip from the resident?
- A2. No – we would not advise that you take a tip from the resident. Please decline any offers so there is no issues or disputes arising.
- Q3. Am I expected to go to multiple shops to buy any goods?
- A3. No – we expect you to go to ASDA or M&S for volunteer cards or if cash payment, the most convenient supermarket. This will be made clear to the resident as we cannot accommodate any special requests.
- Q4. Do I need to take my own bags or collect bags for the shopping from the resident?
- A4. No. We have agreed that in order to reduce the risk of contamination that new bags are purchased at the supermarket. The shopping should be able to fit into two shopping bags.