



Volunteer Centre

Sutton

Last updated 13.11.2020

## **Guidelines for Shopping Support volunteers (Neighbourhood Volunteers project)**



If you are delivering food or essential supplies to the homes of vulnerable residents or those in isolation, **you will be provided with a key-worker letter**. Please ensure that the letter or a PDF version is **always carried with you, while shopping and delivering items**. On average, you will be supporting residents **one day per week**, but this may vary depending on the requirements of the resident. Please read our step-by-step guide on **how to stay safe while volunteering**.

**To contact your volunteer coordinator:**

**Tel: 020 8661 5900**

**Email: [hello@vcsutton.org.uk](mailto:hello@vcsutton.org.uk)**

1. After accepting the Covid-19 Response Volunteer Shopper role, a Volunteer Coordinator from Volunteer Centre Sutton will call you and confirm the residents contact details and their requirements.

2. Call the resident, introduce yourself, and discuss the following:

- Request a **shopping list** via text, phone call or a written list.
- Explain that the value of any shopping **should not exceed £45** for any one person.
- Confirm the **preferred payment option**, see payment advice below.
- Confirm any **allergies** or **dietary requirements**.
- Agree whether they will accept **substitutes** as supplies can be limited, and shopping should only be for essential items.
- Explain that you will only be able to drop off the shopping at the **doorstep** and agree a designated area.
- Make sure that the resident can **lift the shopping** on their own.
- If the resident **needs help lifting** the items, inform your Volunteer Coordinator immediately and let the resident know that you will get back to them as soon as possible.
- If you need to collect a voucher, arrange a suitable time to go and collect it and follow hygiene and social distancing measures outlined below.

3. Inform your Volunteer Centre Sutton Coordinator where you are going and when. It is also a good idea to tell friends or family that you are shopping for Volunteer Centre Sutton.

4. Prior to leaving the house, make sure that you stay safe and follow [GOV UK Guidelines](#):

**Hands** - Wash your hands or use antiviral gel regularly (20 seconds) especially before and after you deliver any items to a person in isolation.

**Face** – Wear a face covering.

**Space** - Keep 2 meters apart from people.

If you have coronavirus symptoms, get a test, and stay at home.



5. If you are feeling well, pick up the voucher (if required) and shopping discussed with the resident. Think about when you do your own shopping during the same trip to reduce the amount of shopping times, but residents may have a specific shop that have their preferred brands.

6. During your shopping trip, try to:

- Use a bag within a bag. The outside of your shopping bag might have encountered trolleys and conveyor belts.
- Reduce the risk of fraud, by requesting a receipt for the shopping.
- Where possible, you should take a photo of the receipt, in case of any queries down the line.

7. Prior to dropping off the shopping, call the resident and leave the items and receipt in the agreed designated area. Stand 2m back and wait for the resident to answer the door. Please do not go into the resident's house.

If the resident is unable to lift the shopping and your Volunteer Coordinator has created a risk assessment and given their permission, enter the house and leave the items on the nearest accessible surface. Make sure that you are wearing a Type II surgical mask that will be provided by Volunteer Centre Sutton.

8. If payment has been sorted, leave the house, follow hygiene guidelines and complete the online feedback form supplied by Volunteer Centre Sutton. If you have paid for the items, you will need to leave the receipt in an envelope on their doorstep. Step back 2m and wait for the resident to collect the envelope. The resident will then reimburse you accordingly with the payment method you both agreed on. After leaving the house, follow hygiene guidelines and complete the online feedback form supplied by Volunteer Centre Sutton.

## Arranging Payment

The National Council for Voluntary Organisations (NCVO) has created a [best practice overview](#), when supporting residents and arranging payment. The options below are in order of preference and ease for both you and the resident you are supporting.

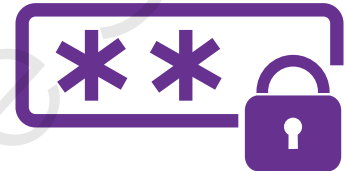
### **Supermarket click and collect service -**

Encourage residents to use a click and collect service if this is available at their local supermarket. The resident can place the order online and then share a reference number with you to go and collect the shopping on their behalf.



**Phone, pay and collect** - Check to see if the resident can order and pay by phone at a local trusted shop. Then when ready, you can go and collect the shopping and deliver on their behalf.

- Check that their local shop can do this by calling them in advance.
- The resident will give you their shopping list and a codeword for use at the till.
- At the shop, explain that you are a volunteer, and you would like to use the "Customer not present" payment option. Then show your Volunteer Centre Sutton ID.
- When at the till, share the codeword suggested by the isolating person with the shop assistant. This will make the isolating person feel more comfortable when sharing their card details over the phone once they have heard their codeword. Please note major supermarkets are unable to support this process.



**Pre-paid voucher or giftcard** – Resident has a physical supermarket gift card/voucher or an e-voucher/e-giftcard. Digital e-vouchers can also be bought online either on a general gift card site or directly from the store's website. Many other supermarkets are developing their websites to enable people to buy cards directly.



**Paying in cash or bank transfer** – At a last resort, use your own card, cash or other payment method to pay for the shopping, but you will need to be reimbursed by online payment (bank transfer or PayPal), by cheque or cash. Please note, it is always up to you if you wish to give the resident your bank account/PayPal details to the person they are helping.



## Staying Safe

Due to the role that you are fulfilling, Volunteer Centre Sutton have safeguarding, health & safety and lone working policies and procedures in place. We have completed risk assessments to help with your safety while completing your visits.

## Code of Conduct

### Please Don't:

- Volunteer if you don't feel well, if you have had any COVID-19 symptoms or if you have been in contact with anyone with any symptoms in the last 14 days.
- Accept credit/debit cards from resident, especially if this involves using their PIN number, as this is a safeguarding risk.
- Bring shopping inside the property in order to minimise any possible risk of spreading infection. If the recipient has a carer, you could arrange to deliver the shopping shortly before they arrive so that they can bring the shopping inside.
- Share personal information about yourself and others who have not given their consent. If anyone asks you for your bank details, in particular your long card number and three-digit security code, say no as they could be a scammer.
- Leave any messages on answer phones with any personal information if you are not sure who is going to be able to hear them.
- Handle cash, except as a last resort. A range of alternatives you should consider first are listed above.
- Volunteer under the influence of drugs or alcohol.
- Re-use shopping bags.
- Take on too much – if you find that you are no longer able to continue your volunteering that's fine, just let us know.

## Code of Conduct - continued...

### Please Do:

- Let us know when you are visiting the resident and when you have left. This can be a quick message or email to your assigned Volunteer Coordinator.
- If the situation feels unsafe or you feel uneasy, remove yourself from the situation quickly and calmly. It is important to take care of your own health and safety of and of others who may be affected.
- Keep safe and follow GOV UK social distancing and hygiene guidelines.
- Inform us if you develop any COVID-19 symptoms and stop volunteering immediately.
- Report on all identified hazards, concerns or incidents including near misses to enable follow up action to be taken.
- Call the isolating person from a withheld number. To withhold your number on individual calls just dial 141 before the telephone number you want to call.
- If you think there has been a mistake or breach of data protection tell your Volunteer Coordinator about it so we can manage it.
- Carry ID and call ahead so the resident knows who you are.
- Contact your Volunteer Coordinator if you feel like you cannot help the resident or household (for example a member of the household has more complex needs, becomes concerned or has any difficulties), please contact your Volunteer Coordinator as soon as your leave the property.

## Training Course - infection prevention and control

Everyone has a part to play when it comes to infection prevention and control. Ensuring you know the most effective ways you can stop the spread of viruses could help reduce the risk of infection. Virtual College have a fantastic free 30-minute online training course on **An Introduction to Infection Prevention and Control**. This course will focus on how to effectively wash your hands and why this is so important in infection control. After completing the online training, you will receive a certification at the end.