

BARNSLEY COMMUNITY RESPONDERS



SHOPPING/DELIVERY RESPONDERS



YOUR ROLE AS SHOPPING /DELIVERY RESPONDER

This document is intended to give you all the information you need about the role of Shopping /Delivery Responder and provide guidance and information to enable you to volunteer safely and effectively.

Where can this be done: Varies

Time commitment: To be agreed

Reason: Many people are self-isolating or have been advised to shield by the NHS right now. We want to make sure they are still getting the essential items they need at this time. This role will include collecting and delivering shopping or food parcels, potentially including handling money and having distanced contact with the person you are supporting.

Requirements:

- You will need a full driving license and use of your own vehicle, as well appropriate insurance
- Understanding of confidentiality
- Able to handle money if appropriate
- Friendly and empathetic
- You should not have any signs of Covid-19.

Training:

Mandatory -

- Safeguarding (Seven minute video)
- Health and Safety, Covid-19 Factsheet

Optional -

- Mental Health Support

Checks: An ID check will be done, but a DBS check is not needed.



HOW YOUR ROLE WILL WORK

- If you are undertaking this role, you will be allocated relevant PPE and equipment from your Volunteer Coordinator.
- Your Volunteer Coordinator will let you know the person you will be helping. They will provide you with the contacts name, address and phone number.

Before getting supplies -

- Ensure you have the appropriate PPE. Your Volunteer Coordinator will arrange this with you.

This may include -

- a) Paper bags to deliver the shopping in
- b) Clear money wallet, if using cash
- c) Gloves
- d) Receipt book

- Ensure you have the correct name and address of the person you are helping
- Make sure you have any emergency phone numbers you may need
- Speak to the individual over the phone and make a list of all the essential items they would like you to purchase.
- Let the individual know that you will try and obtain all the items listed but in the current situation this may not be possible.
- Be aware that you may need to use some discretion around specific brands or items.
- You will not be required to travel to different shops to get particular brands or items. Try to stick to one supermarket.
- Make sure you ask if they have any allergies or dietary restrictions.
- Do this all this in advance over the telephone, not at the doorstep.
- Confirm a budget and decide how payment will be handled. See below for our advice on what to do.



HOW YOUR ROLE WILL WORK

Advice on payments

- Ask the person that you are purchasing shopping for if they are able to pay for it themselves. If they aren't able to, ask if they have any family or friends that would be able to help.
- If they can't pay or afford the shopping, please speak to your Volunteer Coordinator immediately, who can decide on a course of action. This could include an emergency food parcel.

'Contact free' payments

- Under no circumstances are you to accept anyone's bankcards or PIN numbers to take with you to pay for supplies.
- Some supermarkets have 'volunteer shopping cards' which can be bought by the person you are buying supplies for or their family. Asda, Sainsbury's, Tesco and Marks and Spencers are currently doing these. These work like a gift card, which can be purchased online and the voucher can be emailed to you to use.
- An option could be to pay for the goods in advance yourself and look at the recipient or a family member paying you back via telephone or online banking if they have this. **Every other option must be explored and payment should be agreed beforehand with the person making the transfer, if this method is being used.**

Cash handling

- We advise not to use cash if there is alternatives, but we are aware that this may be unavoidable in some situations. **Every other option must be explored before cash is used.**
- Ask the individual if they have cash they can provide you up front. This will require you to visit their house beforehand to collect this. A receipt book will be issued to you so you can provide the individual with a receipt for the money taken.
- Let the person know when you will be visiting to this and will leave them a clear plastic wallet on their doorstep for them to put the money in.



HOW YOUR ROLE WILL WORK

- Tell them you will knock, and move away (Three large steps) so they can put the money into the bag.
- The recipient should then put the bag back on the doorstep and go back inside so you can collect the money.
- When using cash ensure you follow strict handwashing and hand-gel precautions.
- Advice would be to wash coins and the new plastic banknotes can withstand antibacterial cleaning sprays. Encourage the recipient to also do this.

Providing change

- If you have used cash provided by the recipient and need to give change, leave this with the shopping in the clear wallet with the receipt. Encourage the recipient to clean the money with antibacterial spray.

Whilst shopping

- Whilst doing the recipients shopping please ensure you follow social distancing guidelines and those set out in the supermarket you are using.
- Only purchase the essential items on the recipients list and ensure to use sensible discretion when you may have to buy an alternative.
- Be mindful of staying within that person's budget.
- Ensure you ask for two receipts. One for your own records and one for the recipient. If the shop can't provide this, please take a photo of the receipt. Your Volunteer Coordinator may need to see this receipt so be sure to keep it safe.

Preparing deliveries

- You will have been provided with paper shopping bags from your Volunteer Coordinator.
- Please ensure, where possible, that all shopping is transferred into these paper bags ready for delivery to the recipients house.



HOW YOUR ROLE WILL WORK

- If buying heavy items then divide the shopping into several easily lifted bags that can be managed by an elderly or less able person.

Dropping off supplies

- Always wear your volunteer lanyard and ID badge provided
- Keep your phone within easy reach
- Knock on the door of the recipient – if there is no answer, do not tell anyone else, such as a neighbour as to why you are visiting
- Leave the shopping at the door or in a safe place and step back to a safe distance
- Stay there until the shopping is collected by the recipient, rather than leave it unattended.
- If your recipient does not answer, let your Volunteer Coordinator know so they can call the recipient or advise you further. If you have the individual's phone number you could try calling them yourself.
- **Do not enter someone's house, carry out any personal care or other tasks when delivering supplies.** If a situation occurs where you think you may need to enter a home, please speak to your Volunteer Coordinator first, who can advise about what to do.

If you feel unsafe

- When you reach the location, if you feel at risk or are uncertain then leave immediately.
- Tell the person that you have received a phone call requesting that you need to return immediately and that you will call to reschedule as soon as possible.
- If you can see that the person you are supporting is incapacitated or has fallen, attempt to get their attention and check if they are able to get up. If they are unable to get up and there is nobody else there to support with appropriate moving and handling, contact emergency services and notify your Volunteer Coordinator. Reassure the person that help is on its way. Do not enter the property alone, attempt to lift someone yourself or go within two metres of the person.



HOW YOUR ROLE WILL WORK

Other considerations

- Make sure someone knows your whereabouts at all times and maintain regular telephone contact with your Volunteer Coordinator before and after the task. They will need to speak to you to record what has happened. They will talk you through the process.
- This is also to ensure you are safe and everything went well
- Keep people's information and circumstances confidential and don't share any information with family, friends or on social media
- Do not offer advice unless you are trained to do so.
- Signpost people to official government guidance or health professionals for advice.
- If you are not sure, speak to your Volunteer Coordinator who will also be able to help signpost to other local support services.
- Be aware of the routes available to leave, in case you need to leave in a hurry.
- Before you visit a property please ask the individual to safely lock away any pets.

Collecting Prescriptions and Medication

Anyone who needs prescriptions or medication will be supported through the Clinical Commissioning Group (CCG) in Barnsley, so you will not be tasked at doing this for people. If anyone you are supporting needs this service, please inform your Volunteer Coordinator so they can be referred into the correct service.

If you have any further questions, please refer to your Volunteer Coordinator.

We are so humbled and very proud of Barnsley at its ability to pull together in times of need. We are exceptionally thankful to you offering your time to support the most vulnerable in our borough.

Thank you.



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