



Westbourne

Parish Council

Support with shopping

As a volunteer you may be asked to collect and deliver shopping on behalf of a person who is self-isolating. Please consider your own safety and those of the person you are helping.

Volunteers should call the isolating person to check what they need

Are you going shopping on behalf of the person or are you collecting a pre-paid order? If you are shopping, make a list of what is needed. Let the person know that you will try and get everything listed but that not all items may be available. Would they like you to get the nearest alternative if it is not available or avoid that item?

Please check if the individual has any specific dietary requirements.

Are there any particular brands they require, or do you buy a different brand/item if it is not available?

Tell the person that you will only be able to drop off the shopping at the doorstep and check they are able to get to the door to collect it and take it in.

When you deliver the shopping provide a receipt for their goods (send a photo to westbournehelp@westbourne-pc.gov.uk) and follow hygiene and social distancing guidance.

Shopping options

The options below are in order of preference and ease for both you and the person you are supporting.

1. **Supermarket click and collect service:** Where possible, and if able, we are encouraging people to use a click and collect service from their local supermarket. The isolating person can place the order online and then share a reference number with you to go and collect the shopping on their behalf. (e.g. *Asda, Morrisons, Sainsburys, Waitrose, Tesco*).
2. **Call and collect:** Check to see if the isolating person is able to call a local trusted shop and place an order for shopping over the phone and also make payment over the phone.

Payment options

- If you are returning a pre-paid card or voucher, please ensure you follow the hygiene and social distancing guidance provided.
- Ask the individual how they plan on making payment for the goods. See the factsheet below.
- If you need to collect a voucher or pre-paid card in advance of shopping, arrange a suitable time to go and collect it and follow hygiene and social distancing measures. Please refer to the "Payment options" fact sheet below.



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FACTSHEET

We want you to remain safe and ensure both yourself and the individual you are supporting are protected. We recognise that people who are self-isolating may not have access to normal payment methods.

We appreciate that during these difficult times it may be challenging to arrange a suitable payment option for both yourself and the person you are supporting. We have recommended several options below, we advise you discuss the options available with the person you are supporting and come to agreement before the shopping is ordered, collected and delivered e.g. on the initial phone call you make to the person you are supporting.

You are not permitted to take an isolating persons' bank card to a cashpoint to withdraw money on their behalf or pay for shopping contactless or pin payments.

In the situation where you are supporting an individual with purchasing goods we advise the following steps – Please read all options below before calling the isolating person.

Find out what they need

1. Call the isolating person and introduce yourself, let the person know that you are Westbourne Help volunteer who is going to support them with their practical needs. Determine if this is shopping, collecting shopping that has already been paid for, or prescription collection. See relevant options below.
2. Discuss the payment options with the isolating person before the request is completed.
3. If none of the payment options are suitable, and you feel the person cannot get food in any other way, please contact Westbourne Help who will escalate this to West Sussex County Council's Community Hub.

When ready, you can go and collect the shopping and deliver on their behalf.

- Payment over the phone at check the out. This option will allow you to go to a local store and payment details for the shopping can be taken over the phone by the shop assistant.
- The isolating person should be sure that their local shop can do this by calling them in advance. Most *Spar* stores have confirmed this payment option. Check the local store is participating before you travel.
- The isolating person will give you a shopping list and a code word for use at the till.
- When going to the shop, speak to a shop assistant and explain that you are a volunteer and you would like to use the "Customer not present" payment option. Show them the letter from Westbourne Help.
- When at the till, share the code word given 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 code word. Please note major supermarkets are unable to support this process.



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- Pre-paid supermarket plastic voucher, gift card or e-voucher. If the isolating person has a plastic supermarket gift card/voucher (available online or a friend or relative could buy in store) they can share this with you. Digital e-vouchers can also be bought online either on a general gift card site or directly from the stores website e.g. Marks and Spencer. Many other supermarkets are developing their websites to enable people to buy cards directly.
- You will need to collect the plastic card or print out of the e-voucher before your shop. You will need to collect and return the plastic card.
- Prepaid cards. If the isolating person has a plastic prepaid debit card (not a normal debit card) they can share this with you. You will need to collect and return the card.
- Grocery Choice. An isolating person may highlight that they want to pay for their shopping by a Grocery Choice voucher.
- The individual will need to exchange their Grocery choice voucher online with a retailer of their choice.
- You will then be able to collect and return the e-giftcard/voucher from the individual. These can be used at a number of stores. (e.g. *Aldi, Asda, M&S, Sainsburys, Waitrose*).
- If you are given a plastic pre-paid card or paper e-voucher please ensure this is handed back to the isolating person. Please follow social distancing and hygiene guidelines. We advise that all prepaid cards and e-vouchers are put into a box or bag
- Paying with cash. We do not recommend that volunteers pay for shopping using the service users cash. As a last resort, the service user could make a cheque to Westbourne Parish Council (a member of the Parish Council would arrange for this to be collected). In this instance, the volunteer would collect and pay for the shopping and deliver it to the service user. The volunteer would take a photograph of the receipt and send it to westbournehelp@westbourne-pc.gov.uk and give the original receipt to the service user. The Parish Council would call the service user to check that all is OK and arrange to receive the cheque. The volunteer would be reimbursed by BACs the next day.
- If there is a disagreement over cash, or any of the above, please contact Westbourne Help 07960 405499.

Pharmacy: Paying for a prescription

1. Call the isolating person and introduce yourself, let the person know that you are a Westbourne Help volunteer who is going to support them with their prescription collection.
2. Discuss with the isolating person that they will need to call the pharmacy and place an order for their prescription over the phone and make payment. Help them to find out the contact details for the pharmacy if they need support.
3. Tell them that you will call them back within 10 minutes to check that the payment is confirmed. You will also need to check what time the prescription will be ready for collection. (Remember the isolating person will not have your phone number, as you should always with-hold your number. You will have to initiate all calls with them).