
Covid 19 Support – shopping for your community

A guide to how to help those in your community whilst following good practice

Food Shopping

As very few supermarkets have delivery slots available, and in the Derbyshire Dales, we are blessed with local smaller shops and just a handful of the larger supermarkets, it is very likely that vulnerable members of our community, or those self-isolating will need to ask for help with food shopping.

You might do this as an individual helping your neighbour or as part of a community group.

One-to-one shopping

Where this is an informal arrangement between you and someone you know, be as clear as possible with your neighbour about what you both expect from the arrangement. For example, how long can you help for, will a member of their family or a volunteer from an organisation take over or swap shifts with you, and is there a particular day you can shop for them.

Paying for the shopping

Can the person pay the supermarket or shop directly over the phone and you collect the shopping and drop round.

Or could they buy a pre-paid card which you take to the shops with you.

Always get a receipt for the shopping and, if possible, take a picture of the receipt on your mobile phone, so that when you give the shopping and the receipt to your neighbour, you still have a record.

Ideally, avoid handling cash as this will help avoid a situation where you are owed money by a neighbour or they feel that you haven't brought them the correct change

If you feel awkward about saying 'no'; you could explain that most shops want people to pay contactless where possible so you might not be able to buy their shopping with cash.

Arrange what you are going to the shops to buy (their shopping list) over the telephone, and make notes or arrange via text messages, or in person, over the garden fence as it were, but standing two metres away.

Handling Shopping

Wear gloves if you can when shopping.

When returning with the shopping, place at an agreed spot and then knock, telephone or text and stand two metres back.

Encourage your neighbour to wipe all products with a clean soapy cloth before putting away.

Further help

If you feel that your neighbour could do with further support and perhaps be entitled to a food parcel via the local authority or make use of a food bank please contact New Connections at Derbyshire Dales CVS. Telephone or text 07483 126823 or email enquiries@ddcvs.org.uk

Equally if you need support in helping your neighbour or for yourself, please call or email us using the details above.

Food Shopping –as part of a Community Response

This section is for those that have formed a community group in response to the COVID 19 pandemic or who are parting of a pre-existing group that is responding to the needs of their community at this time.

Does your group have a bank account? If so, that is ideal as it means that all transaction can come through the group, and no volunteers need to handle money or arrange payments on behalf of another person.

If you group has no bank account, can you work with another organisation so that their bank account deals with the transactions?

Could you set up a bank account?

If no, then you should refer to **Paying for the Shopping** on page 1.

Keeping Records

Nominate members of your group to be responsible for logging requests and processing them – i.e. logging the person wanting the shopping, what they would like, how it will be paid for and who will collect and drop off.

Spend a bit of time finding out what is available in your area – will shops all want payment up front; will your volunteers be able to go into the shops; is there a specific time if they are shopping for those who are vulnerable or self-isolating; will the shop do the 'shopping' themselves, bag up and label and then the volunteer collects and delivers – note all this information down and keep in a safe place.

Managing Volunteers

How will you communicate between the group co-ordinator and the volunteers? How will you expect them to let you know that the shopping has been collected and dropped off - via text or an email or phone call. Note the date and time of the delivery to the person.

Dropping off the shopping - think about what to do if the person isn't here – unlikely but just in case - could the shopping come back to base such as a village hall or someone's garage.

Volunteers should take a picture of the receipt and send to a central co-ordinator.

If the volunteer ends up paying for the shopping, the group should reimburse the volunteer, so that any following up of payments is via the group rather than the volunteer.

Volunteer Safety

Don't forget that a volunteer can be stopped just like all of us, and asked the purpose of their journey. Make sure you have sent a text to the volunteer or have some way of them proving what they are doing. Something like – Tuesday 28th April – collect shopping for B at Co-op Bakewell. Deliver to B in Monyash.

There is further information in our Guide to setting up a COVID 19 support group on our website <https://ddcvs.org.uk/news/covid-19-support-groups-in-derbyshire/>.

There is also information freely available on the National Council for Voluntary Organisations website. <https://www.ncvo.org.uk/ncvo-volunteering/i-want-to-volunteer/volunteering-coronavirus>

You might choose to have a check-in system where a volunteer has to call in after delivering shopping to assure that all is well. Remember that volunteers need to take care of themselves and if they feel unable to volunteer that day they should be able and supported in saying so.

Also, if volunteers experience any COVID 19 symptoms, they will need to self-isolate for the appropriate time. See <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Collecting Data

We have further information on collecting data in our guide to setting up a COVID 19 support groups – details as above.

Or, please call us on 01629 812154 or email enquiries@ddcvs.org.uk for advice.

A key point to note is that health data is classed as sensitive personal data. Collect this at a central source such as with the Chair/Treasurer of the group and only share where necessary.

For example, your volunteer will need to know the name, address and telephone number of the person they are shopping for. They don't need to know their health condition, unless by not knowing it, would put them at risk.

How can I get help?

Finally, here at Derbyshire Dales CVS, we are all still working, so please ask our advice if you are unsure about anything.

Please contact us on 01629 812154 or email enquiries@ddcvs.org.uk

Follow us on Twitter @DDCVS or Facebook <https://en-gb.facebook.com/DDCVS/> where we share information about current news and advice for voluntary and community groups, as well as individuals.

Sign up to our weekly newsletter - <https://ddcvs.org.uk/contact-us/>