



Handling Money and payments for shopping options for Volunteers/groups: - Guidance to support individuals with no local family or friends

Many voluntary organisations and informal volunteers are seeking to assist others in purchasing and collecting shopping during this time of covid-19, which raises uncertain questions surrounding cash-handling and managing processes of financial transaction.

There is no, single, hard-and-fast best-advised procedure for such transactions to take place. Many vulnerable clients requiring assistance are now finding themselves without cash, or the capability to draw it out from a cash-point – while it remains illegal for a volunteer, even if trusted and DBS-checked to take their card and PIN to draw cash on their behalf.

Our guidance is that a client and volunteer should agree on a best-suited and accountable procedure of transaction for both parties.

Below are some suggestions with highlighted pros and cons to be considered:

Option	Description	Pros	Cons	Further info
Option 1	Recipient/family pays shop online / over the phone – volunteer then collects and delivers the shopping.	Secure	Payment online/tel	Might need family can offer support to set up an account for them if needs be.
Option 2	Payment by cheque – older people particularly may still have access to a cheque book	Secure		Banks may be able to issue cheque books
Option 3	Recipient / family member or community group set up local arrangements with their nearby stores for them to accept payments over the phone.	Secure	Not many supermarkets offer this	NHS - Good SAM app follows this option
Option 4	Volunteer expenses paid by a community group. The volunteer does the shop and pays for it, then provides a copy of the receipt to the community group for reimbursement as expenses. The recipient of the goods pays the community group, before or after the delivery.		Matching receipt to individuals Process heavy. Group needs a bank acc.	The community group needs money available in a bank account and a process for paying individual volunteer expenses

Option 5	Local Town or Parish Council holds funding A system where volunteers use our petty cash to do the shopping and then recipients make payment over the phone via our local council.		Payment over phone Not all councils offer	This has not yet been set up by Essex County Council or Epping Forest District Council
Option 6	Local organisation bulk purchases food and makes up food boxes of key supplies at £30 and taking card payments over the phone and then volunteers delivering.		Food boxes may not contain what is needed	
Option 7	Vouchers from supermarkets Co-op have ordered further vouchers to be printed due to arrive around 8 th April.	Available with coop and Aldi		Co-op have ordered further vouchers to be printed to arrive around 8 th April.
Last resort option	Between volunteer and recipient direct -Volunteer pays for the shopping using their personal card or cash, keeps receipts, and the recipient settles up with them by cash, cheque or online payment.		Lack of cash Theft Infection spread	