

Handling Money and payments for shopping options for Volunteers/groups

Supporting individuals with no local family or friends

Option	Description	Pros	Cons	Further info
Option 1	Supermarket / shop delivery directly to the individual	Secure / direct / no assistance needed	<p>If individual doesn't have credit / debit card and/or can't do online or phone shopping due to lack of confidence.</p> <p>Schedules for delivery may be extended at this time</p>	May need support with this
Option 2	Recipient/family pays shop online / over the phone – volunteer then collects and delivers the shopping.	Secure	Knowing which volunteer is authorised to collect which delivery	Might need support to set up an account for them if needs be.
Option 3	Payment by cheque – older people particularly may still have access to a cheque book	Secure	<p>Exact amount hard to predict</p> <p>Blank cheques would provide opportunity for fraud/ exploitation</p>	Banks may be able to issue cheque books. Need to check with individual shops/ supplier that they will accept a cheque

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Option 4	<p>Recipient / family member or community group set up local arrangements with their nearby stores for them to accept payments over the phone.</p>	Secure	Not many shops/supermarkets offer this	<p>Need to establish which shops offer locally</p> <p>Some local shops may offer this – need to collect intelligence on this (covid19 mutual groups may have this info)</p>
Option 5	<p>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 of expenses.</p> <p>The recipient of the goods pays the community group, before or after the delivery.</p> <p>This is not an option currently available to our group.</p>	Minimizes chances of theft/accusation of theft	<p>Matching receipt to individuals.</p> <p>Process heavy.</p> <p>Group needs a bank account.</p>	<p>The community group needs money available in a bank account and a process for paying individual volunteer expenses</p> <p>There are some organisations online offering an options for this if groups don't have bank accounts</p> <p>https://opencollective.com/the-social-change-agency</p> <p>However it would be up to the group if they want to go down this route</p>
New Option	<p>Vouchers from supermarkets -</p> <p>ASDA have launched Volunteer Shopping Card</p>	Secure but new and untested	<p>Its new and untested</p> <p>If individual doesn't have credit / debit card and/or can't do</p>	<p>ASDA How it works</p> <p>The Volunteer Shopping Card can be bought easily online</p> <p>It can then be emailed to the volunteer or printed out and left in a safe place for the</p>

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			online or phone shopping due to lack of confidence.	volunteer to pick up The volunteer then shops using the card, makes the payment using the barcode in store, and leaves the shopping in a safe place
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. Take a photo of the receipt, and a screen shot of monies entering into you account for audit purposes. ALWAYS speak to a supervisor BEFORE entering into this arrangement.		Requires cash handling Lack of access to cash if in isolation Theft potential May bring the isolated person into closer contact with the volunteer, increasing potential exposure to virus	This is potentially putting both parties in a vulnerable position