



Money Handling Guidance to Safeguard Resident and Helper

Resident – the person being helped

Helper – neighbour doing the shopping

Helper to remind the resident of important messages:

- Maintain social distance of 6ft and wash hands at every opportunity
- Do not hand money to someone you do not know or trust. Do not hand your debit or credit card to anyone nor share your PIN code

Where the helper is unknown by the resident, the street representative should either

- Suggest a person who they will know (councillor, neighbourhood watch co-ordinator, known neighbour) to visit with the helper to endorse the introduction from a distance or.
- Contact the resident to tell them approximately what time the helper will arrive and what their name is. The helper should tell the resident their name on arrival before being asked.

Do not promote helpers who do not have a clear local connection.

Door to door shopping:

1. Please wash hands before visiting
2. Helper to knock on door keep at least 2 metres away from each other
3. Shopping list and suitable cash passed to helper, keeping as much social distance as possible
4. Helper receipts the money (sign piece of paper and amount/or take photo)
5. Helper returns with shopping, receipt, and any change, takes a photo/signs and leaves on the doorstep
6. Helper rings doorbell. Wait until shopping picked up. Leave

Click and Collect:

1. Resident orders and pays online
2. Resident provides order number to helper – ideally by email
3. Helper collects shopping from the collection point
4. Helper returns with shopping and receipt, takes a photo/signs and leaves on the doorstep
5. Ring doorbell, step back 2 metres. Wait until shopping picked up. Leave

Third Part Cash Withdrawals

Some banks (Natwest, Nationwide and Halifax) are now providing options for residents in this situation, for example 3rd party withdrawals, so it is worth residents ringing their bank to ask if they are able. See spreadsheet entitled Supermarkets and Banks.xlsx

Gift Cards

In addition, some supermarkets are giving residents the opportunity to purchase giftcards from their homes, of which volunteers can then use the barcode to pay for items if the resident sends the purchase confirmation email to them. Here are some more details of the giftcard options at various

supermarkets and food stores (and further details about both supermarkets and banks can be found in the spreadsheet entitled Supermarkets and Banks.xlsx):

Guidance for Keeping in Touch and Providing Social Contact

The same as for shopping - if face to face, maintain social distance of 2 metres

Telephone/email contact is encouraged but be mindful of respecting the resident's contact details.