**Levy Corona Helpers 16 March 2020**

**Guidance Advice Re Shopping – Food, Gas & Electricity Top Up’s, other items**

**Cash** – Due to hygiene reasons, vulnerabilities of socially isolated people and to safeguard yourself please do not accept or agree to handle cash. We are all here to help one another, but we must ensure we are safe.

In any cases where an individual advises you that they can only pay by cash please ask them the following questions:

1. ***Do you have any family or friends support? If so could you ask them to place you an online order?***

**Yes** - Direct the person to ring their family member or friend and place the order. Offer to go and collect via ‘Click & Collect’ service if they are experiencing difficulties with getting a delivery slot from the supermarket.

**No** – Please ask the following question:

**Do you have any support networks such as a social worker, support worker or carer?**

**Yes -** If the person does have one of these services ask them if they have the contact details for the individual and prompt them to ring them and utilise this service. NB – Adult social services do not provide assistance with shopping but should be able to assist to overcome barriers regarding the monetary transaction so that you are not handling cash.

*(If you are concerned that a service has not responded to the individual or they are experiencing a gap in their statutory care please contact Laura Norris (admin) and I will escalate the case to the relevant service)*

Direct Admin details –

Laura Norris

Tel: 07510 767 887

Lauranorris24@gmail.com

**No –** If the person has no family member, no friends and no other support networks and is unable to place an online order please contact:

Inspired Taskforce (Inspire Centre, Stockport Road)

Kate Williams Tel: 0161 850 4044

Email: Kate.williams@lev-Inspire.org.uk

(This is an already established local group who have a database of over 800 local older people and have meal buddies and befrienders)

Or contact one of the group admins for advice. As we get going, we will learn of other support organisations in the area.

**Remember if you come across anyone in immediate danger please contact the emergency services**

**Gas and Electricity – Prepayment Meter Top Up’s**

Unfortunately many people still have the ‘card’ and ‘key’ older energy meters. These are not smart meters and cannot be ‘topped-up’ or ‘credited’ remotely.

If you are asked to top up cards and keys please ask the individual to contact their energy supplier– if they don’t have the number to do this please assist them with telephone numbers from online.

The energy supplier is responsible for the meters – most have ‘priority customer groups’. They will send out an engineer who should credit the meters and who will possibly upgrade the meter to a smart meter which can be remotely topped. If there are any meter issues please advise the person to ring the energy company.

If the individual has payment cards but these don’t need to be inserted into the meter, advise them to download the energy company’s app and top up remotely. If they are unable to do this please ask them to ring up the energy company and top-up using a credit or debit card over the phone.

**All purchases – Shopping**

1. Tesco, Sainsbury’s & ASDA have all confirmed they do not have a telephone order service available – hopefully over the next few weeks they may start to offer this service for those who are digitally excluded
2. If you decide to accept a transaction please do this via **Paypal** or **bank transaction.** A person can ring their bank and transfer funds so this would overcome a digital exclusion barrier. However if you do decide to do this please **limit the amount to a maximum of £50.**

If you do not spend the full amount transfer due to food shortages you must repay any unspent monies immediately back the individual via the transaction method they used.

Whilst the majority will be working safely and with ‘good neighbourly will’ any form of help is open to being mis-used. There may be some (the 0.1 %) who will seek to take advantage of our vulnerable neighbours. In these circumstances they will be reported to the police and banned from the group.

**Again do not accept cash in any circumstances. Please refer to the above advice.**

Please ensure that you obtain receipts for your purchase and that the individual receives the receipt with their shopping – we would recommend that you take a photo of the receipt for your own records in case there are any discrepancies or the person is unable to find the original receipt in the shopping bags.

1. Carrier bags – due to hygiene reasons I would recommend purchasing fresh carrier bags to prevent any cross contamination or surface infection spread –we know this is damaging for the environment, but it is a sensible pre-caution.
2. As per Government advice of 15.03.20 please remain 2 metres away from any person who is self-isolating. Therefore ask the individual not to open the door whilst you are placing the shopping bags by the door. When you have finished unloading advise the individual that they can open the door and move safely away.

**Expenses – Time/Travel/Transport**

1. There are no reimbursements for petrol or travel expenses – we are all doing this voluntarily.
2. Please do not accept payment for your time whether this is monetary or a gift – we are all doing this voluntarily and because we care.

**Personal Info/Data –**

There are no formal recording systems. If a neighbour contacts you asking for help please do not pass on their details to others or any descriptors that could identify them to others.

Please do not post any pictures of vulnerable individuals on social media – by all means share that you have helped neighbours but don’t identify them. We don’t want to lead any scammers to their door!

**Local Supermarkets with ‘click and collect’ services:**

Tesco – Customer Services – 0800 505555 – there is support how to order online on this service

Tesco metro – Stockport Road, Levenshulme

Tesco Superstore – Stockport

Asda – 0800 952 0101

Asda – Stockport Road, Levenshulme

Asda – Reddish

Sainsbury’s & Argos – 0800 636 262

Sainsbury’s & Argos - Fallowfield

**Lastly – Thank-you, thank-you and again, thank-you for volunteering to help your neighbours and for caring about each other during these difficult weeks and months ahead.**