

# BRADNINCH TOGETHER

## GUIDANCE NOTE 002 (v3, 06.01.21)

### COLLECTION of PRE-PAID Groceries & Goods

N°	GUIDANCE	More Info
1.	<p><b>When volunteering for Bradninch Together, your safety and minimising the transmission of Covid19 is the priority.</b></p> <p><b>When we support our neighbours by helping with their shopping; keeping it local and prepaid is the sensible option. In doing this we are helping by reducing travel and person to person contact.</b></p>	<p><b>Using the local SPAR is recommended</b></p>
2.	<p>The Bradninch <b>SPAR</b> has the facility to take payments for shopping over the phone by <b>CREDIT CARD</b> or <b>DEBIT CARD</b>. This facility enables the shopper to discuss with the staff what they can buy. <b>BradTog's</b> role is to collect and deliver.</p> <p>Other shops also have a pre-payment facility, it is up to you as a volunteer which locations you are comfortable visiting.</p> <p>Payment is not required when collecting and delivering prescriptions; each pharmacy has Covid safety rules that should be complied with.</p>	
3.	<p>By using local shops like the SPAR <b>BradTogs</b> helpers are able to collect and deliver grocery orders which have been placed directly by households.</p> <p>Importantly, this eliminates</p> <ul style="list-style-type: none"><li>• any interaction on our part with money or payments</li><li>• travel expense</li><li>• shopping time</li><li>• interaction with other shoppers</li><li>• decisions about what to buy if items are out of stock</li></ul>	
4.	<p>Placing an order with the SPAR is simple <b>customers ring 01392 881 212</b> and give their name and a contact number and the <b>colour of the Bradninch Together Zone</b> they live in.</p> <p>They then read out their shopping list to one of the SPAR staff.</p>	
6.	<p>The order will be made up and put through the till giving <b>a payment total</b>. SPAR staff will then ring the customer back and advise them of the total and take payment. The order will be bagged ready for collection.</p> <p>SPAR will then ring the appropriate <b>Zone Co-coordinator</b></p>	<p>Perishable and frozen stored separately</p>
7.	<p><b>The payment total is unique to the order and can be used as a 'password' in conjunction with the customer's name.</b></p> <p><b>This is a security feature to prevent anyone else collecting the order.</b></p>	
8.	<p>When <b>Bradninch Together</b> receives a request to collect and deliver an order, ideally from a home already registered with us, but not essential.</p> <p>We would need the person's name, address and <b>critically the password</b></p>	<p><b>PTO</b></p>

	<b>figure</b> (which is the value of the grocery order on the till receipt)	
<b>9.</b>	<p>When dropping off shopping volunteers should adhere to the <b>Guidance Note 001 General Contact and Safe Guarding.</b></p> <p>We advise calling before you go to a home Do not enter and keeping to our 'threshold policy'.</p>	<b>See Contact Guidance Note 001</b>
<b>10.</b>	<p>If you don't see anyone when you make your delivery, phone later to ensure all is well.</p> <p>If you don't make contact and have concerns about the welfare of some, refer to our <b>Guidance Note 004 No Answer at the Door.</b></p>	<b>See Guidance Note 004</b>
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