

Shopping for Westbury Residents by Volunteers

Guidance Notes

Westbury-sub-Mendip has a network of volunteers willing to shop for anyone whose household is self-isolating or who have no other way of obtaining essential items. The service is only available to households in the parish of Westbury. Other communities will have their own schemes.

Anyone requiring this service can **contact the coordinator, Neil Burrows**, who will ask a local volunteer to contact you direct and ascertain your requirements. Please contact Neil by:

Email burrowsncb@aol.com or **Telephone** **01749 870603**

Once a volunteer has been introduced, it is hoped that the relationship will continue without the need to make further contact with the coordinator. However, if this is not possible, or **if you have concerns for any reason, please contact the coordinator.**

To minimise risks we suggest.

1. The scheme is intended for essential items such as food, household cleaning and hygiene items.
2. Other than in emergencies single items will only be delivered when a volunteer is already going to the shops for other reasons.
3. If a small number of items are needed and easily available from the Village Community Shop, we ask you to consider this option.
4. The scheme is not intended for prescription items. Those seeking help with prescriptions should leave a message on westburryshoporders@gmail.com or phone **07515 557209**
5. Shops may not have all the items that you require and may limit how much can be purchased. When discussing your requirements with the volunteer, try to give alternatives where possible.

Payment for the goods will be settled between the volunteer and the person using the scheme. However, **please do not give payment cards and PIN numbers to a volunteer.** The volunteer will always present a receipt and keep a copy. We recommend payments are made by cheque, or BACS (using online banking) Handling cash presents a risk of infection and should be a last resort.

The volunteer will leave the bags on the doorstep or somewhere safe that you have agreed. **Do not ask them to come into the house.** Most importantly, having received your delivery, and unpacked and disposed of the carrier bags, you should thoroughly wash your hands.

Neil Burrows 10/04/2020.