

COVID-19 Cash Handling for Volunteers



Fact Sheet

If you are a group that is supporting people in the community by getting shopping for vulnerable or isolated people, then you should be following best practice for volunteers handling any cash.

In normal circumstances you would need to do a DBS check for volunteers as this is regulated activity and a DBS from another organisation or role is acceptable. However if you choose not to do a DBS check then you can safeguard individuals by taking the following simple precautions-

- Firstly determine if cash is needed to be handled at all. The individual may be able to pay for items by telephone and some shops may be able to draw up a bill for them to pay at a later date or online
- All volunteers should be fully aware of safety and avenues of support
- It is a good idea for your organisation to issue photo ID for each volunteer to present to the beneficiary. If this can't be done, you may issue a letter stating their role that they can carry with them.
- Let the beneficiary know when the volunteer will be arriving, their name and some details to enable easy identification
- If the volunteer needs to take cash to pay for goods, instruct them to leave their photo ID with the beneficiary until they return
- The volunteer should always get a receipt which should be provided to the beneficiary and a photo of it sent to the co-ordinator
- Call the beneficiary afterwards to make sure that everything went smoothly
- Always keep good records of all visits

