**ONCALL MANAGER PROCESS FOR**

**GETTING EMERGENCY SUPERMARKET VOUCHERS TO**

**FAMILIES**

* Service managers sign off voucher requests by email.
* The vouchers are in the safe in the bottom of the MASH cupboard. The code is 6057. The limit is £30 per family (unless there are 4 or more children in the family in which case £45). Each plastic voucher has £15 on it.
* Vouchers should be put in an envelope.
* Write the family name and address on the front.
* Put a letter confirming the amount, todays date and your initials in the envelope (letter copies are in the safe).
* Seal the envelope
* Write family mobile number on post-it and stick to front of envelope in case of any problems finding the property
* You can then either:
	+ Deliver the vouchers yourself. Knock on the door, maintaining social distance.

When answered, state who you are and why you are there. Ask the family to then close the door and put the vouchers through the letterbox.

If no one answers the door, put them through the letterbox and take a photo of the front door as proof you delivered them. Keep this as a record and send to your service manager.

OR

* + Request a volunteer to do it if on Tuesdays or Thursdays. Service managers will arrange this. I have briefed the volunteers what to do, and a flow chart will come out to you later today.
* Email Elaine Crouch to ask her to record the voucher delivery on her spreadsheet. She will need family name, postcode, voucher amount given, and whether it was Morrisons or Sainsburys.

