**GETTING SUPERMARKET VOUCHERS TO FAMILIES**

**USING VOLUNTEERS (DELIVERED TO THEIR HOME)**

**FLOW CHART**

Worker requests vouchers or supplies from their line manager.

Line manager approves/rejects

(requests for vouchers from family check-in service to Ed Magee)

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Volunteer goes to house, puts voucher through family door, takes photo of front door to confirm delivery and sends to service manager

If delivery of voucher can’t be made, volunteer notifies service manager and returns voucher to the oncall manager

Oncall manager goes to 5PS, puts vouchers with letter in an envelope, puts family name and address on front

Service manager contacts oncall 5PS manager to ask them to go into 5PS to open the safe and agrees time to meet volunteer

Oncall manager meets library service volunteer in reception at an agreed time to give them the envelope

Line manager emails
service manager to authorise

Service manager approves/rejects

If approved, and if no FSCF worker available to do delivery, service manager contacts one of their library service volunteers

Volunteer receives call from service manager

Volunteer goes to 5PS and meets oncall manager in reception at an agreed time

ISO records family name, postcode and voucher amount on recording spreadsheet

Service manager sends family name, postcode and voucher amount authorised to ISO to put on recording spreadsheet