



Sherburn Visiting Scheme

Assisted Shopping Provision

The aim of this policy is to prevent the Assisted Shopping Service from expanding beyond its original purpose, while:

- keeping it safe
- keeping it fair
- reducing cost pressure
- moving low-risk work to volunteers where appropriate

A record should be kept of members using the service, as well as relevant details of their needs. Members will be placed into three categories based on the level of support required. Any historical agreements in regards to provision of service that deviates from this policy should also be recorded.

The purpose of this policy is to define the scope, boundaries, and operational framework of the Assisted Shopping Service provided by Sherburn Visiting Scheme.

The service exists to support eligible members to access essential shopping safely, maintain independence, and reduce social isolation.

This policy ensures the service is delivered consistently, safely, and within available resources.

The Assisted Shopping Service provides planned, accompanied shopping support for eligible members who are unable to independently access or complete essential shopping.

The service may include:

- Transport to and from a designated shopping location
- Accompanied shopping within the agreed visit
- Light practical assistance (e.g. locating items, reading labels, carrying shopping)
- Companionship and reassurance during the visit
- Basic support to complete a single shopping trip per scheduled session

Support is provided in line with assessed need and available resources.



The Assisted Shopping Service does not include:

- Multiple shopping trips per week for the same individual
- Repeated or ad hoc shopping visits outside agreed schedules
- Provision of ongoing personal shopper or errand services
- Domestic cleaning or household support tasks
- Personal care
- High-frequency or on-demand shopping assistance
- Unauthorised financial management or control of member funds

Any requests outside of this scope must be assessed and authorised by a member of the board.

Service Frequency and Allocation

- Standard provision is limited to **one shopping visit per member per week**, unless otherwise agreed through formal assessment.
- Frequency must be clearly recorded
- Any deviation from standard provision requires:
 - justification
 - approval
 - periodic review

The service must remain proportionate to assessed need and available capacity.

Members are assessed prior to receiving Assisted Shopping support.

Assessment considers:

- mobility and physical ability
- cognitive ability and memory
- level of independence
- risk factors (including falls, confusion, safeguarding concerns)
- support requirements during travel and shopping



Members are categorised as:

- **Green:** Suitable for volunteer support
- **Amber:** May require enhanced or staff-supported assistance
- **Red:** Requires staff-led support due to complexity or risk

Service delivery is allocated accordingly.

Assisted Shopping may be delivered by paid staff or trained volunteers, depending on assessed need and risk level.

All staff and volunteers must:

- follow safeguarding procedures
- adhere to lone working and transport guidance
- escalate concerns appropriately
- maintain professional boundaries at all times

Volunteers will only be assigned to cases deemed suitable under the organisation's assessment framework.

Safeguarding is a core requirement of service delivery.

Staff and volunteers must:

- report any safeguarding concerns immediately
- avoid undertaking tasks outside their competency or role
- follow organisational safeguarding procedures
- escalate changes in member need or risk status

Any deterioration in a member's condition must trigger a review of service suitability.

To ensure fair and sustainable service delivery:

- Shopping support is limited to agreed scheduled visits only
- The service must not be used as an open-ended or unlimited support provision

The Operations Manager is responsible for ensuring consistent application of these boundaries.



The Assisted Shopping Service will be regularly reviewed to ensure:

- alignment with organisational capacity and resources
- appropriate allocation of staff and volunteer support
- consistency in application of eligibility criteria
- ongoing safeguarding compliance
- effectiveness in meeting member needs

Individual support arrangements will be reviewed periodically or when circumstances change.

This policy will be reviewed annually or sooner if required due to changes in:

- legislation
- safeguarding guidance
- operational demand
- organisational capacity