



Thanks to the timely, generous support of the Derbyshire Police and Crime Commissioner we are able to provide specialist support for older people who need practical support to pay for shopping during the social distancing and shielding restrictions.

For many older people the current restrictions have presented challenges to their normal money management for shopping. Whilst there has been a wonderful community response with support to fetch shopping and prescriptions all the offers of help rely on a safe way of paying a volunteer for the shopping. The restrictions mean older people are even more vulnerable to financial abuse or they have avoided using available help because they cannot pay. We are seeing a growing problem now that stocks of cash held at home is dwindling, or larders and freezer stocks are depleted and older people reach crisis point. Alongside this is a silent crisis of older people being financially abused by sharing pin numbers or credit/debit cards and this abuse may extend long after the current restrictions are lifted.

AUKDD would like to offer our expertise, carefully recruited and checked staff and volunteers, our resources and reach to provide a money support service to complement local shopping services.

We can offer:

- A bespoke service designed to meet individual needs and resources.
- Income maximisation checks and follow-up information and advice to build resilience.
- A complementary service working with local shopping and befriending services.
- Support in Derbyshire and Derby.

The Money Support Service can:

- ✓ Reimburse a shopper on submission of a claim form and then invoice a client for payment.
- ✓ Use a hand-held card reader to take a debit/credit card payment. A shopper can submit a claim for reimbursement and we can reclaim the cost from the client using the card reader.
- ✓ Provide pre-loaded supermarket gift cards for a shopper to use. We would provide a regular check on receipts and remaining funds on cards to monitor for fraudulent expenditure and cards would be dispensed at an agreed frequency to prevent large stocks in the home.
- ✓ Support a client to use the Post Office Payout Now scheme\* offer to provide appropriate levels of cash at home. This is particularly suited to clients used to paying local deliveries like a milkman etc.
- ✓ Support to set up deliveries of frozen meals using a phone ordering system.

We will work with each client to create a solution which works for them, reducing the risk of financial abuse and building long-term resilience.

To ensure we complement local community support and have the capacity to support the most vulnerable older people we want to provide support to set up money management systems rather than a regular shopping service. We hope our service can enable local community volunteering and the development of long-term relationships.

To access the service please:

- Check with the older person they would like to use the service.
- Call: 01773 766922 and leave a message with your details and the client's contact details.
- Email: [administration@ageukdd.org.uk](mailto:administration@ageukdd.org.uk) with your details and the client's contact details.

Messages are regularly checked and responded to Monday to Friday 9.30-2.30pm. Please give us as much information as you can to help us prioritise our response. Your referral information will be recorded on CharityLog a digital client data system.