

## Volunteering with Age UK Wirral on HelpMyStreet

Thank you for volunteering to help Age UK Wirral. We are proud to be supporting older people during the coronavirus pandemic and beyond – but we couldn't do it without your help!

Read the information below to find out more about helping through HelpMyStreet.

### How do I identify an Age UK Wirral request on HelpMyStreet?

If you live in or around the Wirral, you'll be able to see our requests on HelpMyStreet. Once you're logged in, if you click to accept an open request it'll tell you if it's ours. If you chose to accept

### What do I do once I've accepted a request on HelpMyStreet?

#### 1. Provide the help

Whether it's shopping, prescriptions, or anything else, provide the help they need. If you need to pay for something on their behalf, you should use your own card and make sure to keep a copy of the receipt so we can reimburse you. Please give the original receipt to the client along with your purchases (after taking a photo).

#### 2. Mark the request as complete

Log into HelpMyStreet. In 'My Accepted Requests', find the request and mark it as done – this will let us know it's complete.

#### 3. Report any concerns

If you have any concerns about the person you visited let us know immediately by emailing [H&Cadminteam@ageukwirral.org.uk](mailto:H&Cadminteam@ageukwirral.org.uk).

If for any reason you can't complete the request before it's due, let us know by updating the accepted request and clicking "Can't Do".

### How do I claim back expenses?

If you needed to pay for something, like shopping or prescriptions for the person you helped, follow these instructions to claim back your expenses:

- Write the client's name on the receipt and email us a photograph to [emergencyvols@ageukwirral.org.uk](mailto:emergencyvols@ageukwirral.org.uk) (make sure to give the original to the help recipient along with your purchases).
- We'll transfer the money as soon as possible via bank transfer to the bank details you gave us when you started helping.