



DELIVERIES POLICY

Created Jan 21

DELIVERIES POLICY

1. INTRODUCTION

- 1.1. Deliveries have been introduced to the Newquay Foodbank with an aim at looking after the safety of both our Volunteers / staff and clients.

2. POLICY STATEMENT

- 2.1. Delivery's will be centralised at the St Columb Minor site and be made on Tuesdays only.
- 2.2. Whilst normally deliveries are only available under exceptional circumstances, due to the COVID pandemic deliveries are available where required where circumstances prevent the food parcel being collected in person.

3. DRIVERS

3.1. All Volunteer Drivers must:

- 3.1.1. Be in possession of a valid, full driving licence.
- 3.1.2. Ensure the vehicle they are driving is properly registered and taxed, has had an MOT in the last 12 months, is serviced and insured.
- 3.1.3. Inform their insurance providers that they will be using their vehicle for volunteering purposes if necessary.
- 3.1.4. Ensure they are fit to drive at all times.
- 3.1.5. Follow all rules of the road including adhering to speed limits, wearing seat belts and following diversions.
- 3.1.6. Keep food parcels and bags in the boot or secured to prevent injury.
- 3.1.7. Adhere to manual handling policy, confidentiality policy, lone worker policy, COVID policy, safeguarding policy and delivery policy
- 3.1.8. Inform the food bank about any health issues or personal circumstances that may affect your ability to drive.
- 3.1.9. Notify your Session manager if you develop any symptoms of Covid-19 (such as a new cough or high fever) after volunteering and ensure you follow government guidance regarding self-isolation.
- 3.1.10. Inform the food bank of any changes to driving license status.

3.2. Volunteer drivers must not:

- 3.2.1. Drive whilst affected by alcohol, drugs or medicines.
- 3.2.2. Drive whilst affected by illness.
- 3.2.3. Drive whilst too tired to do so safely.

3.2.4. Use a mobile phone when driving.

3.2.5. Use personal mobiles to contact clients.

3.2.6. Wear anything that identifies them as a Foodbank volunteer.

4. FOODBANK PROVISIONS

4.1. Drivers are to be provided with a box file that contains the following:

4.1.1. Delivery schedule.

4.1.2. Disinfectant wipes.

4.1.3. Hand sanitiser.

4.1.4. Disposable gloves.

4.1.5. Masks.

4.1.6. Spare carrier bags.

4.1.7. Contact information for session leads & the safeguarding officer.

4.1.8. Mileage claim form.

4.1.9. Copy of this delivery policy.

5. DELIVERY TIMELINE

5.1. Food parcels should be packed into bags ready for the delivery driver. Each bag should be allocated a number in relation to the order of the delivery schedule and loaded into the vehicle with first deliveries to the front of the boot.

5.2. Session leads will prepare the delivery schedule for the driver, deliveries should be made in the order listed, the schedule will contain confidential information so must be kept in the driver's box file.

5.3. Session leads will call ahead to advise clients their food parcel is on its way. Clients should be asked to wait until the driver has moved to a safe distance in accordance with COVID guidelines before collecting their parcel.

5.4. Drivers should contact session leads with any problems such as if an address cannot be found or if the client is not home.

5.5. Driver should call session lead to inform them they have arrived at the address and again after delivery has been made before driving to next client in accordance with the lone worker policy. If contact is missed session leads should call the driver.

5.6. Before unloading the parcels, drivers must sanitise hands and don face mask and gloves, after delivery any used PPE should be disposed of correctly and hands sanitised again.

5.7. Drivers should lock their vehicles when making delivery's for security and to protect confidential information.

- 5.8. Bags should be placed outside the address and the driver should knock or ring the bell and step away to the gate or their vehicle, waiting until the food parcel is collected, acknowledging the collection with a wave.
- 5.9. Under no circumstances should the driver assist the client to carry parcels into the property.
- 5.10. If delivering to flats drivers should not enter, parcels should be left at the entrance on the ground floor, session leads can call the client to inform them the driver is there.
- 5.11. Accidents or incidents should be reported to session leads/manager as soon as feasible afterwards and a written record should be made.
- 5.12. Any welfare concerns noticed by the driver should be reported to the session lead.
- 5.13. All paperwork should be returned to session leads on completion of delivery's and stored in accordance with GDPR.

6. CONTACT NUMBERS

- 6.1. St Columb Minor session manager 07810 271202
- 6.2. Safeguarding officer Claire Rooks 07772 625927

7. DELIVERY SCHEDULE

- 7.1. The following delivery schedule should be included with each delivery pack:

Delivery no. 1
Voucher no. _____RXXX-XXXXX
Address _____
Contact no. _____
No. Bags _____
Delivery signature to confirm receipt

8. REVIEW

- 8.1. This policy and its implementation will be reviewed at least annually or where significant Governmental guidance changes occur.

LAST REVIEWED: Jan 21 SAFEGUARDING OFFICER: Claire Rooks