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**DELIVERIES POLICY Updated Jul 21**

# **DELIVERIES POLICY**

**APPENDICES**

A – DELIVERY ITINERY SHEET

1. **POLICY CONTROL**

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| **Version**  | **Description**  | **Date**  |
| 2.0  | Health and Safety Policy  | 07 Jul 21 |
| Board Approved  | 07 Jul 21 |
| For Review:  | 07 Jul 22 |
| Safeguarding Officer (21/22)  | Claire Rooks |

1. **INTRODUCTION**
	1. This policy is in place with the aim of looking after the safety of Volunteers, Employees and Clients.
	2. For Volunteers and employees who are using vehicles to complete deliveries, they are to have read and signed as having understood the Drivers Policy in addition to this policy.
2. **POLICY STATEMENT**
	1. Delivery’s will be centralised at the St Columb Minor site and be made primarily on Tuesdays, in exceptional circumstances and where delivery drivers are available other sessions may be utilised at the agreement of the Session Manager and Lead.
	2. Deliveries are only to be made in exceptional circumstances where clients are unable to attend the Foodbank themselves and their referring agency are unable to deliver the parcel direct to the client.
	3. The delivery driver Volunteer and Session lead will assess the driving conditions before deliveries take place. No deliveries will be made in poor weather such as snow or ice. If poor weather develops during deliveries the driver must call the session lead or safeguarding officer for advice. Phone numbers to be included on delivery driver instructions.
3. **DELIVERERS**
	1. Delivery drivers must notwear anything that identifies them as a Foodbank Volunteer whilst conducting deliveries.
	2. **COVID Specific -** Notify their Session manager if they develop any symptoms of Covid-19 (such as a new cough or high fever) after volunteering and ensure they follow government guidance regarding self-isolation.
4. **FOODBANK PROVISIONS**
	1. Where deliveries are made by vehicle the drivers are to be provided with a box file that contains the following:
		1. Delivery schedule.
		2. Spare carrier bags.
		3. Contact information for session leads & the safeguarding officer.
		4. Mileage claim form.
		5. Copy of this delivery policy.
		6. Copy of the Drivers Policy.
		7. Extra COVID related provisions:
			1. Disinfectant wipes.
			2. Hand sanitiser.
			3. Disposable gloves.
			4. Masks.
5. **DELIVERY TIMELINE**
	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.
	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.
	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.
	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. 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.
	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.
	7. Drivers should lock their vehicles when making deliveries for security and to protect confidential information.
	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.
	9. Under no circumstances should the driver assist the client to carry parcels into the property.
	10. If delivering to flats drivers should not enter the flats, parcels should be left at the entrance on the ground floor, session leads can call the client to inform them the driver is there.
	11. Accidents or incidents should be reported to session leads/manager as soon as feasible afterwards and a written record should be made.
	12. Any Client welfare concerns noticed by the driver should be reported to the session lead.
	13. All paperwork should be returned to session leads on completion of deliveries and stored in accordance with GDPR.
6. **CONTACT NUMBERS**
	1. St Columb Minor session manager 07810 271202
	2. Safeguarding officer Claire Rooks 07772 625927
7. **DELIVERY SCHEDULE**
	1. The following delivery schedule should be included with each delivery pack:

|  |  |
| --- | --- |
| **Delivery No.** |  |
| **Voucher No.**  |  RXXX-XXXXX |
| **Client Address**  |  |
| **Client contact No. Reminder Volunteers NOT to use personal mobiles.**  |  |
| **No. of Bags**  |  |
| **Delivery Signature to confirm Receipt** |  |

1. **REVIEW**
	1. This policy and its implementation will be reviewed at least annually or where significant Governmental guidance changes occur.

**APPENDIX A TO DELIVERIES POLICY**



**DELIVERY ITINERY SHEET**

**DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DELIVERY DRIVER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**IF DRIVING A VEHICLE YOU ARE TO SIGN AS HAVING READ AND UNDERSTOOD DELIVERY AND DRIVERS POLICY: \_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Delivery no.** | **Name** | **Type of Box** | **Address inc. postcode** | **Contact no.** | **Notes, Allergies, pets, toiletries required**  | **Delivery Made/Missed****Driver to sign** |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

**Details of unsuccessful delivery:**

**Del no: ........ Name: ...................................................................... Time: .................. Telephone call made?** Y or N **Missed delivery slip left?** Y or N

**OFFICE USE ONLY:** New delivery arranged Y/N Details added to next delivery itinerary Y/N

**Contact numbers: Session Manager \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Safeguarding officer- Claire Rooks 07772625927**