



DELIVERIES POLICY & PROCEDURE

POLICY CONTROL

Version	Description	Date	Approval
2.0	Deliveries Policy	February 2022	Board
2.1	Foodbank Manager	January 2024	
2.2	Full update	February 2024	
3.0	Board approval	11 June 2024	Board
Next Review:		June 2027	
Owner:		Foodbank Manager – Zoe Nixon	

LINKED POLICIES & PROCEDURES

Drivers Policy
Health and Safety Policy
Accident Procedure
Safeguarding Policy

APPENDICES

A – Delivery Itinerary Sheet

DELIVERIES POLICY

1. INTRODUCTION

Newquay Foodbank is committed to ensuring the safety of volunteers, employees and beneficiaries at all times. It is therefore necessary to include specific safety measures that enable deliveries to be made to clients that are unable to visit Foodbank sessions.

The term “staff members” is used in Newquay Foodbank’s policies to refer to any employees, volunteers, trustees or contractors that are ‘working’ for the Foodbank. “Foodbank visitors” is the term used to describe the beneficiaries of the Foodbank, and the term “persons” encompasses both staff members and visitors.

For staff members 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

Deliveries 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.

Deliveries are only to be made in circumstances where clients are unable to attend the Foodbank themselves and their referring agency are unable to deliver the parcel direct to the client.

The delivery driver 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 are included on the Delivery Itinerary Sheet.

All deliveries will be made with awareness of the Safeguarding Policy and by staff who have undergone Safeguarding training. When making deliveries, Foodbank staff may observe something that triggers a safeguarding concern. Feedback should be provided to the Deliveries Lead and referred to the Safeguarding Officer in line with the Safeguarding Policy.

3. IDENTIFICATION

Delivery drivers must not wear anything that identifies them as Foodbank staff whilst conducting deliveries and must wear clothing that complies with the Health and Safety policy.

Deliveries must not be made in the Foodbank branded van.

4. EQUIPMENT

Where deliveries are made by vehicle the drivers are to be provided with a box file that contains the following:

- Delivery Itinerary Sheet (including contact information for session leads & the Safeguarding Officer)
- Spare carrier bags
- Mileage claim form
- Copy of this Delivery Policy
- Copy of the Drivers Policy
- Disinfectant wipes
- Hand sanitiser
- Disposable gloves
- Masks

5. DELIVERY PROCEDURE

- 5.1.** Food parcels should be packed into bags ready for the delivery driver. Each bag will be marked with the initials of the recipient and loaded into the vehicle with first deliveries to the front of the boot.
- 5.2.** Session leads will prepare the Delivery Itinerary for the driver and deliveries should be made in the order listed. The itinerary will contain confidential information so must be kept in the driver's box file and shredded after the deliveries have been completed.
- 5.3.** Should a delivery recipient be known personally to the deliverer, agreement should be made with the recipient as to whether an alternative deliverer needs to be arranged. Under no circumstance should anyone deliver to someone known to them personally unless with prior agreement of the recipient.
- 5.4.** Session leads will call ahead to advise that the food delivery is on its way.
- 5.5.** Two people should always attend deliveries, one of which must hold a current DBS.
- 5.6.** All delivery drivers must have undertaken Safeguarding and Health and Safety training specific to undertaking deliveries.
- 5.7.** Drivers should contact the session lead with any problems such as if an address cannot be found or the recipient is not home.
- 5.8.** Drivers should lock their vehicles when making deliveries for security and to protect confidential information.
- 5.9.** 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. Under no circumstances should the driver assist in carrying parcels into the property.
- 5.10.** There should be no need for conversation, but if the situation does arise, any conversation should be kept to a professional standard as training sets out. In no circumstances should deliverers give their personal view on a recipients situation,

offer advice or be confrontational for any reason. Any concerns should be raised with the session lead on return to the Foodbank, not with the individual.

- 5.11. If delivering to flats, drivers should not enter the premises, parcels should be left at the entrance on the ground floor. Session leads can call ahead to inform them the driver is there.
- 5.12. If delivering to temporary accommodation such as hotels, deliveries should be left with reception. If reception insist on delivery to a room a member of the hotel or another member of Foodbank staff must be present.
- 5.13. If delivering to accommodation such as caravans, tents or other accommodation that fits a NFA (no fixed abode) criteria, ensure bottled water, sanitary wear, wet wipes and any other products which will help with general cleanliness and for food handling are supplied. In addition items such as cutlery, plates, bowls and kitchen items can also be supplied.
- 5.14. Accidents or incidents should be reported to the session lead as soon as feasible afterwards and a written record should be made as per the Accident Procedure.
- 5.15. Any welfare or safeguarding concerns noticed by the delivery people should be reported to the session lead and escalated to the Safeguarding Officer where applicable.
- 5.16. All paperwork should be returned to session leads on completion of deliveries and stored or destroyed in accordance with GDPR.
- 5.17. Under no circumstances should staff members offer their own personal information including but not exhaustive: Surname, telephone number, email address, home address, personal social media information or any other information that would enable them to be traced.
- 5.18. Under no circumstances should any money be offered to, or received from a parcel recipient in payment of any kind.
- 5.19. Under no circumstance should a staff member visit a Foodbank visitor without the purpose of Foodbank work ie social visits outside session times.

6. CONTACT NUMBERS

- St Columb Minor/Deliveries session manager 07810 271202
- Safeguarding officer - Foodbank Manager - Zoe Nixon 07534 086456

7. REVIEW

This policy and its implementation will be reviewed at least every three years or where significant change occur.

DELIVERY ITINERY SHEET

DATE: _____ **DELIVERY DRIVER:** _____

DRIVER TO SIGN AS HAVING READ AND UNDERSTOOD DELIVERIES POLICY 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
1.						
2.						
3.						
4.						

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: Zoe Nixon 07534 086456