

# Delivery Policy

There may be occasions when a client is in receipt of a foodbank voucher, but cannot access any of the distribution centres. We may deliver direct to a client in exceptional circumstances, but an alternative – such as a friend, family member or neighbour or the referral agency – should always be sought first.

## **Pre-delivery:**

When a request is made, the following information should be gathered in advance of arranging or agreeing the delivery:

- Full address and name of recipient
- Contact telephone number
- Number of adults and children listed on the voucher
- Any dietary or cooking facilities issues (i.e. gluten-free / no oven) – if there are these additional needs, refer to the Norwich foodbank office or Matt at Waveney
- Any additional items needed – pet food / toiletries / baby items
- Times / days when the recipient will be in the home – this should be between 9am – 5pm, Monday – Friday
- Any precautions, such as dogs on the premises
- Any access issues including permit parking or trade entrance call buttons
- If possible, inform the client who the driver will be so they know who to expect

## **Food and extras:**

Once you have the number of people needing to be fed (adults and children), work out which parcel to take:

Single = 1 adult;      Couple = 2 people      Family = 3-4 people

There are dates on the boxes which are Best Before dates and so should be used by that date (if 'June' then use by is the end of June). Couple and family boxes form part of a set so ensure you take the entire food parcel and also ensure you take the right set – each set is numbered, e.g. 1 of 2 numbered 54, so make sure you take 2 of 2 numbered 54 as well.

Round up rather than down so someone may have more food rather than less.

If a person has specific dietary issues or has limited cooking facilities, the warehouse can make up these parcels to order.

A selection of pet food, baby items and toiletries can be requested with the food parcels – if items aren't available, then deliver the food parcel to the client as this is the primary concern.

## **Delivery**

Drivers must attend in pairs and refer and adhere to the 'Driving Policy' for further information. If there is a need to go alone, this should only be done by the Project or Warehouse Managers or other paid employees; volunteers should delay delivery until a partner can be found.

We recommend that deliveries are only made Monday – Friday, between 9am – 5pm or Saturday 9am – 12pm so there is support from the Project Manager on the phone if necessary.

Except for very special circumstances, deliverers should not enter a client's house. The limited circumstances include when you are certain that a person is alone and they are unable to carry the food parcel / bags due to age or disability. There is absolutely no pressure to enter a house even in these circumstances – if you feel unsafe or unsure doing so, advise the client that you are not allowed to and leave the premises.

Drivers should have a foodbank ID lanyard and this should be visible to the recipient.

Drivers should have a working mobile phone, switched on, on their person when delivering.

Once a delivery is completed, if a paper voucher was given to the client, this must be collected, the date of the delivery filled in at the top and given to or brought back to the at your earliest convenience. If this is no possible immediately, it must be placed in a sealed envelope so details cannot be seen inadvertently.

Volunteers have received a copy of the handbook and have been made aware of the charity's safeguarding and data protection policies and must report any concerns to the Project Manager at their earliest convenience.

#### **Post-delivery:**

Report to the Project Manager by phone, text or email that a delivery has been completed successfully and any feedback given (i.e. wrong address / more people in the household than initially informed / etc).

#### **Foodbank Contact Details**

Norwich Project Manager 07955 920590 [hannah@norwich.foodbank.org.uk](mailto:hannah@norwich.foodbank.org.uk)

Waveney Project Manager 07484 394749 [info@waveney.foodbank.org.uk](mailto:info@waveney.foodbank.org.uk)

Norwich Warehouse Manager 07979 888614 [warehouse@norwich.foodbank.org.uk](mailto:warehouse@norwich.foodbank.org.uk)

## **Loddon and Poringland**

*\*\*\*A driver team with responsibility for delivering in the Poringland area are in place. The team leader is Robert Parsonage \*\*\**

*\*\*\* A driver team with responsibility for delivering in the Loddon area are in place. The team leader is Barry Gibson with back up from Reverend David Owen \*\*\**

For Loddon or Poringland requests that come through via the office, the Project Manager or Administrator will call the appropriate team leader.

Poringland have a dedicated foodbank mobile phone and the number is printed on vouchers issued for the Poringland area. The phone should be switched on 9am – 5pm Monday – Friday, although there is no pressure to answer every phone call or text immediately. The phone should be checked periodically when on duty and responded to at your earliest convenience, within 24 hours. Once a text or voice mail has been actioned, it should be deleted so the next person doesn't respond unnecessarily. There is an answerphone message stating that any message left will be responded to within 24 hours Monday – Friday. There is no pressure to deliver on the same day as a request, but the client should be advised of this. Clients may also text and again, these should be responded to within 24 hours during the working week.

When the boxes need replenishing – ideally 2 of each size parcel plus a selection of toiletries and extra items – please contact Waveney or Norwich Warehouse Managers to restock.