



Delivery policy

Policy Control

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1	Delivery Policy	5-5-22
2		
Board Approved		- - 22
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Introduction

Delivery Drivers are an essential asset to the service that Faversham Foodbank offers. Deliveries enable those in our community who are not able to access our distribution center for reasons such as physical or mental illness, geographical distance, or familial needs, receive parcels and support.

Who this policy applies to

Any individual who is driving for the following reasons.

- Delivering parcels to clients

Our policy

Faversham Foodbank has a clear practice for deliveries that ensures best practice and the safety of the volunteer and the client. There are clear requirements that must be met and our policy ensures dignity and safeguarding is maintained.

Requirements

For an individual to be considered for deliveries they must have the following:

- A valid, full driving licence
- A vehicle that is properly registered and taxed, has had an MOT in the last 12 months, is serviced and insured
- Insurance that covers the use of the vehicle for volunteer work for a charity

They must:

- Inform their insurance providers that they will be using their vehicle for volunteering purposes if necessary
- Ensure they are fit to drive at all times
- Follow all rules of the road including adhering to speed limits, wearing seat belts and following diversions
- Inform the project manager/warehouse manager about any health issues or personal circumstances that may affect your ability to drive as well as any changes to your driving license status. Please note that you are legally required to inform the DVLA of any medical conditions that may affect your ability to drive safely.

Paragraph previously in italics deleted

Safeguarding

Safeguarding during deliveries is our highest priority. We want to ensure that you as volunteers and the clients receiving their parcel always feel safe. To guarantee this please ensure you have read our safeguarding policy and have attended our safeguarding training. Each driver will receive a copy of 'Faversham Foodbanks Delivery Guide' which provides greater detail and information regarding our delivery procedure and safeguarding guide.

It is Faversham foodbank's policy that drivers are in pairs. This is for safeguarding and health and safety reasons.

We maintain a clear 'minimal contact policy'; delivery drivers and volunteers are not permitted to enter the house or flat of a client. Clients will be made aware of this prior to delivery, if they request this during the delivery, politely decline and leave on or just in the door.

If a volunteer feels uncomfortable or concerned about a delivery, then they should contact the designated safeguarding lead and the project manager to report their concerns immediately. In addition, Faversham foodbank has zero abuse tolerance, and should you experience any behaviour that is not appropriate please also report this to the project manager and safeguarding lead immediately.

a) Dignity

Whilst a delivery model does not offer the same warm welcome that a distribution café does it is essential for the foodbank to help those who are not able to access our distribution centre.

There are several things that should be considered to ensure that the delivery service we provided reflects our shared values of dignity and compassion. These include:

- Identification – Delivery drivers or buddies should not wear food bank uniform, if possible, in order to avoid making it obvious that someone needs a food bank. For ID purposes, a lanyard should be worn.
- Vehicles - Deliveries to take place in a non-food bank branded vehicle in order to avoid making it obvious that someone needs a food bank.
- Discretion - Volunteers should seek to be as discreet as possible when making any delivery to reduce stigma.
- Signposting – As clients will not be receiving volunteer contact for signposting and additional support, a leaflet will be included in all delivery parcels with helpful information of relevant local support that is available to them at this time.

Health & Safety

Faversham Foodbank maintains responsibility for its volunteers and as such anyone who falls under this policy for driving for foodbank purposes should follow our Health & Safety Policy [separate document]. All required risk assessments will be completed for our drivers by our Health & safety lead. In relation to driving for foodbank purposes we ask the following.

- All deliveries must be completed by minimum two people
- Drivers and volunteers will be briefed on manual handling (safe lifting).
- Boxes, crates, and bags that an individual cannot lift should be shared with the additional volunteer.
- Any accidents or incidents should be reported to the Project Manager as soon as is feasible after the accident/incident has taken place

Data Protection

Each driver making deliveries will be given a “Delivery Itinerary” log. This log contains personal data which must be protected securely during the delivery activity.

The log should be supplied to the driver in an envelope/wallet. It is to remain in the envelope/wallet, inside the vehicle except when being consulted for the address information.

Whilst the delivery is being made the vehicle must be locked if no one is staying with it and the log left inside the vehicle in the envelope.

Once deliveries have been completed the log is to be returned to the food bank in its envelope after the shift.

Lists of addresses should never be left in the vehicle overnight. The food bank should hold the log for one calendar week in case of query and then securely destroy it.

If delivery is undertaken by two people travelling separately both will need to be issued with a log and both need to be returned in separate envelopes. If you have any concerns around the way in which you need to manage this process, please seek advice from your project Manager.

Implementation, monitoring, and review of this policy

This policy will take effect from 5/5/21 The *Project Manager* has overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis by the Board of Trustees following its implementation and may be changed from time to time.

Any queries or comments about this policy should be addressed to the Board of Trustees.