



FOODCYCLE CORONAVIRUS RESPONSE

DOs and DON'Ts of Deliveries

DON'T enter someone's property – this could be seen as breaking and entering and could put you in danger.

DO phone 101 if there is an address you are delivering to and a door is open

DON'T promise to be able to deliver to the same person each week

DO be friendly and welcoming to everyone you deliver to

DON'T investigate a suspected safeguarding issue at a delivery yourself

DO report the issue to FoodCycle straight away if you cannot reach FoodCycle call the police.

REAL SCENARIOS

A GUEST IS VERY UPSET WHEN THEIR PARCEL IS DELIVERED. THEY TALK ABOUT BEING DEPRESSED. THEY ENJOYED A CHAT WITH ME AND HAS ASKED IF I COULD RETURN EACH WEEK

It's not possible for drivers to have the same route each week, this is to safeguard both volunteers and guests from potential abuse but also our circuit app we use for deliveries auto-populates the route each week.

Always been friendly to people you drop bags off for but do not promise to be able to come back each week.

If someone mentions they are struggling with their mental health always recommend that they speak to their GP.

I GO TO DROP OFF A DELIVERY AND FRONT DOOR WIDE OPEN I CAN SEE THROUGH THE DOORWAY THAT THE HOUSE LOOKS MESSY

Do not enter the house. Report the issue you to FoodCycle HQ immediately who will contact the police on your behalf. If you cannot reach FoodCycle HQ report to 101. The police in this instance will send over an officer to complete a welfare check. The police have the legal right to enter the property – you do not.

A CHILD AGED AROUND 4 OPENS THE DOOR DURING THE DELIVERY AND SAYS MUMMY CAN'T COME TO THE DOOR AS SHE IS UNWELL AND NO-ONE ELSE IS IN THE HOUSE.

Do not enter the house. Report this to FoodCycle HQ immediately, who will get in touch with the guest, and police if necessary, who will carry out a welfare check. If you cannot reach FoodCycle HQ report to 999, as a child is involved. Do not investigate further yourself.

Safeguarding statement

Safeguarding is Everyone's business – FoodCycle is committed to safeguarding and promoting the welfare / wellbeing of children, young people and adults at risk. It expects all staff and volunteers to share this commitment.