

Support Our Stamford

Delivery Guidance

The government's advice for the over 70s to self isolate for 12 weeks is going to make it very difficult for this group, as well as other high risk members of our community, to access food shops. Those with internet access may choose to order online, however, there are a large majority of senior citizens who do not have internet access.

For this reason, it is inevitable that a large proportion of requests will fall into this category, which is also the most challenging for us to manage because it will require money to be exchanged. We will know shortly if a 'Cash Cooperative' in conjunction with SKDC, the Arts Centre and Evergreen will be operational, which would remove the need for there to be any exchange when goods are delivered so we will keep you posted on this.

In the mean time, please read through the guidance below that has been discussed at length with well-established community support organisations.

- ✓ Before conducting the food shop, please call the volunteer to clarify the details of the product they require. For example, if they've written 'bread' - do they have a preference on white or brown? Also, ask them if they have a cheque book as this is the safest form of payment in this case.
- ✓ Complete shop and pay on personal bank card. Ask the assist, where possible, to staple the receipt to the carrier bag so that this is handed over with the shopping and is easily visible.
- ✓ Phone the recipient to confirm the total cost of the shop to enable them time to write out the cheque whilst you are on your way to them.
- ✓ Knock on door and put shopping on the porch, take a few steps backwards until you are more than 2m away.
- ✓ Ask recipient to check the receipt before placing the cheque on the porch and closing the door.
- ✓ Once the door is closed you can then approach the door, collect the cheque and cash this at your earliest convenience.
- ✓ Please then check in with your coordinator to confirm that the delivery has taken place.

Yes this is incredibly lengthy and precise, however we have been advised that for the time being this is the safest way for us to carry out food deliveries. If you have any questions prior to carrying out a deliver. We are in the process of securing ID badges and are also liaising with supermarkets to help make this process as straightforward as possible but it will take time.

As always, take care & protect yourself first,

Team SOS

