



## Delivering the food

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The NFBB delivers food to families who have been nominated by one of several agencies and the amount of food depends on the needs of each family. The food you deliver will have been donated and/or bought with cash donations that are received.

**Please note that we are assuming that you are not DBS barred, if you are please inform us immediately.**

So, what we'd like you to do please is:

1. Wear gloves.
2. Collect the food parcels from the food bank at Cannon Street East Car Park, Lymington, SO41 9BR at your allotted time. This is the start time for the online rota slot you have signed up for.
3. The NFBB volunteer in the office allocates parcels for delivery to you. When you arrive to do your delivery you will be given a delivery note, listing the parcels allocated to you and including the parcel request number, name, address and contact number (if known) for the client and any specific instructions about the delivery e.g. please ring when you arrive, if out leave on the doorstep etc. **Please note that client details are confidential and should not be used or shared except in connection with this delivery.**
4. The food parcels are in bags and each client's bags will be identified by a label containing the parcel request number and the name and address of the recipient. If frozen food is included in a parcel, it will be in a separate bag. Please place the frozen food in a freezer bag for transportation. Ask the office for one of these if you do not have one.
5. Take the bags to your car – it's best to keep them together as best you can, ensuring you don't stack heavy bags on top of soft food.
6. When you get to the address call the number supplied (**place 141 in front of their number to withhold your number**) and ask the recipient to go to their front door where you will leave the bags. If there is no answer, ring the doorbell as there are frequently other people in the house who will take the package. If absolutely necessary, the bags may be left in a suitable place. **NEVER GO INSIDE THE PROPERTY**
7. If someone is in to take delivery of their parcel, please ask them if they have any of our cloth bags or bags for life to return to us. If they have, please bring them to the food bank next time you come in.
8. If you have any questions during your delivery, please call the NFBB Office on 01590 610008.
9. If there is no answer call Hilary Tudor on 07393 193333
10. Go home and **wash your hands please!**
11. If you have had any trouble finding an address and have some tips to pass on for future deliveries, please let the office know. You can email them to us on [admin@basicsbank.org.uk](mailto:admin@basicsbank.org.uk).

Many thanks!

