

Witton Gilbert Parish Council & McColls Witton Gilbert (Rev 1)

GUIDELINES FOR HOME DELIVERY– CONTINGENCY RE COVID-19

On behalf of Durham County Council, Witton Gilbert Parish Council, and McColl's Witton Gilbert, may we take this opportunity to advise that we are now operating a home delivery scheme to support those people who need it within our community. The process steps below are for guidance:

Placing your order – call your order through to McColls (Witton Gilbert) on 0191 3710845, preferably **before 12.00hrs**, and the staff will record your order, as follows:

- Telephone order received for either supplies or food order. No alcohol, cigarettes, medication or lottery will be delivered.
- Contact details recorded name, address and phone number
- Order made up by business and customer phoned to advise that the cost will be £.....
- Receipt slip to go with shopping
- Unfortunately, payment over the phone is not possible, and the person making the delivery must collect funds, either cash, or a cheque made out to “**McColls**”, Customers should know how much is to be paid and have monies ready in an envelope which is not sealed.

Arrangement for Delivery – McColls will call the Delivery Volunteer to arrange for collection and delivery of the orders. Deliveries will only be made **after 14.00hrs** each day. (Most of the delivery volunteers are still working so this allows them to continue with this)

Delivery – delivery volunteers will collect the orders from McColls and deliver to the customer.

Volunteers will initial spreadsheet and sign for taking the delivery, once made they will confirm receipt and where applicable bring cash/ cheques back to McColls.

Volunteers will ring the person to advise that they are present and ask them where applicable to leave the payment at the front door. At this stage the person will be asked to leave the door ajar and the volunteer will go and collect the cash, leave an additional receipt and the supplies. They will then move a safe distance away and ask the person to open the door and take in the supplies.

At no point will volunteers access any of the properties, they must remain a safe distance away.

Where cash needs to go back to the business, this must be done so immediately, so they can close delivery on recording sheet.