

Exmouth Friends in Need: Food Delivery Service (and Medicines etc)

What services do they offer?

They offer FREE delivery of food, medicine etc.

Who organises it:

It is organised by Claire Austin. The group existed BEFORE the Coronavirus crisis. I understand it is on Facebook. As the group is facing a surge of demand now, it is actively recruiting "fit and well" helpers to purchase + deliver the food etc.

It can effectively complement the main **food delivery services** offered by mainstream supermarkets (and other providers) that allow online ordering for bookings of "home delivery" slots - or a "click and collect" service (i.e. order online, then pick up from the supermarket collection points.)

Section 1: Getting started with "Exmouth Friends in need".

1. Ring "Exmouth Friends in Need" (07581-375-855) and, if you get an answering machine, leave a message with your name and phone number for a call-back.
2. You will be **assigned a person** from the team (your "paired volunteer") – who will be responsible for *everything* thereafter, from taking the food order until its delivery, including:
 - agreeing an estimated delivery time to your address
 - providing the shop receipt (with the food delivery)
 - taking payment for the food (with 2 payment options generally possible: see section 3)

Everything will be carried out compatible with Coronavirus-safe procedures.

There is NO CHARGE for the service.

The food (or medicine) delivery will be to your doorstep (following a phone call etc) with NO close personal contact.

3. Your assigned volunteer will phone you, give their name, phone details, explain the service, ask about your needs, circumstances and your address, then (generally) follow this up with an email to your address. *It is worth clarifying at this stage the best way for you to specify your food order (see Section 2 below) AND the best way for you to pay the volunteer (see Section 3 below).*

Section 2: What is your best way for specifying your food order?

For *most* volunteers, there may be up to 3 options possible:

1. **email** the volunteer directly with a written shopping list of foods (or, if you confirm they can accept and open an attached file to the email, e.g. a Word .doc format document with the shopping list, if you prefer sending that) OR
2. **text** the shopping list directly to the volunteer's mobile phone OR
3. just **read out the shopping list over the phone** to the volunteer when ready (giving them time to write it all down).

(As both my volunteer and I use email – I will use option 1 above for *simplicity, efficiency and accuracy*. I also hope to use a simple Word .doc format proforma file - with a table of my most frequently-bought food items that I can then choose from and specify quantities. This can be updated easily for any subsequent food orders!)

Section 3: What is the best way for you to pay the volunteer?

For *most* volunteers, there are generally 2 options possible – so please *confirm how they can accept payments and decide on the best option for you* – and perhaps the least time-consuming. **However you pay, this assumes you are happy with their ID and trust them.**

1. **Pay cash on delivery (COD).** Please put the cash for the amount advised in a sealed envelope and leave it on the doorstep a few minutes before the volunteer arrives with the food order. The volunteer will **advise the exact bill and ETA** (Estimated Time of Arrival) by phone. You should **stay indoors** during the actual food/receipt delivery and follow Coronavirus-safe procedures. (NOTE: It may be difficult for you to get enough *ongoing cash* to pay for your food *if* this crisis goes on for a long time – and there are coronavirus risks associated with going to the bank or ATM/cash machine too.)
2. **Pay by online or smartphone banking to the volunteer's own bank account****
This usually should be paid before the delivery, when the volunteer advises you of their Estimated Time of Arrival (ETA), Bank Account details and the £ cost.

NOTE: *If you have overpaid a bill*, any refunds to you will be made by your volunteer to your bank account using the same **online or smartphone banking** route you used to make the first payment. **If you have extra to pay** for the order, please agree with the volunteer your likely timescales for doing this (hopefully fairly promptly).

Claire Austin, the organiser of Exmouth Friends in Need, would be overwhelmed with the number of financial transactions involved if she had to both receive ALL order payments into 1 bank account, confirm the order receipts, then quickly repay each volunteer promptly. This is why **online payments have been delegated to volunteers. Your volunteer must decide whether they want an “estimated amount” to be paid a specific period *in advance* of their delivery, with “refunds - or extra payments from you” sorted out *after delivery* OR advise you the exact bill amount for online payment a specific period *before the delivery*.

PLEASE REMEMBER: Regardless of which payment you both agree to use, (see 2 general options above), you should **stay indoors** during the actual food + receipt delivery – and follow Coronavirus-safe procedures throughout.

THANK YOU. LET US BUILD TRUST – THANK THE VOLUNTEERS - AND STAY SAFE THROUGHOUT THIS CORONAVIRUS EMERGENCY