

**ESSENTIALS  
DELIVERY**

Social Supermarket  
& Food Bank.  
Delivered.

# **VOLUNTEER DELIVERY DRIVER**

Version 3.0

Updated 23/05/2021

Version	Date	Updated By	Updates
1.0	29/12/2020	Stephen Palmer	Document Creation
2.0	15/01/2021	Stephen Palmer	Added info re: Criminal Record Checks, Car Insurance & Expenses.
3.0	23/05/2021	Stephen Palmer	Added info re: Volunteer Benefits & Commitment. Modified info re: Postcodes Covered & Collection Times

## WELCOME

Welcome to Essentials Delivery – Social Supermarket & Food Bank. Delivered.

We hope you enjoy your time with us. Contained in this booklet is information that should help you in your work. You will also be supported by other volunteers.

It all started on 15<sup>th</sup> March 2020 when Stephen & Sapphire wanted to help their neighbours... which soon turned into a full scale, covering a huge area, and ended up in them registering a Community Interest Company so they could continue their efforts and grow, ensuring they could fill the gap in support.

We provide support to people in need in the following postcodes throughout Solihull & Birmingham: B11, B13, B14, B25, B26, B27, B28, B33, B40, B47, B90, B91, B92, B93 & B94. Much of that support is in the form of food parcels, but we also work with other agencies to provide advice and guidance regarding welfare or benefit issues and debt problems.

Our response is a little different to other food banks... we trust our community. We do not delay the emergency help they need. Most of the people who request food parcels have not been interviewed by a front-line worker from another agency and are self-referred.

We currently deliver between 100 and 200 food parcels every week from our site in Olton. Food is collected from supermarkets, businesses, churches, individuals, as well as from other Foodbanks that might have surpluses. This is sorted and packed into food parcels in our unit and the delivered to their recipients by our amazing volunteers.

## ROLE DESCRIPTION

As a Volunteer Delivery Driver, you will be playing a vital role within our organisation. We could not help the community at the scale we do if we did not have assistance from such generous volunteers.

Specifically, you will collect food parcels from our unit in Olton (B92) and deliver it to recipients in need across the postcodes listed above; you will be using your own vehicle to perform these deliveries.

We are a very flexible organisation. We know ourselves that we cannot always commit to set days and times every week, we are volunteering after all, and other commitments do come first.

The way we operate is simple: You will be added to a WhatsApp group which contains all of the other Volunteer Delivery Drivers. When we require assistance getting food parcels out to those in need, we will drop a message into the chat with the postcodes of the drops, and everyone can simply take on whichever ones they may be able to fit into their busy schedules. We will also suggest a collection time too for collection from our Olton (B92) unit, which we would appreciate if you could stick to as much as possible, but as we said, we are flexible so will try to accommodate anything.

Essentials Delivery (Community Essentials CIC)  
Registered Number: 12655792  
55-57I Warwick Road, Olton, Solihull, West Midlands, B92 7HS

If you are not free to help, do not stress, we know the feeling, no harm done, we really appreciate you being on hand!

Typically, deliveries are available to collect at approx. 4-5pm on weekdays and 3-5pm on weekends, although this varies depending on number or requests and volunteers available to pack etc.

Training and a High Vis (if required) will be provided when you turn up for your first delivery. Do not worry, it will only take 5 minutes.

A criminal record check (DBS) is not required for this role as you will only be collecting and delivering parcels.

To ensure we run smoothly and provide the quick response required we do stipulate that you stay active, and if, when we do a volunteer review, we find you have not volunteered within the past 30 days, you will be made inactive and removed from the role. This is not us being mean, we just want to ensure our service remains at its optimum and we stay on top of our volunteer pool.

For being a volunteer with us, we provide Mileage Expense, which is detailed further within the Volunteer Handbook.



We also provide access to a system called Reward Gateway. Reward Gateway provides you Discounts, Benefits and Wellbeing Resources to thank you for your assistance within the community.

#### CAR INSURANCE - PLEASE NOTE

As a Volunteer Delivery Driver you may not automatically be covered by your regular motor insurance policy.

Please contact your insurer and inform them that you will be delivering free food parcels to those in need on behalf of a voluntary organisation but do not receive any payment your work.

This SHOULD NOT be classed as Hire & Reward.

**Thank you for volunteering!**