

Guidelines for Southwark Tenants and Residents Associations on how to deliver food safely

Thank you to all of you who are helping coordinate efforts to help and support people in your area who might be vulnerable at this difficult time.

The council is sourcing food for distribution to those who need it most. If your TRA is struggling to source food for vulnerable residents who you might be assisting, you can now contact Sophie.Hall-Thompson@southwark.gov.uk stating how many food parcels you need and where you want them delivered to, and they will aim to fulfil your request within 48 hours.

Please only contact Sophie if you require a bulk delivery for the TRA to distribute. If you are worried about individual residents, or about someone who you think needs additional help or support that you can't provide, please refer them to the community hub service by emailing covidsupport@southwark.gov.uk or calling 0207 525 5000 and choosing option 3.

Here are some tips and advice on how to distribute food safely:

Incoming Food deliveries into the estate from the council or its partners

- When you make a request for food to be delivered to the TRA, please make it clear where you want it delivered and keep delivery area as small as possible.
- Only one person needs to be present to receive the delivery.
- Be aware - hot weather is coming so be mindful of that when delivering food. Short sharp trips with small loads may be better.
- Please distribute the food that has been delivered to you straight away, if you prolong it and leave displays of food in the open air it will attract residents may cause people to leave their homes to find out what is taking place, which needs to be avoided.

Distribution

- Before you start a delivery make sure you have a list of addresses of where the food needs to go, and a planned route to minimise the time you will spend outdoors.
- When delivering food volunteers must stay 2 metres away from other volunteers or members of the households they are visiting
- Once the door is opened, deliveries should be left on the doorstep. **Do not enter** the household and stay 2 metres away from whoever answers the door. Please also consider knocking, rather than pressing the buzzer/doorbell
- Volunteers should avoid touching their face when making deliveries.
- The use of personal protective equipment (PPE) outside of health and care settings is still not advised. Additional information is available here: <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19>
- Volunteers should be reminded to wash their hands with soap and water for 20 seconds, and more frequently than normal. Hand sanitiser should only be used when soap and water are unavailable.
- They should also be reminded to avoid touching their face as much as possible.
- Frequently clean and disinfect objects and surfaces that are touched regularly, using your standard cleaning products.
- Try to get to know clients delivering to and their requirements, if you don't already and try to have consistency with the same person delivering and the same frequency (so you know what they have received and when).

- If no one answers the door, don't leave food on door step – try to ensure that you knock and get an answer and ask how they are. If you feel the person is not coping and they need help please refer them to the community hub service on 0207 525 5000.
- Avoid using halls or inside space. The best approach is to have the food ready bagged and place bags 2 metres apart to go out immediately (bags not boxes)
- More volunteers helping distribute food isn't necessary useful – keep people distributing small. Stick to 1 or 2 people if possible.
- If you are worried about individual residents or about someone who you think needs additional help or support that you can't provide, please refer them to the community hub service on 0207 525 5000.