



the alice cross centre

1- 3 Bitton Park Road Teignmouth Devon TQ14 9BT Tel: 01626 778039

E-mail: info@thealicecross.co.uk website: www.thealicecross.co.uk



Meal Delivery Service Volunteer Agreement and Home Entry Policy

2026



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Policy Revisions Record

Version	Date	Review due
1	26 th February 2026	March 2027



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Thank you for becoming a Meal Delivery Service Volunteer. This is such a vital and valuable volunteering role and makes a huge difference to the Community.

This document outlines what you can expect from The Alice Cross Centre to support you, your role and responsibilities, and the agreed boundaries for entering Service Users' homes when delivering meals.

The Alice Cross Centre will:

- Put safeguarding at the heart of our service. As part of our safeguarding process, you will undergo a DBS check to volunteer for this service.
- Provide training in Safeguarding, Lone Working and Personal Boundaries.
- Provide clear instructions for your meal delivery round.
- Instruct you on which Service Users you should collect payment from and if any need additional support.
- Provide support if any lone working, safeguarding or other issues arise from your deliveries.

Your role and responsibilities as a Meal Delivery Volunteer

The core role of the Meal Delivery Volunteer is to deliver meals safely to Service Users and support their wellbeing through brief contact. Our standard service is delivery to the Service Users's front door. Service Users are normally informed that volunteers do not enter the home to plate up food or provide care.

However, some Service Users may require limited assistance to ensure meals are safely stored. Where consent has been given and it is safe to do so, volunteers may enter the hallway or kitchen area solely to place meals in a fridge, freezer or microwave.

Permitted activities when entering a home

- Enter hallway or kitchen area only
- Place meals in fridge, freezer or microwave
- Ensure meals are safely stored
- Briefly check the person appears well
- Engage in brief friendly conversation



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Prohibited activities

Volunteers must not:

- Provide personal care (washing, dressing, toileting)
- Assist with eating or drinking
- Administer or handle medication
- Handle money, bank cards or financial matters inside the home (payment by cash or cheque can be left in a marked envelope for collection)
- Undertake household tasks
- Enter bedrooms or bathrooms (unless emergency)
- Remain longer than necessary for delivery

Consent and boundaries

Entry to a home is only permitted where:

- The Service Users has agreed, or
- Consent has been provided by family, referrer or care professional where appropriate

Service Users may withdraw consent at any time. If a Service Users requests help outside the agreed service (for example plating meals or personal care), volunteers should politely explain this is not part of the service and inform the office so appropriate support can be arranged.

If an unusual situation occurs, volunteers may use judgement to provide minimal help once, where safe and appropriate, and must report this to the office after the round. Volunteers can call the office at any time for advice and guidance.

Lone working and safety

Volunteers must:

- Follow agreed delivery routes and schedules
- Wear ID
- Leave immediately if they feel unsafe
- Not enter if another person present poses risk
- Report any incidents or concerns promptly



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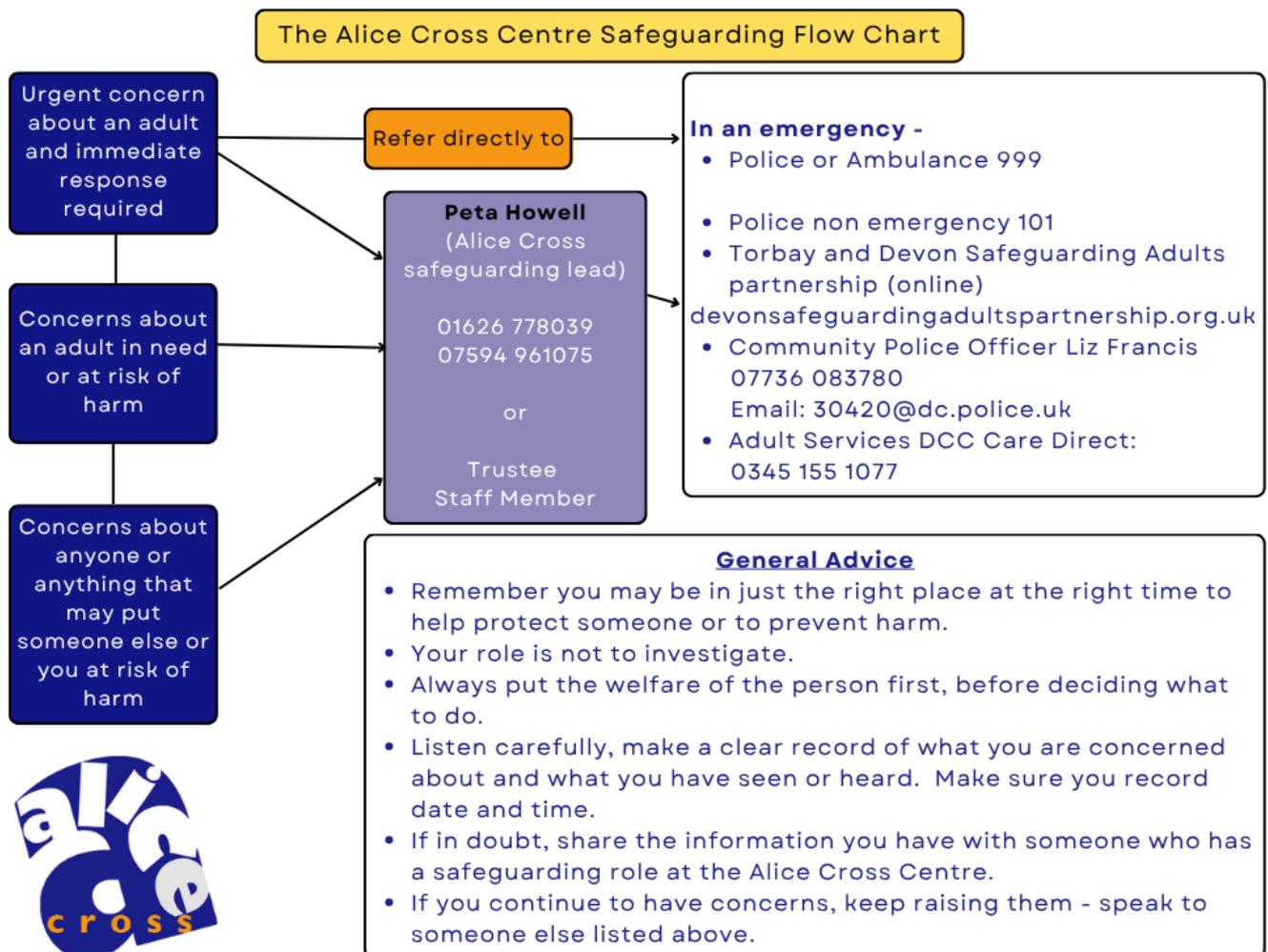


Safeguarding

Volunteers must report concerns observed during deliveries, including:

- Deterioration in health
- Confusion or distress
- Unsafe living conditions
- Risk of falls or self-neglect
- Signs of abuse or exploitation

Report concerns at the end of the shift or immediately if urgent, in line with The Alice Cross Centre Safeguarding Adults procedures.





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Professional conduct

Volunteers are expected to:

- Be professional, helpful and courteous
- Respect confidentiality
- Maintain clear boundaries
- Not accept gifts, money or loans
- Not share personal contact details
- Not make private arrangements or visits

General expectations

- Turn up on time and ready for work wearing ID
- Give adequate notice if unable to attend
- Undertake required training
- Put safeguarding at the heart of the role
- Report any safety or safeguarding concerns

Emergencies

If a Service Users appears seriously unwell or unresponsive:

- Call 999
- Remain if safe until help arrives
- Inform The Alice Cross Centre immediately



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Agreement

Please sign to confirm that you have read, understood and agree to follow this Volunteer Agreement and Home Entry Policy.

Name _____

Signature _____

Date _____