

## Town Delivery Service

Plans are now well advanced for the implementation of a town-wide delivery service as part of 'Tavistock Locals Help'. The scheme involves a website and town APP.

Sign your business up on the website here: [www.tavistocklocalshelp.co.uk](http://www.tavistocklocalshelp.co.uk)

Sign up to feature on the APP here: <https://www.clubwifi.co.uk/tavistocklocalshelp>

The group, which includes the BID, members of TTC and WDBC and local residents, aims to coordinate the growing number of volunteers from the community to provide a far-reaching response to the COVID-19 pandemic. Volunteers will be tasked with delivering shopping and medicine to vulnerable groups, assisting these vulnerable groups with other requirements as needed (dog walking, vet visits), providing support to organisations that may need assistance and providing deliveries from businesses in town who do not offer this service.

The focus at this current stage is to support those who are already self-isolating or quarantined.

- Volunteers will be known, co-ordinated and tracked to prevent potential abuse. We already have over 30 people signed up.
- The group is coordinating with other local organisations to provide a coherent approach to the COVID-19 pandemic and is supported by councillors from both local councils.
- It is a good source of information for local delivery possibilities and other resources (for individuals and businesses) regarding COVID-19.

## **How does it work for you? In one of two ways...**

- Through Tavistock Locals Help: an individual will call you directly or contact you via the APP to purchase an item. At the end of each working day, you will communicate the need for delivery to us. You will not be required to give details of the order or delivery address – just tell us how many deliveries you have the need for. A volunteer will come and collect the next morning for drop-off that day. Details of the delivery address will be given directly to the driver, who will not retain them. Tavistock Locals Help will check in with each volunteer to ensure there were no problems with the delivery. Volunteers will return any non-deliverable items to you. There is no charge to businesses or customers for this service currently.
- Through your existing local delivery service: we will provide you with fliers giving details of the scheme. Your customers can request items from other businesses for drop-off with your order. They would need to call and arrange payment of the item and request you as the delivery provider. The business will arrange for the item to get to you.

### For businesses who do not provide delivery and would like help with this:

If I have not yet managed to pop in and see you, then please let me know that you will be taking part in this scheme. We hope to list out on the website all businesses who are part of it.

### For businesses who need help with their existing delivery service:

We have a number of volunteers who could be well-placed to assist you with fulfilling delivery requirements. Let me know if this would help you.

### For businesses who are happy to accept items for delivery from other businesses in town:

If you already have an existing client base that we can help with this service, please let me know that you can help. We will then provide you with fliers to distribute. This service would be largely independent of 'Tavistock Locals Hub' but we will act as a conduit of information for those in need and those offering. Other suggestions of how this could be managed, please let me know.

We are currently selecting volunteers and, where possible, will use those who already have business insurance for this service.

While the priority is to support people in isolation, the BID wants to ensure that the high street becomes the first port of call for any requirements they need. However, we must ensure that this does not become a service that people abuse.

**The situation is changing daily, and we are already putting plans in place to provide a more comprehensive and commercial service which focuses on the need of the high street and delivers to a wider population – potentially for a fee.**

Members of the group:

Ursula Mann, Andy Coulson, Sue & Andy Hutton, James Spettigue, Steve Hipsey, Janna Sanders, Becky Mills and Morwenna Jyoti.

**Need any further support?**

If you have any specific queries which you feel have not been directly answered by this guidance, please contact: [janna@tavistockbid.co.uk](mailto:janna@tavistockbid.co.uk)



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