

Priority Resident Essentials Home Delivery Service

Working with the Downley Cooperative Store, we are pleased to announce a free 'essentials' home delivery service for the Downley Residents most in need.

Please note:

- This service is for anyone who is unable to visit a shop in person, or obtain home delivery services through other means. This also includes NHS/essential workers who may not have the time to shop for themselves
- To avoid misuse, the scheme will only be publicised via the Street Rep system
- It is operative immediately
- It is aimed at supplying **essential** goods on an approximately weekly basis, but is dependant on stock availability
- The service requires the Resident to have the ability to pay by card over the telephone

How it operates:

- Street Reps publish the scheme to all vulnerable/priority residents in their road
- The Resident telephones their order direct to the Coop on (01494) **526179**
- The Coop will pick & pack the order
- When order is complete, the Coop will telephone the Resident and obtain payment via credit or debit card over the phone
- A team of approved volunteers will then deliver the shopping to the Residents front door step (this is been confirmed as 'Essential Travel' by Thames Valley Police)
- We are aiming, wherever possible, for a 48 hour time period from order receipt to delivery but please note that Tuesdays and Thursdays are particularly busy days in the Coop store

The Downley Covid19 Action Group (DCAG) would like to record its sincere thanks to the Cooperative Team for working so hard to enable this to happen.