

COURIER DELIVERY TRAINING SESSION

Tuesday 24 July 2001 3pm – 4.30pm

1. Introduction
 Team members
2. Chlamydia Screening Study overview
 Aims of the study
3. Delivery of study packs
 Courier Delivery sheet
4. Definitions
5. Questions and answers

DEFINITIONS

A = NAMED PERSON

This is the person who you speak to at the delivery address who confirms that their name is the same as that which appears in the top left hand corner of the courier delivery sheet.

B = HOUSEHOLDER

This is the person who you speak to at the delivery address who confirms that their name is NOT the same as that which appears in the top left hand corner of the courier delivery sheet BUT they confirm that they do live at the delivery address AND if they accept the pack for the named person they must confirm that the named person currently lives at this address.

**PACKS DELIVERED TO
EITHER OF THESE DO
NOT REQUIRE
FURTHER VISITS**

C = ADDRESSEE HAS GONE AWAY

This is when the householder at the delivery address confirms that the person whose name appears at the top left hand corner of the delivery sheet NO LONGER lives at the delivery address AND confirms that they were a previous occupant at the delivery address.

D = ADDRESS INCOMPLETE

This is when you arrive at the delivery address BUT the address at the top left hand corner of the delivery sheet does not provide enough details to establish which household the named person on the delivery sheet occupies e.g. a multiple occupancy household where there is Flat 1, Flat 2 etc on the door OR a block of flats where there are multiple Flat numbers.

E = ADDRESSEE UNKNOWN

This is when the householder at the delivery address confirms that the person whose name appears at the top left hand corner of the delivery sheet DOES NOT currently live at the delivery address AND that they have no knowledge of that person having lived at the delivery address.

F = ADDRESS BOARDED UP

This is when you arrive at the delivery address BUT the door and windows are boarded up. The door will usually have no number on it or letter box.

G = ADDRESS KNOCKED DOWN

This is when you arrive at the delivery address BUT the building is no longer standing. If the building is still standing but derelict then the address is not coded as knocked down but 'Boarded up'.

H = REFUSED AT DOOR BY NAMED PERSON

This is when the person who you speak to at the delivery address confirms that their name is the same as that which appears in the top left hand corner of the courier delivery sheet AND refuses to take delivery of the pack.

I = Deceased

This when you are told the named person has died.

J = ADDRESS NOT FOUND*

This is when you are unable to find the delivery address:

- a) Unable to find the street/road
- b) found the street but not the house number of the delivery address
- c) found the block but not the house number of the delivery address

***PACKS DELIVERED
TO ANY OF THESE DO
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K = NO ANSWER

This is when you arrive at the delivery address and no answer is obtained from knocking on the door, ringing the bell/buzzer (listen to see if the bell/buzzer works). You should wait at the door for at least 15 seconds before leaving.

L = ADDRESS INACCESSIBLE

This is when you arrive at the delivery address and you require a code, electronic fob, or key to enter the building AND there is no 'TRADES' buzzer which you can press to give you entry OR the buzzer system for the Flat number or Tradesman is broken.

M = REFUSED ON BEHALF OF NAMED PERSON

This is when the householder at the delivery address confirms that the person whose name appears at the top left hand corner of the delivery sheet DOES currently live at the delivery address BUT refused to accept the pack for them.

In this instance explain that this is fine but you do need to the named person to tell you that they do not want the pack. Ask when is convenient to call back in order that you can speak to the named person.

**PACKS DELIVERED TO ANY
OF THESE DO REQUIRE
FURTHER VISITS**

