



# CHECK-IN AND CHAT

Q & A



## ASSIGNMENT DETAILS

### **When do my calls expire?**

Your calls will expire every Monday morning. You will then get assigned 4 new calls.

### **I haven't got time to make my calls this week, what should I do?**

If you believe you won't be able to complete your calls, update your participation to 'Inactive' before you are assigned new guests to call. Otherwise, those guests will not receive their call that week.

### **I have been assigned more than 4 guests, is this a mistake?**

Yes! Simply email your Check-in and Chat Coordinator as soon as you have noticed so it can be changed back to 4.

### **I have been assigned the same guest as last week, what should I do?**

As the system is completely random, on occasion you may get reassigned a guest you had the previous week. You can simply email your Check-in and Chat coordinator as this can easily be changed.

### **I have been assigned two guests that appear to have the same number, what should I do?**

This simply means they may be from the same household. We recommend you call and ask if they would each like to have a quick chat.

### **Will the guests be informed they will be receiving a Check-in call?**

The guest will have received a text on Monday evening informing them they will be receiving a call from a FoodCycle volunteer from a blocked ID. This means they will be expecting the call so your call won't come as surprise to them.

### **One of the guests I have been assigned appears to have not received a parcel in the last week or two, what should I do?**

Our projects are gearing up for our Cook&Collect service. Guest attending this service and guests who no longer require deliveries have also let us know that they would still like to receive calls as it is the social side of things that they are missing - which is a real testament to the wonderful job you all are doing!

TOP TIP: Although they are no longer receiving our food parcels still ask about what they have eaten that week, share ideas on recipes and things that they could cook!



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### DURING YOUR CALL

 **I have called a guest who would like attend their local Cook&Collect, where can I find this information?**

You can find all our Cook&Collect information on your 'Assignments Details Page'.

 **The guest has informed me they aren't able to attend their local Cook&Collect, do FoodCycle still offer deliveries? If not, what should we say to the guest?**

Once our projects move to Cook&Collect they are no longer delivering. However, you will be able to access the signposting information per project/region to give the guest details of other organisations in their area which are still delivering.

 **I am not sure what contact details to give the guest when they require signposting, what should I say to the guest?**

This is completely fine! Simply let them know you have noted down their query and that you will be getting in touch with FoodCycle staff. Make sure you ask for their consent for FoodCycle staff to pass on their details to local organisations that can help support them.

Once you have their consent, tick the box and include in your call comments the summary of your call.

 **I am not sure what contact details to give the guest when they require to speak to FoodCycle staff:**

Provide the guest with our Head Office number 020 77 292775.

 **I have called several guests who are worried about food deliveries stopping, what should I tell them?**

FoodCycle will be phasing out the delivery service in different projects over the course of the next 3 -4 months.

FoodCycle will be contacting all guests on our referral list via text a week before we make any changes at projects. Where possible, during Check-in and Chat calls we will be signposting to other services that they can access if they can't collect from our project. You (Check-in Phone volunteers) will get at least a week's notice of any changes. You can provide the guest with our Head Office number if they need confirmation 020 77 292775.

 **Now that we have moved to Cook&Collect, will this affect the structure of our calls?**

The Check-in and Chat service is to ensure our guests who may be feeling lonely during this period still feel connected to their community and still get a chance to socialise.

We have created a new script with conversations pointers to help you with your calls.



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### MISCELLANEOUS

#### **Now that we have moved to Cook&Collect, will this affect the structure of our calls?**

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#### **I haven't had much luck with my calls as some of the guests I have been assigned haven't been picking up - even after attempting twice. I can see from the comments they have picked up other times, what should I do?**

We recommend doing a maximum of two attempts. As you are calling in your own time it can sometimes be difficult to reach guests and it can also be difficult for them to continue being consistent each week.

If you have already attempted twice, then you can continue with your assignments and hopefully the next volunteer may have more luck the following week!

#### **I have noticed from the call history that I have been assigned a guest who has never picked up, what should I do?**

Please email your Check-in and Chat coordinator with the guest's details (name and surname) as we are currently trying to contact any guests on our system who have never answered their phones. You can also ask your coordinator if you would like to be assigned a new guest.

#### **I have called a guest who hung up after I explained I was a FoodCycle guest:**

You can log this on your call comment as a 'Successful' call as you got through to the guest and then select 'No longer wants to receive calls' in the 'Future calls' section.

#### **Will my calls go towards my volunteer hours?**

Yes! Simply click on 'Log Hours' after you have logged your call comments. Follow the guide on 'How to Log Check-in Hours'.

#### **I have been having tech issues, what should I do?**

You can email your Check-in and Chat Coordinator to flag the tech issue. As it is a completely new service, all feedback we get can help us improve it!