

FOOD SUPPORT PROCESS - OPERATOR

Version control:

Version	Date	Change(s)	By
1.0	01/03/2023	Initial release	DR

Introduction

The process for food support is slightly changing. What this means as an operator? The way in which you identify a need for food support remains the same, however, you will now need to fill in an MS form to include their details and support needs. This information will then go to our staff coordinator team who will carry out a final assessment and handle any food support requests. After completing the form, please ensure the case notes are updated, mentioning the outcome and that the form has been completed.

Continue to manage the callers' expectations by letting them know their food support request will be sent and that we 'may' be able to support them. They can discuss their food support request in more detail with the team member who will be in touch with them within 24 hours.

Please follow the flowchart process below for guidance on steps to take.

MS Form

If the caller indicates that they require food support, the operator should open the MS Form linked below and answer all questions. Depending on the answers provided the form will open further questions which may lead to an explanation of what will happen next and what to advise, including informing them that they may need to provide proof of identification; Or the form will continue to a page that states the caller is ineligible for the support and advise you to signpost elsewhere.

[Food Support MS Form](https://forms.office.com/e/n13yF9xehd) (<https://forms.office.com/e/n13yF9xehd>)

NB Remember to double check spellings and numbers when inputting information into the database.

Food Support Flow

