

Pitstone Community Car Scheme

CALL HANDLING CHECKLIST

When a client rings up, these are some of the questions you should ask.
Remember to write down the answers and keep a record of the call on the worksheet.

Contact details	Name of caller Name of person who requires assistance (if different) Address of person who requires assistance Contact telephone number of person who requires assistance Contact telephone number of caller (if different)
Assistance required	Nature of assistance required (e.g. transport to xxxxxxxxxxxxxxxxxxxxxxxx) Date & Time required
Access	Are there any problems with access to the address where assistance is required? (eg, steep steps, door not immediately obvious, no parking space nearby) Can the person requiring assistance get to the door to let the volunteer in? Are there any pets?
Requests for transport	Nature of visit (Hospital appointment, visit spouse in hospice etc) Address to be picked up from, and address to be taken to Rough distance of journey in miles Is this a return trip? If yes, Will the driver be required to wait, and for how long. If the driver needs to return, at what time will this be? Can the person get into a car without any difficulty? Will the user require a wheelchair? Does the person have any walking aids? Does the person have a Disabled Badge? Mention the associated donation/charge

Advise the caller that you will call you back the following day to confirm if a volunteer is available to fulfil their request, who the driver will be and what vehicle they will be driving.