Safeguarding and guidance for Christmas Hamper recipients

Please read these guidelines before registering to receive a hamper

• If you are matched to a donor to receive a hamper, they will try to contact you by the method you have said you prefer. Please make sure that they can leave you a message and that you respond to them. If they can't reach you they will then use the other methods (email, text or call).

• Your donor (or our office) will make reasonable attempts to contact you. If we are unable to, for example if you have changed your phone number and not told us, we will not be able to deliver a hamper.

• Your donor will contact you near the delivery date in order to drop off your dinner (18-23 December). Please try to be available at a time which suits them and do not ask them to deliver before this. If you are not there at the arranged time you may not receive your dinner at another time and it will be given to someone else.

• You will receive a choice of menus which Feeding Families has set which we will believe will appeal to the majority of people. Please select the menu which appeals to the majority of your family. If your donor asks, you can let them know any items you don't like, however please keep requests to one or two items.

• Please do not ask for extra items not on the list such as gifts. Alcohol, tobacco and money are specifically excluded.

• Our volunteers will try to deliver your hamper in daylight and will always be in pairs or as a family. We recommend that you have another adult with you when the hamper is delivered.

• UNDER NO CIRCUMSTANCES INVITE THE DONOR INTO YOUR HOME. Not all our volunteers are DBS (safeguarding) checked so this is important for safeguarding and insurance reasons. The hamper will be given to you on the doorstep.

• Please remember the hamper you receive comes personally from the donor who brings it. Please show your appreciation when they come and it's nice if you can send a message of thanks afterward or give a Christmas card (which could be homemade) if you are able