BACKROOM 1 and 2 (10am-2pm, some flexibility possible)

You will be checking standing orders, and once the orders are sorted you will create the drivers' routes. You need an internet-connected laptop/PC and a phone, and you should be familiar with spreadsheets. You must follow the health and safety protocol.

You will be added to a daily whatsapp group by the time you start working. If not, contact the participant supporter who is listed for your day on the rota.

You should also be added to a WhatsApp group for deliveries where you can leave messages for the drivers. If not, contact the participant supporter who is listed for your day on the rota and ask them to set up the group.

Step by step order list:

1. Open spreadsheet Orders for Solidarity Kitchen.

2. There are two main tabs to work with:
   a. Today's date. This is the one you'll be working on.
      i. If there isn't a sheet for today yet, then make one by copying the previous day's sheet.
      ii. If there are any lines which are struck through (~~like this~~), this means that the person didn't want meals yesterday but still wants to be on our list. The daily notes should tell you if you need to check with them today. If yes, remove the strike through. The Standard Order columns should tell you what meals they usually get.
      iii. Read through the daily notes and remove any that are not relevant to today. Leave any notes that are telling us about missed contacts/no phone answer in previous days.
   b. Handover document. Here you will find issues reported by the last participant during the previous day. Make sure to check it before checking standing orders. You may also want to look back at previous handover notes to see if there are any recurring / ongoing issues that haven't been carried forwards.

3. In the first row, you will see all data we need to proceed with the orders. First check column Q (repeat until).
   a. If the date is today, or in the future, no action is needed - they get food without any contact.
   b. If the date is before today, call them. **You should start the number on your phone with 141 which will hide your number from the caller**.
      i. If they answer, check:
         1. Do they still need food? If not, remove them from the orders list and add them to the recipients tab. If someone just doesn't want a meal today, but wants them on other days, strike through their record on today's list and put 0 in the Today's order columns. Leave the Standard Order columns as they are.
         2. If they do want food, do they want us to call them each day to confirm? If yes, put the "repeat until" as today's date. If no, ask them up to when they would like food, we can put dates up to a week ahead. Put that date in the "repeat until" column.
         3. Is the number of portions listed in the Standard Orders column correct. (this is the number that they need on a daily basis if we were delivering every day)? If not, change the portion number in the orders spreadsheet.
         4. Is the allergy information correct? If not, change the information
         5. Do they have some way to store and reheat food? If not, fill the information into the appropriate column. This is important because we deliver food every other day.
      ii. If you get voicemail, you can leave a message. Let them know that they will receive a call the next day at a similar time. You can also leave them our phone

number 0121 667 6387 to leave us a message, but be aware that people don't always have the data/minutes to phone us. In Daily Notes, log that you left a voicemail on that day, but keep them on the list and leave the "repeat until" date as is.

    iii.   If you are unable to reach a recipient who has previously received food, don't worry. In Daily Notes, add that you got no answer on that day, but keep them on the list and leave the "repeat until" date as it is.

4. Once you have called everyone you need to, review the people who have a "repeat until" date older than three days ago. Usually these are people that we have had trouble reaching, and we want to understand whether they are actually receiving their meals. We don't want to take them off the list just because we can't get them on the phone, but we do want to check that they are receiving food.

    a. In the handover notes tab, check if the person is mentioned. You should see a list of missed deliveries, and there may also be an additional list of people that the drivers were asked to report back on. If it looks like the person received their meal, update the "repeat until" to today's date so that we can call them back tomorrow. Also update the "Daily note" to show that they had a delivery on yesterday's date

    b. If the delivery was missed the day before, put a "Daily note" to say that they missed delivery on that date. In today's handover tab, leave a note for Backroom 3 to ask that the driver report back on whether the person received their meal.

    c. If the "repeat until" date is over a week ago, review the daily notes and the past week of handover notes, and try to judge whether the person is receiving their meals. Some things to look for are:

        i.   Have they received the delivery any time in the last week from what you can tell?

        ii.   Does the driver report that they see boxes from previous deliveries still where they left them the previous day?

    If you think someone is not getting their meals at all, and we haven't been able to talk to them for a week, ask the coordinator whether they should be taken off the list and follow their guidance. If you take them off the order list, put their details on the Recipients list tab.

5. In the Today's Orders column, enter the number of meals that each person needs to have delivered TODAY. On Monday, Thursday and Friday this is 2x their standard order. On Wednesdays this is the same as their standard order. For most people, you can use a formula for the amount you need (ask your coordinator if you're not sure how to do this). If someone has more complicated requirements, e.g. someone who has meals every other day, work out how many meals they need for this delivery and enter them in Today's Orders.

6. Look at the rota to see how many drivers we have. In the "Drivers' meals required" box at the bottom of the order list, enter the number of meals needed for drivers - some drivers have a second person helping them out, and they should get a meal too.

7. Inform the chefs/whatsapp group about the number and type of meals that need to be packed following this format (see point 2 off the linked document). Remember to account one meal for each driver too (+ assistants).

Once you are finished with the order list you can start creating routes.

Step by step routes:

1. Let drivers know in the WhatsApp group that you are preparing their routes.
   a. You should also provide a link to the Health and Safety Protocol that they need to follow, and remind them that if they feel unsafe for any reason on a drop they are to return to their car and call Backroom 3, and they never have to make a delivery if they don't feel safe.
2. Download and prepare the orders list:
   a. Open Orders for Solidarity Kitchen. Download a copy of today's orders list to Excel by clicking File > Download > Microsoft Excel
   b. In the Excel file, delete all the tabs except for today's tab. The easiest way could be to move today's tab to a new document by right clicking on the tab, selecting Move or Copy… then under To book select (new book) and click OK. Make sure you save this new Excel sheet somewhere on your computer where you can find it again.
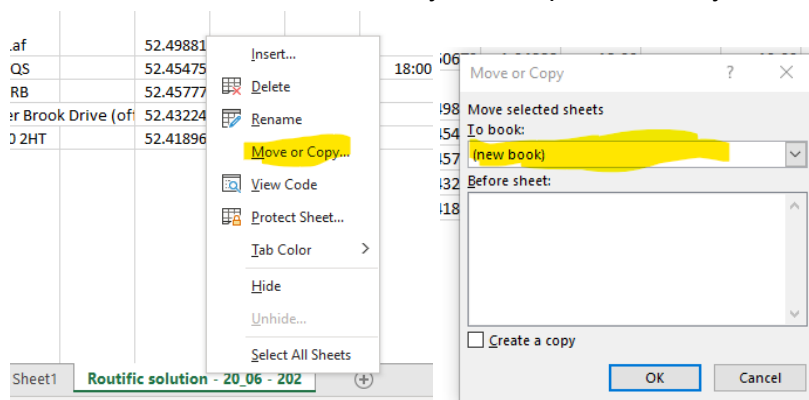

   c. Remove any lines that you struck out earlier because people weren't getting meals today.
   d. Save and close the document.
3. Log in at www.routific.com using details:
   info@cooperationbirmingham.org.uk / dVPyG6Kv7!@CcD8
4. If you get a notification about the current project having a delivery date in the past, then:
   a. Click on the drop-down arrow at the top left of the screen

b. Select Save As
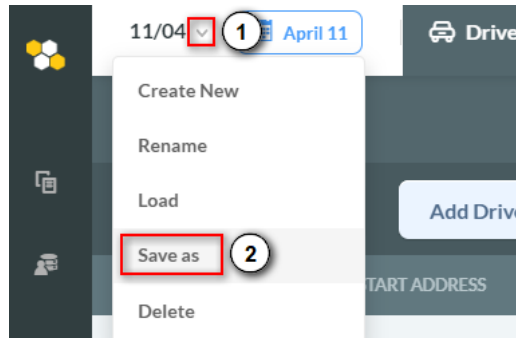
c. Name the project with today's date and select today's date in the calendar
d. When the new (copied) project is created, go into the list of stops and click the trash can in the top right to delete all stops.
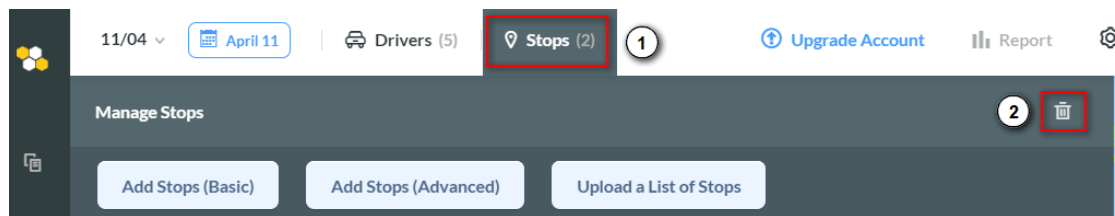
5. Set up your drivers:
   a. Open the Rota Solidarity Kitchen to see who your drivers are
   b. In Routific, click on the Drivers tab, then the Records icon and Clear all
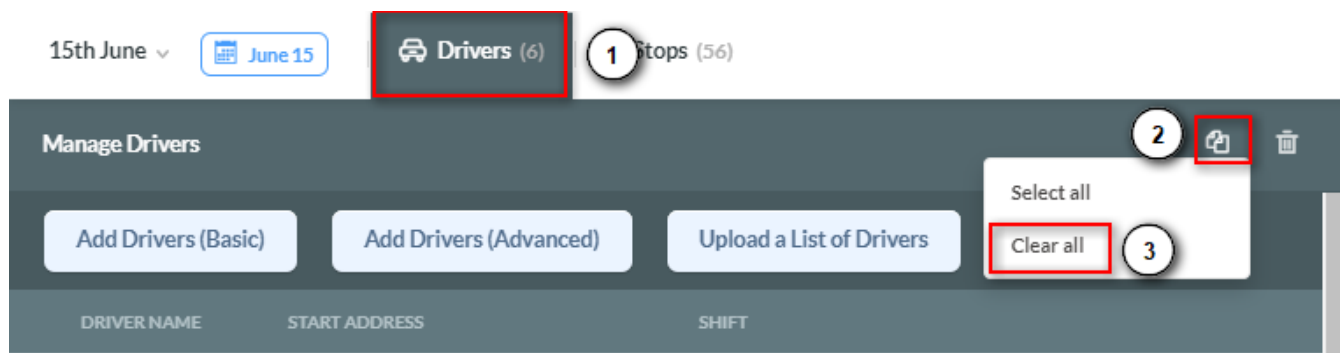
   c. Look for the drivers on the rota and tick the box next to their name to select them.
   d. If you can't find a driver, they are probably not set up yet. You can add them by:
      i. Clicking 'Add drivers (advanced)'.
      ii. Add their name and phone number.
      iii. Their start address is the Warehouse Cafe, Allison Street, Birmingham.
      iv. Their end addresses is their home address. The home post code may already be listed in the rota, but if not, contact the driver either through the WhatsApp drivers group or by calling them to get the information. While you are talking to them, ask them if they are driving or have a bicycle, and if they need any info from you.
      v. Their start time is 17:30 (estimated time of leaving the cafe). Finish time is 21:00 (most routes will finish well before then)

      vi.   If a 'driver' is actually a cyclist, set their speed lower (50%?) and use common sense to see if they get a sensible route. Under Types, label them as 'Bike' (case sensitive). You might have to adjust things manually. If you are not sure if someone new is on a bike, contact them via the WhatsApp group or by phoning them to check. The rota may also have that information.

6. Set up your stops:
   a. Click the 'Stops' tab to add delivery locations
   b. Click 'Upload a list of stops'
      Drag and drop the Excel order file you prepared earlier into the upload box on Routific, or find it in the upload file browser
   c. Check that the columns 'Name', 'Address', 'Phone', 'From', 'To', 'Types' and 'Notes' have been automatically mapped - correct if necessary. Click 'Done'.
   d. Check that the number of stops matches the spreadsheet and that none have failed to load due to address errors etc.

7. Create the routes:
   a. Click 'Optimize Route' in the bottom right hand corner.
   b. Learn a nice fact about bees
   c. If there is an alert about unscheduled stops then resolve the issue. The most common issue is that when you don't have a cyclist, the stops labelled "Bike" are not scheduled. You can edit each of the stops to remove the "Bike" label and re-optimise.
   d. Check the route and optimise it manually if necessary. Early deliveries and cyclist-preferred stops should be automatically assigned, but confirm these, and check that it hasn't sent two drivers to the same block of flats, etc. Also check that there are no routes that are too long (more than 11 stops). Tip: you can search for a specific stop in the routes screen.
   e. If you need to move a stop from one driver to another, you can drag and drop it onto the driver's name. This makes Routific put it in the most efficient place in the route. You can also drag it to a specific place in the route if you need to for some reason.

8. Once you are happy with the routes, hit 'Dispatch to drivers' and then 'Publish'

9. If a driver doesn't have a smartphone (there is at least one!) then you will have to email them a manifest. In the bottom left click 'Download summary' and then 'Solution download'. Copy the details for the driver in question only, remove all unimportant columns, and send to the driver.

10. Download the optimal route as a csv; by clicking click 'Download summary' and then 'Solution download'.

11. You can use this CSV to work out, for each driver, how many meals they need and what allergens each driver needs to have a meal for. Inform the chef/whatsapp group how many portions they should pack for each driver, making sure all delivery allergens/requirements are considered.

      a. Follow [this](#) format (see point 3 of the linked document)
      b. Ensure that the allergens/requirements match (preferably word for word) those you gave the kitchen earlier, to avoid confusion in the kitchen.

12. Also inform the drivers' Whatsapp group of the portions/allergens (just copy what you sent to kitchen) and remind them to check what they have been given before they leave the cafe.
13. Email the downloaded CSV file to info@cooperationbirmingham.org.uk so there is a backup for the evening.