

Reconnecting with families that have left your section on the phone

It's always more personal to have a chat over the phone.

When making contact with families you might want to think about exactly what you want to say to them. Here are some examples to help you frame the conversation:

| Questions to ask | Potential responses | Support you can offer | Further information |
|---|--|--|---------------------------------|
| How are you doing? | Personal circumstances Child's wellbeing | Reassurance that child is welcome to come back to scouting | Take note of anything important |
| Would you consider coming back to Scouting? | Face-to-face Online Socially distanced Not at this time | Blended programme, reassurance | Take note of anything important |
| Is there anything you might need support with to come back? | Subs, not being socially distanced, using technology, too much screen time | Financial support from group/district, social distance system in place, offer a varied programme | Take note of anything important |
| Would you be able to offer support? | Technology skills, volunteering, run ad hoc sessions, admin, planning programmes | Help to plan programme, practice zoom call before session, hold an adults meeting online | Take note of anything important |
| Do you have any concerns we should be aware of? | Mixing bubbles, local restrictions, Covid safety | Send risk assessment, have safety briefings | Take note of anything important |

