

Feedback Report

Information Line



Results in Poland - First month of operation

01/June/2022  01/July/2022



1,888 calls
received*



1,729 contacts - Ukrainian language
159 contacts - Polish language



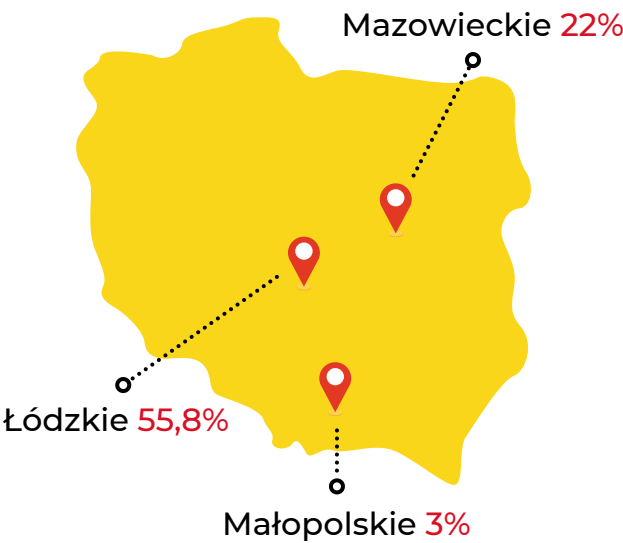
99 calls
average / day



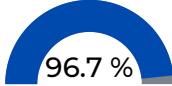
Average time with agent
247 seconds - Ukrainian language
187 seconds - Polish language



Location (Top 3)



Ticket** by contact type



2,472 - Cash program



52 - External / Community referral



23 - Feedback, issues, concerns



9 - Restoring Family Links



1 - Psychosocial support

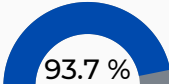


Age

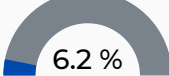
<18	1%
18-29	16%
30-39	42%
40-49	23%
50-59	11%
60-69	6%
70-79	1%



Gender



Female



Male



Non-binary

*We have two active lines, both attend in Polish and Ukrainian. One line has a cost (of a normal call according to the operator, no additional cost from the Red Cross) open to calls for people who do not have a Polish number **+48 221 520 620** and the toll-free number for persons who have a Polish number **+48 800 088 136**

** Each time an agent opens a call and a message (in TextIt), he/she selects the topic(s) covered. This is called a "ticket". Several tickets can be selected in each call/message.

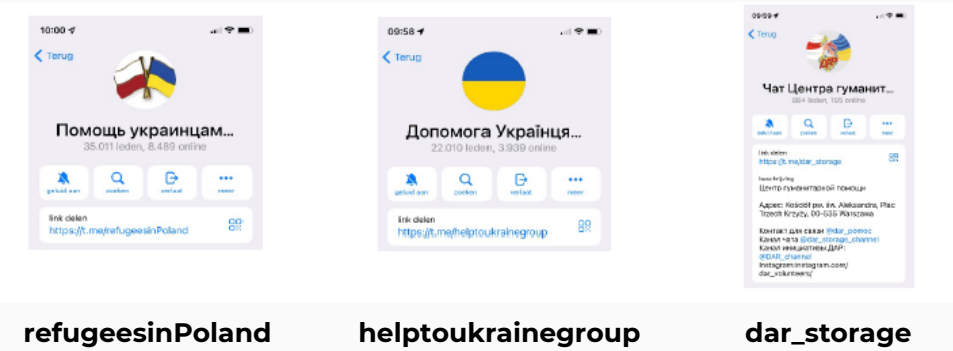
Feedback Report

Social Media Listening



Netherlands Red Cross for the Poland Operation

25/May/2022 → 22/June/2022



3 Telegram
accounts reviewed

57K users

24,8K chats

Key Words

Red Cross 183 messages Cash Program 211 messages

Emerging questions, concerns and priorities from CVA (More frequent)

Where are Red Cross locations?

What help can I expect from the RC?
Food or money?

What's the difference between the Red Cross & UN (cash Program)?

What documents do I need? Should I bring kids?

How do I know if I would get the help?

How long does it take to receive the money?

Emerging questions, concerns and priorities from other topics (more frequent)

Children

Can I bring them with me when registering?

Work

Can I work and get help?

Pets

Where can I get food for the animals?

Food

Where can I get food?

Accommodation

There are people who have been living in camps since the beginning of the war and do not steam. We don't get the UN either, but there are those who have the UN and the RC and hip cards.

Tell me the address of volunteers or the RC in Przemyśl to help you find accommodation?

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22/June/2022



Outliers (not in a category but seen or read)

"A Polish woman with a Red Cross, came out said that there was nothing, so there would be nothing more to give. A woman from Ukraine began to yell at her with a mat, I interceded for the Pole".

This is the only indication of anger towards a Red Cross member who had to disappoint a Ukrainian seeking help.... With intervention of fellow Ukrainian helping the Polish RC worker.

"When I was standing in line in Warsaw for help from the Red Cross, I watched as "ours" take coupons for 3-4 bags of help and then realized that they were selling later. What can we talk about???"

Peers noticing potential reselling of coupons



Recommendations

Now that we have improved our **Information Line** reporting and we know:

- The main regions from which they call us: We can seek from PGI to improve our referral base in those regions with the help of volunteering and branches.
- The ages and gender of our callers (mostly females between 30 and 49 years old) and target our messages to that population, without forgetting or discarding the other groups.

With the **Social Media Listening report** we now know what are the most common questions from the community regarding the Financial Aid program and other topics.

- It is important to improve our communication with beneficiaries, through the web, audiovisual and printed tools, prioritizing the most frequently asked questions.
- Also take into account the complementary needs in shelter and food.