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Moving from Crisis Response to the first stages of lockdown easing and beyond.**

As we move from the immediate crisis response, and think about moving into the first stages of recovery/easing of lock down, there are a set of questions which are relevant to think about or to begin offer a framework or checklist.

**Community and Services**

* Has the need changed?  Who are you serving, how do you best meet their needs now (not how they were in February 2020).
* Who are your priority clients/communities; how can you best meet their needs as restrictions are eased.  Are some a higher priority than others for more contact?
* How can you best deliver services.  Some aspects may remain as they have been during restrictions, others go back to how they were, others evolve.  Should remote delivery remain?
* Does your volunteer offer need to change – have you got new volunteers going back to work; are previous volunteers who stopped because of COVID-19 (e.g. shielding) coming back in; how can you manage and support them?

**Organisation and staffing**

* Which staff come back to the office when.  Need to balance the personal (who is shielding?); with the organisational (who is a higher priority operationally?).
* How do you rebuild a sense of identify and single organisation.  People will have had very different experiences while at home, how to reconcile that.
* Operational considerations – maintaining social distance (work shifts, have people at home on different days); how will communications work (it may feel more isolating at home if others are in the office); need to continue to use flexible and remote working alongside face to face.
* Health and safety – Risk assess you arrangements and be mindful of H&S reporting requirements such as RIDDOR.

**Finances**

* What existing income have you lost or has been reduced – commercial income, contract etc.  For how long/until when (might need different scenarios)?
* What interim financial support have you got – furloughing, short term grants?
* What from your pre COVID-19 income pipeline remain relevant, needs adapting, isn’t relevant?
* What other opportunities are there?  What assets and resources have you got, what is the need?

**Collaboration and Challenge**

* How can you build on collaborations fostered during the COVID-19 crisis? What new links have been made and how they support resilience and recovery.
* How can you exert influence different levels - street, neighbourhood and city / strategic. As we build our new normal, can we be bolder in our challenge to inequalities?
* What did you achieve during COVID-19?  It’s really important to capture the impact of what you did, and tell the story – for communities to see what you did; for volunteers and staff to feel connected and part of something; and for funders to see the impact of what you did.

For each aspect of this it might be useful to think about **the 5 Rs:**

**Rescue** – what can you salvage from what you were doing before COVID-19 hit;

**Reform** – what needs to be fundamentally changed, but is still relevant;

**Resilience** – where is are your organisational strengths and how can you make the best use of them.

**Recovery** – how do you get back to where you were before (including the learning/changes brought in as a result of COVID-19 that you’ll continue to run with).

**Reoccurrence**– how do you capture the learning from COVID that will be useful if it happens again