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

These are a set of questions to think about as we transition from lockdown.

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 – what 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?