

LEARNING FROM THE PANDEMIC - Checklist.	Priority	By whom	By when
Produced by Members of Royston Community Breakfast which is run by Rotary. <i>Contributors' initials are given. Their names are listed at the end of the checklist. Further details and examples are provided in the full document (See p2.).</i>			
A. PLANNING			
1. Do not wait for the "authorities" to act			
Expect that Agencies who work with you may have people deployed elsewhere & other priorities, so gaps in service may appear. (JC)			
Just start dealing with what you see needs to be done and learn as you go along. (SH: learned from Royston vs Coronavirus group)			
2. Expect that the disadvantaged will be hardest hit & try to cater for them. (GM)			
3. Learn from others			
Share your experiences with others and learn from them. (GM)			
Have a contingency plan ready for disruptive events and adapt it. Quicker than starting from scratch. (SH: learned from Resilience bodies.)			
4. Plan to mitigate or minimise risks			
If you hire out rooms, anticipate that space may need to be used in different ways & can serve fewer people. Market it in a different way. (GM)			
Ensure your services are sustainable so you can continue your support during very difficult times. (JC)			
5. Plan for return and recovery			
Focus on what can be done now & plan your recovery (GM)			
Do the necessary risk assessments for when you can open again. (You may not get much notice.) (GM)			
B. PEOPLE ISSUES			
Deal gently with worried people. Be supportive and encouraging. (GM)			
Plan beforehand who will deputise for key people if these are unable to work & train deputies to do key tasks. (SH - Learned from Resilience Groups.)			
Have one person (on site, full time) who keeps abreast of the changing rules and regulations & communicates with others. (GM)			
Ensure that you develop a supportive, engaged, Committee. (GM)			
Have a supportive, engaged community (JC)			
Keep furloughed staff informed (GM)			
Have a person who checks in on people in your group who may need this. (AM & learned from Royston vs Coronavirus group.)			
If possible have a few younger people on board who don't have to self-isolate, to keep things going. (SH)			
C. COMMUNICATION ISSUES (See also IT & telecoms issues on page 2 - item G.)			
Get information (e.g. for users) up online early on, <u>but</u> allow time for Govt announcements to settle first. (GM)			
Provide links to online support and information & share widely a large variety of YouTube and website links for lockdown activities (JC)			
Offer 1:1 online support where there's a particular need and they can access it and follow up where possible (JC)			
Take & share videos of your activities, if possible. They will attract more users and supporters. (JC)			
Increase use of social media to offer fun and educational ideas and to keep your profile raised. (JC)			
Find other ways to reach those who are unable to access/uncomfortable with online or telephone support. E.g. post/press/posters/socially-distanced face to face. (GM, DI, DA, AM.)			
Provide access to online technology, e.g. seek donated laptops for those who lack them. (JC)			
Regularly publish a (creative) document with things of interest to read and do, for those not online. (DI)			
Build your mailing list of those interested (see Regulatory section too.) (DI)			
Socially distanced meetings - following the rules, are possible indoors and outdoors when lockdown rules allow. See examples. (DA, AM, GM)			
Arrange a booking system for those attending socially distanced meetings. (DA, JC)			
Meet, greet and help any new group on their first return. This reassures them. (GM)			
Virtual meetings, events & activities via video links, via various software, have worked well (DA, RM)			
Different online virtual meeting software may be useful for different purposes. (JC)			
Get paid-for Zoom etc. if you need it, as soon as you need it. (Free Zoom offers only 40 minutes). (GM)			
NB: Online meetings are very tiring - it is hard to see body language, & you cannot always see children's behaviour. People sometimes talk over each other. Others may not talk at all. (JC)			

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D. FINANCIAL ISSUES			
Apply for any relevant support schemes. (GM)			
Minimise the impact on future revenue, staffing and premises, where possible. (GM)			
Consider how to adapt to less funding long-term. (Funders may develop other priorities for a while & fundraising events may stop.) (JC)			
Offer some virtual fundraising with a variety of fun activities for those unable to leave home. (JC)			
Seek funding from community organisations, esp emergency funds where applicable. (GM)			
Plan how to cope if income is reduced. (GM) Consider virtual fundraising. (JC)			
E. PREMISES ISSUES			
Run premises efficiently during lockdown, (most electrical items off, run water & flush toilets periodically to avoid legionnaires disease.) (GM)			
Use lockdown time to refurbish/repair premises. (GM)			
Stay ready to open at short notice, clean & covid-compliant. (GM)			
F. OPERATIONAL ISSUES			
Learn to be more efficient, with your systems in place. (JC)			
Flexible working can enable some "out of hours" appointments for users. (Helps those with caring responsibilities.) (JC)			
Keep strategic stocks for emergency use. (GM)			
Ensure ample supplies of appropriate PPE (e.g. for cleaners) and allow them to choose what they need which reassures and helps give them confidence. (GM)			
If you don't know how to do something, find other experts and/or search online, (e.g. YouTube demos, Royston & Villages Scrubs Group on Facebook. The Listing has a useful database of sources of help. - SH.)			
Partner with others to enable delivery of services that you cannot provide alone. (JC)			
G. IT & TELECOMS ISSUES			
Encourage donations of unused tablets/PCs etc for users who lack these, so they can get online for help & children's education. (JC)			
Use an internet phone system (e.g. Circle loop) to make free phone calls from mobile or computer. Also reduces sharing of handsets. (JC)			
Remote access to office systems enables staff to work from home. Set it up beforehand & make sure it is secure, for confidential issues*. (JC) (*& GDPR)			
Use different virtual meeting software for different things. E.g. Zoom for 1:1s & user groups, volunteers, & training; MS Teams for staff chat & meetings. (JC - see full document, page 5)			
Apps like WhatsApp keep people connected, sharing photos and chatting, (JC - ditto.)			
BT 1571 is a useful low-cost message-taking service for landlines. (DA.)			
For international calls at UK rates, from a landline, see Rebtel.com (SH)			
Contributors			
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<i>JC = Jackie Cotton, Home-Start, Royston and South Cambs.</i>		*	
<i>DA = David Allard, History Society, Ramblers & WEA.</i>			
<i>DI = David Izod, Memory Café</i>			
<i>RM = Ray Munden - Rotary</i>			
<i>AM = Another member who wishes to remain anonymous</i>			
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Need further information and examples? If you would like a copy of the full document please email breakfast@roystoncommunity.org.uk.