



The
ResurgamTrust
*Connecting Individuals
Transforming Communities*

**COVID 19
Response Plan
2020**

The Purpose of the Plan

In light of this current crisis that we are currently facing which is having an impact on everyone in society, the Resurgam Trust has developed a response plan that is carefully considered and measured. A response that is flexible, reflects what our communities are telling us they need, and will be maintained with the support of our communities, volunteers, staff members and social enterprise businesses.

Our Plan

- Community hardship fund launched
<http://www.resurgamtrust.co.uk/resurgam-trust/resurgam-launch-a-coronavirus-community-response-hardship-fund/>
- Established an Emergency Aid Distribution Centre (EADC) for food collection & distribution and support point for volunteers and staff.
- 18 staff members redeployed and services/projects reviewed and adjusted to deliver the plan.
- Engage effectively with local people, keep them informed, listen to their concerns and respond meaningfully.
- Liaise with appropriate authorities*
- Appropriate safeguarding measures are in place.

* *Central Government, Local Authority, SEHSCT, ICP, HSCB, PHA and locally elected Political Representatives*

Who are we?

- We are a community development trust with:
 - 1000 individual members – which provides us with a sound knowledge of the emerging needs within our communities and can quickly identify who needs help and support.
 - 37 member groups ranging from community associations to project based communities of interest
 - 6 Social Enterprises
 - 18 members of staff
 - 500+ Volunteers – our volunteers are the backbone of our organisation and while some are required to isolate during this crisis many more are signing up.



Safeguards in Place

- Governance arrangements are in place to ensure public and volunteer protection.
- Adhere to NHS/PHA advice
- Guidelines for volunteers:
 - <https://www.volunteernow.co.uk/app/uploads/2020/03/Volunteer-Guidelines-When-Volunteering-Covid-19.pdf>
 - <http://www.resurgamtrust.co.uk/wp-content/uploads/2020/04/Volunteer-Guidelines-for-deliveries.pdf>
- Health Protection training available
- Adhere to GDPR guidelines
- Robust financial rating by DfC.



Healthy Living Centre

- 3 members of staff
- Telephone contact (weekly, bi weekly or daily) for SPRING and HLC groups/clients.
- Linking with Lisburn SAFE & other services to provide support and referrals.
- Simplified referral process offered to referral agents (GP's/Primary Care)
- Online support – existing tutors developing a range of methods online/video/hard copies/apps & helplines:
 - Art, cooking, gardening, physical activity, mindfulness, mental health.

**Healthy Living Centre helpline –
028 9252 8233**

<https://www.facebook.com/ResurgamHLC/>



Lisburn Safe

- Lisburn Safe will take the lead role to coordinate 70 volunteers daily across 5 communities (Hillhall, Old Warren x 2 , Low Road, Maze) to identify need for & facilitate:
 - Access to food, shopping, medicines to vulnerable people.
 - Issuing food vouchers and emergency deliveries of food in partnership with the Lisburn Foodbank.
- Link in with:
 - Healthy Living Centre for people needing emotional and/or other supports.
 - LCCC Community Response Hub
 - NIHE Emergency Repairs & Vulnerable People Liaison

**Lisburn Safe helpline number:
07740338670**



Business Support & Emergency Housing

- 11 residential tenants are receiving:
 - Advice and support
 - Check in service
 - Signpost to welfare support
- Business tenants
 - Advice and support
 - Supporting government aid packages where possible

Contact:

vince.curry@resurgamtrust.co.uk



Highway Inn Kitchen

- Business currently closed to the public
- Soup kitchen established and up to 200 free ready meals delivered twice a week to vulnerable or isolated people.
- Registered with LCCC
- Foods Standard Agency - 5 star food hygiene rated
- Fareshare NI & Fareshare GO inspected and approved



Premier Taxi Company

- A social enterprise company that provides:
 - 24/7 Service - DOE Approved Taxi Operator
 - Priority booking and dispatch for Key Workers
 - Uniformed drivers, fully licensed, insured and Enhanced Disclosure - Access NI Checked
 - Latest technology cloud based dispatch system with 99.99% performance.
 - Text Back and Ring Back Service
 - Drivers who are fully aware of how to protect the public by sanitising their vehicles between customers by wiping down seats and handles
 - Essential shopping, pick-up and delivery service
 - Delivery of emergency medication to those in isolation
 - Check-in service for vulnerable and isolated customers



Early Intervention Lisburn

- Existing mental health groups adjusted to an online 1-1 basis for parents and children. Referrals identified through The Atlas Centre and Resurgam Youth Initiative.
- Online training for the Help Kids Talk initiative.
- Online positive messages and tips for parents will be provided via Help Kids Talk Facebook and Twitter pages.
- Linking with the Resurgam Trust, Lisburn foodbank and the Healthy Living Centre to provide emergency help to those in need.

New Horizons Credit Union

- Operated entirely by volunteers
- Dunmurry branch closed and all operations moved to 126 Grand Street Lisburn. This will enable us to remain open longer to provide advice, guidance and support to our members, many of who are from low income families.
- Online banking offered to clients.
- Card reader installed to facilitate remote payments.

Opening times – every Thurs 10.30am – 2.30pm. 028 9266 7744

The Welcome House

- The BME service has moved to providing advice and support via phone or video call for:
 - Emergency help and support
 - Assistance with welfare support
- Online support – keeping people informed and connected via Facebook.
- Linking with Lisburn SAFE, HLC & other services to provide support and referrals.

**The Welcome House helpline
number: 028 9266 4443**



Resurgam Youth Initiative

- This service has moved to an online support to provide the following:
 - Interactive walk with young people connecting via 'Zoom' while practicing social distancing.
 - Working in partnership with Laganview Gym to provide an online exercise class daily.
 - Online quiz for families of the young people.
 - Daily Karaoke session, through Zoom. A fun interactive way of being together whilst staying apart.
 - Small group chats & story telling to promote positive messages
 - Online training for staff



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Social Media

We only post and share information that is from official government departments, NHS, PHA or from a trusted source providing factual information



Factors to Consider

- The financial resourcing of the project in the immediate term
- Maintaining a minimum number of volunteers
- Sourcing of PPE for volunteers
- Burnout & fatigue if crisis is lengthy
- Ensuring strict Social Distancing and No Physical contact during Service Delivery

Ways to keep up to date with our work:

Visit - www.resurgamtrust.co.uk

Facebook - www.facebook.com/TheResurgamTrust

Twitter - [@ResurgamTrust](https://twitter.com/ResurgamTrust)

LinkedIn and YouTube

