

## SUPPORTING THE VOLUNTARY SECTOR'S NATIONAL EMERGENCY RESPONSE TO COVID-19

### HOW RE:ACT MOBILISED A UK-WIDE REGIONAL LIAISON NETWORK WITHIN 24 HOURS TO HELP COORDINATE A LARGE-SCALE VOLUNTARY RESPONSE

As the spread of Covid-19 accelerated, the UK's critical infrastructure was put under extreme pressure by an unprecedented large-scale and fast-moving emergency, threatening to overwhelm frontline services and put vulnerable people at risk. The voluntary sector stepped in to provide support, but was unused to dealing with multiple, simultaneous events. RE:ACT used its experience of operating in volatile and complex environments to bolster the response effort.

Immediately seeking to develop situational awareness, RE:ACT rapidly mobilised a team of ten Responders to act as Regional Liaison Officers (RLOs) and embedded them across the UK to collaborate and partner with Local Resilience Forums, military liaison officers and Local Authorities. RE:ACT RLOs used their expertise to broker inter-agency relationships and form tactical cells to ensure vital information was cascaded.

“The pace and willingness of RE:ACT to step up and quickly mobilise in response to ongoing needs during Covid-19 has been a real plus to the Emergencies Partnership. RE:ACT has delivered invaluable support and made a significant contribution to the effectiveness of our response.”

**Jehangir Malik, Director, Voluntary and Community Sector Emergencies Partnership**

At the same time, RE:ACT established a National Volunteer Coordination Cell (NVCC), consisting of Information Managers and Field Ops Managers, to capture and prioritise tasks identified by RLOs, and resource them within 48 hours from a pool of 6,000 highly-trained volunteers. RE:ACT's rapid intelligence gathering enabled it to produce a local and national map of unmet needs and emerging trends, sharing this valuable intel with all stakeholders to facilitate a coordinated response in support of the national effort. With the onset of Wave 2 of Covid-19 and a second national lockdown, RE:ACT rolled out a new regional liaison network, ensuring the voluntary sector can continue to support local communities.

**122** TASKS  
COMPLETED

**37** UK COUNTIES  
SUPPORTED