

Dear Member

CABINET - MONDAY, 27 APRIL 2020

Please find below copies of the presentations to Cabinet on Monday, 27 April 2020.

Agenda Item No

5 **Kent Together Update (Presentation) (Pages 1 - 12)**

7 **COVID 19 Corporate Planning (Presentation) (Pages 13 - 20)**

Yours sincerely

A handwritten signature in black ink, appearing to read 'B. Watts', with a stylized flourish at the end.

Benjamin Watts
General Counsel

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Cabinet

Kent Together

27th April 2020



BACKGROUND

- Local Authorities key to providing support to the “shielded” and vulnerable people in communities
- Kent Together: response from public sector organisations across Kent
- District Councils had created hubs to co-ordinate the effort at a local level and manage distribution and fulfilment
- KCC established the Kent Together as an online and telephone contact point, operating 24 hours a day, 7 days a week.
- “No wrong front door”.

KCC Response

- Set up a project team on the 23rd March
- Worked across the organisation and with districts to:
 - Identify the offer to residents by district
 - Identify the most appropriate response channels
 - Understand data requirements
- Launched Kent Together at midday on 1st April

How does it work?

- Residents are able to go to www.kent.gov.uk/kenttogether or call the helpline **03000 41 92 92** anytime, seven days a week
- They complete a form, either themselves or with the help of the call advisor, indicating what type of help is required and when
- The data is sent to the Districts immediately for fulfilment

Promotion to date

Kent Together has been promoted extensively through:

- A launch video from Roger Gough
- A launch media release
- Promotion on kent.gov
- Social media posts
- Posters
- Postcards

Social Media and Online Promotion



Poster

Kent Together
kent.gov.uk
/kenttogether
03000 41 92 92

Contact
Kent Together
for help with things like:

- Picking up prescriptions
- Making sure I have enough food to last a few days

Kent Together HELPLINE

The Kent Together helpline is being coordinated by Kent County Council, working alongside Kent's district and borough councils, fire, health and police services.

Postcards

Kent Together
kent.gov.uk
/kenttogether
03000 41 92 92

Contact
Kent Together
for help with things like:

- Picking up prescriptions
- Making sure I have enough food to last a few days

Kent Together

If you are vulnerable and have an urgent need that cannot be met through existing support networks (or if you are concerned about someone else who is), you can contact the Kent Together helpline at:

kent.gov.uk/KentTogether
or by calling **03000 41 92 92**
(Text relay 18001 03000 41 92 92)

24-hour service

The Kent Together helpline is being coordinated by Kent County Council, working alongside Kent's district and borough councils, fire, health and police services.

The Kent Together helpline been set up to help with:

- Making sure I have enough food and other general supplies to last a few days
- Walking my dog
- Picking up a prescription
- Putting out the bins
- Taking in a parcel
- Phoning, Skyping or video-calling me to see a friendly face
- Checking if any of my planned appointments have been cancelled before I travel
- Making sure I have some simple recipes to hand

Results

As at midnight on Saturday 25th April

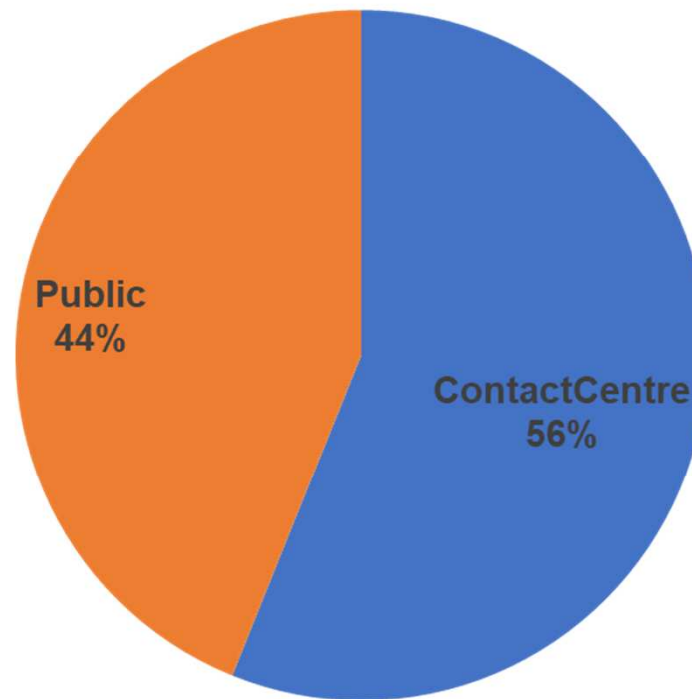
- 2,893 referrals received
- 4,293 requests for help

Majority of requests are for:

- 55% food
- 27% prescription collection

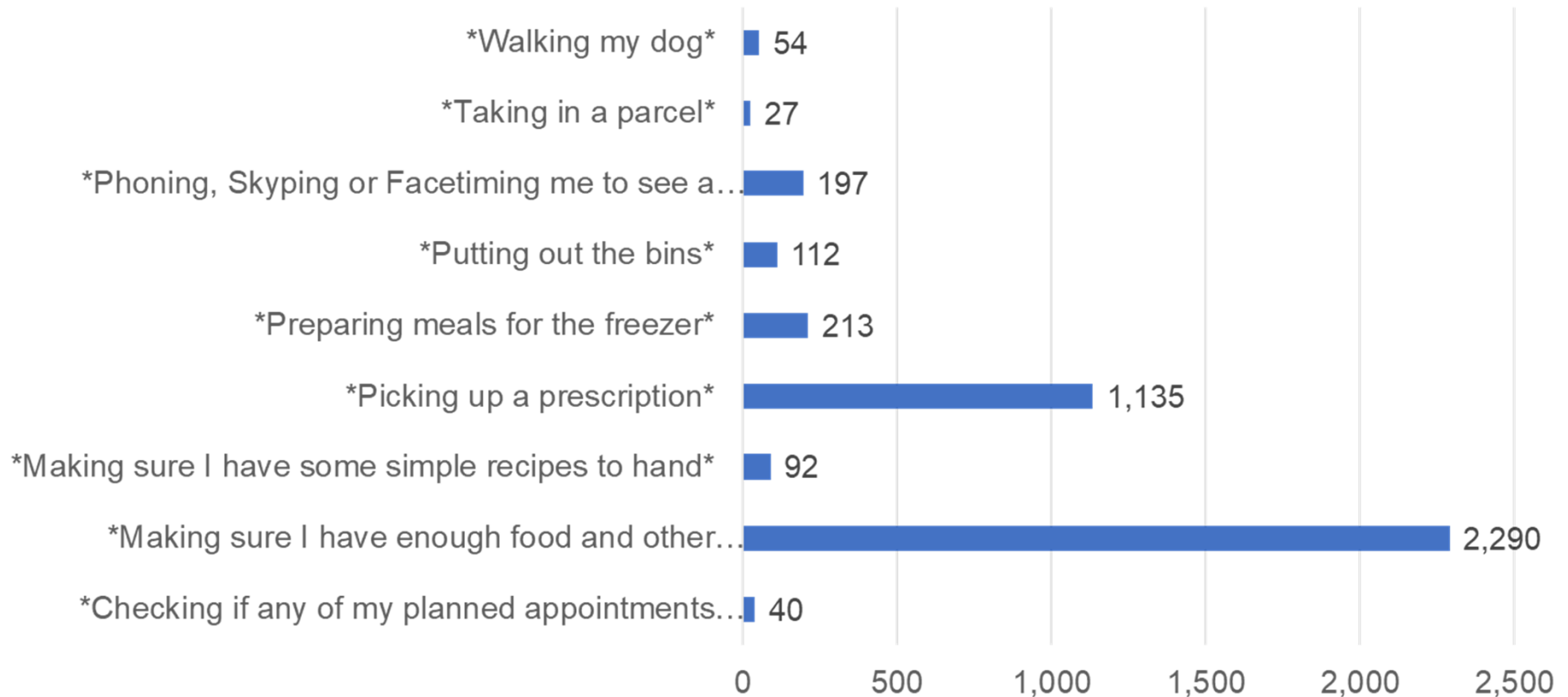
Kent Together Requests - Wednesday 1st April to Saturday 25th April 2020

Request Made Via



Kent Together Requests - Wednesday 1st April to Saturday 25th April 2020

What Support Is Needed



Monitoring & Next Steps

- Co-ordination of data
- Increased emphasis 24/7
- 2 week radio advertising campaign planned from 27th April on Heart and Smooth FM
- Sponsorship of a KM initiative called 'Messages to Nans and Grandads' across all paid for publications on the 4th May



Thank you.
Any questions?

COVID-19 and Corporate Planning

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Agenda Item 7

The draft 5 Year Plan

In early March, Cabinet considered a draft 5 Year Plan which had been developed following extensive engagement and consultation.

The 5 Year Plan was due for approval at County Council on 19th March, but this was cancelled due to Covid-19 response.

Whilst we greatly appreciate the positive response to the draft 5 Year Plan, the context which KCC and the county is now operating within has substantially changed due to the long-term implications of Covid-19.

This requires a different approach to corporate planning. The level of uncertainty created by Covid-19 means setting a long-term 5 Year Plan is not currently possible.

**Kent's future,
Our Priority**
Kent County Council's 5 Year Plan 2020-25

**Five
Year
Plan**
*Making Kent
the best place
to live, work,
play, learn
and invest in*

Kent
County
Council
kent.gov.uk

Looking ahead beyond Covid-19

KCC's wider operating environment is experiencing rapid and fundamental change as a result of Covid-19.

These huge changes are impacting on KCC's operating model and it will need to change and adapt accordingly through the recovery.

But, what are we recovering to? We cannot 'recover' to previous 'business as usual' given the scale of the social and economic shock.

We need to think beyond recovery to KCC's **transition** to a new operating model and our long-term **strategic** plan (5 Year Plan).

Despite the uncertainty we can make some assumptions about what those changes may look like, what this means for our future operating model and the kind of council we want to become.



Local Government Operating Environment

Public Sector becomes a larger part of the UK economy through both recession and recovery

Higher taxes and inflation used by Treasury to reduce deficit and recover national finances

Local government funding will continue to be constrained, with national resources focussed on supporting the NHS

Market sufficiency and sustainability issues for businesses and providers

Need for greater control and certainty over public sector supply chain

A stronger planning and accountability framework for public services

A push for greater 'integration' of services and 'system wide' planning

Greater Government appetite for 'macro level' interventions in public policy



Challenges to the Operating Model – Outward Looking

Our core purpose is to protect vulnerable people, including those who may become more vulnerable or find it harder to manage in changed social and economic circumstances, playing a visible, active role in Kent communities.

We may need to make strategic interventions to support good growth and good development within the Kent economy.

Market capacity may mean we need to adapt our Strategic Commissioning Authority strategy and review our supply chains to protect service continuity and to manage risk more effectively.

We need to rapidly develop our relationship with the VCSE sector, to support the sector to have the skills and resources they need to build sustainability and resilience.

We need to use this an opportunity to build on the excellent collaboration with partners through 'Kent Together' and continue to tackle shared public service challenges across the county.



Challenges to the Operating Model – KCC Focus

Members will need to play a stronger role in strategic policy development, to inform our future council strategy.

We need to more direct engagement with our residents as an organisation and keep them informed and involved as things change.

We need to make clear prioritisation decisions to balance our budget, protect frontline services, strengthen our resilience and support the county's economy.

Long term recovery and transformational change is going to place a lot of demands on the organisation and there will need to be a strong sense of accountability for delivery.

We may need to evolve our Holding Company and trading company arrangements to adapt to new commercial/operational challenges and opportunities.

We need to accelerate our utilisation of technology and the property estate to build on Covid-19 working practices, to lower our operating costs and progress environmental standards.



Positives from Covid-19 we want to transpose for the future

Innovation in the way we work and deliver services

Breaking down and working across organisational boundaries

Agile, flexible and quick to adapt

Strong sense of personal accountability

Clarity of purpose and objective

Excellent collaboration with partners

Playing an active role in supporting communities and the VCSE sector

A focus on security, sustainability and resilience



Roadmap for transition to new 5 Year Plan

