

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

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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

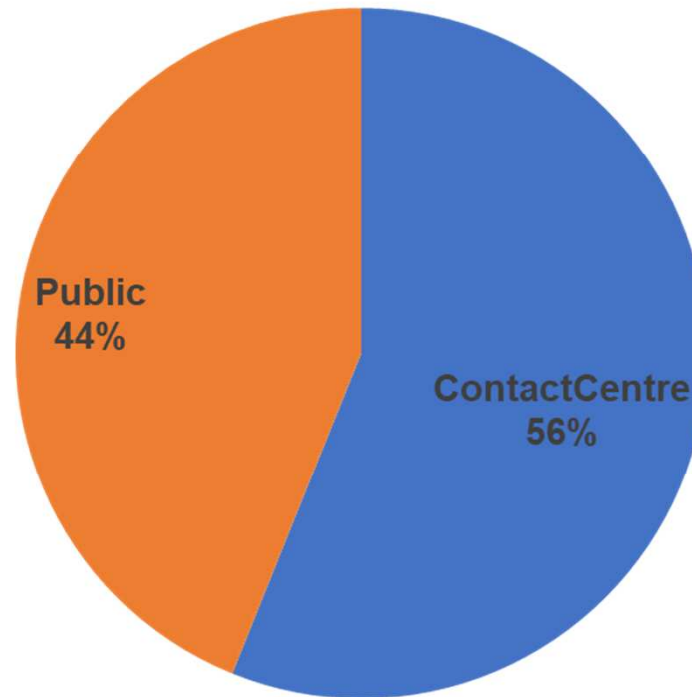
- 2,893 referrals received
- 4,293 requests for help

Majority of requests are for:

- 55% food
- 27% prescription collection

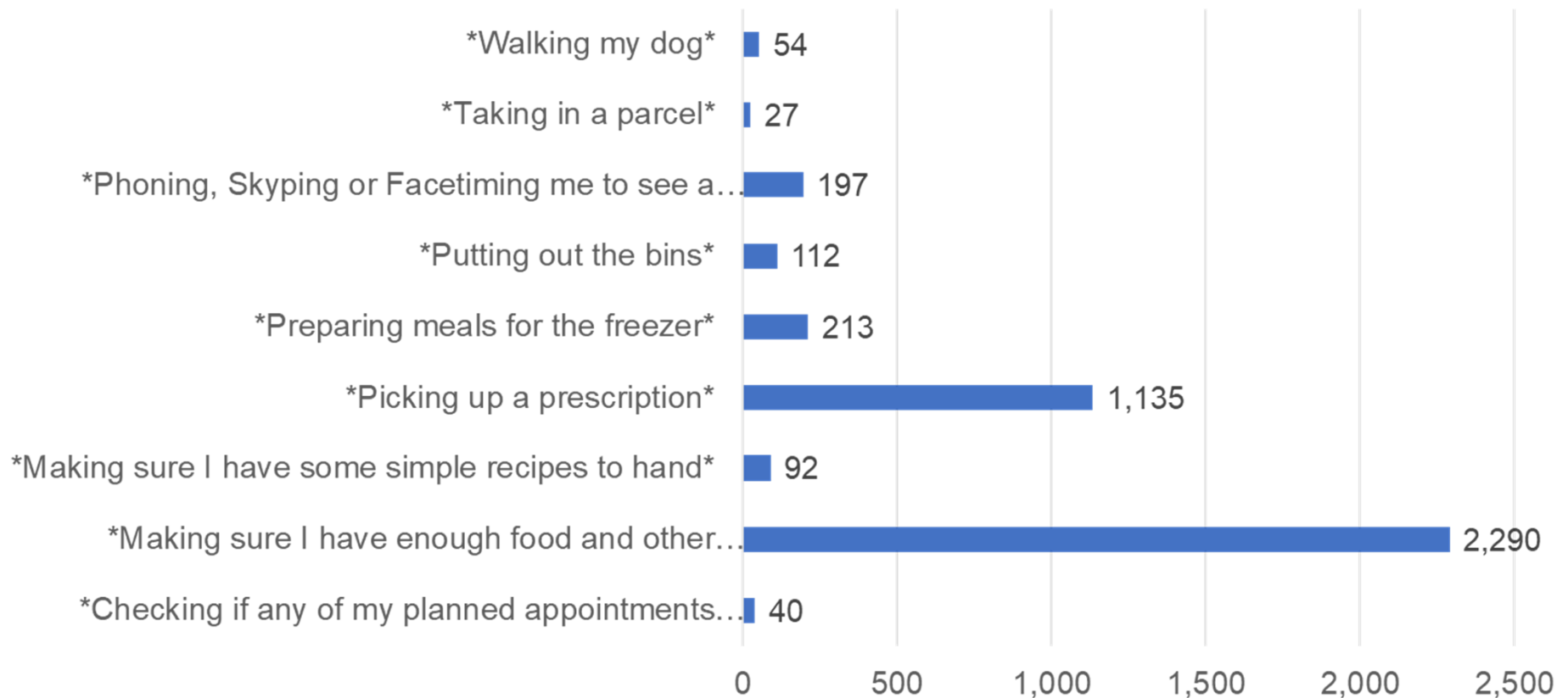
Kent Together Requests - Wednesday 1st April to Saturday 25th April 2020

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?