

KENT TOGETHER – Helpline for those in need during the pandemic

Kent County Council's 24-hour helpline is still available and ready to support Kent's vulnerable people who need urgent help, supplies or medication.

The Kent Together helpline provides a single, convenient point of contact for anyone in the county who is in urgent need of help during the Coronavirus outbreak. It is a collaboration between KCC, central Government, District, Borough and local councils, the voluntary and community sector, the NHS, emergency services and other partners to ensure help is at hand for vulnerable people and those who are shielding.

It is also the place to report your concerns about the welfare of someone else.

Kent County Council Leader Roger Gough said:

“The Government have announced today that, using a new model which considers health and personal factors, clinicians have identified a further 1.7m adults across the UK population as at higher risk from Covid-19. I would like reassure residents in Kent who receive notice from the Government regarding this that, whilst they will be prioritised for the vaccine, help and support is still available to them through the Kent Together helpline to ease them through any challenges posed by new additional shielding requirements.

“Since its launch almost a year ago, the Kent Together helpline has proved to be extremely successful, providing a valuable support to many Kent residents through this difficult time.

“The helpline links to Community Hubs throughout Kent and Medway, directing vital resources to where they are most needed, and ensures that we are effectively working hand in hand with the amazing teams out in the heart of communities in every part of Kent and ensuring that the most vulnerable in our county receive ongoing and appropriate care.”

Kent Together is coordinated by Kent County Council which will feed the information through the network of volunteers, district and borough council teams and local support groups, to ensure people get the support they need, when they need it.

People's needs will be assessed, and staff will liaise with Community Hubs in the districts to prioritise those who need urgent help.

If you are vulnerable and have an urgent need that cannot be met through existing support networks, you can contact the Kent Together helpline at www.kent.gov.uk/KentTogether or by calling on 03000 41 92 92. It is a 24-hour service.

Kent County Council also has a page on its website answering frequently asked questions and the very latest Coronavirus information on its service updates page.

Visit www.kent.gov.uk to find out more.

#Kenttogether

For more information or to arrange interviews please contact Justine Wingate, KCC Communications Officer on 03000 418101 or email Justine.wingate@kent.gov.uk