

Our response to COVID-19

The MK Council story so far

26 May 2020



- An early start
- Responding fast
- Working together
- Supporting others
- Providing leadership
- Looking ahead



An early start

...We were one of the first councils to have to deal with COVID-19

- Over 100 people repatriated from Wuhan, China were quarantined at Kents Hill Conference Centre in Milton Keynes on 9 February for two weeks. This was a major operation.
- We worked closely with the NHS, providing practical support and assistance and help with logistics.



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Responding fast

...After lockdown began on 23 March we moved up a gear



- We immediately devised and launched our local support service – a first priority to provide an extra safety net for those extremely clinically vulnerable people who the government had asked to shield.
- The service has now reached out to 5,000 residents, offering reassurance, connecting them with help and providing direct support through things like pharmacy pick ups (over 1,500 made).

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Working together

...to distribute 4,000 food parcels and raise £300,000 so far



- We approached MK Food Bank and together created an enhanced service Food Bank Xtra – temporarily relocating their warehouse into larger premises and providing practical help and support in anticipation of a rise in demand.
- We supported MK Community Foundation to launch a COVID-19 emergency appeal with a £400,000 target – as well as celebrating all the great community action projects going on.



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Working together

...with partners to keep valued and essential services running

- We kept our weekly waste and recycling collections going, picking up rubbish from 23,500 kerbs each day
- We took the opportunity to fix parts of MK that are hard to reach in usual traffic, as well as keeping on top of emergency repairs
- We continued with repairs and safety checks to tenants' homes



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Supporting others

...including our adult social care sector and local businesses

- We prioritised daily support calls to social care providers and offered practical help including over £600,000 of financial assistance and Personal Protective Equipment when needed.
- We distributed over £36 million of government financial aid to over 2,700 smaller local businesses and sorted out business rate 'holidays' for thousands of firms. We also continued to support schools and key services, like public transport.



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Providing leadership

...helping everyone feel informed and able to do the right thing



- We have provided visible and purposeful leadership, both within our organisation and in MK more widely.
- We've reached 800,000 people through e-alerts and social media, and engaged with twice as many people as usual by using creative, well-timed content.

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Looking ahead

...Reducing risk, protecting services and reassuring residents

- The Council Plan sets makes clear COVID-19 is a priority for the year ahead and a Management Action Plan describes our response to the ongoing impact of the virus and to any economic shock ahead.
- We have put measures in place to safely deliver as many MKC services as we can.
- We will be fully involved in system-wide efforts on tracing, testing and supporting specific sectors, like residential care.



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We also publish **E-Alerts** for different council related topics and for COVID-19. You can visit the MKC website to subscribe.

