

Press release

Refernet chosen by Kent County Council for its digital referral platform

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Kent County Council chooses Refernet

Pioneering new ideas and applying digital solutions in support of streamlining client referral across Kent is something Kent County Council (KCC) are totally committed to. The Referral Support team at KCC recognised that building a strong digital referral network for Kent is as important as ever, with many of its citizens struggling with multiple issues in these challenging times.

They call it ReferKent.

With plenty of trustworthy Advice Services available across the whole county of Kent, some of whom have already been using Refernet for several years (including Citizens Advice) - it just needed a proven digital 'platform' like Refernet behind the scenes to refer clients securely towards the appropriate Advice Partner Services, to meet their particular needs.

By introducing time saving efficiencies, clearer outcomes for funders, and most importantly a proven reduction in stress for the client, Refernet will help to streamline KCC's future referral processes, and strengthen existing relationships with its many agency partners.

Refernet's ease of set-up and implementation was also a factor in the KCC decision; being a cloud based service means it can be accessed easily using secure passwords, across multiple PCs and web browsers, without any actual installation. Part of Refernet's immediate attraction is down to usability and its modern, mobile friendly design interface - resulting in 'non-techie' advice partner teams picking up the system very easily.

Refernet believes the most forward thinking County Councils like KCC stand to gain the biggest benefits of the system. County, City or Borough Councils interested in finding out how Refernet can help their business are invited to call the Refernet customer support team on 01273 244099 for a free, no obligation, demonstration of the Refernet system.

Photo caption:

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Boilerplate / notes to editors

About Refernet: easy to use, web-based referral system that enables Advisers, and their partner Agencies to send / receive and monitor client referrals, twenty-four hours a day, seven days a week, improving efficiency and client journey benefits. In essence it works like this: as soon as a clients referral is started, the advice type and details are sent securely online to an appropriate Agency who are prompted to login to pick up the referral details. On acceptance, the client is welcomed by the receiving agency by text or email, where the booking details and next steps commence. The outcomes are then recorded, and non-attributable referral data is recorded within the reporting suite. There is an ongoing and active development programme, that is shaped by Refernet working alongside its valued user group.

In the 14 years since it was launched, Refernet has gained widespread acceptance within the Citizens Advice sector, and its many CA clients engage with some 250 local, and well known national partner agencies including local government and the County Councils. Refernet continues to work closely with its CA clients, which are represented across the whole UK, often located in large cities, towns, and in some cases whole regions.