



Active in your community

Notes of the Joint Meeting of the Deal & Walmer and Sandwich Area Neighbourhood Forums held at the Guildhall, Sandwich on Tuesday 7th June 2011 at 6.00pm.

Present (Voting Representatives):

Kent County Councillor(s): Leyland Ridings
Kit Smith

Dover District Councillor(s): Susan Chandler (Chair)
Trevor Bond

Town and Parish Councillor(s): Ian Martin (Worth Parish Council)
Pat Heath (Walmer Parish Council)

Other Councillors, officers and 56 members of the public.

1. Welcome by Cllr Sue Chandler - Vice Chair

Cllr Sue Chandler welcomed the community of Sandwich and also those from the Deal & Walmer ward.

1a. Apologies

Cllr Julie Rook – Kent County Council.
East Kent Services representative sent her apologies due to family illness.
Cllr Leyland Ridings to arrive a little later due to other commitments.

1b. Matters Arising

Notes from last Sandwich Area Neighbourhood Forum on 1 February 2011 were agreed as a true record. No matters arising.

2. Agency Representatives – Introductions and Verbal Updates

Cllr Sue Chandler advised that a multi-agency meeting would now be an annual event for the forums where agency representatives will be asked to come along and update the public on developments within their service and to answer any questions members of the public may have. After their brief introductions the representatives will select a table each and move around each table after approximately 15 minutes.

The meeting is due to end at 8.30pm but doors will be kept open until 9.00pm to give members of the public a further opportunity to look at displays and speak to individual representatives and councillors.

Toby Howe, Highway Manager for East Kent, Kent Highways Services

Provided a brief update of Highways issues in the Deal & Walmer and Sandwich areas. He explained how the service is nearing the end of a reorganisation and a new Dover district Manager and a new team working within Dover area are to be appointed. The East Kent Access road is due to be completed in February 2012. The main work carried out recently in the Dover area are pothole repairs after two severe winters and Highways is currently spending £200k in the Dover District alone. Other minor works being proposed – a new footpath at the Butts and Woodnesborough Rd to be discussed at the Dover JTB later in the week.

Gillian Gayton, DDC Project Manager for the Open Golf

36 days away from the Open Golf Championship to be held in Sandwich. Each household in Sandwich has been sent 2 resident access stickers plus an application form if additional parking/access permits are required for guests and additional cars. Permits for businesses will be issued week commencing 13 June 2011. The DDC website contains more information about the Open Golf including maps and application forms etc.

Nick Thistle, Area Supervisor, KCC Community Wardens

Work closely with Kent Police. Currently no Sandwich Warden, the nearest one is Bob Priestly who is based in Eastry. There are currently changes going on within the team, one of which will affect Sandwich because there will be a Support Warden from the Dover District Community Safety Unit Partnership, who will be working in Sandwich from time to time.

Mandy Pile, Waste Services Manager, Dover District Council

Explained that a new recycling and waste service would commence in September 2011. There will be a weekly food collection and new containers would be provided with an enhanced recycling service to collect more plastics and empty aerosols. Mandy intended to provide more information about these new containers being provided for collections as she moved around the tables.

Guy Thompson, Neighbourhood Inspector for Dover District, Kent Police

Present to represent both Kent Police and also the Community Safety Partnership, a partnership of a number of agencies, including Kent Fire & Rescue, DDC, KCC, Probation, Health Service and Neighbourhood Watch and was happy to answer questions on any of these services.

Andy Bigginton, Watch Manager, Education, Community Engagement and Safeguarding, Kent Fire and Rescue

Manages the Community Engagement Team, Schools Team and Safeguarding. The service is introducing many new initiatives including new Home Safety and Advice schemes, a Vulnerable Peoples team, ward walks and a campaign against anti social behaviour.

Sheila Pitt, Locality Director – Dover, Deal and Shepway, NHS Eastern and Coastal Kent

Currently working with GPs in Dover, Deal and Shepway to prepare them for becoming a consortium which will take over the commissioning of services in April 2013. There is now a period of transition but the PCT will remain a statutory body until April 2013.

Bridget Owen, Manager, Dover District Volunteer Centre

Explained how there are currently 350 local voluntary groups all needing volunteers and 450 different things to get involved with. The centre can help with CRB checks, policies and procedures regarding volunteering and work closely with CASE Kent who provide those advice services not offered by the Centre. The Centre also provides a Community Transport Service where they can transport people to and from hospital and the East Kent Health Walk Scheme - 220 health walk leaders across Dover for those with mild mobility issues.

3. Question and Answer Session

The audience were seated around six tables and agency representatives spent approximately 15 minutes at each table answering questions and discussing issues and concerns. The main points and questions arising from the discussions held at each table are detailed below.

Open Golf

Maps were displayed showing the traffic routes for the residents to avoid the golf traffic.

The map, traffic routes and walking routes are all available on the DDC website.

There will also be mobility transport provided for the disabled and extra trains will be running during this period as well.

Q: When is it?

A: 10-17th July 2011

Q: The last time the Open Golf was held at Sandwich there was a surprising lack of visitors to the town

A: Once the visitors are in the grounds they are unable to leave and get back in again so they can't pop out for lunch.

Q: How will residents know what is going on?

A: Information will be publicised on website/press release and letters sent out on 6 June 2011. There will also be a signed route into Sandwich from Golf to encourage use of local facilities

Q: What route from HS1 to Golf?

A: Walk or bus for those that can't will be clearly signposted. There will also be 14-15,000 parking places near course. Park and Ride at Barville Farm.

Q: Are residents of Worth entitled to a permit if they need one?

A: If a resident of Worth has a legitimate reason to need a permit (such as taking prescriptions to a chemist) they will get one.

Q: How will residents in Worth travel to Sandwich?

A: Residents in Worth will need to come via Eastry/Woodnesborough Road and will need a local resident permit to go via Deal Road, 6am – 10pm.

Q: Has golf cost DDC anything?

A: Organisers paying for event, DDC only paying for things that fall under their statutory duty.

Q: Can we go?

A: Yes but need to obtain tickets.

Q: Cost analysis – has it been carried out?

A: Yes economic impact in 2003 - £17 million benefit to Sandwich. 2010 St Andrews - £47 million benefit

Q: Where did it go?

A: Local businesses

The point was made that local businesses should maybe stay open late so that visitors could come and shop after the golf has finished.

Q: How do local residents benefit?

A: Local residents benefit via renting out rooms/house/economic buoyancy of the town.

Q: What happens to businesses who lose business – raised by Phoenix Centre – groups such as surestart are concerned and have cancelled bookings for that period of time.

A: Gillian happy for people who have cancelled bookings to be given her contact

details so she can persuade them otherwise and re-instate the business/booking.

Kent Fire and Rescue

Distributed leaflets providing advice criteria for home safety visits. These are targeted at residents rather than landlords in order to prevent fires, e.g.

- safety devices for cookers that turn off appliances after 15 minutes (particularly useful for those with mental health issues),
- spray chairs/carpets to make them fire retardant as well as supplying fire retardant pillars and blankets,
- need to know if people have respiratory problems that require LPG and oxygen as fire hazard

- arson proof letterboxes for vulnerable people
- assistance with Neighbourhood Watch schemes

Details available on website and in libraries. Happy to attend community group meetings to talk about services.

Q: Is there a central number for advice

A: Yes there is a free phone number 0800 923 7000.

There are various other numbers you can call depending on your enquiry. These can be found in the brochure on the stand or visit www.kent.fire-uk.org

Q: As you cover all of Kent what is your response rate?

A: We respond within 48 hours.

Q: Do you deal with rubbish/flytipping?

A: Yes, if it could be a potential fire hazard.

Q: Do you work with youth groups?

A: We work with youth groups to educate on the dangers of causing a fire. We also work with all kinds of groups i.e. vulnerable people, one of things we do for free is to fit cooker alarms and alarms for the deaf. We will talk to groups anytime, day, evenings and weekends.

Q: I live in an old house, what precautions should I take, should I have a fire extinguisher or fire blanket?

A: Don't fight fire yourself it's too dangerous. Shut all doors, get out and call the Fire Rescue. Fire blankets are dangerous to use unless you have had specific training, Likewise using an extinguisher requires training and using the correct one depending on the type of fire.

Q: Should you leave your TV or Video or similar on stand by?

A: We recommend that you turn equipment off and do not leave on stand by. If going away on holiday unplug.

Q: Do you get many BBQ fires?

A: Quite a few mainly from gas BBQ's. We recommend you keep a good supply of water nearby.

Q: Do you advise on House Boat safety?

A: Yes, we are currently running a summer campaign covering fire safety for boats, caravans and tents

Q: A library would be a good place to have your literature available

A: Agree it would, happy for you to obtain literature for your local library.

Q: Do mobiles cause fires?

A: Not known. There is a device to turn chargers off.

Q: Do smoke alarms work if the battery is beeping because it is low?

A: No, not necessarily.

Q: What is the best fire extinguisher?

A: Dry powder.

Dover District Volunteering Centre

Gave a brief description of the service and gave an overview of the 350 charities and organisations they work with. They are always looking for volunteers and if you are interested you can call them on 01304 367898

Q: What budget do you have for the volunteer transport scheme?

A: There is not a budget, the volunteers give their time for free but the customer has to pay for the fuel. This works out a lot cheaper than using a taxi. Plus in some cases the driver will escort the customer into the hospital etc and ensure they get to their place of appointment. It has even been known for them go in and take notes. Obviously this is not part of their job, it's just what some will do.

Q: What if you can't afford it?

A: Those on benefit should find out if they are eligible to get this service free.

Q: What other areas do you recruit volunteers for?

A: DDVC is a competitively-priced umbrella body service to voluntary and community groups, and also to the private sector, they focus particularly on the most vulnerable such as the young, the old, the sick and disabled, and even animals. They include the emergency services, voluntary and community groups, hospitals, care homes, schools, charities and other bodies that are interested in health, the environment, heritage, culture and sport. More information can be obtained via their website:
www.doverdistrictvolunteering.org.uk.

Q: What is the Health and Safety impact on organisations who take on the volunteers?

A: DDVC advertise for the volunteer but it is up to the organisation to provide the appropriate training and carry out any vetting.

Q: There are a lot of things that need to be done in Sandwich e.g. tidying up the quay, general maintenance could the volunteers not do this sort of thing.

A: It is up to the organisation or authority responsible to ask for volunteers if that is what they want to do.

Q: Is this Big Society?

- A: Big Society happening already especially in small rural areas. It is neighbours helping neighbours.
- Q: What impact do you think the volunteer bureau will receive as a result of Pfizer closure?
- A: The Phoenix centre has previously benefitted from Pfizer volunteers, plus additional financial help – BO to contact Pfizer to ascertain current volunteer situation – has it been stopped?

NHS Eastern and Coastal Kent

- Q: What do you think of the transition?
- A: Aiming to ensure the patient gets to see the right person the first time. Working closely with the GPs to help them with the management side. A lot of GPs not happy as management is not what they trained to do.
- Q: Have you had staff cuts and how does it affect your services
- A: Over last 12 months Sheila has lost 48% of admin staff, but still has to commission the same services
- Q: Is Kent one of the leaders in the transition?
- A: There are no real leaders.
- Q: Do you have emergency medicine cases in kept in the fridge like in Essex?
- A: Yes
- Q: Why is it not widely known?
- A: If someone is known to community nurses then they will be made aware.
- Q: Why can't it be put in parish maps?
- A: It depends on local knowledge.
- Q: Why are surgeries being moved to the outskirts?
- A: Lack of suitable accommodation in town to cover all services offered.
- Q: Stagecoach are withdrawing routes to get people there.
- A: We will talk to Stagecoach.
- Q: Could bus routes and times be displayed in surgeries?
- A: Yes, will look at this being done.
- Q: Should there not be more representation from the public?
- A: Cost cutting – SP explained that if it continues as it is NHS would not last for next 5 years
- Q: Who is going to deliver future training, e.g. sexual health advisers etc?
- A: Unable to answer at present as still at early stage

Community Wardens

Explained their role and how they are a visible presence and work closely with Kent Police.

They engage with all community groups, youth, elderly etc and get involved with youth

Projects, parks and fishing. Youths especially do not always respond to PSCO because of

the Police link, whereas wardens generally have a good relationship with them.

Q: Is there any reduction to your scheme as with other services?

A: The service has been a great success and there are no plans to reduce the scheme. Currently have 101 wardens in Kent. Looking to expand warden areas plus implementation of a support warden.

Q: How many hours do Community Wardens work in a week?

A: More wardens in rural areas. Unlikely to be working after 10pm. They have at least 1 late shift per week. Sometimes 2 or 3.

Q: How do you compare to a Police Community Support Officer (PSCO)

A: PCSO's work with the Police whereas we are employed by KCC.

Q: You don't cover Sandwich but there is a problem with children in the afternoons. There is also an anti social behaviour problem in Sandwich with noisy mopeds.

A: Will look tomorrow after noon.

Q: Will more kids out of work impact?

A: Possibly, we look to place resources where most needed.

Q: Can't the children be sent back to school?

A: Many projects are runs such as fishing watersports etc to encourage youths to use

their time wisely and reduce anti-social behaviour.

Tenants forums would like to see a warden there, if required make request to Nick Thistle.

Kent Highways Services

Q: There is much pot hole filling going on in Sandwich which is good but is this down to

the forthcoming golf?

A: No - £6.5 million KCC funding. £2.5 million of this is to be allocated across the

districts for potholes. Dover has £200,000.

Q: How much do pot holes cost to repair?

A: Each pothole costs between £40-£50 to repair.

Q: In July the roads will have 2/3 years worth of traffic in one month. Is the Golf association contributing to cost of maintaining roads.

A: No

Q: St Georges Road – will be main road for lorries, tractors, all vehicles bringing golf equipment. Won't this cause much damage?

A: If specific areas are damaged due to golf KHS will inspect afterwards.

Q: What else is KHS responsible for?

A: KHS responsible for drainage, resurfacing, walkways, street lighting, overgrown hedges in public roads.

Q: Manwood Road/St Georges Road – this is a dangerous bend, cars parked legitimately but pavement down to single file due to overgrown hedges. Children end up walking on the road.

A: Will look into this.

Q: There is a lack of markings for bus stops in Worth in addition to dropped kerbs, especially:

- Temple Way and Chestnut Drive – need markings put in and dropped kerb
- Coventon Lane, Worth – needs markings
- Jubilee Road – bus markings needed.

Q: Will we get more zebra crossings in Sandwich?

A: There is currently a lack of funding, need to prioritise. Sandwich roads are inspected the same as everywhere else.

Q: Why are pathways not dropped at the corners anymore?

A: They are where possible, Sandwich has conservation issues.

Q: Why are there blocked turnings from Sandwich bypass (A256)?

A: There was a fatality and several crashes. This will be permanent as the coroner attributed the fatality to turning.

Q: Drainage – how often are drains emptied?

A: On a needs basis.

Q: Do you have a map of all drains?

A: Unfortunately not but a map is being compiled at present electronically. The system will be able to record drain cleans to avoid a repetition of previous flooding. In addition a new Drainage Manager has been appointed and a new contractor with effect from September 2011. Looking to become proactive rather than reactive.

Q: Where is money coming from to employ these?

A: Efficiency savings and modernisation – very expensive.

Q: Is this why we had the floods?

A: Not just that but volume of water was excessive the system was unable to cope

Q: Are they going to build a new road from Sholden to Sandwich?

A: Unlikely as funds are not there.

Q: London Road/Manor Road – no pavement, it has disappeared.

A: TH noted to inspect.

Q: What is happening to plans for footpath to Woodnesborough?

A: This has been out to consultation – document looked at. Plans going to Dover JTB on Thursday for approval. If approved it will obviously go ahead.

Q: Mill Hill/Manor Road/Rectory Road, Deal has 15 blocked drains. Phoned Highways in January and was told that work scheduled for 23 March – at which point told it would take another 16 weeks to clear because of lack of resources.

A: TH took details.

Q: KCC does not keep complainants updated. If there isn't the machinery/manpower how will these drains be kept clear?

A: Highways are aware of the high risk areas per district and these will be tackled as a priority. The new contractor will also have more equipment.

Q: In Sholden there are still blocked gullies. There is a feeling that since responsibility for drainage works was transferred from district to county, things have become too remote.

A: There is a new district manager in the restructure specifically for Dover and Highways Stewards posts whose role it is to build up relationships with the local community.

Q: Victoria Rd, Deal always suffering from flooding – this is just bad road design and engineering.

A: Over the past 15 years Highways maintenance has been underfunded and it is now difficult to prioritise.

Q: How can the traffic problems in Eastry High St be tackled effectively?

A: Call 08458 247800 with your concerns. A Highways Inspector will investigate and make a decision on whether vehicle traffic movement is safe, as this is a Highways priority.

Q: When will details of the planned Highways reorganisation become available?

A: There will be a parish seminar in early July to provide information on this.

Waste Services, Dover District Council

Discussed the changes to the Waste and Recycling Service that are being introduced in September. There will be a wheeled bin to put containers in, a green bag garden waste collection and everyone will be provided with 23 litre container

for weekly food waste collection (food waste is disposed of different to garden waste and goes to Blaise Farm in Tonbridge for composting). Silver box for the kitchen (for waste/peelings) then empty in larger green bin. Special biodegradable bags - mustn't use normal ones which will be collected. See

www.dovergetcomposting.com

Recycling collection will be fortnightly and extended to aluminium and yoghurt pots. Explained how because Shepway and Dover are amalgamating services there are savings of £900,000 annually. Shared services saves money.

Q: Where will people put bins if they have no room, e.g. small terraced house?

A: Will look at properties individually and happy to try and look at ideas that both parties will be happy with. Additional bags/box an option.

Q: The lorries that collect waste are huge, can there be something smaller for the smaller streets?

A: Smaller vehicles can be sent. Contact DDC Call Centre and make request.

Q: Local Pub has a trolley to put cardboard in and the wind blows it around. What can be done?

A: Contact Environmental Health at DDC.

Q: Near the Bell Hotel there are many takeaways. Rubbish left in the alleyways. Who do we contact?

A: Environmental Health.

Q: We have a particular problem with people leaving their rubbish out early, especially when going on holiday

A: DDC do try and identify those responsible and contact those concerned where possible.

Q: What will be the collection time?

A: Weekly for refuse i.e. food waste and fortnightly for other recycling.

Q: Why are plastic sacks not always collected – 20 black sacks were out, only 13 taken.

A: They are contracted to take 15.

Q: Are the green bins robust?

A: Yes, used across the country.

Q: If rubbish falls on floor should binmen pick it up?

A: Yes, and a tel number is issued to ring if not.

Community Safety Partnership, Kent Police
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Explained the Crime Prevention strap to keep purse attached.

Theft not a big problem in Sandwich but more prevalent in Dover and Deal.

Tuesday, 7 June 2011

Resources have been reduced and need to work smarter and identify where there is a work overlap.

Need to spend the time and money on prevention of crime and start educating at an early age. Statistics show that offenders often re offend.

4. Any Other Business

None. The Chair then thanked everyone for attending the meeting which closed at 8.15pm.

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