



Thanet Local Board

Tuesday, 3 July 2012

Present: Bill Hayton (Chairman), Robert Bayford, Robert Burgess, Charles Hibberd, Michael Jarvis, John Kirby, Chris Wells

Apologies: Elizabeth Green

KCC Officer: Anne Charman (Community Engagement Officer), James Harman, (Community Engagement Officer)

1.	<p>Welcome to the meeting – Mr Bill Hayton, Chairman</p> <p>Mr Hayton welcomed everyone to the meeting</p> <p>The members of the board introduced themselves.</p> <p>There were no declarations of interest.</p>
2.	<p>Notes of Local Board meeting held on 20 March 2012 and progress on any actions agreed</p> <p>The notes were agreed as a true record.</p>
3.	<p>Opportunity to ask questions about local public services</p> <p>Mr Hayton advised that he had been made aware of a misunderstanding over the evening's agenda resulting in many people hoping to hear a presentation on the closure of the Richborough Household Waste and Recycling Centre. Although this was not a planned agenda item, as so many people present wanted to discuss Richborough, he had moved forward the slot when there is an opportunity to ask questions in order to cover this subject.</p> <p>John Kirby and Charles Hibberd would take questions and any that couldn't be answered on the evening would be taken back to County Hall.</p> <p>Q. What are the genuine reasons for closing Richborough (and not the excuses)?</p> <p>R. (Mr Kirby). I have visited the site over the past year and it has been updated and cleaned and I cannot see any reason for its closure apart from the short term financial gain. I think the costs of keeping it open would be very well met by residents of this area using it in the future.</p> <p>Q. If they close the tip will the council be organising free collections for waste and free bins like some other district councils in Kent?</p> <p>R. (Mr Kirby). I am not aware of these schemes but I am aware the provision this facility offers is crucial for this area and I know that my fellow county councillors who cover this area are aware of this also. There is a meeting planned shortly to look at an alternative solution with a commercial provider but it is too early to make any further comment on this. However this is a long term solution, in the short term the plan is to keep the pressure on KCC to keep Richborough open.</p>

Q. What is going to happen to the land once the tip is closed? It seems an extraordinary measure for such a pitiful saving of £250,000. This strip of land that has been designated for recycling is just going to be left derelict. In addition, despite many of us asking for the statistics upon which this decision was based, we have not received answers and consider figures to be flawed, particularly as the decision stated that only 150 households would be affected. This is not true as people as far afield as Ramsgate, Pegwell, Cliffsend right through to Eastry, Worth, Preston and Sandwich will be affected and this is clearly more than 150. Also, what traffic flows were anticipated between the two remaining tips after closure? The likely heavy traffic flows to the two remaining tips would not be allowed through a residential area if planning permission were sought now.

R. (Mr Kirby) The 150 households do need recalculating and any long term costs will easily overturn any short term gain. It is very likely the land will become derelict.

R. (Mr Hibberd) As my area is immediately adjacent to the Richborough tip residents in my area are directly involved. This matter has been referred back to the Cabinet member for reconsideration at Full Council and there is also a Cabinet Committee which I sit on. Working closely with Leyland Ridings, County Councillor for Sandwich, we are looking for you to provide us with the ammunition to fight this closure.

Q. 1. If the Sandwich Rd tip goes ahead and closes, are there any plans to extend the site at Margate? It's already a nightmare at the moment at the best of times.

Q. 2. Where the Margate tip is situated it is near the crematorium and the school and I have waited in a queue of 20 to 30 cars. At this time of the year there is only one rubbish skip, it needs two, and this exacerbates the wait while one is being emptied and returned.

R. (Mr Kirby). As far as I am aware there are no plans to update or extend the site at Margate. Having spoken to the manager for both sites, evidently the barrier at Margate is approx 3ft lower than the one at Richborough so this is likely to cause problems also.

Cllr Gideon, Thanet District Councillor for Cliffsend and Pegwell Wards, expressed great disappointment that Brian Sweetland had not attended the evening's meeting or seen fit to send an officer along. For several months information about the site has been requested from Mr Sweetland and eventually a Freedom of Information was used to gain information about the site. This, in spite of the fact that the public had been told that all viable solutions would be considered, including a private company or social enterprise solution. The difficulty has been that without having the figures that are attached to the running of the site it's very difficult to come up with a viable alternative. Frustrated with this lack of response, Cllr Gideon has contacted Laura Sandys who has written a letter to Mr Sweetland about this matter. In this letter Ms Sandys asks for better co-operation from KCC on this matter, particularly if using alternatives such as Thanet Waste or running the site as a Social Enterprise, are to be properly costed and a viable plan constructed and progressed. Ms Sandys asked that a meeting be set up between Mr Sweetland, Paul Carter and representatives from the Richborough Action Group, to discuss this very important issue. Cllr Gideon said that she hoped there will be some response and movement on this because currently the situation is very frustrating.

	<p>Mr Hayton thanked everyone for their patience and apologised that an officer had not been present but reiterated that it had not been a planned agenda item.</p>
<p>4.</p>	<p>Kent Youth County Council (KYCC) / Thanet Youth Council (TYC)</p> <p>Becci Baraclough apologised that many members of the KYCC and TYC had been unable to attend that evening, but introduced Saffron who is one of their youngest and newest members.</p> <p>Saffron briefly described TYC as a group of young people aged 13-19 who get together to talk about the issues young people face in Thanet. TYC has regular monthly meetings in Margate and Ramsgate and Saffron thanked the Thanet Local Board for its recent grant that has enabled the group to continue. The members grant also enabled TYC members to go on a residential course to improve skills and increase confidence. The course involved voting in a new chair, training and re-writing TYC's constitution. TYC has also turned Thanet's Youth Strategy into a one page poster that is much more useful for young people to understand and is publicised widely across Thanet.</p> <p>As well as finalising the 'All About Youth' grants programme, it has also re-designed its logo, is revamping its website and continues to support the Blast events, helping out at stalls, stewarding etc throughout the summer's events. At these events they meet with other young people and try to encourage them to talk about the issues that matter to them, for example: exam pressure, trying to find jobs, sexual health, pregnancy, drugs and the lack of activities.</p> <p>TYC is currently bidding for a Youth Opportunity Fund grant to support another residential to encourage more young people to join and benefit from its activities.</p> <p>Robert Burgess thanked Saffron and commented that part of the reason KYCC and TYC are invited to present at the Thanet Local Board meeting is so that they gain experience of speaking at public meetings and gain confidence and encourage those present with children or grandchildren to promote the benefits of them joining. Mr Burgess also stressed that KYCC and TYC offer lots of positive activities for young people, including intergenerational activities.</p>
<p>5.</p>	<p>Janice Duff, Integrated Community Services Director for Kent Community Health Trust (KCHT) and Head of Older People and Physical Disability for Families and Social Care, KCC, across Dover / Deal and Thanet</p> <p>Janice Duff introduced her colleagues, Marie Robinson, Head of Long Term Services, KCHT Thanet and Barbara Rickman, KCC Assessment and Enablement Manager, Dover & Thanet to talk about the Kent Community Health Trust and the new structures in place integrating health and social services.</p> <p>The new Kent Community Health Trust is now one year old and Janice outlined the changing landscape for health and social care and what becoming a Foundation Trust means for the local Thanet citizen, giving examples of some of the work currently being undertaken.</p> <p>Much of the work has been around collaboration, co-operation and understanding how to bring health and social care together. The aim is to increase personalisation,</p>

choice and control, providing appropriate packages of care to ensure people are properly supported.

To view Janice Duff's presentation please visit:

<https://democracy.kent.gov.uk/ecSDDisplay.aspx?NAME=SD1750&ID=1750&RPID=4434391&sch=doc&cat=13197&path=13197>

Barbara Rickman talked about her role in social care covering the Dover and Thanet area. The overall aim is to bring together the Intermediate and Enablement Services to provide fully integrated provision. For example, looking at a Single Point of Access, a referral managed system so that all referrals for both health and social care come in at one point, assisting public and other professionals as well as providing a wider response across the service.

Intermediate Care is the provision of integrated services includes nursing, physiotherapy and occupational therapy, promoting faster recovery from illness and preventing unnecessary hospital admission and premature admission to long term residential care.

Enablement is intensive, targeted, short term intervention that assists people to regain confidence and maintain their independence in their daily living, occupations and personal care.

The benefits of bringing these two services together will be a greater response in the provision of early intervention services, better outcomes, more efficient use of resources and reduced duplication of services. The services described are primarily short term, up to three weeks and free of charge. Future work is looking at the home treatment service.

Marie Robson from KCHT has been in post since the beginning of April and has been looking at how patient care can be improved using the same level of staff and resource. Currently Marie is consulting with primary linked multi-disciplinary teams, a group of professionals focussed around GP surgeries in order that patients can access services quicker.

Equity and Excellence and the latest Health and Social Care Bill have been the drivers of this work, but most importantly improving quality of service for patients in Thanet and improved health outcomes.

Marie has looked at the structure of Social Services teams and Health teams. Each group of surgeries will have a team leader who will co-ordinate care underneath which will be a multi-disciplinary team of professionals. In addition there will be a lead matron and staff who deal with long term conditions, and Occupational Therapy and Physiotherapy directly linked to the cluster. When looking at the structures, levels of deprivation were also taken into account. Working closely with Social Care colleagues achieving co-location is key to making this model work with computer systems that talk to each other, and ultimately a Single Point of Access.

Q. (Jim Smith). Regarding GP surgeries, what's happening with the Broadway Surgery in Broadstairs? It can take anything up to three hours to get an appointment and then when you do you see a Locum.

R. This is because a private company has taken over the running of this GP surgery

and similar comments have been echoed by others recently. These problems will be escalated to the consortium although this is not a service being provided by us it obviously affects people that we do serve.

R. (Chris Wells) As District Councillor for Broadstairs as well as the County Councillor for Margate and Cliftonville, the majority of people who go to the Broadway live in my ward and I have met with Concordia management who have taken over the running of the surgery recently. Concordia run a number of surgeries around the country and have been in existence since 2006, winning GP Surgery of the Year last year. Part of the problem has been that the three GPs plus the Practice Manager have all left in a short space of time. Currently they have appointed two new GPs who are working their notice, a third post has been advertised and they have also appointed a temporary Practice Manager while this post is advertised also. There will be locums in the meantime and there will be some disruption but it should all improve significantly over the next couple of months.

Q. Why is it that I have to wait nine days for an appointment at Westbrook for a GP?

R. Difficult to answer for this individual surgery as I manage nurses not GPs. However I am happy to take your concerns back and escalate them.

Q. (Tom Brown) In less than three weeks time charges will be introduced for Adult Social Care. Elderly people in Thanet rely on these services and there is a facility in Birchington, the Minnis Day Centre that currently offers respite care for carers. KCC were looking to decommission this facility and now instead they have sent out letters stating that charges are to be introduced from £4.60 up to £28. Elderly people are becoming anxious about this; will there be any help or assistance available? Are you able to speak to Ann Tidmarsh about this?

R. This does fall within Families and Social Care but this evening we are here to talk about the Kent Community Health Trust. It is not appropriate for me to comment on this but there is a route through the KCC website or by going through Contact Kent where relevant information is available. I will also take these questions back.

Q. Regarding the concept of integrating health and social care, it is arguable that it is important to address the plight of carers. There is a legion of carers in this county working 24/7 that save the authority significant money and, as the two people managing this service earn in excess of £200k I would ask Ann Tidmarsh to provide more information and detail.

R. It's important that you are given with the right level of answer which I cannot provide at the moment but which will be provided after this meeting.

(Comment from the audience. Have lived in the area for 15 years and have been very satisfied with the excellent level of service that has been provided.)

Q. As a full time carer, if the Minnis Day Centre introduces charges you may as well shut it down. Please could this facility be run as a charity as I'm sure this would provide better services. The staff at this centre are excellent and users of the centre are very happy there. Democracy is not being upheld here and if Paul Carter cannot resolve this then he should resign. There must be a cost-efficient way of running this centre without it affecting the people who are most vulnerable in Thanet.

	<p>R. These comments will be taken back.</p> <p>Q. Looking at the opportunities to bring social work and health closer together; how will you measure how successful this is?</p> <p>R. We are currently looking at the opportunities to bring health and social work closer together. Organisations may not necessarily merge or become something different but primarily the work with practitioners is to take out duplication, how people contact the service and the level of response they receive. Using one point of contact, looking at response times and how we look at individuals for assessment. There is a single assessment document looking at health and social care and there are teams that will focus on performance to see how this can be evidenced; some will be looking at records but also capturing the individual experience working with customer care teams. It is important that this work has made a difference to the individual customer.</p>
<p>6.</p>	<p>Kent Jobs for Kent Young People. Wayne Gough, KCC Employment Programme Manager</p>
	<p>The Kent Jobs for Kent Young People programme has been put together by KCC which has set aside £2 million from its Big Society Fund to help local employers take on more young people as apprentices to address the problems faced by young people trying to find employment. When designing the scheme, Wayne Gough took into account the main priorities that KCC has identified, namely; doubling the number of apprentices to 12%, improving the skills base, supporting small businesses and substantially reducing the number of young unemployed and in particular long term employment. The programme also links into the government's Troubled Families programme.</p> <p>To view Wayne Gough's presentation please visit: https://democracy.kent.gov.uk/ecSDDisplay.aspx?NAME=SD1750&ID=1750&RPID=4434391&sch=doc&cat=13197&path=13197</p> <p>Wayne stressed the importance of sending a positive message out to parents and young people that apprenticeships are a very good opportunity and first step to employment.</p> <p>There is going to be a big marketing campaign over the next few weeks to raise the profile of apprenticeships to explain what apprenticeships are all about as well as publicising the money available to employers who take them on.</p> <p>Q. As a member of the Margate Town Team I would like to know if my organisation can apply to this scheme?</p> <p>R. Yes, we will send out an advisor to speak with you and provide the training and information you require so that it works for you.</p> <p>Q. You mentioned the launch at the 20/20 event on 19 April. What was this?</p> <p>R. This was a business event held at the Detling Showground.</p> <p>Q. (Robert Burgess). This is a brilliant scheme and I would encourage everyone to take this idea to promote to local business. But what are we doing about sole traders who will worry about employing someone and no longer staying a sole trader? Although some of the financial burden is taken away by these schemes, work productivity will go backwards for a while. What are we doing to encourage</p>

	<p>potential employers and help them with this? And when the apprenticeship finishes they will be in a sustainable position to take them on for a period of time?</p> <p>R. Part of the campaign is to promote the benefits and link in with other programmes, for example the Work Programme Grant, to help enable employers to keep the apprentice on, although there is no obligation to do so.</p> <p>Q. (Charles Hibberd) In the past very large businesses took on apprenticeships that had the resources to offer a programme of training. However, nowadays apprentices tend to be taken on by small, specialist businesses and the concern is that these skills are not transferable or at best only of direct use to a limited number of companies.</p> <p>R. The key is to ensure that an apprenticeship is accredited and spend one day a week studying for a qualification. The work and experience is vital. In Germany the largest employer of apprentices is BMW because they recognise that skills can be transferable on their production lines. A year's work experience is much more useful than a year's unemployment.</p>
7.	Jocelyn McCarthy, Chairperson, The Ramsgate Society
	<p>The Ramsgate Society is now 48 years old and was formed in July 1964 initially to campaign and save a couple of properties in Ramsgate. Today it seeks to promote Ramsgate's history and look to the future, particularly focussing on retaining the town's character through its architectural heritage.</p> <p>Jocelyn's presentation showed before and after photographs of the shelters, describing the background and history of their restoration. About five years ago and as a member of the Conservation Advisory Group, Jocelyn approached Thanet District Council about the poor state of the shelters along Ramsgate's promenade. About three years ago it began looking into the possibility of saving the shelters itself and approached Nick Dermott at TDC for advice on how this could be done. With Nick Dermott's help, The Ramsgate Society applied to the Heritage Lottery for funding to support the refurbishment of the shelters and using joint funding from TDC and HLF secured 90% funding through a Townscape Heritage Initiative. This left the Ramsgate Society with the task of raising the additional 10%. Various funding raising events have taken place over the past few years supplemented by donations from as far away as America, and Local Member Grant funding through the Thanet Local Board.</p> <p>Despite costs rising from £350,000 to £500,000, increasing the 10% to £50,000, over £54,000 has been raised and the additional funds will be used for painting. Last May the first of the completed shelters were officially opened by Polly Evans of BBC South East, Laura Sandys, John Kirby and Elizabeth Green and it is hoped that further shelters will be opened shortly.</p> <p>Shortly after this opening problems arose with the contractors D J Ellis who went into administration. The sub-contractors M. Smith in Ashford have taken over the contract and will complete the work. Nelson Crescent has just been completed and Paragon and Central Harbour shelters will be finished shortly. It is hoped all the shelters will be finished by the end of October this year.</p> <p>Q. How much money was lost in total to DJ Ellis?</p> <p>R. Very little because we only paid the contractor for work that had been carried out.</p>

	<p>The biggest problem was that DJ Ellis did not pay its sub-contractor M. Smith who has had to write off this money and has offered a very good deal on the remaining contract. M Smith has increased efficiencies and will probably go through the Receiver to recoup its losses.</p> <p>Q. (Alan Williams) Very supportive of the work being undertaken on shelters. Do you know why Winterstoke Gardens is being left off the list?</p> <p>R. Unfortunately this is not in the same category as it is from a later period. However we are in discussion with Paul Verrell at TDC and Cllr Alan Poole who are looking at the possibility of refurbishing this shelter. This is a very expensive job as the roof is made of slate which could cost over £25,000. Generally however the Society is more interested in historical shelters.</p> <p>Q. (Alan Williams) This shelter falls within Mr Bayford's Ward and as a member of a voluntary group who uses this shelter we may be interested in putting forward a bid to refurbish it.</p> <p>R. (Mr Hayton). The Board is available to speak with after the meeting.</p> <p>Q. The surplus – are you still looking to add to that?</p> <p>R. Yes because we have a lease on these shelters and there will be continuing maintenance required.</p> <p>Q. What will you do about the people who use these shelters inappropriately, for drinking, etc and leave them in a mess?</p> <p>R. We can repair the shelters and will try to keep them in a good state.</p>
<p>8.</p>	<p>Any Other Business notified to the Chairman prior to the meeting.</p> <p>Q. (Betty Renz) There is huge concern around the changes due to happen with the Emergency Services in Thanet. A group of us are trying hard to combat this move which we feel is detrimental to the people of Thanet. The Royal College of Surgeons has said that people with major trauma conditions will be taken to Ashford Hospital and that it is within 45 minutes. This is not possible, even using an ambulance with a blue light. A petition has been circulated to protest against this proposed change to the Emergency Services at the A&E QEQM. I would recommend people also joining the Thanet Health Network which provides an opportunity to comment on decisions being made about health care locally. I would also suggest that you write to the East Kent Hospitals University Foundation Trust. The argument is that you will get better treatment when you get to Ashford. I would say 'if' you get to Ashford. My question is; will the Thanet Local Board take some action and ask questions and demand some answers about this matter?</p> <p>R. (Chris Wells) TDC has looked at this and there is a formal KCC Health Committee body who are keeping a watching brief on this also. The only change made to date is that between 50 to 70 people each year will go to Ashford, as recommended by the RCS. Many of these people would not have stayed in Margate anyway but more likely would have been sent to London hospitals. Ashford is nearer. The 45 minutes relates to the time it takes with blue lights from QEQM to Ashford. However the hospital trust has indicated that there are a number of other changes that will be consulting on from September onwards.</p>

	<p>Without sight of the proposals it is not possible yet to comment. KCC's Health Committee is the proper body to consider these proposals once published.</p> <p>R. (Mr Hayton) Consideration will be given to the proposals once published and there is some sympathy with the concerns raised.</p> <p>Q. (Betty Renz) An FOI request showed that from Jan 2011 to April 2012 of those people picked up by ambulance in Thanet, 885 were either taken directly to Ashford or Canterbury or taken to Margate and moved on from there. Why, are they not able to deal with emergencies?</p> <p>R. (Chris Wells) It depends upon where the capacity is when the patient is picked up; you could wait longer to be seen at QEQM than Ashford, including the journey time.</p>
9.	Close
	Mr Hayton thanked all the speakers for their presentations and the public for attending and closed the meeting.