

# thanet matters

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Autumn 2005 Issue No. 26



## Airport arrivals

## How your money is spent

## Pride Grows in Thanet



## Your Thanet

news from around the District

### Taking Pride

Informative taxi drivers, welcoming waiters and waitresses and helpful shop assistants. They're the sort of people that take 'Pride In Thanet' and that's the name of a new award scheme.

It's an initiative by the Kent Tourism Academy, in partnership with Thanet Council and Tourism South East, recognising those who go the extra mile to serve visitors to the area.

There are nine categories, including bar person, tourist attraction and accommodation employees, bus and taxi drivers and there's also an Innovation in Tourism Award. The overall winner will receive £500 in Debenhams vouchers.

The awards ceremony takes place in November at St. Augustine's in Westgate as part of the Kent Tourism Conference, so if you've come across a good example of welcoming people to the area, fill in a nomination form online at [www.kenttourismacademy.co.uk](http://www.kenttourismacademy.co.uk) under "industry award schemes" or call 01227 782 872.

### Cleaning up with Cubit

**The next generation of Operation Cubit Plus Environmental Action Days, which targets untaxed and abandoned vehicles, hits the streets this October. Thanks to extra funding from Kent Fire and Rescue Service, from Saturday 15 October, special clean up days will be held in Newington, Dane Valley, Cliftonville West and Northwood wards. Owners who want to dispose of cars in their front gardens can surrender them to the hit squad free of charge during that week. To add a car to the list, call 01843 577647.**



*Cubit swings back into action*



### Turning a corner

The skies that Turner once described as "the loveliest in Europe" will soon have a new shape on their horizon.

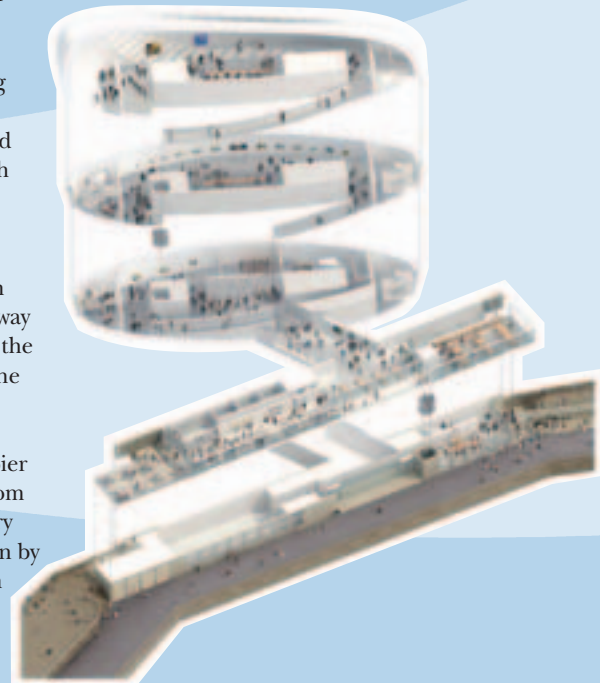
A key part of Margate's regeneration, the iconic Turner Contemporary building will emerge from the sea off Margate pier over the next two years.

Scheduled to open in 2008, it will offer three floors of gallery space with changing temporary exhibitions covering Turner's work, historical art from 1750 onwards and contemporary work. Windows to the north and west of each level will offer a view of those famous skies.

In preparation, the main contractor Edmund Nuttall Ltd, who have worked on berths 8 and 9 at Dover and the new Medway Tunnel, are now on site with their base in the Rendezvous car park. Although some of the car park spaces will be used by the team, other parts will remain open.

Between now and the end of the year, pier strengthening work will start and, away from Margate, the steel fabrication of the gallery building will begin off site to be brought in by sea in the autumn of next year. Pedestrian access to the pier will be controlled, but people will be able to see the work as it progresses over the next few months.

To keep up to date with developments, visit [www.turnercontemporary.org](http://www.turnercontemporary.org)



## Money matters

Where your Council Tax is spent



**Thanet Matters is produced by Thanet District Council's Communications Unit.**  
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**Reports:** Cheryl Pendry, Lucy Tuson, Dawn Evans, Linda Hogben, Rob Ward

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### HEALTH

## Food, glorious food

Chips, crisps and chocolate – the favourite foods of many of today's children.

But with obesity rates soaring, it can't continue like this and that's why a new Food Partnership has been set up in Thanet.

The East Kent Healthy

Schools Team, part of the East Kent Coastal Teaching Primary Care Trust, will be supporting primary and secondary schools in developing cookery and gardening clubs and providing healthier vending machines, with ideas on how

to put together healthy lunchboxes.

The focus is a practical one, as Healthy Schools Specialist Emma Harris explains. "We don't just want to tell children about healthy eating, we want to encourage them to do it and show them how easy it can be." For further information, call Emma Harris on 01304 828739.

© Thanet Community Development Trust

## in brief

If you're a teenager and pregnant or a young parent, help is on hand in Ramsgate. A new one stop shop, offers advice on benefits, housing, education or parenting skills. To find out more, call Ramsgate Connexions Access Point on 01843 593395.

Do you work with members of the public? Then you could be dealing with victims of domestic violence. Free training sessions are being held by the Thanet Domestic Violence Forum. For more details, contact Jennifer Pittman on 01843 577647

Measures to make Thanet a safer place to enjoy an evening out have been recognised with area receiving the Safer Socialising Award. That means CCTV and radio systems will be used to alert cafés, restaurants, pubs and clubs to any potential problems and they can apply for awards, if they make their premises safer.

Ways of improving the air quality in Birchington are being looked at, after part of the area failed to meet government guidelines. You can find out more at a public meeting in the Village Hall at 7pm on Wed 26 October or by picking up a leaflet from local shops.

Thanet's emerging Local Plan, setting out planning policies to 2011, is moving forward with the Inspector's verdict out this autumn. Full details can be found at [www.thanet.gov.uk/localplan](http://www.thanet.gov.uk/localplan). The Council will decide which recommendations to accept and will consult with people on those proposed changes.

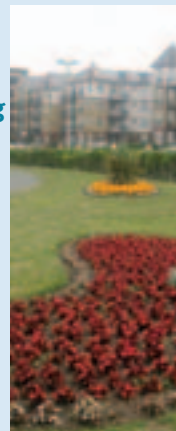
Are you holding an activity or event between April 2006 and March 2007 which could benefit from Council funding? If so, the deadline date for returning completed application forms, available from the Council, is 31 October 2005. To get an application pack, log on to [www.thanet.gov.uk/grants](http://www.thanet.gov.uk/grants) or call 577791.

### OPEN SPACES

## Open for ideas

**What do you think of the area's open space and outdoor sport facilities? Whether you play cricket, bowls or football or enjoy walking the dog in the park or strolling along the clifftop, then your views are needed. Strategic Leisure are looking at open spaces on behalf of Thanet Council, including parks, promenades and outdoor sports facilities, such as football pitches and playing fields to identify local people's needs and whether any improvements should be made.**

**To do this, they need your views, regardless of whether you currently use the area's open space. If you want to get involved, then either call 0800 169 5549 free of charge, or e-mail [thanet@strategicleisure.co.uk](mailto:thanet@strategicleisure.co.uk)**



## Scrapheap challenge!

Scrappy races will be seen in the Walpole Bay tidal pool this autumn on Channel 4.

The popular programme "Scrapheap Challenge" came to Margate to film earlier this year, with two teams creating amphibious vehicles from scrap, which were then raced across the tidal pool against each other and the clock.

## Keeping it safe

**Do you own a family grave or headstone in Margate or Ramsgate cemetery or the Crematorium Garden of Rest? A national programme to test memorial stability has been drawn up, with work starting in the older sections of Margate cemetery this year and moving on to the remainder of the cemetery. The testing will widen over the next few years to include the Crematorium Garden of Rest, Ramsgate Cemetery and churchyards, where Thanet Council has a responsibility for maintaining them.**

**If families cannot be traced, the memorials may be laid down or cordoned off.**

**Leaflets explaining about the programme are available at the Crematorium, Council offices and local libraries. If you have concerns about a particular memorial, contact Hilary Luck, on 22 44 92 or e-mail [hilary.luck@thanet.gov.uk](mailto:hilary.luck@thanet.gov.uk)**



# Manston's newest

It's been a turbulent time at Kent International Airport Manston over the last few months, with the failure of Planestation and a sudden end to EUjet passenger services. Now, with the arrival of new owners, Infratil, there's new hope about the future of the airport.

A company with an impressive track record in running vibrant, successful airports both here in the UK and abroad, Infratil believe that Manston has good prospects, both for passenger and freight operations.

Steve Fitzgerald, Chief Executive of Infratil Airports Europe, will be running the airport with his senior management team. With past experience including the successful management of Glasgow Prestwick, one of the fastest-growing airports in Europe, he's upbeat but realistic about Manston's potential.

"We know it will take some time to turn Kent International Airport Manston into a profitable operation, as there are currently no existing services. But we are serious investors and believe that in time the airport can be a significant asset for the south-east and an excellent gateway to Europe. The quality of the existing assets and its close proximity to London make us confident that demand for both freight and passenger services is there. We've got almost two million people within an hour's drive, so the airport is well situated to provide regional passenger services for Kent and even as far as

*"We've got almost two million people within an hour's drive, so the airport is well situated to provide regional passenger services for Kent"*



Steve Fitzgerald,  
Chief Executive of  
Infratil Airports Europe

east London. First things first, we need to get the airport operational again."

And on that front, Steve is clear about what will happen first: "The first services to be reinstated will be freight operations. We have already had informal talks with freight operators who are keen to bring business to Manston, because of the fast service that it can deliver and its proximity to distribution centres and London."

But what most people want to know is what will happen about passenger services and that's something that Steve is realistic about. "Restarting passenger flights will take somewhat longer as airlines need to make fleet allocation decisions and commence marketing and ticket selling for a period before flights begin. As the name Kent International Airport suggests, we expect to have a strong outbound market to the popular tourist destinations in Spain, Italy and France, as well as having the potential to link Kent with key business destinations in the UK and elsewhere in Europe."

New Zealand based  
Infratil owns and



Gateway to Europe - Manston waits for new arrivals

# arrival flies in

## The Section 106 consultation

In the spring, we asked for your views on the issues that should be included in the successor Section 106 Planning Agreement for Kent International Airport Manston.

operates Glasgow Prestwick and is the majority owner and operator of Wellington Airport in New Zealand. It also has interests in electricity, waste to energy and port investments in New Zealand and Australia.

Steve came to the UK in January, after seven years at Sydney Airport and has spent this year continuing the transformation of Glasgow Prestwick which has benefited from a multi million pound investment by Infratil.

The airport is the Scottish base for Ryanair, Europe's largest low fares airline, which flies to 18 destinations from Prestwick and that's having a positive impact on the local economy. A recent Scottish Enterprise survey showed that the Glasgow Prestwick-Ryanair partnership is worth some £114m to the Scottish economy and has helped create 3,500 new jobs.

But additional employment needs to be balanced against environmental concerns and that's a point that Steve Fitzgerald takes on board. "Kent International has the potential to be a key driver of economic growth in east Kent, attracting substantial inward investment and sustaining much needed jobs.

While the impact of a successful airport is overwhelmingly positive, Infratil recognises that airports can have other impacts on local communities. We want to be good neighbours and we have a good track record in fully engaging with local people, groups and stakeholders at our other airports and we are keen to build similar relationships here."

That relationship building has already started, with meetings with Thanet Council. As the new owner of the airport, Infratil will be the other partner in developing a successor 106 Agreement for the airport. The public have already given their views on the issue and that feedback can be seen in the table on the right.

Infratil are aware of those views and Steve has a simple message for local people: "Infratil is a professional airport operator, totally committed to the growth and success of the airport, and committed to becoming a valued member of the local community."

For three months, people gave their views in a variety of ways, some by attending public meetings in the towns and parishes, while others visited the bus roadshow that toured 13 different locations across Thanet. As well as listening to people's views at the meetings and roadshows, The Council commissioned experts MORI to carry out a comprehensive opinion survey. This included a 500 household sample telephone interview, and a questionnaire available to all. More than 2,300 of you completed those questionnaires.

The consensus view was support for the continued operation of the Airport, but environmental concerns, especially about noise, and also night time flying, were raised by a substantial minority of people. Those living under the flight-path, or nearby were twice as likely to express concerns.

Key results from the interviews and questionnaires:

### To what extent do you support the expansion of the airport?

Telephone survey:	63% - strongly support	5% - strongly oppose
Questionnaires:	48% - strongly support	20% - strongly oppose

### Top three advantages of expanding the Airport

Convenience for holidays/business travel	66%
Creation of new jobs	65%
Benefit to the local economy	57%

### Top three disadvantages of expanding the Airport

Night-time noise	51%
Day-time noise	39%
Increased road traffic noise	19%

Other concerns raised by members of the public included a low understanding of the Section 106 Planning Agreement and what it does, but a wish to know more. Residents also thought that the Airport owners (Planestation at that time) could do more to explain its plans, and involve the local community. Full details of the results of the public consultation can be found at [www.thanet.gov.uk/s106manston](http://www.thanet.gov.uk/s106manston)



# Wheeling it out

A selection of homeowners across Thanet are now trashing and stashing it, as they try out the new pilot wheelie bin scheme.

Two bins are provided, one with a blue lid for recycled materials and the other black lidded bin for waste, such as nappies and food waste. There is still a weekly collection, with one bin emptied each week.



Running until next spring, if the project is a success, wheelie bins will then be introduced for all suitable properties across Thanet.

The pilot is testing how the system works and already changes have been made.

When the bins were delivered, people were offered the choice of having smaller waste bins, but calls soon came in from single people asking for smaller recycling bins and these have now been delivered.

So, depending on the success of the pilot scheme, wheelie bins could be coming to a street near you from spring 2006!

## EAP – what next?

Over the next year:

- The Rapid Response Team will target Broadstairs town centre, the A28 Canterbury Road between Margate and Birchington, the A256 from the Broadway in Broadstairs to Westwood.
- A database of graffiti tags will help to make it easier to catch the culprits.
- A crackdown will start on rubbish dumping, using covert CCTV.



# Better homes

“A damp room no bigger than six foot by eight foot with no heating, a bathroom without a hand basin or hot water, an intermittent electricity supply and a broken front door to the building. It’s the smell that really clings to you. A pungent, musty smell, the sort you get from damp washing that hasn’t been hung out to dry.”

This description, from one of the Council’s Private Sector Housing Officers, may sound like a nightmare place to live, but for some people, homes like this are all too real and it’s these sort of properties that the new Housing Act is targeting. The aim is simple – to crack down on homes that pose a health and safety risk to those living there.

Estimates suggest that around 8,000 homes in the private sector in Thanet need to be improved to meet the Government’s Decent Homes Standard by 2010, just over four years away. The Private Sector Housing team currently receives around 400 complaints each year about poor housing conditions. With the introduction of the Housing Act 2004 and the new powers that it gives Councils, that figure is expected to rise as the team will be able to intervene where there is a threat to the health and



Examples of the poor housing conditions that the new Housing Act is aiming to tackle

safety of the occupants.

The Housing Act will also introduce a new licensing system for all

It is estimated that around 220 houses in multiple occupation (HMOs) will need a licence. The new Housing Act identifies 29 different hazards in the home, including damp and mould growth, excess cold, electrical hazards, structural collapse, drainage and sanitation, the likelihood of falls and entry by intruders.

houses in multiple occupation that are three storeys or more and are occupied by five or more people in two or more households.

This aims to tackle absentee landlords, who rent out poor quality and sometimes dangerous properties. Owners or agents will have to apply for a licence and their properties will be inspected for health and safety hazards within five years. Owners of any unlicensed properties may face a fine of up to £20,000.

For more information on the new Housing Act contact 01843 577437.

# A-Z of Services

Switchboard 577000 [www.thanet.gov.uk](http://www.thanet.gov.uk)



AIR POLLUTION

© Dick Barnatt



CHILDREN'S PLAY AREAS

## A

ABANDONED VEHICLES ON HIGHWAYS	577066
AIR POLLUTION	577580
ALCOHOL LICENSING	577753
ALLOTMENTS	577124
ANTI-SOCIAL BEHAVIOUR	577743



BEACH HUTS

© TDC

## B

BEACH HUTS	296111
BENEFITS (HOUSING & COUNCIL TAX):	
A - DON	577554
DOO - KER	577555
KES - RIC	577556
RID- Z	577551
INTERVENTIONS	577552
INVESTIGATIONS	577369
PAYMENTS & OVERPAYMENTS	577550
BUILDING CONTROL	577459
BULK WASTE COLLECTIONS	577115
BUSINESS RATES	577557

## C

CAR PARKS	577470
CHILDREN'S PLAY AREAS	577528
COMMUNITY SAFETY	577602
COMMUNITY WARDENS	577602
COMPLAINTS	577000
CONSERVATION AREAS	577141
COUNCIL HOUSE TENANTS	577000
COUNCIL MEETINGS	577590
COUNCIL TAX (ALL AREAS)	577558
CREMATORIUM & CEMETERIES	224492

## D

DANGEROUS STRUCTURES	577502
DEBT RECOVERY (COUNCIL TAX, BUSINESS RATES, COUNCIL RENTS)	577561
DEVELOPMENT CONTROL	577150
DOG WARDENS	577580
DRAIN CLEARANCE	577580
DROPPED KERBS	KCC (0845 82 47 800)
DUMPED RUBBISH	577115



EMPTY PROPERTIES

© Valerie Cameron

## E

ECONOMIC DEVELOPMENT	609280
EMPTY PROPERTIES	577408
ENVIRONMENTAL ACTION PROGRAMME	577777
ENVIRONMENTAL HEALTH	577580
ELECTORAL SERVICES	577500
EVENTS CO-ORDINATION	577167



FORESHORE

© Mike Humber

## F

FILM LOCATION	577169
FLOODING (HIGHWAY) KCC	(0845 82 47 800)
FLY TIPPING	577115
FOOD HYGIENE	577580
FOOTWAY REPAIRS	KCC (0845 82 47 800)
FORESHORES	577274
FREEDOM OF INFORMATION	577000
FREEZER COLLECTION	577115

## G

GARAGE LETTINGS	577279
GRANTS:	
CONSERVATION AREAS	577141
HOME IMPROVEMENTS	577437
RENEWAL AREA	577407
GREEN WASTE COLLECTIONS	577115
GROUNDS MAINTENANCE	294944

## H

HARBOURS:	
RAMSGATE	572100
BROADSTAIRS	572100
MARGATE	572100
HEALTH & SAFETY	577580
HIGHWAYS	KCC (0845 82 47 800)
HOMELESS PERSONS	577271
HOUSING REGISTER	577277
HOUSING REPAIRS	577266
HOUSING TRANSFERS	577277

## useful contact numbers



LEISURE CENTRES

© Dick Barnatt

REGENERATION	577166
RENEWAL AREA	577792
RIGHT TO BUY	577214

### S

SEAWEED	577688
SOCIAL SERVICES HELPDISK	577276
SPORT 4NRG	577728
SPORTS PITCHES	227959
STREET CLEANING	577115
STREET LIGHTING	KCC (0845 82 47 800)
STREETLINE	577777



THANET COAST



POLICE

© Kent Police

### OTHER USEFUL NUMBERS

BRITISH GAS	0845 607 6248
DIAL-A-RIDE COMMUNITY BUS	602030
KCC:	
EDUCATION	08458 247 247
SOCIAL SERVICES	08458 247 247
TRADING STANDARDS	08458 247 247
CHILDMINDERS & PLAYGROUPS	0800 032 32 30
KENT FIRE & RESCUE	01622 692121
LAND REGISTRY	01892 51 00 15
LIBRARIES	01622 69 65 11
MARGATE TOWN PARTNERSHIP	297 350
Q.E.Q.M. HOSPITAL	225544
POLICE	231055
RAMSGATE TOWN PARTNERSHIP	851 601
REGISTRATION OFFICE:	
BIRTHS, DEATHS & MARRIAGES	591417
SEEBOARD (ENQUIRIES)	08000 56 38 65
SOUTH EAST TRAINS	0845 000 22 22
SOUTHERN WATER	0845 2780845
STAGECOACH	08702 433711
THANET COMMUNITY DEVELOPMENT TRUST	282470
THANET COMMUNITY HOUSING ASSOCIATION	231680

### L

LAND CHARGES	577450
LAND HIRE	577167
LEASEHOLD	577268
LEISURE/RECREATION	577528
LEISURE CENTRES:	
HARTSDOWN LEISURE CENTRE	220733
RAMSGATE SPORTS CENTRE	597534
RAMSGATE SWIMMING CENTRE	593754
LICENSING	577580
LISTED BUILDINGS	577141
LOCAL PLANS	577591

### M

MUTUAL EXCHANGE (COUNCIL TENANTS)	577279
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### N

NOISE CONTROL	577580
NON-DOMESTIC RATES	577557

### P

PAPER COLLECTIONS	577115
PARKING ENQUIRIES	577470
PARKS	577530
PAYMENT LINE	577259
PERSONNEL	577106
PEST CONTROL	577580
PLANNING:	
ADMIN	577150
CONSERVATION	577141
DEVELOPMENT CONTROL	577150
LOCAL PLANS	577591
ENFORCEMENT (RAMSGATE)	577136
(MARGATE)	577134
PORT OF RAMSGATE	572105
PRESS OFFICE	577034
PRIVATE SECTOR HOUSING	577437
PUBLIC TOILETS	577115

### R

RECYCLING	577115
REFUSE COLLECTIONS	577115

### T

TAXI LICENSING	577580
THANET COAST	577672
TOURISM DEVELOPMENT	577039
TRAFFIC MANAGEMENT	KCC (0845 82 47 800)
TRAFFIC SIGNS	KCC (0845 82 47 800)
TREE ENQUIRIES	577580
TREE PRESERVATION ORDERS	577143

### V

VISITOR INFORMATION CENTRES	0870 26 46 111
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### W

WEBSITE	577035
WINTER GARDENS	296111

### PARISH COUNCILS

ACOL PARISH COUNCIL	840901
BIRCHINGTON PARISH COUNCIL	01227 742822
CLIFFSEND PARISH COUNCIL	821110
MANSTON PARISH COUNCIL	597069
MINSTER PARISH COUNCIL	821339
MONKTON PARISH COUNCIL	822093
ST NICHOLAS-AT-WADE & SARRE PARISH COUNCIL	846503

**THANET DISTRICT  
COUNCIL  
SWITCHBOARD**  
577000  
[www.thanet.gov.uk](http://www.thanet.gov.uk)

# Autumn Events:

## SEABRITAIN 2005 - A national maritime celebration

Bang, whoosh, and ahh - some of the sounds heard up and down the country as festivities and events celebrate Sea Britain on the Trafalgar Weekend of 21-23 October. Events across Thanet will celebrate the importance and effects of the sea on the lives of all Britons, past, present and future. Firework displays, cannon fire and special memorial services will mark the 200th anniversary of the Battle of Trafalgar, Britain's greatest naval victory.

To find out what's happening locally on Trafalgar Weekend call 0870 264 6111.



**COASTAL ART ATTACK** Viking Bay at Broadstairs will be the natural canvas for a national Big Draw event from midday on Saturday 15 October. The event aims to inspire drawing and will see 100 people craft the sand into a giant sea creature with expert guidance from local environmental artists, Paul Goodrick and Angela Molloy, before it is washed away by the tide.

In November natural sand barriers in the shape of sea creatures will be created on the three main beaches in Margate, Broadstairs and Ramsgate. Created by JCB's with artistic guidance, they help to prevent winter storm and sand dune damage and are then left to naturally disintegrate through the winter months.

### Sports 4 U - Throughout term time Sports 4 NRG puts on a range of events:

- Monday night football @ Hartsdown Leisure Centre: 7.30pm - 8.30pm
  - Wednesday night basketball @ Ramsgate Sports Centre: 5.30pm - 6.30pm
  - Friday night bowling @ Buggy's in Cliftonville : 4.30pm - 6pm.
- For more information on Sport 4 NRG, call 01843 577728**

- Sun 2 October, 5pm - Rocky Shore Discovery Tour from Walpole Bay, Cliftonville - 01843 577672
- Mon 3 October, 11.15am - The Waverley,



Some of the colourful characters who take people back in time on the St. Peter's Village Tour

© TDC



© TDC

## MARGATE MEMORIALS

Two pieces of Margate's maritime history have been awarded Grade II Listed status. The two memorials on Margate seafront by Nayland Rock and in Margate cemetery both commemorate the capsizing of the Margate Surf Boat in 1897, in which nine men lost their lives.



© Dick Barnatt

## Stepping back in time

As the leaves on the trees turn to golden brown, watching the TV seems a lot easier than venturing outside into the cold. But, as Lucy Tuson has been finding out, there are good reasons to head into St. Peter's this autumn...

Over the last ten years, the St. Peter's Village Tour has become a regular fixture. Using costumed characters to explain the area's colourful and fascinating historic connections has proved popular with residents and visitors alike, so much so that this year the tour is being extended into the autumn.

Suitable for all ages and abilities, the free tour starts from the village church and leads you past buildings dating back to the 14th century. On every twist and turn, a variety of characters, including a conjurer with snakes and tricks, a smuggler and a Napoleonic soldier tell their quirky stories. Tales of

the past include stories from the workhouse and about Ranelagh Pleasure Gardens, which once attracted high society visitors from London.

This autumn, special tours will take in the First World War graves in the churchyard on Saturday 22 October and Friday 11 November, with a tour and civic church service to mark the bicentenary Trafalgar celebrations over the weekend of 22/23 October. Places are limited and booking is essential for the tours. Call (01843) 868646 or visit [www.villagetour.co.uk](http://www.villagetour.co.uk) to find out more.

the World's only ocean-going paddle steamer excursion up the Thames to London's Tower Bridge from Margate Harbour. Call 0845 1304647

- Sat 8 October, 10am, Plumpudding beach clean, meet outside the Minnis Restaurant - 01843 577672
- Sun 9 October, 9.30am - Seaweed and their secrets a free tour at Botany Bay with Ian Titley.
- Mon 10- Sunday 23 October, Exhibition of Webb Toy Theatre, Dickens House Museum, Broadstairs
- Wed 12 October, 10am, Pegwell Bay Beach Clean - 01843 577672
- Sat 15 October, 12 - 4pm - BIG DRAW
- Fri 21- Sun 23 October. TRAFALGAR WEEKEND
- Sun 23 October, 10am Coldharbour Beach

Clean, meet outside the Minnis Restaurant - 01843 577672

- Wed 26 October, 11am, Rock Doc Walk along Kingsgate. Call 0870 2646111
- Thurs 27 October, 10am Save Our Seas Nature Trail at Dane Park, 01843 577409
- Sat 5 November, Guy Fawkes Night Fireworks Display from Viking Bay, Broadstairs at 8.30pm. Family entertainment at Victoria Gardens and Bandstand from 4pm until 10pm. Call 01843 861 876
- Sun 6 November, Rock Doc Walk along Pegwell Bay. Call 0870 2646111
- Mon 14 November - An illustrated talk about The Thanet Coast with Tony Child. Park Hall, Pierremont Hall 01843 863110
- Sat 26 - Sun 27 November Broadstairs Annual Model Railway Exhibition

Details correct at time of going to print. Please double-check dates and times prior to your visit

**THE SUMMER MONTHS** have seen important developments for Thanet, with new owners for Kent International Airport Manston, who introduce themselves and their plans on pages 4 & 5, work starting on Turner Contemporary and the first anniversary of our Environmental Action Programme, which is restoring pride in our town centres and seafronts.

As we head into the final part of the year, our attention is focusing on next year's budget and as part of that, work is continuing to make the Council as effective as possible. Our efficiency review has looked at everything we do – from how we deliver our services to how we make decisions and the buildings that we own. We are aiming to make the best possible

use of our resources to serve you, our customers starting with improvements to our District Offices in Broadstairs and Ramsgate. But there's a lot more to do. For example, millions of pounds need to be invested in our leisure facilities. That's one of the reasons we are looking carefully at every property owned by the Council. Do they benefit the community and are they being used to their full potential? If not, we need to look at making more effective use of your money to invest in the services you want.



Cllr. Sandy Ezekiel, Leader of Thanet Council

## At your service:

Council customers at Pierremont Hall in Broadstairs will find a new type of service centre operating from October 3. Here we find out how one resident can use it, to solve a range of problems.

Her neighbour is planning an extension to his house, someone else is playing loud music late at night and she has to pay an invoice for her husband's boat, moored in the local harbour.

Armed with her paperwork, she goes to the Thanet Council Service Centre at Pierremont Hall. A staff member lady explains that although there is no-one there from Thanet Council, Mrs. Brown can use the phone provided to connect directly to Council staff or she can use a computer to access online services via Thanet Council's website.

Mrs. Brown phones and speaks to the Call Centre who reports the noise nuisance and

takes her debit card details to pay the invoice. They explain that she can use the computer to view the planning application and can phone back to speak to a Planning Officer if she has any further questions. She calls back, but the officer is unavailable, so an appointment is booked for the next day, using the video conferencing link, when they can look at the plans together.

Within 15 minutes, Mrs. Brown has finished everything she needed to do and heads for home.

■ *Thanet Council's Broadstairs and St. Peter's Service Centre at Pierremont Hall is open Monday to Friday, 9am – 3pm from 3 October. The offices are shared with Broadstairs and St. Peter's Town Council, who will be staffing it. From 17 October, the Council's office in York Street, Ramsgate will offer similar facilities from Monday to Friday from 8.45am – 12.30pm and will be staffed by a Customer Services Advisor from the District Council.*

## Council meetings

all begin at 7 p.m., except for Licensing Board, which starts at 10 a.m.

Day	Date	Meeting
<b>OCTOBER 2005</b>		
Tuesday	18th	Licensing Board
Wednesday	19th	Planning Committee
Thursday	20th	Cabinet
Tuesday	25th	Finance, Best Value and Performance Review Panel
<b>NOVEMBER 2005</b>		
Thursday	3rd	Executive and Policy Scrutiny Panel
Wednesday	16th	Planning Committee
Tuesday	22nd	Licensing Board
Thursday	24th	Cabinet
Tuesday	29th	Joint Transportation Board
<b>DECEMBER 2005</b>		
Tuesday	6th	Cabinet (Budget Proposals)
Thursday	8th	Executive and Policy Scrutiny Panel
Tuesday	13th	Licensing Board Finance, Best Value and Performance Review Panel
Wednesday	14th	Planning Committee
Thursday	15th	Council

Licensing sub-committees will be arranged as required on Tuesdays for contested applications under the new Licensing Act. Hearings will only be arranged where objections have been received. Please contact Licensing on 01843 577753 for further information.

## Go direct!

"It's more convenient and it's saved us the hassle of having to pay the bill every month"- the verdict of Birchington resident Graham Miller, who changed to paying his Council Tax bills by Direct Debit earlier this year and won £250 in the Council's prize draw. The campaign saw an additional

1,400 people switching to Direct Debit.

For further information on arranging Direct Debit payment of your Council Tax bills, contact 01843 577000.



©TDC

## Thanet Youth Council

At Thanet Youth Council, we have been reviewing our services and now we have two groups of young people – one aimed at those aged 11 – 15 and the other aimed at ages 16 – 20. This gives more opportunities to debate issues relating to younger or older members, target training needs and attend meetings suited to different age ranges.

Our main aim is to represent young people of Thanet and to achieve this we need representatives of young people from all sorts of backgrounds. We aim to work closer with School Councils, Steering Groups and Management Committees involving young people, to offer them support, training and opportunities to help with their own personal development.

If your school, club or organisation is interested in TYC supporting its young people, contact John Simmonds on 01843 209551 or 07759 620464 and we will be happy to discuss how we can help.

## Meet your Parish Councillor John Garland

This issue, we're turning the spotlight on Parish Councils. John Garland is the Chairman of Birchington Parish Council:

### Why did you first decide to stand as a Councillor?

Although I have owned a house in Birchington all my married life I had always worked abroad. On my retirement I wanted to put something back into the community.

### What is the most rewarding part of your work as a Councillor?

Achieving things for the village that would not have happened without a Parish Council.

### What's your approach to serving your electorate? How do you get their message across?

Listen to them and decide what is feasible, practical and likely to be achieved.

### What do you think your greatest achievement has been?

Maintaining a full number of members on the Council who, despite healthy debate and argument, act as a team is something I count as my achievement.

### What have you learnt from being a Councillor?

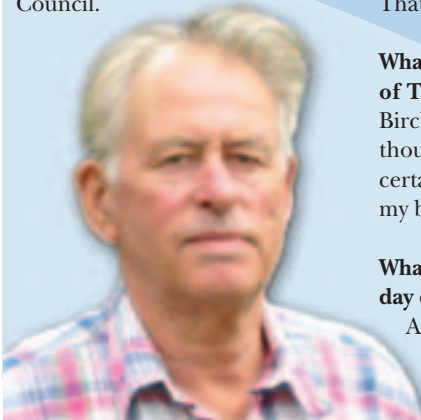
That patience is a virtue.

### What is your favourite part of Thanet?

Birchington of course, though I have to admit to a certain fondness for Margate – my birth place.

### What's your idea of a perfect day or night out?

A meal and conversation with friends... but travel is also good for the soul.



©KCC

## Rubbish dilemma

Rubbish strewn across our streets – as the picture shows, it's not a pretty sight.

So how tolerant should the Council be on those who dump rubbish or on dog owners who fail to clear up their animal's mess? That's the question you can help to answer, as the Council has set up a Scrutiny Forum to look at how it takes action on these and other issues.

To find out more contact Paul Martin on 01843 577421 or e-mail [paul.martin@thanet.gov.uk](mailto:paul.martin@thanet.gov.uk)

## Frontline – Licensing

What do classical concerts, Boa constrictors and burger vans have in common? They all require licences from Thanet Council.

Visiting licensed premises and dealing with a range of licence applications means that every day is different for Licensing Officer Alison Collison. "I love the diversity of the job, one day I'm dealing with an application for a pop concert and the next I'm going out on the road to check a taxi's licence."

The role of licensing underwent a major change earlier this year, with alcohol licensing moving to the Council from November. Any venue planning to serve alcohol, play music or serve food after 11.00 at night had to apply for a new licence and nearly 500 submitted their applications by early August.

It's not just pubs, clubs and restaurants which need new licences, the new legislation also affects burger vans, takeaways and hotels.

The change in the licensing system allows local residents and organisations, such as the emergency services, to raise any objections to new applications.



Alison Collison out on patrol with the police

©TDC

The final verdict then lies with a sub committee of the Council's Licensing Board.

Working with the emergency services is another part of Alison's job. A busy Saturday night means a drink at the pub for many, but Alison's visit is to advise on underage drinking in a joint operation with Thanet Police.

The visit also gives Alison the chance to see first hand how licensees are getting on with new legislation.

For more information on licensing, call 01843 577753 or log on to [www.thanet.gov.uk/licensing](http://www.thanet.gov.uk/licensing)

## Online performance

You can now track the Council's progress online. Performance packs, published quarterly, focus on every Council service and can be found at [www.thanet.gov.uk/performancepacks](http://www.thanet.gov.uk/performancepacks)

Also available online at [www.thanet.gov.uk/strategies](http://www.thanet.gov.uk/strategies) is the annual Best Value Performance Plan, reviewing the Council's performance over the last year.

## Secure your vote and win £150!

By returning your electoral registration forms you will be included in a £150 prize draw and secure your vote. Complete and return the forms by Monday 17 October.

For more information about the Register of Electors form, please contact the Council's Electoral Helpline on (01843) 577500 or visit [www.thanet.gov.uk/electoral](http://www.thanet.gov.uk/electoral)



# Thanet District Council

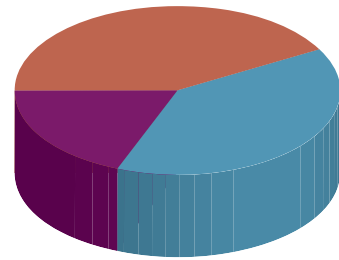
## Summary of Accounts 2004/05

### The Cost of Council Services:

The Revenue Account summarises the cost of running Council services between April 2004 and March 2005 and shows where the money came from to finance those costs along with the surplus at the year end.

COUNCIL TAX  
42%

BUSINESS RATES  
19%



Funded by

REVENUE SUPPORT GRANT  
39%

### Details of the Council's spending during 2004/2005

	GROSS EXPENDITURE £000	GROSS INCOME £000	NET EXPENDITURE £000
Cultural, Environmental & Planning (incl. Refuse & Cleansing)	24,850	7,394	17,456
Highways, Roads & Transport	7,219	6,551	668
Housing Services (incl. Homeless & Housing Benefits)	55,251	49,903	5,348
Central Services to the Public (incl. Council Tax Benefits)	12,617	11,745	872
Corporate & Democratic Core	4,340	706	3,634
Non-distributed costs	838	411	427
Net Cost of Services	105,115	76,710	28,405
Precepts paid to Parish Councils			419
Less internal charge for use of Council Assets			-5,260
Interest receivable			-1,163
Less accounting adjustments			-4,656
Amount to be met from Government grant and taxpayers			17,745



Left: Viking Bay Broadstairs;  
Above: Ramsgate Harbour;  
Right: The Council's Rapid Response Team at work as part of the Environmental Action Programme



## Council Tax

Through the Council Tax, Thanet District Council also has to collect the income required by the following organisations:

Kent County Council	37.192m
Thanet District Council	£7.288m
Kent Police Authority	£4.653m
Kent Fire & Rescue	£2.466m
Town & Parish Councils	£0.419m

## Financial Management

	2002/03	2003/04	2004/05
Annual Accounts submitted on Time	✓(end Sept 03)	✓(end Aug 04)	✓(end July 05)
Number of Audit Qualifications (*)	1	0	0

\* The Council's external auditors are required to give an opinion on the financial statements which should be 'unqualified'. Where the opinion is qualified, each qualification identifies an area where the financial statements are unreliable. The 2004/05 statements are in the process of being audited.

Grupo Antolin factory



## Collection Fund

All the money collected from taxpayers to fund local services is kept in this account.



© TDC/Dick Barnatt

## BUSINESS RATES

Thanet District Council collected £19.610m in 2004/05 in business rates on behalf of the government. This was based on local rateable values multiplied by a national uniform rate. The total amount (less certain deductions) is paid to a pool managed by Central Government, who in turn paid back to the Council £3.476m which was based on a standard amount per head of the population.

© TDC / Dick Barnatt

Council Tax:	2002/03	2003/04	2004/05
Number of Band D equivalent properties	43,816	43,829	44,559
In Year Collection Rate - Thanet	96.20%	96.00%	95.69%
In Year Collection Rate - English Districts	97.50%	98.00%	not yet available
Number of Direct Debits (% of total properties)	25,447 (42%)	26,982 (45%)	27,075 (45%)
Value of Direct Debits	£21,771,394	£25,111,214	£27,637,298



# Corporate Director's Statement

The Council's Statement of Accounts has been prepared in accordance with the Accounting Code of Practice.

The figures in this summary were originally compiled having regard to proper accounting practice, but for the purposes of this statement some modifications have been made to provide more meaningful information.

The accounts include a statement of internal control designed to review the internal controls of the Council and minimise its exposure to risk.

The Audit Commission are currently undertaking a review of the 2004/05 accounts.

A full copy of the Council's 2004/05 draft accounts is available to view on request. Copies are also available for a charge of £5.90. To obtain your copy please telephone 01843 577241.

**Jennifer Seeley**  
Corporate Director (Resources)

## Capital Expenditure

Capital Expenditure	2004/05
	£000
Council Dwellings	3,266
Economic Development	2,634
Environmental Improvements	795
Council Offices	209
Ports & Harbours	74
Sea Defences & Seafronts	228
Sports & Arts Related	86
Disabled Facilities Grants	663
Tourism	94
Other	3,399
<b>TOTAL</b>	<b>11,448</b>

This is the money spent on purchasing, upgrading and improving the Council's assets. During the financial year 2004/05 the Council spent £11.45m. Funding for this expenditure was met by capital grants (£5.42m), sale of assets (£1.82m), borrowing (£2.83m) and reserves (£1.38m).

## WHERE THE MONEY WAS SPENT

The £3.266m spent on Council dwellings included overcladding works at Invicta House (which won a Margate Civic Society Town Pride Award), kitchen refurbishments and a programme of new windows and doors at Millmead and Garlinge.

In 2004/05 £0.945m was spent on improving our Multi-Storey car parks including the installation of CCTV at Mill Lane, as a result the Council have achieved the Park Mark Safer Parking Award.



BEFORE

AFTER



Restoration of the replica Viking Longship 'Hugin' commenced in 2004/05.





## *The purpose of this guide*

The NHS spends public money - your money - on healthcare, treatment and prevention. This guide to local health services will bring you up-to-date on the NHS in your local areas of Dover, Deal, Sandwich, Margate, Ramsgate, Broadstairs, and the villages surrounding these towns. It also includes useful telephone numbers and addresses and contacts you may need throughout the year.

The East Kent Coastal Teaching Primary Care Trust (PCT) is committed to keeping local people informed about the services they can expect to receive. This guide will make it easier for you to get information so that you can have more say about your local health service. Please keep it handy for when you may need it.

## *What the Primary Care Trust (PCT) does*

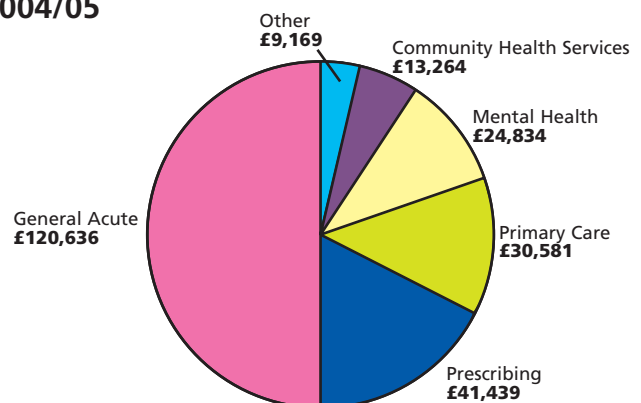
East Kent Coastal Teaching PCT aims to deliver better and more responsive health services in order to improve the health of local people in the area. It is responsible for deciding exactly which health services the local population needs, and ensuring the provision of these services.

The Trust holds about 75% of the local NHS budget, which equates to approximately £275 million for a census population of 231,000 people. It uses this money to provide services such as health visiting, district nursing and a range of therapies, Deal community hospital, and to support and develop the work of GP practices. A large part of this money is used to make sure that hospital care and other specialist treatment is available when you need it.

The PCT commissions mental health services and commissions and provides children's services on behalf of the Primary Care Trusts that serve Shepway, Canterbury & Coastal and Ashford areas. The PCT also hosts the Health Promotion Service on behalf of the East Kent Primary Care Trusts.

## *How we spend your money*

East Kent Coastal PCT Expenditure (£000's)  
2004/05



The PCT works closely with East Kent Hospitals Trust, East Kent NHS and Social Care Partnership Trust, KCC Social Services, Dover and Thanet District Councils, voluntary organisations and organisations from the private sector to ensure you get the very best to keep you as healthy as possible.

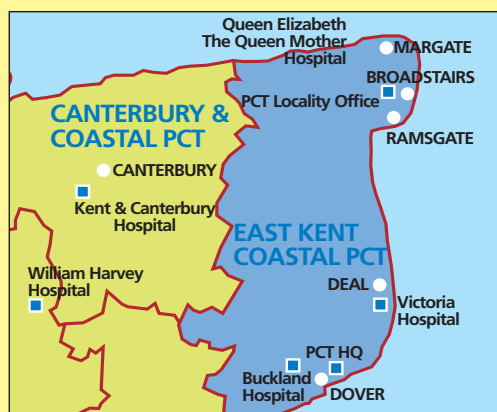
## Surgery details and Clinics

### DOVER/DEAL

Allen House Surgery	01304 369777
Ash Surgery	01304 812227
Aylesham Health Centre	01304 840233
Balmoral Surgery	01304 373444
Buckland Medical Centre	01304 206353
Crabble Surgery	01304 821182
Dover Health Centre	01304 865577
Dover Medical Practice	01304 865555
High Street Surgery	01304 206463
Manor Road Surgery	01304 367495
Pencester Surgery	01304 240553
Peter Street Surgery	01304 216890
Queen Street Surgery	01304 363181
River Surgery	01304 823039
St James' Surgery	01304 225559
The Butchery	01304 612138
The Cedars Surgery	01304 373341
The Market Place Surgery	01304 613436
White Cliffs Medical Centre	01304 201705
Wingham Surgery	01227 720205

### THANET

Albion Road Surgery	0870 8902477
Bethesda Medical Centre	01843 209300
Birchington Medical Centre	01843 841384
Broadstairs PMS Practice	01843 861565
Cecil Square Surgery	01843 232222
Cliftonville Surgery	01843 292873
Dashwood House	01843 593252
Eastcliffe Medical Practice	
- Addington St Surgery	01843 593544
- Mildmay Surgery	01843 592576
Garlinge Surgery	01843 255693
Minster Surgery	01843 821333
Mocketts Wood Surgery	01843 862996
Newington Road Surgery	01843 595951
Northdown Surgery	01843 296413
Osbourne Road Surgery	01843 863353
Queens Road Surgery	01843 255337
St Peter's Surgery	08444 770927
Summerhill Surgery	01843 591758
The Grange Medical Centre	01843 595051
The Limes	01843 227567
Union Row Surgery	01843 296980
Westgate Surgery	01843 831335
Wickham Surgery	01843 593420



## What we did with your money

Since April 2004, with the help of our partner organisations we have:

- Introduced community matrons whose role is to ensure those patients with long term chronic conditions such as diabetes and heart disease are treated more quickly and avoid patients going into hospital.
- Appointed the first dedicated post in health to address the high levels of adult protection to support and advise staff who have direct involvement with vulnerable adults.
- Launched a number of healthwalks across the area, encouraging local communities to keep fit.
- Set up with StourCare a new out of hours service to ensure patients can access urgent medical cover when GP surgeries are closed.

## HOW WE MEASURE UP

To show how the NHS is making progress against the targets in the NHS Plan, the Healthcare Commission has developed a star rating system. A maximum of three stars is awarded to health services which meet the required targets on things that matter most to patients such as waiting times and hospital cleanliness.

The PCT was awarded a two star rating for its performance for 2004/05 by the Healthcare Commission. A two star rating means the PCT is performing well overall, but has not quite reached the same consistently high standards.

As well as the eight key targets, which include access to a GP, the

number of people who stop smoking, financial management and waiting time for outpatient appointments, the PCT is monitored on 32 additional indicators. These indicators look at access to quality services, improving health and service provision. The results of our annual patient survey are also taken into account.

We are constantly striving to improve our services locally and your feedback will be an important source of information for us. Elsewhere in this guide is information regarding how you can get involved and make contact with us.

## Involving patients and the public

The PCT is keen to hear about its services and it does this by listening to the views from patients, carers and members of the public. Below are some examples of how we have involved you.

- All GP practices took part in patient surveys. As a result, there have been improvements to patient information and changes to appointment systems.
- Ten ME/Chronic Fatigue Syndrome patients were interviewed about their experiences of the NHS. Two service users have been invited to sit on the Kent Steering Group to look at developing a new ME/Chronic Fatigue Syndrome service.
- Year seven school children in Thanet were asked about improving access to sport and leisure facilities, bullying and care with medication were discussed.
- The paediatric speech and language therapists devised a simple survey to be completed by children. As a result there are more toys in waiting rooms and brightly coloured posters on walls.

STOP SMOKING SERVICE  
0800 849 4444

NHS DIRECT  
24 HOUR ADVICE 08 45 46 47

# Priorities for improved services

- Involve patients and patient support groups in service surveys, and in planning service improvement and work with the patient forum.
- Work in partnership through local government led Local Strategic Partnerships to improve educational and economic prospects for the population and to deliver, with partner organisations targeted prevention programmes (e.g. healthy eating, home safety, reduction of teenage pregnancies).
- Work with East Kent Hospitals Trust to further reduce waiting times for in-patient and outpatient appointments, in line with national targets.
- Continue to improve collaboration to provide services for children and young people.
- Work in partnership with the East Kent Partnership Trust to implement the decision of the Mental Health In-patient Services Review and Redesign.
- Improve access to smoking cessation support so that quit rates improve within our population.
- Provide improved services for people with heart disease, stroke and diabetes and improve access to smoking cessation support so that quit rates improve within the population.
- To improve the health care of people with long term conditions.
- Listen to our staff and demonstrate they are valued by responding to what they tell us and improve their working lives.

## Services for young people



Local Young Persons and Family Planning Clinics are held at:

- Broadstairs Health Centre, Broadway, Broadstairs. Tel: **01843 255315**
- Deal Community Clinic, Bowling Green Lane, Deal. Tel: **01304 865443**
- Dover Health Centre, Maison Dieu Road, Dover. Tel: **01304 865500**
- College Road Clinic, Margate. Tel: **01843 255175**
- Queen Elizabeth The Queen Mother Hospital, Family Planning Department, Peters Road, Margate. Tel: **01843 227903**
- Newington Road Clinic, Ramsgate. Tel: **01843 255200**

## How you can get involved

There are many ways for you, or members of your family, to help improve local health services for everyone.

If you are interested, you could:

- Join one of the patient or user groups at your local hospital, health centre or GP Practice
- Apply to join one of the Patients Forums in your area
- Become a volunteer

## How to get more info about your local NHS

For further copies of this leaflet, contact East Kent Coastal Teaching PCT **01304 227227**. You can also write to the Chairman, or Chief Executive, at: Protea House, Marine Parade, Dover CT17 9HQ

The Patient Advice and Liaison Service (PALS) can help you find your way through the local NHS. PALS can offer information and confidential advice on health related issues and on-the-spot help with problems and concerns relating to care and treatment.

You can contact PALS on **0845 601 5890**, or e-mail: [EKPC.PALS@ekentmht.nhs.uk](mailto:EKPC.PALS@ekentmht.nhs.uk) or via the website:

**[www.kentandmedway.nhs.uk](http://www.kentandmedway.nhs.uk)**

Alternatively you can ask anyone working in the NHS to contact PALS for you.



Call NHS Direct for:

- Details about out-of-hours pharmacies
- Where to find a dentist or GP
- Details of how to find your local hospital
- General health care advice
- Details of helpline numbers and much more.

For all this and other information, call NHS Direct or look on their website **[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)**

Look on our PCT website: **[www.ekcpct.nhs.uk](http://www.ekcpct.nhs.uk)**

Look on our NHS website: **[www.kentandmedway.nhs.uk](http://www.kentandmedway.nhs.uk)**

Or pick up a copy of *Health News* from your GP surgery, local hospital, or one of the other many pick-up points in east Kent.

STOP SMOKING SERVICE  
**0800 849 4444**

NHS DIRECT  
24 HOUR ADVICE **08 45 46 47**

# 0844 800 1234

- the number to access urgent medical help  
when your GP surgery is closed

## PRE-PAYMENT PRESCRIPTION CERTIFICATES

If you have to pay for and obtain more than five prescription items in four months, or 14 in 12 months, you can save money with a pre-payment certificate. For details of how to apply and for more information call **0845 850 0030**.

## Registering with a GP

If you experience problems finding a GP, you can contact the Kent Primary Care Agency, on **01622 655097**, who will advise you on your course of action, or may be able to allocate a GP to you.

**DO YOU HAVE A  
HEALTH RELATED  
PROBLEM AND  
DON'T KNOW  
WHERE TO TURN?**



Contact your local Primary Care PALS  
Liz Coleman or Lynne Griffiths  
email: [EKPCT.PALS@ekentmht.nhs.uk](mailto:EKPCT.PALS@ekentmht.nhs.uk)  
phone: 0845 601 5890

## Useful numbers

PCT Headquarters, Dover	01304 227227
PCT Locality Office, Broadstairs	01843 608500
Alcoholics Anonymous	08457 697555
Buckland Hospital, Dover	01304 201624
Childline	0800 1111
Council for Voluntary Service	01304 240090
DentaLine	01227 781818
Dover District Council	01304 821199
Drinkline	0800 9178282
Health Promotion	01304 828700
KCC Social Services	0845 8247247
KCC Social Services, Dover	01304 204915
KCC Social Services, Thanet	01843 860000
Kent & Canterbury Hospital	01227 766877
Minor Injury Unit, Deal	01304 865420
National Drugs helpline	0800 776600
QEQM. Hospital, Margate	01843 225544
Samaritans	0845 7909090
Thanet District Council	01843 577000
Victoria Hospital, Deal	01304 865400
William Harvey Hospital, Ashford	01223 633331
Young People Information Helpline	0800 0728748

(For names and tel. nos. of other voluntary organisations pick up a copy of *Health News* from your GP surgery)

## Are you getting the right treatment?

By making the right choice at the right time, patients can get the best possible treatment. Patients can help the NHS by using their local pharmacists, minor injuries unit and NHS Direct as well as treating minor ailments at home. Your pharmacist ... is an expert on medicines and is qualified to give advice on common complaints, such as coughs, colds, flu, sore throats, aches and pains.

Your pharmacist can advise when your symptoms are more serious and may suggest you visit your GP. You can talk to your pharmacist in confidence - even about the more personal symptoms - and you don't need to make an appointment.

Minor Injury Units ... can stitch cuts, dress wounds, remove foreign bodies from ears and noses, treat and dress minor burns and scalds, and deal with sprains and simple fractures.

If you have a minor injury you are likely to be treated and on your way home again within one hour if you go to your nearest minor injury unit. You'll avoid a longer wait at an A&E department where staff have to concentrate on more serious cases.

Minor Injury Units are at:

Deal Victoria Hospital, London Road.

Tel: **01304 865400**

Open every day 8 am - 6 pm

Dover Buckland Hospital, Coombe Valley Road.

Tel: **01304 201624**.

Open every day 9 am - 9 pm. Closed Christmas Day and Boxing Day

You can call NHS Direct on 0845 46 47 anytime for immediate advice on what to do if you or a family member feels ill. NHS Direct is a confidential 24 hour advice and health information service staffed by nurses and advisers.

STOP SMOKING SERVICE  
**0800 849 4444**

NHS DIRECT  
24 HOUR ADVICE **08 45 46 47**



## readers survey

# Win £100 by giving your views on Thanet Matters!

This Readers' Survey is part of the Council's Best Value initiative to ensure that residents are getting value for money from Council services. We also want to get your

feedback so that we keep Thanet Matters relevant to you and find out what you would like to see in the magazine in the future. In response to last year's

Readers' Survey, we:

- Added in a new regular article on the history of Thanet
- Included more information on events through a regular what's on guide

**We ask you to rate things on a scale of 1-5 where: 5=very good 4=good 3=average 2=bad 1=very bad**

On a scale of 1-5 what do you think of the content of Thanet Matters?

On a scale of 1-5 how useful do you find these regular features?

- Front line – articles on the Council services you use
- Your Council – information on what the Council does
- Meet your Councillor
- Your Thanet – news from around the District
- A-Z of useful Council numbers
- Information on major council projects e.g. the Environmental Action Programme, waste and recycling, Section 106 consultation.
- What's on diary of events
- Historical Thanet – looking at the history of the area

### Other articles

What would you like to see more of?

Do you prefer short news items or longer detailed features? (please tick one)

- More short news stories
- More in depth features
- The current balance of news and features is about right

### Presentation

In 2005 we changed the overall look of the magazine. Do you like it?

- Yes  No

Do you find it easy to read?

- Yes  No

Is there anything else you would like to see changed?

- Yes  No

If yes, please tell us your ideas:

### Distribution

There have now been 11 issues of Thanet Matters since Autumn 2002, delivered free to households throughout the District inside a local newspaper.

Did you get every issue?

- Yes I have received every issue
- Yes I got most issues
- No I have never received it
- I can't remember seeing it

If you are not getting Thanet Matters, please tick which area you live in and what type of property you live in.

- Acol
- Birchington
- Broadstairs & St Peters
- Cliffsend
- Margate
- Manston
- Monkton
- Minster
- Ramsgate
- St Nicholas at Wade & Sarre

Type of property

- A house
- A flat in a shared house with shared entrance
- A flat in a house with separate entrances
- A flat in a block with open stairways
- A flat in a block with entry security systems
- A shop or business premise
- Other

Have you seen copies of Thanet Matters in your local library, health centre, council offices and other public buildings?

- Yes  No

If yes, please specify where:

Have you any other comments or suggestions about how you would like to see Thanet Matters develop?

**You do not have to fill out this part of the questionnaire, but the information would help us to gain a readership profile and to plan the content of future editions of Thanet Matters.**

Age range

- 11 and under  35 - 44
- 12 - 17  45 - 54
- 18 - 24  55 - 64
- 25 - 34  65+

What would you like to find out about the Council?

I have completed the Readers' Survey and would like my completed form to be entered into the prize draw to win a cheque for £100.

Name

Address

Postcode

Your name and address will remain confidential and will only be used to advise the prizewinner or to help our distribution company get Thanet Matters to your door. The Readers' Survey is only open to Thanet residents.

Please tear off and return the completed form to Readers' Survey, Thanet Matters, Freepost SEA8273, PO Box 9, Cecil Street, Margate, CT9 1XZ