

Draft until next meeting 18<sup>th</sup> April 2018

## **TENTERDEN TOWN COUNCIL**

### **MAY FAYRE SUB-COMMITTEE**

#### **MINUTES OF THE MEETING HELD 21<sup>st</sup> March 2018 at 7pm**

##### **PRESENT:**

**Town Councillors:** M. Hickmott, Mrs. P. Smith, Miss N. Gooch, H Edwards

**Non-Councillors:** Mr. J Mills, Julia Henwood and Clare from Medi-Vets

**Tenterden Town Council Staff:** Ms. S Ratcliffe

**1. APOLOGIES FOR ABSENCE:** Mr. C. Marsh

**2. MINUTES:** The minutes of the last meeting held on 23<sup>rd</sup> January were agreed subject to amendments.

**3. CORRESPONDENCE:**

- Ivy Court Surgery have confirmed that their car park can be used on the day.
- Copies of Hygiene Certificates have been received from Carolyn and John for the Vintage Tea Tent.
- Three cheques for stands have been received.

**4. FINANCIAL POSITION:** No change - £776 which will be made up by Tenterden Town Council to £1500.

**5. UPDATE ON 2018 EVENT:**

- Arrangements are coming along nicely.
- We are still waiting to hear from the Tenterden Primary Federation regarding the May Pole.
- The Town Council Maintenance team will be asked to help put the spiles in, to set up, collect tables and chairs from Highbury Hall, and to lend a wheelbarrow and provide sand.
- Cllr. Edwards will not be loading his trailer up after the event this year and will only be taking his water tank back to his farm after. Storage needs to be found for everything else.
- Cllr. Hickmott has obtained new pitch markers.
- The dog show will be run by Julia and Clare from Medi-Vets. Sponsors will be sought for each class to pay for the rosettes. The show will be shared on Medi-Vets Facebook page. Checks need to be made regarding insurance cover.
- At a recent Town Council meeting the Deputy Mayor, Cllr. Mrs. Ferguson objected that a Town Council stand had not been included and requested that this be reconsidered. A table will now be provided.
- The Scouts hygiene certificate needs to be held before the event.
- The Petting Corner has not been arranged and will not go ahead this year.
- The Mayor has advised that he is available for the event.
- The Bazazi Brothers have been re-booked again this year.
- Cllr. Hickmott will speak to the Town Clerk regarding purchasing a post thumper.

**6. ANY OTHER BUSINESS:** None

**7. DATE OF NEXT MEETING.** Wednesday 18<sup>th</sup> April 2018 at 7pm.

## Tenterden Cinema and Culture Hub Focus Group

### BRIEFING NOTE & RECOMMENDATION

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The Stage 1 Pre-feasibility Study *A cinema for Tenterden* by Ron Inglis, Craigmount Consulting, has been completed. Following further work, the Focus Group now **RECOMMENDS** that Tenterden Town Council should commission the Stage 2 Site Options Appraisal.

It is assumed that all have seen the report, so this briefing note will not repeat the findings other than to observe (a) that boutique cinemas<sup>1</sup> are flourishing in a growing number of small towns across the country and (b) do more than just show movies, acting as community cultural hubs, with spillover economic benefits.

The information in the Pre-feasibility Study has enabled the Focus Group to make an initial assessment of the financial viability and further identify the benefits that a cinema and cultural hub would bring to Tenterden, which can be summarised as follows:

1. The cinema will potentially generate direct revenue of over £700,000/year and provide the equivalent of 10-11 full-time jobs paying an average of over £15,500/year each. Bringing more visitors to the town will also create secondary economic benefits, although we cannot quantify these.
2. A boutique cinema would cater for a wide variety of age groups and interests, particularly if it adopts the Focus Group's preferred two-screen option. It would act as a cultural centre by showing live feeds of concerts, theatre and opera performances in addition to the regular film screenings, and provide a venue for art exhibitions in the café area.
3. The expected number of visits is crucial to the economic viability. The Pre-feasibility Study suggests between 40-70,000 visits per year, drawn from a population of about 20,000 within a maximum 15-minute journey time. This excludes much of Headcorn (17 mins), Smarden (16 mins), and Cranbrook (16 mins). Extending the catchment to a 25-minute travel time reaches a further 45,000 people: the consultant has not modelled attendances from this group, but we have done so using his methodology. All the competitors to a Tenterden cinema (the Kinos at Hawkhurst and Rye, and the Elwick complex due to open soon at Ashford) are outside the 15-minute zone.
4. A preliminary analysis has been undertaken to assess the affordable capital cost under different revenue projections assuming visitor numbers in the 40k-70k range. Taking the main variables as the number of visits and cost of financing, it has been possible to arrive at acceptable ceiling capital cost under each scenario. The results are shown in the Annex.
5. A very conservative "Base Case" only considering an audience from the 15 minutes travel radius, (55,000 visits) and 7.5% interest suggests that the project would be viable at a capital cost up to about £2.5m. Extending the audience reach to the 25 minutes radius (and assuming a fourfold reduction in frequency of visits from this outer group) gives a more realistic Base Case of 70,000 visits and raises the viable cost ceiling to £3.6M at 7.5%. By comparison, in 2012 the estimated construction and fit-out cost of the Rye Kino was £1.3m, which escalated at 5% pa would be equivalent to £1.7m today – well below the ceiling. Other comparators in the Stage 1 Pre-feasibility Study are the Regal in Stowmarket at £2.5m, and the Scala at Prestatyn (£3.5m), which appears to be a larger development including a training suite and gallery.

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<sup>1</sup> *Boutique cinema is the term generally used to describe a venue with small and comfortable auditoria, an associated café/bar, and maybe other cultural facilities.*

## Tenterden Cinema and Culture Hub Focus Group

### BRIEFING NOTE & RECOMMENDATION

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6. We can only know the real cost of a Tenterden cinema development after the Stage 2 Site Options Appraisal, but analysis based on the attendance and revenue figures provided by Inglis gives every indication that it would be financially viable if the costs are comparable with those elsewhere.
7. This still leaves the issue of financing the project. The cinema will need to be developed and owned by a stand-alone company. Various models are possible but the most likely would be a Community Interest Company, which is a legal entity intended to trade for a social purpose rather than profit. A CIC can raise money from public or private sources and pay interest, or dividends within defined limits.
8. It will also be necessary to appoint an Operator. Kino (Hawkhurst and Rye) has changed its stance and now expresses an interest in being involved and making an investment in the fit-out of a cinema. This is a very positive statement and we note that the fit-out cost at Rye was about £550K or 40% of the total. Although we need to keep an open mind on the Operator at this stage, Ron Inglis confirms that Kino's new position is 'further evidence that an appropriately specified cinema should work.' (It should be remembered that operators are generally not interested in assuming the risk and cost of developing and owning the building).
9. The rest of the capital will need to come from a mix of debt, equity and grants. Grant funding would be welcome but is likely to be marginal (the CIC that established Kino Rye received £100K grant). The project therefore needs to be planned in the expectation that most, if not all of the funding will be on commercial or semi-commercial terms, which means debt will be repaid with interest over the loan tenor as for a mortgage<sup>2</sup>, and that equity holders will receive dividends (capped in the case of a CIC).
10. Any investment by TTC in the project will therefore create an income for the Council. If the investment is sufficiently large the Council will be in a unique position to control the development to ensure that it is of a high standard befitting the town, and TTC could hold the building as an asset in perpetuity as a safeguard against things going wrong.
11. In summary, TTC stands to gain an important social and cultural asset that will:
  - Provide local employment
  - Bring considerable economic value to the town
  - Create a revenue stream for the Council
  - Provide a valuable asset to be held by TTC (subject to the company structure)
12. The next step must be to undertake the Stage 2 Site Options Appraisal (costing £9,300). Without this we cannot select a site, make an accurate cost estimate, or even an outline plan showing how many screens, or propose a business and funding plan. Without this information it is impracticable to investigate sources of finance and structuring options, or hold meaningful discussions with potential operators. There is no alternative to public funding for the Stage 2 Site Options Appraisal as the private sector will not spend the money at this preliminary stage.

Tenterden Cinema and Culture Hub Focus Group, 15 March 2018

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<sup>2</sup> As for a mortgage the lenders will receive capital repayments plus interest throughout the duration of the loan.

## ANNEX

### Tenterden Cinema and Culture Hub Focus Group

#### Viability Analysis

25 min  
catchment

			visits per year		
format			1 screen	1-2 screens	2 screens
visits/year			40,000	55,000	70,000
staff on duty (average)		note 1	2.50	3.00	3.50
Equivalent full-time jobs		note 2	8	9	10
<b>INCOME</b>					
Revenue per visit:			£	£	£
- tickets (less VAT & rental charge)	£5.50	note 3	220,000	302,500	385,000
- food (less cost of stocks)	£4.00	note 3	160,000	220,000	280,000
- advertising, etc	£0.50	note 3	20,000	27,500	35,000
- membership, private hire		note 4	10,000	10,000	10,000
total revenue (1)			410,000	560,000	710,000
<b>OUTGOINGS</b>					
			£	£	£
- staff		overleaf	122,441	146,929	171,417
- rates			20,000	20,000	20,000
- utilities			30,000	30,000	30,000
- marketing		note 4	15,000	15,000	15,000
- insurance		note 4	10,000	10,000	10,000
- accountancy fees		note 4	15,000	15,000	15,000
- bank charges			10,000	10,000	10,000
- maintenance			12,000	12,000	12,000
- miscellaneous			5,000	5,000	5,000
total costs (2)			239,441	263,929	288,417
Net income (1-2)			170,560	296,071	421,583
<b>equivalent capital sum over 15 years:</b>					
- at 5.0%			1,770,408	3,073,221	4,376,035
- at 7.5%	base case		1,459,989	2,534,371	3,608,753
- at 10%			1,297,958	2,253,103	3,208,249

#### Revenue v Capital Cost (alternative Financing Scenarios)

##### Notes

- Figures denote average number of equivalent full-time staff on duty.
- Figure for equivalent full-time jobs includes 0.6 for maintenance/cleaning
- Source: Figures taken from P/F report by Ron Inglis (Para 7.1.1)
- Based on modified data taken from Rye Kino Business Plan
- No of visits for 25 min radius based on Ron Inglis population estimate and methodology from report, assuming lower attendance ratios to reflect increased distance and competition

**Cinema Focus Group - Confirmation of Fees for Stage 2 from Stefanie Fischer**

We confirm the fees for Stage 2 set out in our proposal dated 31 October 2017 as follows:

Services Contract 1

Architectural/ Cinema Architect Services: Burrell Foley Fischer LLP

£4,750 inclusive of normal expenses. VAT would apply at the standard rate.

Services Contract 2

Cinema Business Consultant Services: Craigmount Consulting

£1600 inclusive of one visit to Tenterden for a presentation to Tenterden Town Council and/or the Cinema Focus Group and/or a public consultation event. No VAT

Services Contract 3

Quantity Surveying Services: Greenwood Projects

£2,950, inclusive of two visits and reasonable expenses as set out in proposal dated 31 October 2017. VAT would apply at the standard rate.

**In summary the total fee would be £9300 inclusive of the expenses noted above. VAT would apply as noted above.**

**TENTERDEN TOWN COUNCIL – EXTERNAL COMMITTEE**

**WAR MEMORIAL SUB-COMMITTEE**

**MINUTES OF A MEETING ON 6<sup>th</sup> march 2018**

**Present:** Neil Beaven (RBL), Bill Chantler (RBL & TDRA) Canon Rev Lindsay Hammond, Maj. Alan O'Hagan, Fred Walker & Cllr Justin Nelson. Member of the public Carol Douglas & the Town Clerk Phil Burgess was in attendance.

1. **Apologies for Absence.** None.
2. **Appointment of Chairman.** Cllr Nelson was elected in this role.
3. **Minutes of the Meeting held 14<sup>th</sup> Dec 2017.** Were agreed with the exception of item 8a. Neil Beaven stated that no time frame had been agreed.
4. **Matters Arising.**  
War Memorial Cleaning Bill Chantler advised that an offer had been made of a donation towards cleaning of the War Memorial and asked that the invoice could be forwarded to him so that this donation could be released. TTC would, of course, meet any surplus charge. A request was also made for the TTC maintenance staff to cut back foliage to allow cleaning of the bottom and check that the memorial is cleaned at the top. Efforts would be taken to ensure that no damage was done to the surrounding bricks.
5. **Commemorative Bricks.**  
 Suggested positions from this committee included near the footpath to the south of the war memorial green or near the benches, preferably in an area already bricked or concreted over. Currently the central bench at the footpath side (to the south of the green) has a base of unmarked bricks, the 2 older green benches to either side of that bench have concrete bases. The Town would check with KCC if permission is required. All agreed that a suitable plaque would be required to explain the significance of the bricks and a re-dedication ceremony would be carried out by Rev. Canon Lindsay Hammond.  
 There were conflicting opinions over the removal of the bricks as some would like them to stay. However, this could be treated as a re-dedication rather than a removal.  
 Fred Walker, Justin Nelson and Alan O'Hagan all felt it was imperative that the bricks be re-located prior to the WW1 centenary on the 11<sup>th</sup> November 2018 as their continuing presence after that date would confer a sense of permanence. Major O'Hagan requested that they be lifted and stored should it not be possible to re-locate them by then. Bill Chantler and Neil Beaven disagreed with their removal and storage and stated that the re-location should only occur on the award of a further brick.  
 Justin Nelson stated that a decision by the RBL was required not just on the criteria for awarding new bricks, but also on the new position of the bricks.  
 Carol Douglas pointed out that great upset had been caused to those with family members on the War Memorial. Four members of her own family appeared there.  
 Lindsay Hammond confirmed that this highlighted the importance of achieving a result before 11<sup>th</sup> Nov.  
 Alan O'Hagan said that at the previous meeting Neil Beaven had confirmed that the allocation of a new brick would not be a problem.

Neil Beaven advised that an RBL meeting in early May would consider:

1. The criteria for award of a new commemorative brick
2. Selection of new candidate(s), for award of a commemorative brick. 3 potential candidates existed.
3. Preferred new site for the commemorative bricks. (This would be subject to approval by the War Memorial sub-committee).

Alan O'Hagan suggested that an ideal date for a re-dedication of the bricks including any new bricks, would be on Armed Forces Day (falling this year on 30<sup>th</sup> June). This should allow time for the decision from the RBL and a meeting of this sub-committee (also in May). The committee agreed that a re-dedication on Armed Forces Day was an aspiration.

Neil Beaven agreed in principle to replacing unmarked bricks with named bricks if the site is chosen next to the central bench.

#### **6. War Memorial at St Mildreds**

Lindsay Hammond advised that plans for reordering are more advanced and that a "fly-through" video will be available shortly. The new positioning of the memorial can then be considered by this committee after identification of the names missing off the current memorial. This will be brought into line with the names on the High Street Memorial.

**7. Centenary – more information for the public regarding the war dead.** Great Chart had produced placards showing more details of the fallen during WW1 for the recent commemorative walk. An example is attached which help to personalise the fallen. More research would be carried out to establish details and consider suitable display media. Placards similar to the great chart display may be unsuitable owing to the greater numbers involved. Cllr Mrs Ferguson (who brought the Great Chart display to our attention) may like to participate in the research. Some names had already been researched in conjunction with Tenterden Museum and Carol Douglas had a file containing some details. Dr Jack Gillett at the History society was also a useful contact. A loose-leaf file of these details would be created.

8. **Next Meeting Tuesday 15<sup>th</sup> May at 6pm.**

Meeting Closed at 6.49p.m.

TENTERDEN TOWN COUNCIL – EXTERNAL COMMITTEE

COMMUNITY TRANSPORT SUB-COMMITTEE

NOTES OF A MEETING ON 14.03.2018

**Present:** Cllrs. Mulholland (chair), Knowles & Miss. Gooch. Non-council members: Lorraine Burley (Ashford Volunteers) Liz Thorne (Tenterden Social Hub), and Julie Mccollum taking notes

**Apologies for Absence:** Bethan Peal (Manager- Ashford Volunteers), Jeremy Smith (Chairman- Wittersham Parish Council).

**Minutes.** Already forwarded by email to all members.

**Matters Arising.** None.

**Transport Survey Update.** Liz Thorne reported that in general the results of the survey so far seem to highlight feelings of social isolation and loneliness. Main transport needs seem to focus on trips to and from the railway station, shops and GP surgery. People living in rural areas and in many places (from Headcorn to Cranbrook) seem to have completed the survey. A need for a service on Sundays and early morning/evenings has also been highlighted. Collation of all the returned questionnaires is now needed. Cllr. Mrs. Gooch and Mulholland completed the Street Survey. Response from the survey has been good.

- i) Online Survey -30
- ii) Street Survey – 37
- iii) Parishes -none so far
- iv) Others - 22

**Action:**

Liz Thorne to collect other surveys completed by parishes and forward to Lorraine Burley.

Liz to forward login details for the 'Survey Monkey' to Lorraine Burley.

Lorraine Burley to arrange collation of the survey and feedback results to Liz for completion of the KCC application form.

**Tenterden Social Hub (TSH)**

**Ashford Volunteers Update.** Lorraine Burley was welcomed as a new member of the sub-committee. Lorraine is the Volunteer Services Coordinator at Ashford Volunteers. Her role includes coordination of volunteer drivers and she had already forwarded useful information about this; all members received copies via email.

**Tenterden Social Hub.** Liz confirmed that the current TSH drivers are all paid. Former use of volunteers drivers proved impractical: most volunteers were themselves elderly this caused difficulties particularly with insurance.

Liz highlighted ongoing issues with aging minibuses regularly being out of action. She mentioned that storage space and parking the minibuses needs to be considered in future plans. TSH has no more room. Cllr. Knowles suggested that this is something ABC would be able to help with.

**POTENTIAL ROUTES.** It was recognised that it was too soon to make any decisions, but the service would probably need to start small and expand as needed.

**FUNDING.** Applications for funding from KCC and TTC are due to be completed by the end of March 2018. Cllr. Knowles suggested that ABC would be very supportive of this initiative and financial support may well be available through Cllr. M. Bennet and himself.

The KCC grant is for either: a second hand 13 reg. plate Mercedes minibus, or, a bid for funding a new adapted minibus, storage and software to run the service. There is no fixed amount.

The TTC Community Chest bid will be for a brand new adapted minibus.

It was decided that a working title of "Tenterden Hopper" would be used for the applications.

Software would also need to be purchased to manage a community bus service and TSH will be seeking funding for this. Cllr. Knowles thinks that Homewood School may also be able to help with designing the software. It was recognised that a telephone service would also be required by those unable to access a computer.

**Action:**

Liz Thorne to complete application for KCC grant to purchase a new minibus (+ storage etc.) With help from Cllr. Gooch if needed.

Liz Thorne to complete application for a Community Chest Grant from TTC.

**ANY OTHER BUSINESS.**

Cllr. Mulholland shared an email from Jeremy Smith with information about the cancellation of the Jemson's bus service taking villagers to Peasmarsh supermarket. This will clearly impact on Wittersham and possibly other villages.

Ashford Volunteers and TSH are invited to promote their services at TTC Cllr. Days. Dates to be forwarded when available. Details of the services they offer will also be included in the next Town Council Newsletter.

Cllr. Knowles reported that further help and funding could be made available through ABC and has already discussed this with Brad Bradford from ABC. Brad is currently involved in the initiative to provide a community bus for Rolvenden Parish Council. If this pilot scheme is successful it could well be expanded to Tenterden. ABC may also be able to help with driver training, licensing and insurance.

**Action:**

K Mulholland to advise when next TTC councilor date is, when known.

J. McCollum to ensure that the council office staff know to include AV and TSH in next newsletter.

Cllr. Knowles to arrange a meeting between himself, Brad Bradford and Liz Thorne.

**NEXT MEETING** – Wednesday 4<sup>th</sup> April at 10am

**External Committee 3<sup>rd</sup> April 2018**

**Tenterden Annual Run**

**Agenda Item 8**

I have attached a letter from St Michaels Primary School Parent Teacher Association (PTA) in support of funding from the council for this run which took place for the first time last year.

Sharon Messett from the PTA will give a short presentation and will make details of the financial aspects of the run available to councillors.

The majority of the expenses associated with the event are revenue rather than capital costs and these could not be met through the donations procedure.

**Proposal: That the council should consider classifying this run as a town event and agree a level of annual support**



Phil Burgess  
Town Clerk

Impact on Crime and Disorder	: None
Impact on Bio-diversity	: None
Budgetary Impact	: Within precept

# St Michael's Church of England Primary School

## Parent Teacher Association



Registered Charity Number: 1097225

Ashford Road, St Michael's, Tenterden, Kent TN30 6PU Tel: 01580 763210

[office@st-michaels-tenterden.kent.sch.uk](mailto:office@st-michaels-tenterden.kent.sch.uk)

[www.st-michaels-tenterden.kent.sch.uk](http://www.st-michaels-tenterden.kent.sch.uk)

Tuesday 6<sup>th</sup> February 2018

Dear Phil,

On the 10<sup>th</sup> June (Sunday) this year, St. Michael's School, Tenterden have organised with Sporting Events UK [www.sportingeventsuk.com](http://www.sportingeventsuk.com) to host our second 10k & 5k Tenterden run, commencing from Grange Road, finishing at St. Michael's School.

Last year we held the first annual Tenterden 5k & 10k run which proved to be a huge success with over 250 runners plus their families/friends attending from the surrounding villages and towns. This year, Sporting Events are expecting the run to have an expected growth with around 400 runners and their families attending. We plan to host this as an annual Tenterden event in June and at present have signed with up with Sporting Events for the next five years.

There isn't another Tenterden run and we hope that this will continue to grow over the next few years. It is a great way to get involved with the local community. In the school grounds, we will also be holding a BBQ and refreshments, plus offering a 1km run for local children too, making the event attractive to both families and keen runners/running clubs in the area.

There are of course a lot of costs involved in hosting a run, including the site visits made by Sporting Events and the necessary Run Britain license & insurance/paperwork required though Sporting Events. Additional to these costs are the timing equipment required for the runners, external First Aiders, plus the hire of porta-loos. To market this run successfully we also require marketing material, including banners and flyers, plus of course the funding of medals for each runner. This year, we are also looking to produce a unique medal for the Tenterden run, using the town logo, local materials perhaps?

Unfortunately, hosting a run is expensive and we are hoping to be able to obtain any funding available to help subsidize the running costs of this event, which means that any profit on the day will be able to go back to St. Michael's School to help fund our ongoing playground development, which is much needed for our local children of Tenterden.

We understand that you have several choices when considering different funding and community outreach opportunities, hopefully, this is of some interest to you, being that it is going to be a local annual Tenterden run, that will continue to grow.

Please do look at Sporting Event UK's website [www.sportingeventsuk.com](http://www.sportingeventsuk.com) for details on their company and our run. If you have any questions or wish to set up a meeting with myself or Sporting Events, please contact me directly on 07789 692652 or [Sharon.messett@travelcounsellors.com](mailto:Sharon.messett@travelcounsellors.com).

Yours sincerely

Sharon Messett  
PTA St. Michael's School

# St Michaels Fun Run

## 2017 Actual / 2018 Estimated

	2017	cost pp	est increase	2018 est
No of runners - adults	245		63%	400
children	40		63%	80
<b>Income</b>		cost pp		
Bookings for 10k (less credit card and booking engine charges)	£3,730	£15.23		£6,090
Fun Run	£120	£3.00		£240
Sub-Total	£3,850			£6,330
<b>Expenses</b>				
Timing	£644	£2.63		£644
First Aid	£260			£260
Portaloos, Transport, Site Visits, Provision of Risk Assessments and associated paperwork (including time)	£490			£500
runbritain license & insurance	£95			£95
Medals & Trophies	£420	£1.71		£800
Sub-Total	£1,909			£2,299
Profit	£1,941			£4,031
<i>Initial 30% share to St Michaels School</i>	£582			£1,209
Banners/flyers etc	£100			£140
new PA system needed				£500
<b>Revised Profit made on fun run</b>	£482			£569
<i>Note this only relates to the income received from Sporting Events UK. This does not include any profit from stalls we had in the school grounds</i>				
<b>Total costs</b>	£673			£1,330

## St Michaels Fun Run 2017 Cash flow

### INCOME

	Related to fun run	Related to General funds	Total		Related to fun run	Related to General funds	Total
<b>Bank balance at 1 May 2017</b>	£0	£3,227	<b>£3,227</b>				
Bookings for run	£3,730		£3,730	Timing	£644		£644
Fun run (children)	£120		£120	First Aid	£260		£260
Less 70% share remaining with Sporting UK	-£2,695		-£2,695	Portaloos, Transport, etc Licence & Insurance	£490 £95		£490 £95
BBQ	£383		£383	Medals & Trophies	£420		£420
Other food, drink & entertainment stalls	£729		£729	Less 70% share remaining with Sporting UK	-£1,336		-£1,336
Sponsorship of children running	£174		£174	Banners	£100		£100
Income from renting stalls	£50		£50	BBQ	£197		£197
Donation from Ashford Council	£500		£500	Other food, drink & entertainment stalls	£702		£702
<b>Total income from 2017 Run</b>	<b>£2,991</b>		<b>£2,991</b>	<b>Total expenses from 2017 Run</b>	<b>£1,572</b>		<b>£1,572</b>
Net income from general funds		£7,808	£7,808	<b>Bank balance at 28 Feb 18</b>	<b>£1,419</b>	<b>£11,036</b>	<b>£12,455</b>

### Notes

Other food, drink & entertainment stalls included a bouncy castle, cash grabber, bar, teas & coffees and tombola. Most of the income from this was spent on the cost of the bouncy castle.

Net income from the general funds was mainly:

- Christmas events and activities £1,500
- Fireworks night £3,000
- Tesco donation £3,000

Total bank balance of £12,454 is being used towards purchasing a pirate ship for our playground

**External Committee 3<sup>rd</sup> April 2018**

**Smart Dog Project**

**Agenda Item 9**

This issue came to committee last year and was deferred for further information. The application was for sponsorship for a "town dog" which would be used in various companion roles within the town. Full details are shown in the application letter attached. Testimonials have now been obtained by the applicant Mark Harrison, both from the leading breeder for the Russian Black Terrier (attached) and various local organisations. Some local organisations however, have declined to give testimonials.

The latest revised application is for a loan of £10,000 for the purchase of the dog and expenses in respect of the first 3 years. There is, unfortunately, no way the council could ensure security for this loan.

**Proposal: That the council should consider whether to assist the project**



Phil Burgess  
Town Clerk

Impact on Crime and Disorder	: None
Impact on Bio-diversity	: None
Budgetary Impact	: Significant (from reserves)

## Tenterden Town Mass Dog – Update

New Name: 'Smart Dog Project'. Its scaleable, and stops confusion over dog being a mascot.

Objectives: To provide therapy services to the elderly and vulnerable

To provide reading assistance services to the young and illiterate

To provide search and rescue services to Kent Search and Rescue

To promote responsible dog ownership in the town (dogs under control, picking up poo etc, dog welfare understanding, dog first aid etc.)

To provide necessary ongoing media for the Museum to document the project (see testimonials). This will also probably form a youtube channel with opportunities for additional revenue generation

Stretched objectives: To measure the happiness of the town through the intervention of a town owned dog

To measure whether the intervention of a town dog into the lives of the lonely and vulnerable can reduce the burden on the NHS of prescription drugs, health visitors and support services. This measurement should be quantified in terms of £££££ savings.

To achieve relationship at town level with the town in Russia where these dogs were developed under a state sponsored regime of dog breeding. To gain access to the latest champions of the program (incredibly difficult) to strengthen bloodline and gain further value for trainability and breeding purposes

Scaleability Subject to achievement of all of the above, to provide institutional strengthening services and blueprints to other towns that wish to provide this service, as well as trained dogs from the proven bloodline – this will provide additional employment within the town.

To provide assessment services for dogs and their volunteer owners to enlarge the project with other dog owners if the demand for smart dog services outstrips supply

To provide channels for enhanced revenue generation nationwide for supporters of the cause not in Tenterden area – sustainably committing to Smart Dog.

### Inputs

Town: The dog is owned and maintained by the town for the first three years (see below for exit route)

The bookings for visits, attendances, responsible dog ownership classes, counting the moneys from donations and ring fencing those monies to assess sustainability.

Ensuring insurances and any other administration (external PR for journalists, tourism etc) is done by Town defined volunteer committee. All hours input towards the project to be voluntary but measured in terms of defining the overhead

Mark 24/7 stewardship of Smart Dog - responsible for all training and 'grass roots' selling of the project. See above for formal external comms i.e. not me. Its the Towns dog.  
Collecting rattle boxes and generating demand within the town for services. Town to open boxes and bank the cash. To develop full business To provide responsible dog training classes, organise and provide canine first aid classes  
To ensure the dogs nourishment, wellbeing, safety and training is continuously provided for maximum benefits of canine intervention to the town.  
To provide 37 hours of availability for town duties for the dog - all the above plus childrens birthday parties - anything that promotes awareness and provides services as exemplified above. 48 weeks a year (Even a dog needs a holiday!).

#### KPI's

In the event the project is adopted by the town, indicators will be developed for measurement of the project. Project subcomponents expanded and documented for plan approval by committee.  
Dog assessments to be external by eg Kennel Club for good citizenship and reading, Kent Search and Rescue for approval etc. All to be expanded and documented as part of project set up.

#### Budgets

The original budgets provided are about right. Some aspects will be lower eg I will approach the Vets for sponsorship and self insuring of dog health. Grooming was not included, but is hoped will be dealt with in same way. Year one will be more expensive than years 2 & 3. Total funds sought: GBP10K as a LOAN. Convertible to equity in CIC (see exit) at Y3 or due for repayment at this point +1% interest plus annual inflation - (same as leisure centre terms?).

#### Steering Group

I think the project needs multiple skills and interests to maximise value for all stakeholders. I propose this can be defined and clarified through the development of a steering group from the gitgo and regular public engagement. I propose the steering group should be Town Clerk, a Communications specialist and a rotating member of the council (one month intervals, fortnightly meetings) to provide input and 'grit in the oyster services'. Canon Lyndsay and Reverend Neil of Zion have both offered assistance with this project - they also have reach behind doors of people in need.

## Exit route

As stated above, I think the project should aim to be spun out of the day to day administration by the town into a CIC where the town takes equity and dividends on surplus. I would propose that the primary school, day centre, church and surgery all become shareholders in this CIC – TBA. Mrs Webber has indicated the NHS may want to fund some of the research – they prefer to fund CIC's than charities nowadays. We may be able to offer out for subscription to external investors also?????Until recently I was a founder and trustee of a trading charity – they are not so easy to set up and also don't provide for dividends to nominated entities.

Through the measurement of inputs in form of overheads it will be clear what is annual budget requirement. I would like to be full time employed on the project in due course and contribute to society by way of taxes as well as social benefits for the vulnerable. There will be a requirement for an admin budget etc to pay the costs of bookkeeping, diary management etc.. These costs will be far greater than the loan being sought to maintain the dog and its needs, training assessments etc on the path to sustainability in the first three years. Hence I expect a huge surplus in the ringfenced account by the end of Y3.

In the event of failure of the project, then a litter of puppies at Y3 will pay off the town loan, these are rare, unknown valuable dogs that will be in high demand. I will adopt the dog and continue to care for her until she goes over the rainbow. In the event I head over the rainbow first then the Town Clerk, as head of the steering committee will know what to do.

## Who am I?

I have a linkedin profile that shows you the past of who I am. I have a DBS certificate from my work at the day centre. If the project is approved, then I will, at my own expense, get an up to date one. It will be the same as the one I show you. I have attended Institute of Modern Dog Trainers – Career as a Dog Trainer Course and First Aid courses. At the last Council meeting I presented myself very badly. I was not ready for it. I have been working hard on improving myself and would appreciate another chance to present this proposal. I truly believe in it – even if you do not think you want me to do it – then it should be done by someone else. The dog will live at my house, 5 Bells Close, where I have a lifetime tenancy. I will not be moving, I consider myself very fortunate to have been assisted by the Council, the NHS and many other kind people in my hour(s) of need. This project is my way of contributing back, hopefully in amounts that have the potential to be of greater magnitude than that has been given to me by Society. I have paid plenty of tax in the past, and created jobs, but life spins many hard and unexpected balls and I have historically not weathered the trials and tribulations of other peoples human condition as well as I would have liked. I believe this

project has the right ingredients to succeed and create economic benefits in many areas.

#### Testimonials

Verbal support for the Smart Dog – for your due diligence

Peter Costain – great and good, and many members of the public whom I will bring for support at a Council meeting if required.

Manager – Cedar Court

Canon Lynsey

#### Local Fundraising Avenues

Landlord (Rob) at Woolpack – will provide rattle box to customers

Landlord (Alex) at Caxton – will provide rattle box to customers

Waitrose – floor manager said on first week when introduced to primary school, they will do fundraising

Tesco – seeking local charities to fund, will make allowances as Town initiative and fundraise

Proprietor – (Rebecca Howe) at Town butcher, will provide rattle box (give the dog a bone!?) and will shortly start making dog food

Other rattleboxes – eg at Day Centre, carried by dog, etc will all be exploited

#### National Fundraising Avenues

NHS – via Lyndsay Webber at Ivy Court – for research (and admin, obviously).

Confidential xxxxxxxxxxxx – to be disclosed to Town Clerk only. To be initiated upon approval of project and all necessary ducks in line...its a crowdfunded project with few upfront costs.

I can add many creative ways to get funds in once we are approved as a Town initiative. Note – very important – not MY project. It's a Town project.

#### Written Testimonials/Letters of Support.

Ivy Court Surgery

Primary School

Homewood House

Acacia House

Spiers Court

WestView

Hugh Richards – Memory Cafe

TDIA – part of Day Centre

Neil – Reverend of Zion

Tenterden Museum

IMDT

Lisa Bridges

#### Conclusion

I hope there is enough here to decide whether this is a project for the town, initiated by the town to go forwards. I will not do it independently of the town as I do not believe that presents the right format for the project to gain maximum

stakeholder value. If the project is declined by the town because of me – dont accept this. Get someone else to do it.

I have no printer, a new PC and new software for writing. There is much to be desired in terms of presentation of this. I used to be very fluent in Word and can build all necessary spreadsheets to manage the project. Also, there is a huge amount of detail to be documented and approved by the committee as a plan. I will work on this aspect if the project gets the green light. I am a capable person, I have not historically performed well to a judgemental audience. I have this aspect under control now and aim for daily self improvement. 2018 is the year of the dog – an animal which symbolises Luck – in the Chinese Calender. This project should be started in this year. Many dogs can provide some of the services I am proposing of the BRT – to be named a Tchiorney Terrier henceforth. The project will be successful, and the town will have made major cultural, social and economic contribution if all aspects of the project succeed. Most single dog breeds are too interbred to be able to do this project, particularly British ones. We need a global perspective. Well, it is here in the form of the unknown breed, to be utilised at the local level for the benefit of Tenterden as the guinea pig, and society at large can reap the benefits of the project through widescale dissemination of the results if they are as successful as I expect. The Tchiorney Terrier is the nugget of gold that is as yet undiscovered for the multiple purposes being proposed, and in my view I will give this initiative 500% of my energy.

Dear Mr Burgess,

I apologise for my late reply to your request; minor health issues became a major health emergency. I am convalescing now and am working my way back to health, rather too slowly for my liking it must be said.

I am a partner in the Liskarn kennels where my family have bred Black Russian Terriers (BRT), Australian Shepherds and Bernese Mountain dogs for 30 years. The Russian Terrier is a rare breed of dog, almost unknown in the West. To my knowledge, the breed has been trained as a therapy dog, scent hound, sea rescue (in Italy) and search and rescue.

I have not heard of the breed being used as a reading dog but believe this is an achievable goal for the breed. They are phenomenally trainable and have a temperament that is suitable to work with both children and adults. As a breeder of both BRT and Aussies they are comparative in terms of train ability, the BRT being a little more stubborn at times, as they 'think' things through. This gives them the calmer temperament than the collie which would be a benefit to a dog in the role which mark is proposing.

I have known mark for three years. He has interacted well with my dogs when we meet and I understand he is working towards an IMDT dog training and behaviour qualification which provides all parties with an external verification of his aptitude. He has trained dogs to external standards eg in Switzerland before and I feel confident that he can achieve the Kennel Club standards he seeks. His relationship with his previous BRT was evident from his Facebook posts.

I have confidentially heard his proposals to get the project to sustainability and think it should work.

I have been showing dogs for over 25 years, have over 2500 awards for showing dogs as well as being the Kennel Club co-ordinator for BRT rescue and have a dog behaviour consultancy with 2 other senior members of the dog breeding profession. I have worked all over Europe, USA, and as far as Indonesia, training and handling dogs. I have produced UK and overseas champions since 1980's but not in BRT's as I can't make UK champion as yet. From our last litter of Russians a lady waited 18 months to have one shipped to Barbados. This dog left us at 4 months and adjusted straight into new family life so clearly proves how well socialised and the quality of temperament of the dogs we have produced in the past.

My daughter and myself are two of the top UK handlers. Lauren, my daughter, is the youngest handler to win a UK championship show group at the tender age of 8 years and 7 months, the previous youngest was 13. The following year at 9 she won The Pawscar event (the Oscars of UK dog world) in her category Junior Handler of the year, being the youngest ever nominated plus youngest ever winner. Following this, at Crufts 3 days later, she won Pastoral group place 4 making her the youngest ever highest placed child at Crufts to date. This was Crufts 2016, where Lauren appeared on National TV, if you search google you will find a number of interviews with Lauren and myself, plus our dogs UK, and formerly dog world around the show scene the Pawscars was aired.

I will keep an active interest and dialogue ongoing with Mark and yourself (if required) as he develops the dog to keep the puppy/dog on fast track training.

This project has the potential to bring a previously unrecognised breed to the public's attention for a set of skills that I think they will excel at. I expect to have a litter of puppies in Q2 2018 and as soon

as the dam is confirmed in whelp Mark will be informed and I will assist in the selection of the puppy that shows most promise for the project.

Kind regards

Lisa

**External Committee 3<sup>rd</sup> April 2018**

**Tributes in The Park Event**

**Agenda Item 10**

This event was run very successfully last year and the council on that occasion agreed to fund the security for the day.

The organisers are intending that this should be a regular event and have applied for annual assistance towards running costs. The letter of application has been attached for reference.

**Proposal: That the council should consider classifying this as a town event and agree to fund the event by the requested £1,000 annually**



Phil Burgess  
Town Clerk

Impact on Crime and Disorder	: None
Impact on Bio-diversity	: None
Budgetary Impact	: Budgeted amount



RECEIVED

29 JAN 2018

St. Michaels Village Community Group

St. Michaels Community Group,  
c/o Mrs Rosemary Dayborn,  
10 Heather Drive,  
St. Michaels,  
Tenterden  
Kent. TN30 6PL

25<sup>th</sup> January 2018

Tenterden Town Council,  
Town Hall,  
24 High Street,  
Tenterden,  
Kent.  
TN30 6AN

For the Attention of The Town Clerk – Mr. P. Burgess

Dear Mr Burgess,

I am writing on behalf of the St. Michaels Community Group to ask if Tenterden Town Council can help us.

As you know we are again staging a "Tributes in the Park" event on St. Michaels Recreation Ground on 21<sup>st</sup> July 2018.

We would like to ask the Council for a donation of £1,000.00 to assist in the staging of this event.

Yours sincerely

Mrs. R. Dayborn

**External Committee 3<sup>rd</sup> April 2018**

**Royal Wedding**

**Agenda Item 11**

The wedding of Prince Harry and Meghan Markle will take place on Saturday 19<sup>th</sup> May 2018.

**Proposal:**

1. That a sub-committee should be set up to consider celebratory events on the day.
2. A suitable budget should be agreed.



Phil Burgess  
Town Clerk

Impact on Crime and Disorder	: None
Impact on Bio-diversity	: None
Budgetary Impact	: Minor

## TENTERDEN TOWN COUNCIL

### External Committee - background for agenda item 12 on 3<sup>rd</sup> April 2017

Town Clerk's Note: Insp Jason Atkinson, Cllr Brad Bradford (ABC), Trevor Ford (ABC Licensing) & Cllr Mike Hill (KCC) have been invited to attend the Town Council meeting on 23<sup>rd</sup> April with a view to arranging a sub-committee meeting to pursue this issue.

#### Police and Crime Forum

##### Background

There is a general perception by the public that the town is poorly served by the police.

Can you remember when you last saw police walking the beat on Tenterden high street. It does not happen anymore. Once Tenterden had a manned police station in Oaks Road. Some years ago, it was replaced by a small front counter on the High Street, which in turn was closed in 2012. It was stated at the time, that the amount of officers allocated to Tenterden would not change as there would still be the same number of officers, but they would be based in Ashford.

This promise has not been kept. The selloff of police stations has left residents poorly served with only PSCO visible presence. It is unlikely that the old policing methods will ever be restored and that new practical and effective methods will need to be found to counter the increase of: shoplifting; anti-social behaviour (ASB); vandalism, car burglary; drugs; etc.

Practically every week, there is a report on criminal activity printed within the weekly Kentish Express.

Unfortunately, there is no visible joined up thinking how the police, the council, business and the public should work together to deter crime, report crime, solve crime and provide intelligence of potential crime. Ideally, I would like to see the police putting forward a framework, but sadly I do not believe the police authority will take the initiative.

What is important now, is to create an environment of meaningful ongoing dialogue with the police and other authorities who are empowered to make things happen. For this to happen, I suggest the council provide the leadership and set up a policed forum subcommittee.

##### Proposal

I would like to propose that the council enter talks with relevant parties with the view to setting up a police and crime forum subcommittee with the objective to minimise crime and instil a sense of safety with the public and businesses.

The composition would probably be along the lines of representation from the police authority, KCC chair of policing, ABC Crime and Disorder Committee; Tenterden chamber of commerce, community warden; neighbourhood watch, speed watch; plus at least one councillor from each of the four wards and two members of the public. It has to be a collective effort to combat and prevent crime.

In my opinion this overriding issue cannot be tackled successfully in a piecemeal fashion. It has to be tackled within a strategic approach with the involvement of relevant parties and using

effective techniques. We need a holistic approach. It needs to be focused and not become a "talking shop".

For this forum to be successful, we naturally need to learn from previous initiatives such the 2012 P.A.C.T ( Police and Community Together).

I propose that we look at the issue:

1. Strategically and also
2. Look for low hanging fruit where we can make quick tactical decisions.

The immediate topics we should look at strategically are:

1. Perception by community both business and the public
2. Trends of crime by each category
3. Known unrecorded crime (without stats)
4. Agree priorities
5. Existing and required police cover via police officers; PSCOs and CPVs (no doubt there will be some confidentiality around operational activities)
6. Revitalising and extending community neighbourhood watch
7. Use of technology such as CCTV and virtual police counter at town hall
8. Anti crime techniques training for shops and businesses
9. Crime awareness and prevention techniques seminars for the public
10. Use of SIDs
11. Questionable road speed limits
12. Kent Police, Crime Commissioner and Council engagement and communication with the community

This proposal is ambitious, but can no longer be ignored.

### Success Measure

The new subcommittee need to agree on how to measure success. Some thoughts are:

1. Focusing on the correct priorities
2. Slowing down but ideally reduction of crime by each category
3. Improvement in crime resolution
4. Improvement in visible policing
5. Improved intelligence from the public
6. Increase in public confidence of policing
7. Improved engagement and communication between police and the community
8. Crime prevention education take up by the community
9. Successful education of the public prone to anti social behaviour
10. Cohesive and improved neighbourhood watch across the town

### Effect on Budgets

- None

### Effect on Biodiversity

- None

### Effect on Crime

- Reductions and reassurance of residents

Cllr Crawford - 1st March 2018

**External Committee 3<sup>rd</sup> April 2018**

**Friday Market**  
**Agenda Item 14**

The Friday Market falls under the control of Tenterden Town Council from 1<sup>st</sup> April 2018.

Mandy Vear, one of the market traders who actively promotes the market, has arranged a taster day for new stallholders on Friday 6<sup>th</sup> April. Traders will not pay the pitch fee on that day to encourage new stallholders. The market will, on that day, contain 13 rather than the usual 7 stalls. More bookings had been received and further new stalls will be attending the following week. A flyer is attached, and these have been produced by the office to be handed to market-goers in the run-up to the event.

A press release has also been prepared and agreed with Mandy. It will be released in the KE issue just prior to the event. Publicity has also been undertaken through social media and MyTenterden.

The cost of the taster day to the council will be £260 in lost receipts. I have authorised this under my Clerk's limit in view of the proximity of the event and the fact that incentives had been agreed in principle by council.

Other low-cost incentives which will yield long term benefits for the market have been suggested. These include half-price pitch fees for 3 months for new stallholders and half-price pitch fees for all stallholders during January and February to encourage attendance.

**Proposal:**

- 1. That the free stalls for the taster day should be agreed retrospectively.**
- 2. That the other incentives above should be agreed to ensure the market thrives and expands.**



Phil Burgess  
Town Clerk

Impact on Crime and Disorder : None  
Impact on Bio-diversity : None  
Budgetary Impact : Long term gain



# TENTERDEN TOWN Street Market

**Re-Launch Day Friday 6th April**

Tenterden High Street

9am - 3pm

**NEW STALLS!**

**FRESH PRODUCE,  
ART & CRAFTS,  
VINTAGE, FASHION,  
HOUSEHOLD  
& MORE!!**



**Tenterden market is on every Friday**

**Visit us, help us be bigger & better**

contact us:

e.mail: [townhall@tenterdentowncouncil.gov.uk](mailto:townhall@tenterdentowncouncil.gov.uk)

tel: 01580 762271



External Committee 3<sup>rd</sup> April 2018

Priory Way Play

Agenda Item 15

This issue was deferred from the last meeting:

0130 **PRIORY WAY PLAY AREA.** It was agreed to **DEFER** this item until the next meeting. Cllr. Knowles reported that Chelgate, the Consultants on behalf of Redrow Homes, were asking for opinions on a draft design of the new Tilden Gill development. Parents in the area had been spoken to regarding the current play area, all of whom were concerned at the its positioning near what would be a busy junction. Chelgate were asking for the play area to be moved into the new development.

I have attached a diagram of the area, and Amanda Scott of ABC open spaces team will make the case for going ahead with the changes to the play area rather than waiting for a facility within the new Tilden Gill development.

My original proposal is also attached.

**Proposal:** That a decision should be made between match-funding a replacement at the current site or awaiting the new development.



Phil Burgess  
Town Clerk

Impact on Crime and Disorder	: None
Impact on Bio-diversity	: None
Budgetary Impact	: If funded – would be returned from S106 funding

**External Committee 19<sup>th</sup> February 2018 – for information**

**Priory Way Play area**

**Agenda Item 11**

A request was made by Ashford Borough Council for TTC to match fund a replacement play area at Priory Way. This was presented to council on 20<sup>th</sup> November 2017 and the background paper from that occasion is attached.

Cllr Clokie at that time offered to liaise with ABC over the funding and has now suggested the following solution: That TTC offer the finance on the understanding that it should be refunded when the S106 allowance is available from the Tilden Gill development.

The total cost of the replacement is likely to be £14,000 and therefore TTC's (temporary) share would be £7,000

**Proposal: That TTC should agree to match fund the project provided an undertaking is given to refund the amount from the eventual Section 106 funding**



Phil Burgess  
Town Clerk

Impact on Crime and Disorder	: Potentially beneficial
Impact on Bio-diversity	: None
Budgetary Impact	: Temporary



**External Committee 3<sup>rd</sup> April 2018**

**Fire Hydrant Scheme**

**Agenda Item 16**

This issue was brought to the attention of the council by Cllr Mrs Curteis via KALC.

Kent Fire and Rescue Service (KFRS) are requesting that Parish and Town Councils assist in the reporting of defective or concealed fire hydrants. This is on top of the rolling system of maintenance that KFRS carry out.

A map of the hydrants for our area is available through KALC and the full information from KFRS is attached.

**Proposal:** That the maintenance team is made aware of the locations of the hydrants and perform periodical visual checks to ensure the hydrants are accessible and usable. The Office will report direct to KFRS if any defects are found.



Phil Burgess  
Town Clerk

Impact on Crime and Disorder : None  
Impact on Bio-diversity : None  
Budgetary Impact : None

# **FIRE HYDRANT INITIATIVE PROJECT**

**Kent Fire & Rescue Service (KFRS) – Kent Association of Local Councils (KALC)**

## **Background**

The fire hydrants used by fire and rescue services to supply water for firefighting are called statutory fire hydrants (as opposed to private fire hydrants found on private water mains). They are owned, installed and maintained by Kent's five water companies.

Fire hydrants are mainly found on pavements, but can also be found on the road or in nearby public spaces, such as grass verges.

Currently KFRS Water Services department inspect all statutory fire hydrants within Kent & Medway using a rolling risk based programme. There are currently 26981 statutory fire hydrants within Kent, this number however is increasing on a monthly basis due to new infrastructure being built throughout the County.

KFRS have been working in partnership with KALC to help increase community resilience within local Parish and Town Council's (PTC) and one of the initiatives put in place is for local residents to help monitor and report fire hydrant defects and water provision issues within their local area, ensuring issues are resolved in a timely manner. The fire hydrant initiative project has been in place for 5 years and KFRS are looking at getting as many PTC involved as possible. Local Councils should contact their insurers to let them know that they are looking to be involved in the project.

## **Introduction**

KFRS will continue to inspect fire hydrants throughout Kent & Medway on a rolling risk based programme and the inspections we are asking local PTC's to undertake are in addition to the ongoing work KFRS undertake. Whether your Local PTC helps identify defects or not will have no impact on the service provided by the Authority.

The inspections can be undertaken by anyone within the Local Council or community.

The inspections are to be visual inspections only and no risks should be taken at any time.

All issues reported to KFRS will be rectified based on the severity of the defect.

We are simply asking that.... If you see a defect **PLEASE REPORT IT!!!**

## Reporting process

Problems with a fire hydrant can be reported in several ways:

Direct to KFRS Water Services team:

- Email:  
[water.services@kent.fireuk.org](mailto:water.services@kent.fireuk.org)
- By phone:  
[01622 692 121](tel:01622692121) - Extension 2391
- In writing:  
Water Services team, Kent Fire  
and Rescue Service  
Headquarters, The Godlands,  
Straw Mill Hill, Tovil, Maidstone,  
ME15 6XB
- Kent County Council online  
reporting tool - [Report online to  
Kent County Council](#)
- Smartphone app - [Country Eye](#)

Out-of-hours reporting (including emergency issues)

If the problem appears to be dangerous or is noticed outside office hours, please report directly to your local water company:

- [Affinity Water South East](#)  
**0800 376 5325**
- [South East Water](#)  
**0333 000 0365**
- [Southern Water](#)  
**0330 303 0368**
- [Sutton and East Surrey Water](#)  
**01737 772000.**
- [Thames Water](#)  
**0800 714 614**

**Problems that can be reported by PTC include:**

**Missing, damaged or covered fire hydrant marker plates**

Missing or damaged hydrant marker plates can usually be fixed by KFRS.

Hydrant marker plates are rectangular yellow signs, with a large black H and a pair of numbers, usually attached to a wall, lamp post or a short concrete post. The two numbers on the plate show the size of the water main and the approximate distance of the hydrant from the plate.

In some areas, thermal H markings are burnt into the roadway, as shown below. These are predominantly used in rural areas where marker plates are at higher risk of being covered over or damaged.



As well as marker plates, all hydrants are also shown on the digital maps available in fire engines, so that the nearest one can be found while firefighters are on their way to an incident. This also means that even if marker plates are missing or broken, the fire service will still be able to find them in most cases, and once reported they will be repaired in due course.

If the marker plate is covered by overgrown grass or plants, residents can help by cutting back any plants or bushes that are covering the hydrant indicator post.

**Dangerous, missing or cracked hydrant covers and frames**

When a fire hydrant cover is missing or cracked, it can expose the hydrant to the elements, which can cause it to freeze and silt up. This can stop it working when firefighters need it.

**Leaks from fire hydrants**

Most leaks are below ground and not visible, but even leaks on the surface are often not reported due to people assuming someone else will have already reported a problem. Leaks affect water flow and pressure from a fire hydrant, making it less effective if firefighters need to use it. Please report any leaks as soon as they are discovered.

### **Leaks from water supply pipes or mains**

Leaks from water supply pipes or mains are the responsibility of the water company but can affect the availability of water from a fire hydrant. The sooner leaks are reported to the water company, the sooner they can fix the problem.

### **Illegal use of fire hydrants**

Many problems with fire hydrants are caused by illegal use. It is illegal to use a fire hydrant to obtain water for purposes other than firefighting "unless authorised by the Water Authority or another person to whom the hydrant belongs" (source: Fire and Rescue Services Act 2004, section 42, subsection 6).

The public can tell the local water companies or KFRS when they suspect illegal use. Key pieces of information such as the registration number and any company names on a vehicle, along with the date, time and location of the activity will be very helpful, but please avoid confrontation with suspected offenders.

### **Parking on or preventing access to a fire hydrant**

It is an offence to be parked over or to prevent access to a fire hydrant when it is required for firefighting (source: Fire and Rescue Services Act 2004, section 42, subsection 7). If cars are seen to be continuously parking over fire hydrants this should be reported to the water services team at Kent Fire and Rescue Service.

Drivers should be considerate when parking near a fire hydrant marker post and the Local Council could ask friends, relatives and neighbours to be aware, as this could save time in an emergency.

### **Alternative emergency water supplies**

As well as fire hydrants, Kent Fire and Rescue Service can use open water sources at incidents, including ponds and swimming pools. Please suggest these sources - if they are on private land owned or occupied by an individual or company - to the water services team, giving key information including the location and capacity if known.

KFRS is already aware of all public water sources such as rivers.

In the event of a fire, KFRS will use every available water source to tackle it. After the incident, any water that has been used will be replenished free of charge by the local water company, in liaison with the Fire Service.

### **New Development sites**

To ensure we capture all development sites within Kent & Medway, PTC's are encouraged to report any new developments within their area to the water services team so they can ensure all fire safety aspects of the new infrastructure are in place.

### **Parish and Town Council fire hydrant maps**

Maps identifying the locations of the fire hydrants within your Parish or Town are available through KALC. Please note that due to data protection, these maps are not to be displayed on public domain websites.

### **Free home safety advice and services**

KFRS offer free home "[safe and well](#)" visits, to request a visit please:

- Call 0800 923 7000
- Email [home@kent.fire-uk.org](mailto:home@kent.fire-uk.org)

**KFRS would like to thank KALC, Local Councils and their communities for their support and assistance with this initiative.**