

Public transport

Some of the issues raised

- The 308 and 455 are very old buses with steps up and the majority of people using these services are elderly.
- Buses are too high off kerb resulting in the lack of access to buses for the elderly and those with buggies etc.
- Weekend travel- lack of buses and services (after 5pm especially)
- Route to Darent Valley Hospital from Northfleet and Gravesend West we feel is not good.
- Hospital – early appointments are a problem.

Arriva update

The 308 is now scheduled to be operated with low floor buses although when these buses are unavailable, this route could be serviced by non low-floor buses. The 455 is programmed for new low-floor buses at the beginning of the summer. This is being assisted by a contribution from ASDA at Greenhithe as part of their planning consent. 86% of buses at Arriva's Northfleet depot are of the low floor type.

- Low income families can't afford to send children to school because of the cost of travel to school, this can be £50 per week.
- When the freedom pass is introduced in Gravesend during 2009 there needs to be the appropriate bus services available for young people.

Action to take - the Forum intends to work with all partners, including KCC and Arriva Southern Counties to seek options for improvements to public transport in the Northfleet and Gravesend west areas.

Important information

One option is that North West Kent Dial-a-Ride service, which is a fully accessible minibus service, can be used if the passenger has a medical condition that makes travelling by public transport difficult, or by anyone that lives more than 500m from a conventional bus route. For queries about the Dial-a-Ride service, please call KCC Transport Integration team on 01622 605349. The Volunteer Centre also has drivers who charge per mile.



Important contact details



Kent Highways Services,

Kent County Council,
Invicta House,
County Hall,
Maidstone,
Kent, ME14 1XX
08458 24 78 00
kent.highwayservices@kent.gov.uk
www.kent.gov.uk/highways

Kent Health Watch

Phone: 08458 247 905
Email: kenthealthwatch@kent.gov.uk
Web: www.kent.gov.uk/healthwatch
KCC Transport Integration team
Phone: 01622 605349
Travel helpline: www.traveline.info/index.htm

Kent County Councillors

Northfleet and Gravesend West
Leslie Christie 01474361564
leslie.christie@kent.gov.uk
Ray Parker 01474 327630
ray.parker@kent.gov.uk

Gravesend Borough Councillors

Coldharbour

Cllr Susan Howes 01474 561466
susan.howes@gravesend.gov.uk
Cllr Rosemary Leadley 01474 534 670
rosemary.leadley@gravesend.gov.uk
Northfleet North:
Cllr Ronald Bowman 01474 568 146
ronald.bowman@gravesend.gov.uk
Cllr Tanmanjeet Singh Dhesi
07956 532556
tanmanjeet.dhesi@gravesend.gov.uk

Cllr Andrea Webb 01474 328 209
andrea.webb@gravesend.gov.uk

Northfleet South

Cllr John Burden 01474 833 587
john.burden@gravesend.gov.uk
Cllr Jon Loughlin, 01474 568 186
john.loughlin@gravesend.gov.uk
Cllr Narinderjit Singh-Thandi
01474 536 393
narinderjit.singh.thandi@gravesend.gov.uk

Painters Ash

Cllr Peter Barbuti 0779 2013060
peter.barbuti@gravesend.gov.uk
Cllr Harold Craske 01474 567 590
harold.craske@gravesend.gov.uk
Cllr Adrian Warburton
01474 568853
adrian.warburton@gravesend.gov.uk

Pelham

Cllr Jane Cribbon 01474 358 498
jane.cribbon@gravesend.gov.uk
Cllr Derek Sales 01474 350 799
derek.sales@gravesend.gov.uk
Cllr Makhan Singh 01474 357 500
makhan.singh@gravesend.gov.uk

Woodlands

Cllr William Dyke, 01474 362 201
william.dyke@gravesend.gov.uk
Cllr Anthony Pritchard 01474 320 320
anthony.pritchard@gravesend.gov.uk
Cllr Michael Wenban 01474 359 867
michael.wenban@gravesend.gov.uk

If you require Forum Feedback in a different language or format please contact Customer Services by calling 01474 33 70 00, fax 01474 33 76 80, minicom 01474 33 76 17 or email customer.services@gravesend.gov.uk

Northfleet and Gravesend West

Forum Feedback

Neighbourhood Forum newsletter

March 2009 - issue one

Information points...

This newsletter is aiming to provide you with information on the issues raised at the meeting. Some of the replies and information provided by KHS and Fleet Health Care and the action that is being taken by the Forum and the services presented is included.

For a full set of notes from forum meetings, please go to www.kent.gov.uk or www.gravesend.gov.uk.

Next meeting
7pm on the 27 April at St Marks Church, London Road, Rosherville, Kent DA11 9NH.
The subject is the Northfleet embankment development and local job creation, as well as helping those in debt. Someone from the new Kent credit union will be available to answer questions on this scheme.

Highways and local doctor provision
More than 60 people attended the first Northfleet and Gravesend West Neighbourhood Forum at Northfleet Girls School on 28 January 2009. This was an excellent turnout and a great start for the new forum. The main topics on the agenda were Kent's highways and proposals for the new doctor's clinic in Northfleet.

Welcome to your new neighbourhood voice

There are three new neighbourhood forums now covering Gravesend.

These are:

- Gravesend East
- Northfleet and Gravesend West
- Gravesend Rural.

Northfleet and Gravesend West Neighbourhood Forum covers Coldharbour, Northfleet North, Northfleet South, Painters Ash, Pelham and Woodlands wards.

There are two County Councillors for this area and 17 Borough Councillors.

The meetings are public meetings, fully open to anyone in the borough and attended by county, borough and parish council Councillors

for the locality. The idea is to give communities a say in how local services are run and a voice regarding local issues of concern.

The format of the meetings is a workshop style with facilitated round-table discussions followed by a question and answer session on the chosen issues.

For more information on the Neighbourhood Forums in Gravesend please go to www.gravesend.gov.uk/neighbourhoodforums or call Will Farmer at KCC on 01622 694032 email will.farmer@kent.gov.uk or Doug Finch at GBC on 01474 337314 email doug.finch@gravesend.gov.uk.

Cash for roads

The priority rating system (PIPKIN) used by Kent Highway Services is being reviewed and the possibility of giving more weight to local concerns will be considered. The use of this system is due to be reviewed by KCC at the Highways

Advisory Board. Also after June 2009, each county councillor (and there are two for Northfleet and Gravesend West division) will each have £25,000 per year to directly allocate to highways projects in the area.





Q&A on the new health centre

Health care on the agenda

Dr Vasudaven gave a presentation on the proposed new equitable access clinic in Northfleet.

Fleet Healthcare is a local group of 10 GPs representing seven practices in the Dartford and Gravesham area, with 45,000 patients. They successfully bid to the West Kent primary care trust (PCT), for the five year contract to set up and run a new clinic (Equitable Access Primary Care Medical Services or EAPMS).

This will provide:

- Increased capacity for primary care/services
- Increased patient choice
- Innovation
- Reduced health inequalities
- Increased emphasis on health promotion.

The 10 GPs who have come together to form Fleet Healthcare are all directors of the project. Of these, one is from the Forge practice, three are from the Gateway practice and two from the Shrubbery practice.

The Gateway and Forge surgeries will be relocated to the site in the next two years approximately and a new pharmacy will be built

alongside.

The new practice will initially have three new GPs and three Nurses with a capacity for 6,000 registered patients over five years. More GPs and nurses will be employed if the need arises in consultation with West Kent PCT.

The practice will offer a walk-in service from 8am to 8pm seven days a week.

Services to the registered patients will include:

- Core GP services
- Local and national enhanced services
- Contraception and sexual health clinics
- Drug and alcohol services
- A mental health counselling service
- Advice on diet/exercise/smoking cessation
- Diagnostic services (e.g. vascular screening)

As well as providing the usual GP services the centre will have space to accommodate new services like blood tests, physiotherapy and attached nursing teams etc for the locality and later provide the base for an out-of-hours service.

Q. Will other GP surgeries close?

A. No. It will be in addition to existing services.

Q. Would I have to catch two buses to get to it instead of the five minute bus ride I have now?

A. We will be working with the Patient Participation Group to try and improve accessibility.

We are looking at options.

Q Will you have to pay to use the car park?

A. No.

Q. It is encouraging to see so many car parking spaces but it is not the easiest place to get to by public transport.

A. We wanted it on the Fastrack route and needed it to be away from the residential areas to get the space required. The big driver for the scheme is the use of A&E for minor illnesses and the long waits there. GPs are not open at weekends and patients go to A&E. The cost to the NHS of this service is huge.

Kent health watch is a service established by KCC in partnership with the NHS in Kent to help local residents express their views about health and social care in the county and get through to the right people. For contact details see back page.

Kent LINK

The Kent LINK is an opportunity for you to make a real difference to Health and Social Care Services. You can make changes and improvements to health and social care services through the Kent Local Involvement Networks (LINKs). The LINK can influence the provision of services in various ways including directly through NHS or Social Care providers and those provided by the Kent County Council.

Anyone can join and can choose their level of participation ranging from receiving newsletters through to being involved with project groups investigating specific issues.

You can choose to be as involved as you wish, perhaps increasing your involvement as you have

more time available.

The greater the number involved, the greater the strength of the LINK. So sign up now by contacting the Kent LINK

Contact details
Kent Local Involvement Network (Kent LINK)
Unit 24 Folkestone Enterprise Centre
Shearway Road
Folkestone
Kent CT19 4RH
01303 297050
email info@kmn-ltd.co.uk
www.thekentlink.co.uk
SMS Text: 07976 596913

Action on roads

Action taken during 2008-09 on Highways improvements in Northfleet and Gravesend

- Gravesham Urban traffic control (UTC)
- Fastrack Off Vehicle ticketing
- Hall Road-Colyer Road improved pedestrian/cycle link.
- Hall Road-A2 slip roads – improved crossing point
- Darnley Road-Dashwood Road – Pedestrian Phase at Signals
- Old Road West/A227 – signing improvements (Crash Remediation Measures)
- Various dropped kerbs Gravesend
- Thames Way, Northfleet – cycle route extension

Proposed work

KHS proposed works for 2009/10

- Urban Traffic management control (UTMC) for Gravesham Town centre (linking traffic signals)
- Cycle route extension The Hill/Stonebridge Road
- Dropped kerbs various locations (to assist the disabled, for instance)
- Cycle route extension Wrotham Road north of A2 .

Have your say

KHS also wants to hear your ideas for its 2010/11 and 2011/12 programmes of work. When making suggestions there will be a need for local consensus with support from local members, parishes and resident associations. Any suggestions need to be consistent with county policies and priorities and subject to approval by Gravesham Joint Transportation Board.

Your questions to Kent Highway Services

Q. Why do repairs to some street lighting sometimes take a long time?

A. Often the repair of street lights is more complex than a simple replacement light bulb or similar, but involves the local electricity supply company (EDF in this case) carrying out repair works.

Reports are dealt with in order of priority. Please use the contact centre number on 08458 247800 or www.kent.gov.uk/highways to report faults.

Q Some pothole repairs do not seem to last very long. Some take a long time before they are done. The marking of potholes does not work very well as lines get erased over the time it takes for the work to be completed. Why is this?

A. KHS said some potholes have to have emergency repairs and these tend to be a different material that is quicker to apply and requires less preparation. Potholes that are deemed a hazard or a potential danger are dealt with very swiftly. All others, KHS aims to deal with within a month of reporting.

Q. Why does the digging up of roads by utility companies

have such an impact?

A. KHS said utility companies have a right to dig up roads. KHS has applied to the government to introduce a permit scheme which will allow KHS to charge for the permit and apply penalties if they fail to meet their programme or the specified standard of work. This would help KHS manage the road space more efficiently and reduce congestion.

These other issues raised will be sent separately for KHS and the Highways Agency to respond:

- A one way system around St. Mark's Avenue is required and supported locally
- Pavement parking is not enforced and cars park on yellow lines
- Springhead road/hall road junction
- Access at St George's School, Meadow Road
- Speed of traffic on Coldharbour Road and Singlewell Road
- All Saints Road parking issues
- Education for young people in schools about dangers of speed.

Q. KHS has an annual budget of about £10m for all 12 districts in Kent. How is this allocated?

A. It is spent according to the agreed objectives. Schemes are developed in outline and then go through a priority scoring system to see how they score across those objectives.

Q. How are decisions made regarding highways schemes?

A. A system called PIPKIN (Prioritising Investments Programmes for Kent's Integrated Network) is currently used to assess and prioritise transport schemes. The results of the assessment are a guide for elected members and KHS officers in determining which of the many suggested schemes should be funded with the limited budget.

Q. Should measures be put in place *before* accidents happen on roads in Gravesend?

A. It was explained that KHS have to tackle those sites where crash injuries have occurred and generally priority had to be given to schemes where the greatest benefits could be gained in terms of casualty reduction. (For a full set of notes from the meeting please go to www.kent.gov.uk or www.gravesham.gov.uk.)

