**June’s Tourism Matters: New Ambassador Training and Project Updates**

Dear Tourism Colleague

How are we nearly half way through the year already? We hope that everyone had a good and busy half-term and that you enjoyed whatever you were doing for The Queen’s Platinum Jubilee weekend.

In this issue we bring you news of our new, free, online Visitor Ambassador Training, funding opportunities for green projects and Thanet District Council updates. There is also a new Wave survey for the National Coastal Tourism Academy, which we would appreciate you completing.

If you know somebody who would like to read our e-news, please forward it on, or let them know they can register to receive it themselves on [www.visitthanet.co.uk/tourismmatters](http://www.visitthanet.co.uk/tourismmatters)

**Tourism and Visitor Services News**

**Tourism Industry Event**

Thank you to everyone who attended our first industry event post covid on Tuesday 7 June. It was lovely to spend time with you. We hope that you found the presentations from our speakers interesting and useful and the networking opportunities valuable.

As promised, please find attached a document from Low Carbon Kent - the Sustainable Business Team at Kent County Council, giving an overview of their activities, including STEM and LoCASE projects and funding opportunities for businesses. Further information can be found on <https://lowcarbonkent.com> or contact lowcarbon@kent.gov.uk / 03000 415 111

Have you signed up to ‘The Jump’ <https://takethejump.org/system-change> ? For at least one month, try six shifts in how you eat, travel, shop and use systems to be more green and sustainable.

**NEW FREE online Thanet Visitor Ambassador Training**

We are pleased to announce that this week we have launched our brand new, FREE online training course, the ‘Thanet Visitor Ambassador Training’. This is a bespoke digitisation of the current ambassador course that we have delivered face-to-face. We hope that by moving the content online, more of you will be able to access it.

This interactive online training tool is designed for anyone who comes into contact with visitors in their day-to-day role. It covers tourism information about the Isle of Thanet and what’s on offer for visitors. It also covers customer service skills to ensure that every visitor has an excellent experience and welcome when they visit. The training takes around an hour and can be completed in bite-sized chunks around your busy schedule.

We will be sending a separate, direct email this week with further details, but if you’re keen to start, the site is live <https://thanetvisitorambassador.co.uk> and we’d love you to have a go and give us some feedback!

**National Coastal Tourism Academy Survey 2022**

We would appreciate as many businesses as possible spending a little bit of time completing the [National Coastal Tourism Academy Survey](https://www.surveymonkey.co.uk/r/NCTA_Thane) by **Monday 20 June**

Any information you provide is kept strictly confidential and if we achieve a large enough sample size, we get a general report for Thanet (no individual business information is shown). This information helps us to see how Thanet compares to the national figures. It is used to update members, to understand the impact of the pandemic over the last few years, and to help us plan for recovery and the support that is needed. [You can view the full national data from the previous wave here](https://coastaltourismacademy.co.uk/resource-hub/resource/2022-coastal-tourism-business-survey-results)

**How’s Business Survey – South East England**

Tourism South East is conducting a quarterly basis ‘How’s Business Survey’, to build a collective picture across South East England. The data allows them to analyse trends, provide insights and statistics, as well as feed into industry and government conversations.

Tourism South East would like to understand year on year comparisons which include visitor numbers, revenue, and levels of confidence for the coming months. Some questions will feel more relevant than others but the data input helps Tourism South East to build the South East England picture

Responses are to be made by **Friday 17 June** and the survey can be [completed here](https://wh1.snapsurveys.com/s.asp?k=165286896625)

**Thanet District Council**

**Seafront Placemaking Exhibition**

This project, funded by Historic England, explores the past, present and future of Ramsgate seafront, recording what it means to the local community.

The end of the project is being marked by a free public exhibition:

* Saturday 11 and Sunday 12 June 10am - 4pm at Hold Creative Spaces, Penstone House, Albert Street, Ramsgate CT11 9HD.

**Jubilee Play Park opening**

The children’s playground at Ethelbert Crescent in Cliftonville has now reopened following an extensive refurbishment with new, fully accessible equipment and safer surfacing, and will now be known as Jubilee Play Park in honour of the Queen’s Platinum Jubilee.

**Ramsgate Market**

Cabinet will shortly be considering new proposals for Ramsgate’s outdoor market, to be operated either weekly or monthly. Two potentially suitable locations have been identified: Ramsgate High Street and/or Westcliff Promenade Green, and other locations could also be considered.

**Westbrook Loggia**

The next steps with the redevelopment of the Westbrook Loggia building at Westbrook Bay will be discussed at a Cabinet meeting this month (16 June). This follows a Feasibility Study carried out in 2021 which proposed creating a mix of uses on the site, including self catering holiday accommodation; restaurant and event space; cafe and toilet and showering facilities with additional amenity spaces for the businesses.

**Funding for Coastal Sea Defences**

The council has been awarded grant funding for two flood and coast protection schemes in Thanet:

* £406,000 to carry out maintenance to the sea wall between Viking Bay and Dumpton Gap.
* £880,000 to carry out stabilisation works to Broadstairs harbour pier and sea wall and improve the flood protection to lower Harbour Street. This will be completed in two phases in Autumn 2022 and 2023.

**Illegal Shellfish Harvesting**

We have produced new guidance for shellfish collection, which aims to prevent commercial harvesting and stop people collecting and eating unsafe shellfish.

New signs have been installed at some beaches and you can read more about the Thanet Coastal Code for information on [shellfish harvesting here](http://thanetcoast.org.uk/factfile/thanet-coastal-codes/shellfish-harvesting-and-fixed-netting-code/)

**Thanet District Council Chief Executive to step down**

On Thursday 9 June it was announced that a joint decision has been made between the council and Chief Executive, Madeline Homer, for her to leave her role at the council.

You can read more about this decision in our [newsroom](https://www.thanet.gov.uk/chief-executive-madeline-homer-to-leave-thanet-district-council/)

**Other News**

**New Fire Safety Act Guidance**

Do you have staff accommodation on site? If so, this could mean you are required to update your fire risk assessments if you have buildings with two or more sets of domestic premises. The Fire Safety Order applies to the structure and external walls of the building, including cladding, balconies and windows and all doors between the domestic premises and the common parts. [Find out more here](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1076442/Fire_Safety_Act_Article_50_guidance.pdf)

**Your News**

**Nice Things, Ramsgate closing**

It will be the end of an era in Ramsgate on Sunday 26 June when [**Nice Things**](https://nice-things.co.uk/)and its galleryclose the doors on what is its 12th anniversary of opening. Until then you can view the exhibition ‘Now and Then’ celebrating some of the many artists previously displayed. The property will reopen as [**Turner Rowe Art Centre and Gallery**](https://www.turnerroweglassart.co.uk) and we welcome the team

We would like to say a big THANK YOU to Suzy for the contribution she has made to the tourism industry in her different roles over the years. This includes, but is not limited to, the time and support she gave to the original Destination Management Plan and always being willing to give interviews or be filmed as part of our marketing activities. We were glad to hear that, even though the shop is closing, Suzy will still be around working on other projects.

**Congratulations to two local venues**

Please support our two local venues that have been shortlisted in the Muddy Stilettos Awards by voting for them - [**Buoy and Oyster**](https://www.buoyandoyster.com/) (Best Restaurant) and [**Artisans and Adventures**](https://www.artisans-and-adventurers.com)(Best Lifestyle Store). Congratulations to them both for being shortlisted.

Voting is open until 5pm on **Wednesday 15 June** and can be made at <https://kent.muddystilettos.co.uk/vote/> . The winners will be announced on the Muddy website on Tuesday 21 June