**June's Tourism Matters: Volunteer Recruitment, Dickens Anniversary and Award Success**

Dear Tourism Industry colleague

After a busy month of bank holidays and half term, it's time to breathe and get ready for the summer holidays that will soon be here.

In this issue we bring you information of a volunteer recruitment day, celebrations for Dickens House Museum’s 50th anniversary, details of a FREE business social media workshop and the final call for entries to the 2023/24 Beautiful South Tourism Awards.

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 at [www.visitthanet.co.uk/tourismmatters](http://www.visitthanet.co.uk/tourismmatters).

**Tourism and Visitor Services News**

**Visitor Information Centre Summer Opening Hours**

The Visitor Information Centre at Droit House, Margate is open Tuesday to Sunday 10am to 5pm throughout June. During July and August, the centre will be open daily including Bank Holiday Monday (28 August).

**Dickens House Museum 50th Anniversary**

Friday 16 June marks 50 years since the Dickens House Museum in Broadstairs opened as a visitor attraction. To mark this milestone a new [Dickens Town Trail](https://www.visitthanet.co.uk/attractions/dickens-town-trail-101920/) has been created highlighting locations around the town with a connection to the author. A copy of the trail leaflet can be picked up from the museum, the starting and finishing point of the trail. Thank you to Ken Nickoll for his research and compiling text for the leaflet.

An A4 poster has been created to promote the trail. If you would like a copy for your business please let us know at [tourism@thanet.gov.uk](mailto:tourism@thanet.gov.uk)

Friday 16 June also marks the start of the annual [Broadstairs Dickens Festival](https://www.broadstairsdickensfestival.co.uk/) on until Sunday 18 June.

**Broadstairs Information Kiosk Update**

The Broadstairs Information Kiosk will be relocating to the concrete platform opposite Chandos Square and directly above the sheltered seating area on the promenade opposite the Viking Bay lift, following the termination of the lease at the current Royal Albion Hotel kiosk.

The lease terminates on Friday 30 June and it is hoped a seamless move to the new location will take place on Saturday 1 July.

The kiosk opening times will remain the same daily 10am to 4pm, with the last day of the season Sunday 1 October. Due to being open to the elements, opening is subject to the weather.

**Thanet Heritage Volunteer Hub - Recruitment Drop In Event**

The Thanet Heritage Volunteers Hub will be hosting a drop in recruitment event at Margate Caves on Saturday 24 June from 10am to 3pm. Partners of the Volunteers Hub will be showcasing volunteering roles available at local heritage attractions. Come and meet representatives from Margate Museum and Tudor House, Dickens House Museum, RAF Manston History Museum and Margate Caves.

If you’re interested in a career in the heritage or cultural sector, volunteering can be a great way to see what it’s like. If you have some spare time, volunteering can help you to learn a new skill and widen your circle of friends.

With a wide variety of roles from museum guides, cafe and gift shop servers, archiving roles or social media as well as gardening and maintenance, there is something for everybody.

**Thanet Visitor Ambassador: FREE Online Training Reminder**

As we head into the main summer season have you completed our FREE online Visitor Ambassador Training?

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 and the importance of a welcome, to ensure that every visitor has an excellent experience when they visit. The training takes around an hour and can be completed in bite-sized chunks to fit around your busy schedule.

To test your knowledge and get your certificate, visit <https://thanetvisitorambassador.co.uk/>

**Press and PR**

Here’s a short overview of our media activity so far this year.

**43 media requests responded to** - general requests via the TravMedia website, which we subscribe to, and direct requests.

**Three press releases distributed**

* Visit Margate, Broadstairs and Ramsgate for festivIsle vibes and events galore
* Year of the Coast 2023 - Discover the seven wonders of the Isle of Thanet
* Visit Broadstairs and follow in the footsteps of Charles Dickens

**Five press visits hosted** (some a result of press releases)

* [Coast magazine](https://www.kelsey.co.uk/wp-content/uploads/coast_media_pack_low.pdf) - Addington Street and Ramsgate feature, awaiting publication date
* Fabulous magazine (1.3 million readers print, 12.6 million monthly online visitors, 840K Facebook followers, 113K Instagram, 81K Twitter) - Ramsgate - due to be published on 25 June
* On Yorkshire, online (average monthly unique visitors - 51,092, combined social media and newsletter subscribers - 21,550) - Margate, Broadstairs and Ramsgate - [Broadstairs feature published](https://www.on-magazine.co.uk/travel/uk-reviews/broadstairs-kent-royal-albion-hotel-yarrow), Margate and Ramsgate features to follow
* [Frenchie Mummy](https://www.instagram.com/thefrenchiemummy/?hl=en) (86K monthly page views and social media platforms reaching over 59K followers) - Margate, Broadstairs and Ramsgate - Instagram story and posts during visit, blog awaited
* [Traveller,](https://www.nineforbrands.com.au/media-kits/traveller/) Sydney Morning Herald - Nine ‘must dos’ in Margate, publication date awaited

Two further visits are in the pipeline with dates to be confirmed.

**Three press visits supported** - we have supported the following visits by VisitBritain and Visit Kent

* Girl.aboutkent - [experiences: Captcha Code and Margate Cookery School](https://www.instagram.com/p/CqcSpRUA1LL/?hl=en)
* National Geographic (digital and print) - Turner Contemporary and Turner connections, publication date awaited
* Condé Nast Traveller, Hola! and Gentleman - Margate accommodation and itinerary suggestions, visiting late June

We would like to thank all our local industry partners who help us deliver this activity by hosting journalists and updating us with their news.

**2023/24 Beautiful South Tourism Awards**

There is just over a week left to enter the Beautiful South Tourism Awards for tourism and hospitality businesses from across the south east of England.

Categories include pubs, cafes and restaurants, accommodation, spa, wedding and business venues, attractions, events and experiences. There are also awards for unsung heroes, new businesses, dog-friendly venues, accessibility and sustainability.

**The deadline for entries is midnight on Sunday 18 June**. [Find out more and enter here](http://www.beautifulsouthawards.co.uk/how-to-enter)

Winning businesses can progress to the national VisitEngland awards, in the same category.

**Thanet District Council**

**Councillors and Cabinet**

Following the local elections that took place on Thursday 4 May, Thanet District Council now has a newly-elected Council and Cabinet.

Councillor Rick Everitt was appointed as Leader and Councillor Helen Whitehead was appointed as Deputy Leader.

The Cabinet is made up of six Councillors who will each have a particular area of responsibility or ‘portfolio’. The Cabinet members, and their portfolios, are as follows:

* Cllr Rick Everitt (Leader): Strategy and Transformation
* Cllr Helen Whitehead (Deputy Leader): Housing
* Cllr Steve Albon: Cleansing and Coastal Services
* Cllr Rob Yates: Corporate Services
* Cllr Heather Keen: Neighbourhoods
* Cllr Ruth Duckworth: Regeneration and Property (including responsibility for Tourism)

**Business Social Media Workshops**

Thanet District Council is hosting a social media workshop for businesses to learn about the new trends and updates in social media and how to start to plan content.

The workshops are led by Zoe Cairns and are taking place on Thursday 22 June at Kent Innovation Centre, Millennium Way, Broadstairs CT10 2QQ with sessions at:

* [9.30am to 11.30am](https://www.eventbrite.co.uk/e/how-to-use-social-media-to-grow-your-business-tickets-636446417367)
* [1pm to 3pm](https://www.eventbrite.co.uk/e/how-to-boost-your-business-through-social-media-tickets-646122348337)

**Margate and Cliftonville High Streets Task Force Survey**

Thanet District Council, in partnership with the High Streets Task Force, is organising a research initiative and workshop for business owners.

[To complete the survey click here](https://docs.google.com/forms/d/1oEzdp1aPOKihwVrGMra_1VJGxTJEhpgblzgIk8H2Ajc/viewform?ts=6477295e&fbclid=IwAR1Z627khZqt3J1M_jwOFSdIKx1Ji0G3AXrpYyAE2iXEY9anJ8GEcFjYFHY&edit_requested=true). **The deadline for completion is Thursday 15 June.**

Following the survey, there will be an in-person engagement session on Wednesday 28 June at the Walpole Bay Hotel. Look out for further details on Thanet District Council's Facebook page. (facebook.com/ThanetDistrictCouncil)

The event aims to build collaboration among town centre businesses, fostering a sense of unity between both long-established and new businesses. You'll have the opportunity to meet other business owners and discuss common issues, helping to ensure the prosperity of Margate’s town centre economy. Don't miss out on this invaluable chance to make a meaningful impact and forge strong connections within our business community.

**Beach toy recycling points**

In a brand new initiative, Thanet District Council has installed collection areas for used toys at our busiest beaches. The idea is to encourage families to donate their toys after a fun day out, and for families to help themselves instead of buying a new set.

The collection areas are being installed at Minnis Bay, St Mildred’s Bay, Westbrook Bay, Margate Main Sands, Joss Bay, Botany Bay, Viking Bay and Ramsgate Main Sands.

This is a great way to help keep our beaches clean, reduce waste and cut down on any plastic toys that may be left behind on our bays.

**Viking Bay - New Beach Boardwalk**

Thanet District Council and Broadstairs and St Peter’s Town Council are working together to install a new wooden boardwalk to improve access to Viking Bay from Broadstairs Harbour car park. The project is being funded by Broadstairs Town Council, and the installation is being managed by Thanet District Council officers.

The boardwalk will be wider than the existing installation, to allow pedestrians to pass each other and to allow better access for people with disabilitiesThe installation is expected to be complete by the end of June.

**Trial of solar powered compacting bins**

Thanet District Council has installed five solar-powered compacting bins around the district on a trial basis. These environmentally-friendly bins use solar power to crush rubbish and can hold up to five times as much waste as a standard bin.

The bins have been installed across the three town centres Margate, Broadstairs and Ramsgate, with two more in seafront locations in Margate and Broadstairs.

**Replacing dog waste bins**

If you’re a dog owner, you may already be aware that dog waste bins are being replaced with general waste bins. Dog waste doesn’t need to be treated any differently to general rubbish. It can be put in the new general waste bins which are more efficient, with greater capacity. Where appropriate, Thanet District Council are putting up signs to show where to find the nearest general waste bin.

**Margate Creative Trust appoints new Director**

The Margate Creative Land Trust is a charity set up to secure buildings for use by the creative industry, and to create opportunities for people to participate in the arts.

The Trust has recently announced the appointment of its new Executive Director, Annette Russell, who will be joining in July 2023. You can read more on the [Margate Creative Land Trust website](https://margatecreativelandtrust.org/)

**Your News**

**New Beach Sauna on Margate Main Sands**

[Sea Scrub Sauna Ltd](https://www.seascrubsauna.co.uk/), has chosen Margate’s Main Sands as the location for their start up venture. Their vision is to combine the health benefits of cold water immersion and sauna in the most beautiful outdoor locations.

The offering has started with a luxurious barrel sauna on the beach, a changing room and 500 litre whisky barrels for cold water and ice bath plunging. The sauna is designed to be hot (80-100C) and can fit up to 6 people during a shared session, or up to 8 people if booked privately.

**Taste of Kent Award Finalists**

Congratulations to the nine Thanet businesses who have been shortlisted as finalists in the 2023 Taste of Kent Awards. The winners will be announced at a ceremony on Thursday 15 June. Good luck to you all!

\*Food & Drink Market - [Cliftonville Farmers Market](https://cliftonvillefm.co.uk/)

\*Casual Dining - [Marc Pierre's Kitchen](https://www.marcpierreskitchen.com/), Ramsgate

\*Street Food - [Pork & Co](https://porkandco.co.uk/), Margate

\*Non-alcoholic hot drink - [That One by We Are Here Coffee](https://www.weareherecoffee.com/), Margate

\*Beer - GADDS’ No.5 Kentish Best Bitter by [GADDS' Ramsgate Brewery](http://ramsgatebrewery.co.uk), Broadstairs

\*Sweet Pantry - Raspberry, Vanilla & Rose Geranium Jam by [Karly's Kitchen](https://www.karlys.kitchen/), Ramsgate

\*Confectionery - Collection Box by [The Chocolate Pig](https://www.thechocolatepig.co.uk/), Birchington and Fudge with Biscoff by [Chloe's Fudgey Fancies](https://www.facebook.com/FudgeyFancies?locale=en_GB), Margate

\*Savoury Pantry - The Red One: Vegan Friendly Kimchi by [Bottlebrush Ferments](https://bottlebrushferments.com), Ramsgate

**Award Updates**

In April’s Tourism Matters we brought you news that[**Chapel House Estate**](https://chapelhouseestate.co.uk/) had been announced as a finalist in the StartUp Awards South East in the ‘Hospitality & Events StartUp of the Year’ category. We are pleased to announce that they were announced as winners on Thursday 1 June. Congratulations to the team!

In May’s Tourism Matters we brought you news that **Thanet Disabled Riding Centre** had been shortlisted for the chance of a £63,000 grant from The People’s Projects. We are pleased to announce that the centre is one of three winners in the [southeast region](https://www.thepeoplesprojects.org.uk/projects/view/essential-running-costs-keeping-thanet-disabled-riding-centre-open). Congratulations to the team!