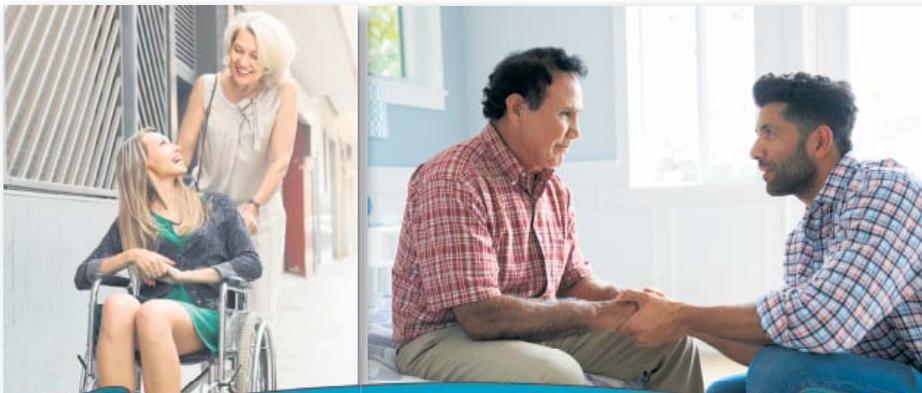


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[www.carers-supportcdt.org.uk](http://www.carers-supportcdt.org.uk)



# Complaints over service shake-up brought to table

An MP says he has received scores of complaints since a bus services shake-up.

Charlie Elphicke found that 100 passengers made comments on the Dover and Deal MP's Facebook page after he asked them to tell of their experiences.

He also received dozens of emails about the changes to Stagecoach services in the area since September, including a number of cutbacks.

He said: "Judging by the sheer amount of emails, comments and letters, it's clear the firm has many questions to answer."

The MP conveyed these messages to Philip Norwell, Stagecoach's South East managing director, in a meeting.

With them, at Mr Elphicke's Westminster office, was Phil Lightowler, Kent County Council head of public transport.

Mr Norwell said that a number of problems raised had been dealt with.

He said Stagecoach had taken action on services to local schools after Mr Elphicke had raised concerns last month, such as changes to ensure that students from Kingsdown could get home from school.

He said that the company had also worked with KCC to ensure parts of Great Mongeham and



MP Charlie Elphicke, Philip Norwell of Stagecoach and Phil Lightowler, head of public transport at KCC

Northbourne are covered after complaints were raised.

Stagecoach has also added an additional journey between Eastre and Canterbury. Mr Norwell also agreed to look closer at the effects of changes to services in St Radigund's and River.

Mr Elphicke said: "It's welcome that Stagecoach say they have made changes after people raised concerns - and that they are working with KCC to help cover some areas."

"Yet if anyone is still experiencing problems I urge them to get

in touch with me so I can take up their case."

Planned changes, put forward this summer, included the withdrawal of routes 15B and 60A for River and a revised timetable for the No82 bus for Kingsdown.

Stagecoach also announced the ending of the 14 and 14A buses for Northbourne and Great Mongeham, leaving only a schools and shopping service only.

Residents can get in touch with Mr Elphicke by emailing [elphicke.mp@parliament.uk](mailto:elphicke.mp@parliament.uk) or messaging him on Facebook.

# Talks to tackle drug dealing

Tackling drug dealing, speeding drivers and anti-social behaviour are the priorities for local police.

Area commander Ch Insp Mark Weller told Dover and Deal MP Charlie Elphicke that tackling drug peddling was paramount.

He also said he would look at measures to tackle speeding, particularly around Dover's one way system and at Capel-le-Ferne.

He said that a Kent Police operation during the summer had resulted in a number of street drinkers being moved out of Dover town centre.

Anti-social behaviour was the reason for the meeting but people additionally wanted reassurances over police presence in Deal.



Dover MP Charlie Elphicke with Ch Insp Mark Weller

The police chief assured that officers are in Deal every day.

Mr Elphicke said: "I'm pleased the local force will look at tackling the dangerous practice of drivers speeding around Dover's one-way system - and that Ch Insp Weller confirmed there are police officers in Deal every day."

"Our local force do an incredible job. And it's great our area commander is engaged with the community and listening to people's concerns."

In July Kent Police had to scotch rumours that Deal Police Station would close. Ch Insp Weller then said that no such decision had been made.

The station is open from 10am to noon Monday to Friday.

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