

**Spelthorne Borough Council
Bulletin magazine
Winter 2018, issue no.120**

Letter from the Leader of the Council

Dear Residents,

Now that we are approaching the end of the year, it is a good time to reflect on the things we have been able to achieve. This is once again a year of significant progress for the Borough.

I am often asked why we are investing in commercial properties. The simple answer is that we believe we have no viable alternative. Our investments now generate more income than we get from Council Tax and is being used to maintain and enhance Borough services which would otherwise be under threat.

These include those services that affect the most vulnerable in our communities such as meals on wheels, day centres and personal alarms, as well as those that affect us all, such as boosting recycling, keeping the grass verges cut, and protecting night-time street lighting.

Our more recent purchases are set to help us to progress a number of schemes to create much needed additional housing for our residents. We are of course aware of the infrastructure implications of additional housing but we can't ignore the fact that, for a growing number of residents, finding a suitable home they can afford has become increasingly difficult. I am delighted that we can help meet these aspirations.

I am also proud of the strong and determined stance we are taking to get the best possible deal for our residents as Heathrow shape their plans for expansion. We want airport-related development to be proportionate, to include some green space to separate the airport from our communities, and for there to be meaningful legacy benefits to compensate those most affected, as well as make the most of the economic benefits that expansion can bring to our Borough.

At this special time of year, I want to assure you all that I remain committed to work hard to make Spelthorne an even better place to live, work and do business. I wish you all a peaceful and happy Christmas.

Cllr Ian Harvey, Leader of the Council

Message from the Mayor

Dear residents,

For me, as Mayor of Spelthorne, the last seven months have been a great privilege. Although I have lived in the Borough for nearly 40 years, I was not aware of all the many treasures it has to offer or the myriad of organisations which thrive among us.

I have thoroughly enjoyed visiting all parts of our Borough and have received a warm welcome wherever I have gone. There are many unsung heroes locally who give their time unstintingly. These are the huge band of volunteers, without whom many of our organisations would not be able to function, or not as effectively as they do.

Huge thanks to those of you who have supported fund raising events for my four charities - East to West, Rentstart, Shopmobility and The Penrose Club. We will be raising more funds at the 'Spelthorne's Got Talent' finals being held at Halliford School at 7.30pm on 22 March and I hope many of you will be able to join me for that.

I have always loved Christmas! I look forward to every aspect leading up to it and will be visiting some of our local organisations on Christmas Day this year. I hope, however you are celebrating the Christmas period, that it is a special time for you. I wish you a very happy and healthy Christmas and send you all my good wishes for 2019.

Cllr Jean Pinkerton OBE, Mayor of Spelthorne

100 Years - Spelthorne Remembers

Remembrance events for this special year, in which we commemorated the centenary of the end of the First World War, included a special event for schools and a remembrance concert at Staines Methodist Church. Six of the Royal British Legion's 'Silent Soldiers' were placed around the Borough as a tribute to those who died and to support the valuable work of the Royal British Legion.

The Council also planted 100 trees in Thameside, Laleham Park, to mark the anniversary and provide a lasting legacy. An information board setting out the significance of the Centenary Wood has been placed near the site and an opening ceremony was held on 14 November.

In addition to the 100 trees, a further 751 trees will be planted around the Borough over the coming months to remember the sacrifice of the 851 soldiers lost from the local area.

Seal of approval for Council car parks

Twelve of Spelthorne Council's car parks have been given Park Mark® accreditation by the British Parking Association (BPA), meaning that they are recognised as having measures in place to ensure the safety and security of customers and their vehicles. Park Mark sets challenging standards and helps drivers to feel confident about leaving their vehicle. The assessment is carried out

by an independent panel including an inspector from the BPA and two representatives from Surrey Police.

Spelthorne Council's Park Mark accredited car parks:

- Elmsleigh Surface, Staines-upon-Thames
- Elmsleigh Multi Storey, Staines-upon-Thames
- Riverside Surface, Staines-upon-Thames
- Tothill Multi Storey, Staines-upon-Thames
- Lammas Park, Staines-upon-Thames
- Thameside, Laleham
- Laleham Park
- Manor Park, Shepperton
- Orchard Meadow, Sunbury
- Thames Street, Sunbury
- Old Bathing Station, Sunbury
- Walled Garden, Sunbury

Free late night parking

Spelthorne Council is pleased to announce that parking will be free of charge in selected Staines town centre car parks for late night shopping on Thursday evenings in the run-up to Christmas (6, 13 and 20 December). The offer applies after 4pm in the following Council car parks:

Elmsleigh multi-storey/surface, Tothill, Elmsleigh Road, Riverside surface, Bridge Street and Kingston Road car parks.

Local elections: Thursday 2 May 2019

The Electoral Register was published on 1 December 2018 and will remain in force until 30 November 2019. If you are not on the Register you can visit www.gov.uk/register-to-vote to make an application. Once your application is successful we will write to confirm or let you know if we need more information.

This Electoral Register will be used for the Spelthorne Borough Council Elections scheduled for Thursday 2 May 2019. It would also be used for any snap General Elections or Referenda. If you will be away on this date, you can apply for a postal vote – please contact the Electoral Services team for details.

The Electoral Register is also used by Credit Referencing Agencies to establish where people live when they apply for any form of credit such as a mortgage, loan, mobile phone contract or hire purchase agreement. Residents who are not on the Electoral Register may find it more difficult to obtain credit.

For further information including the deadlines for registration and postal vote applications, visit www.spelthorne.gov.uk/elections, email electoral.services@spelthorne.gov.uk or call 01784 444218.

Do you know a dedicated volunteer?

Do you know an individual who has given at least 12 years' service to volunteering in the Borough and would be a worthy recipient of a Spelthorne Civic Award? A presentation evening to celebrate the work of these dedicated volunteers is being held on 9 April 2019 at the Council offices in Knowle Green. The deadline for nominations is 31 January 2019.

For a nomination form email Carol Davies at candodavies@tiscali.co.uk or call 01784 255432.

Animal welfare – changes to licensing rules

From 1 October 2018, new laws were introduced that affect animal businesses such as dog breeders, pet shops, boarding establishments, riding establishments and people who keep or train animals for exhibition. The new regulations put in place more protection for animals in licensed premises and widen the scope for those that need to be licensed.

The new system also introduces a star rating scheme ranging from one-star to a maximum of five-stars for those businesses which can demonstrate higher standards. Members of the public using licensed premises for buying animals or using their services are encouraged to ask the business what their star rating is.

Anyone who boards animals during the day, breeds dogs for sale, or who keeps exhibition animals and who is not currently licensed should contact Spelthorne Council as soon as possible.

For more details visit www.spelthorne.gov.uk, email eh.commercial@spelthorne.gov.uk or call 01784 446291.

Spelthorne Sports Awards

The sporting success of local players, coaches and volunteers was celebrated at the annual Spelthorne Sports Awards at Shepperton Studios on Tuesday 9 October.

The guest speaker for the evening was Olympic rowing silver medallist, Debbie Flood. Congratulations to the following winners:

Award category	Winner
Active Surrey Coach of the Year	Roger White
Disability Sports Award	John Hobbs-Mallyon
Sports Club of the Year	Littleton Sailing Club
Volunteer of the Year	Jo Lloyd
Sports Personality of the Year	Chloe Ackerman
Young Sports Personality of the Year	George Waters
Sports Team of the Year	Charlie Tate and Adam Upcott
Young Sports Team of the Year	Spelthorne Gymnastics Elite Acrobatic Team
Young Volunteer of the Year	Starksy Torchia
Outstanding Service to Sport	Lynne Morgan
School of the Year	Springfield Primary School
Gerry Ceaser Special Recognition Award	George Sudderick

Active 10

There are many ways of achieving the 150 minutes of exercise recommended for adults each week and even brief bouts of activity offer benefits.

For instance, if you can't fit in one 30 minute walk, try three 10 minute walks instead. What's most important is making regular physical activity part of your lifestyle. Walking briskly for just 10 continuous minutes counts as exercise. Each 10 minute burst of exercise is known as an "Active 10."

A regular brisk walk can make you feel better in so many ways. It can boost your energy, clear your head and lift your mood. It can help people with lower back pain and those at risk of high blood pressure. It's also great for your long - term health, reducing your risk of serious illnesses like heart disease, type 2 diabetes, dementia and some cancers.

Visit www.nhs.uk/oneyou/active10

Saturday Craft Club

Our fun Saturday morning craft club provides a creative environment for children aged 5-7 (10am) and 8-11 (11.30am) to develop their interest in arts and crafts and create their own masterpieces under the supervision of our experienced staff.

The sessions are held at the Resource Centre during term-time and cost just £4.80 per week (payable in advance at the beginning of each half-term).

To book a place visit www.spelthorne.gov.uk/craftclub or call Leisure Services on 01784 446433.

Leisure Directory 2019

Published in January 2019, our Leisure Directory is a really useful resource, full of activities to enable you to make the most of your leisure time in Spelthorne. There's something to suit all ages and interests.

Pick up a copy from your local library, leisure centre, the council offices or download a copy at www.spelthorne.gov.uk/leisuredirectory

Staines 10k

The 2019 Staines 10K will be held on Sunday 12 May 2019. Registrations open on 1 February 2019. For further information or to register, visit www.staines10k.co.uk

Glow Badminton

This is pure fun - playing badminton in the dark with music, UV lighting and glow-in-the-dark shuttles, plus lots of UV war paint! Join our Christmas event on Saturday 22 December at Matthew Arnold Sports Centre, Kingston Road, Staines-upon-Thames, TW18 1PF.

Family session: 10 -11am

Adults only: 11am - 12noon (age 16+)

Cost: £6 per person

To purchase tickets visit Facebook and search Glow Badders.

Bin that poo – any bin will do!

We provide dog poo bins at many locations throughout Spelthorne but dog walkers can put their bagged dog poo in any Council bin.

We have made some changes at the Lammas Park in Staines-upon-Thames and you will find new bag dispensers at the entry and exit points.

These improvements will be coming to a park near you soon.

For more information email neighbourhoodservices@spelthorne.gov.uk or call 01784 446411.

Spelthorne Junior Citizen

During September over 1,000 year 6 pupils from 20 Spelthorne primary schools attended Spelthorne Junior Citizen, a one-day event designed to help children stay safe and learn important life skills. The children took part in interactive workshops which taught them about staying safe and being good citizens. Topics covered included first aid, stranger danger, fire and water safety and contacting the emergency services.

The Mayor of Spelthorne, Cllr Jean Pinkerton OBE, said: “Junior Citizen provides an excellent way of equipping young people with the knowledge and confidence they need to deal with potentially dangerous situations. The workshops are specifically designed to get the information across in a way that is interesting and relevant to the children.”

Junior Citizen has been running for over ten years and is organised by Spelthorne Borough Council with support from the Surrey Police and Crime Commissioner, Surrey Fire and rescue, Surrey Police, RNLI, South Western Railway and St John Ambulance.

Living next to a watercourse

Do you have a watercourse such as a ditch, stream or river running through or alongside your property? If so you are probably a ‘riparian owner’ meaning that you are responsible for its maintenance.

To find out more, read Surrey County Council’s good practice guide at www.spelthorne.gov.uk/watercourse-maintenance

Priority Services Register

Most utility providers offer a free Priority Services Register for vulnerable customers such as the elderly, those with a disability, long-term illness or people living with young children. Customers on the register can get additional support and services, such as different bill formats, advanced warning when there is a planned supply interruption, and priority support in an emergency. Contact your utility provider for more details.

Spelthorne Tree Wardens

This year, Spelthorne Tree Wardens celebrate 20 years of planting and caring for the trees in our community.

Much has been achieved over the 20 years and evidence of this can be seen all around the Borough. Hawke Park in Sunbury-on-Thames is a good example of the group's work with tree and hedge planting schemes being used to enhance the area.

The Tree Wardens can help with tree planting requests for a donation of £35.

For more information email Dave Woods at dj.woods@talktalk.net or call 07717 473124.

Take advantage of weekly collections

Thank you to all the residents who took the time to speak to us at our road show events in Staines-upon-Thames. Your experiences of food waste, textile and small electrical collections are valuable feedback for us and help us to improve our service whilst caring for the environment.

We are pleased many of you like the convenience of the weekly collection service which saves you having bags of unwanted clothes, old electricals and food waste in your home. You said you like:

- that collections are weekly so you don't have the smell of old food in your rubbish bin
- space being saved in your bin which is collected every two weeks
- doing your bit to help the environment

Some of you who had moved house told us that the food waste caddy hadn't been left by the previous owner and you didn't know where to get one. We have caddies, free to collect, from the council offices at Knowle Green or your local community centre.

Alternatively visit www.spelthorne.gov.uk/kerbsidecollections to arrange for a new caddy to be delivered.

Your textiles raise money for charity

Thanks to you using our weekly collection service for your unwanted textiles, this year we have been able to donate £400 to CREST Cancer Support and £400 to Home Start Spelthorne.

We hosted a poll on our website between June and September asking you to vote for the charity you would like to receive a donation in 2019 and we are pleased to announce that Princess Alice Hospice received the most votes. Thank you to everyone who voted.

Recycling made simple

If you are unsure what items you can recycle and where, the quickest and simplest way to check is by using our recycling search tool and app which you can find on our website at www.spelthorne.gov.uk/recycling-search

No Christmas cards or wrapping paper in your recycling

Please do not put any Christmas cards or wrapping paper in your light green recycling bin as they may contain glitter, plastics or foil which are not recyclable. Please put them in your dark green rubbish bin.

Please keep recycling your cardboard, newspapers, magazines and paper envelopes.

Winter art open day - Saturday 22 December, 10am-2pm

Come along to the Resource Centre and have fun with your children making winter-themed crafts. This activity is for families with children aged 3-11 years (a parent/carer must be present throughout).

Entry £1 per child (50p for siblings). No need to book.

Free Christmas tree collections

Spelthorne Council is offering a free kerbside collection of real Christmas trees from 7 – 18 January 2019. Simply leave your tree on your property boundary by 6am on your rubbish or recycling collection day – you do not need to call and register. Please remove the tree from its pot or stand and take off all the decorations.

Alternatively take your tree to one of the following drop-off points:

- Fordbridge Park, Ashford
- Manor Park, Shepperton
- Old Bathing Station, Fordbridge Road, Sunbury-on-Thames

Email neighbourhoodservices@spelthorne.gov.uk or call 01784 446411 for further information.

20 December: Free Christmas Xplorer

Xplorer is the perfect outdoor activity for families, offering a friendly navigation challenge that is educational and fun. Using a simple map the aim is to find a number of markers. Our free Christmas Xplorer event will be taking place on 20 December at Kenyngton Recreation Ground, Sunbury on- Thames from 10.30am-12.30pm.

Seasonal rubbish and recycling collections

Collection	Scheduled collection day	Revised collection day
Recycling	Monday 24 December	No change
	Tuesday 25 December	Thursday 27 December
	Wednesday 26 December	Friday 28 December
	Thursday 27 December	Saturday 29 December
	Friday 28 December	Sunday 30 December
Rubbish	Monday 31 December 2019	No change
	Tuesday 1 January 2019	Wednesday 2 January 2019
	Wednesday 2 January 2019	Thursday 3 January 2019
	Thursday 3 January 2019	Friday 4 January 2019
	Friday 4 January 2019	Saturday 5 January 2019
Recycling	Monday 7 January 2019	Back to normal

Garden waste collections are finishing for the winter. For more details check your garden waste calendar or visit <http://my.spelthorne.gov.uk>

Council Office Christmas closure

The Council Offices in Knowle Green will be closed from 4.45pm on Friday 21 December until 8.45am on Wednesday 2 January 2019. The Council's out of hours emergency number is 01784 451499.

Spelthorne Santa Stroll

Come and join in the festive spirit by joining the Spelthorne Santa Stroll.

This is a free family event and all participants are invited to wear fancy dress if they wish. All Santas and festive characters should meet at 10.30am on Friday 21 December outside Spelthorne Leisure Centre. The walk will be around 3 miles.

Santa suits are available to purchase in advance from the reception area at the council offices for £3.

For more information about the event email leisure@spelthorne.gov.uk or call 01784 446433.

Sunbury Christmas market

The residents of Sunbury-on-Thames are celebrating Christmas with a special event on The Avenue Parade from 5-8pm on Thursday 6 December. Come along with the family and enjoy the festive lights, gift stalls, Santa's grotto and carol singing with the Salvation Army.

The road will be closed to traffic during the event.

All the money raised will be used for the Sunbury community.

For more details email monica@villagematters.co.uk or call 07979 808991.

Meals on Wheels

We will be providing our usual Meals on Wheels service up to, and including, Christmas Eve, and will have a limited service on Christmas Day, Boxing Day and New Year's Day for those who are eligible.

For more details or to change your usual arrangements, please contact us on 01784 444265 by Friday 14 December.

Christmas Day at the Greeno Centre

The Greeno Centre in Shepperton will once again be hosting a free community Christmas Day lunch. Whatever your circumstances, everyone is welcome - old or young, on your own or with others, carers are especially welcome. Our aim is to join as a community to enjoy Christmas lunch and get to know each other.

There will be a packed programme from around 10.30am until mid-afternoon, with a welcoming cup of tea or coffee followed by carol singing, games, quiz and of course, a traditional turkey lunch.

Free transport can be arranged. Volunteers are always needed too, especially drivers and people to help with cleaning up from 2.30pm - 4.30pm.

If you are interested in coming to this event as a guest or volunteer contact Caroline Button by email at carolinebutton2006@yahoo.co.uk or call 07775 901035 / 01932 247255.

Shepperton Big Tree Night

Come along to the Shepperton Big Tree Night on Wednesday 12 December, a well-established festive family fair which brings in visitors from all around the Borough and beyond.

The event starts at 5pm in the High Street and Father Christmas will be arriving with his reindeer from 6pm followed by the ever-popular carols by the main stage. There will also be plenty of other festive attractions including craft stalls and rides for the children. Entertainment will be provided throughout the evening and a fantastic selection of food stalls will be available.

The High Street will be closed to traffic from 4pm, with some side roads closing at 1pm.

For more details contact the Big Tree Night committee by email at chairman@shepperton.biz or visit <https://bigtreenight.uk>

Heathrow Expansion

The Council is continuing to call for communities to be properly compensated as Heathrow expansion plans begin to take shape. We are also urging communities to take part in public consultations.

Starting in January 2019, Heathrow will be conducting a public consultation to include future airspace design (including new flight paths from 2021), runway operations and ideas to grow Heathrow sustainably.

In June 2019, Heathrow intend to carry out the statutory Development Consent Order (DCO) consultation which will consider responses from the previous consultations and seek views on the proposed scheme for expansion. It will also set out how they will manage and mitigate the effects of the airport's growth for communities.

It is really important that as many people as possible respond to the consultations. This is the only way they can ensure their views are taken into account and reflected in the final scheme.

What we are doing:

- We are pressing Heathrow to ensure that airport-related development is proportionate, brings real benefits to the Borough and includes open green space to genuinely serve the communities of Stanwell and Stanwell Moor
- In particular, we are strongly resisting a proposal for the world's largest car park to be built in our Borough because we believe the impact on residents would be overwhelming
- We have commissioned leisure and property studies for the Stanwell area to explore what options could be offered by Heathrow to compensate communities
- We will continue to press Heathrow to meet our list of requirements to get the best outcome for our communities
- We have set up web pages on Heathrow expansion for people to find out how it is likely to affect the local area

Visit <https://www.spelthorne.gov.uk/HeathrowConsultation2018> for details.

Cllr John Boughtflower, Cabinet Member for Heathrow, said: "We recognise that new development can bring opportunities, but we want to ensure our residents fully benefit from it rather than being further blighted. We are calling for good quality open space and legacy benefits that include sport, leisure and community facilities for residents affected by expansion. We will be holding Heathrow to account on these and other important local issues to get the best possible outcome for our communities."

Spelthorne Takes Shape

Thank you to everyone who got involved in the first stage of consultation on Spelthorne's new Local Plan which took place over six weeks during May and June.

Four options were proposed within the consultation paper which outlined the advantages and disadvantages of each option followed by a questionnaire.

We engaged with people before and during the consultation period using a range of methods including public presentations, local information events, leaflet drops, newspaper articles and meetings with residents' associations.

The responses to the consultation are being used to help us prepare the draft plan. However, the option to be taken forward needs to be the most sustainable in terms of the social, environmental and economic impacts.

The Strategic Planning Team is continuing to prepare further evidence to support the draft plan. A new timetable has been produced which takes account of the work the Council is doing on Heathrow expansion so we will now be consulting

again in summer 2019 instead of later this year as originally planned. We hope to adopt the final version of the new Local Plan in 2021.

The Consultation Response Document and the Local Development Scheme containing the updated timetable are available to view on our website at www.spelthorne.gov.uk/localplan

County services under threat

Thanks to the commercial investments that are providing income to support and enhance Borough services, Spelthorne Borough Council is not having to make cuts to its services.

However, Surrey County Council is facing huge financial pressures. The number of residents needing their support – whether it is for learning disabilities or elderly care – is rising. But their core government grant has been cut by more than £200m since 2010.

Over the next year Surrey County Council need to save a further £85m rising to £124m in 2020/21 which means they will have to make radical changes to some services which will have significant impacts.

As part of the County Council's transformation programme, activities that do not add value will be decommissioned, processes will be simplified, communities will have a greater role and commercialisation will be an operating principle in much of what they do.

The County Council has launched a series of consultations relating to five service areas: children's centres, concessionary bus fares, special educational needs and disability (SEND), libraries and cultural services, and community recycling centres, and are seeking views by 4 January 2019.

Spelthorne Borough Council will continue to look carefully at the proposals and their implications for Borough services and do all we can to minimise the impact on our residents. However the scale of likely cuts means that it will not always be possible to step in to fill the gap.

To have your say visit www.surreycc.gov.uk/consultations

Spelthorne Means Business Awards 2018

The hard work and achievements of local businesses was celebrated at the Spelthorne Means Business Awards held at Shepperton Studios on 11 October. Finalists for each of the seven award categories gathered with the sponsors to celebrate their successes and toast the winners in each category:

Category	Finalists	Winner
Exporter of the Year	FT Technologies ABA Stronalva Pimento Connection Brown Bag Crisps	Brown Bag Crisps
Creative Business of the Year	Dream Catchers Design Incorporated Zest4.tv	Zest4.tv
Healthy Business of the Year	ABS Personal Training Dnata The Hazelwood Centre	The Hazelwood Centre
Best New Start Up	Fat Tones Busy Bs Café Willow Bakery	Willow Bakery
Best Business in Staines	Encore Bridal Design Incorporated Caffe Gusto	Caffe Gusto
Independent Business of the Year	Thames Side Brewery The Thames Club Charlotte's Chickens	Charlotte's Chickens
Best Small Business	Daisy Chain Floral Design Samara Cuisine Dyno	Dyno
Best Business in Spelthorne	Finalists in the above categories	Brown Bag Crisps

During the evening, a raffle was held for the Mayor's charities which raised £680 and a silent auction in aid of MidasPlus raised over £1,000.

Leader of Spelthorne Borough Council, Cllr Ian Harvey, said: "Since introducing our new Council strapline 'Spelthorne Means Business' we have been looking for a way to recognise our local businesses. By launching our first Spelthorne Means Business Awards we have been able to join together to celebrate their achievements and thank them for helping to make the Borough such a vibrant and productive place. Many congratulations to all the finalists and winners."

If you would like to enter the 2019 Spelthorne Means Business Awards, please email t.carter@spelthorne.gov.uk for more details.

Investing for the future

To help manage the funding pressures caused by cuts in Government funding, rising demand for services, and the possible knock-on effects of cuts by Surrey County Council, Spelthorne Council has adopted a strategy of investing in

commercial property. This provides an income stream that is being used to support and enhance Borough services and, going forwards, fund housing projects.

So far we have purchased 12 investment properties in Spelthorne and areas with good connectivity to Heathrow. The properties are occupied by secure tenants (usually blue chip companies) which are committed to staying in the offices in the medium to long-term. We have paid for these investments by taking out long-term loans, borrowing at extremely favourable fixed interest rates so we know our financing costs for the coming years.

It is important to emphasise that these investments are protecting Borough Council services such as day centres, meals on wheels, community transport, personal alarms and the upkeep of our parks which would otherwise be under threat. The income is also funding Spelthorne's housing programme which aims to meet the pressing need for new affordable homes in the Borough.

As part of this programme, the Council recently handed over the keys to three two-bedroom homes in Churchill Way in Sunbury and we are close to completing eight apartments on the site of the former Bugle Pub in Upper Halliford. Work to convert 33 flats at Ceaser Court (formerly known as Benwell House) in Sunbury also started in September.

Supporting recovery from mental ill health

Amigo matches trained volunteers with people who need support on their journey of recovery from mental ill health whilst becoming independent from mental health services. Volunteers help individuals to make connections with local community activities whilst helping them to boost their confidence and motivation to reintegrate into the community.

To find out more, email Lynnette or Laura at buddy@voluntarysupport.org.uk or call 01276 707565.

Meals on wheels

The Spelthorne Meals on Wheels team can deliver hot, tasty and nutritious meals up to seven days a week. We can bring you a main meal and pudding and you can also have a freshly made sandwich for later in the day.

For more details email m.wheels@spelthorne.gov.uk or call 01784 444265. Visit www.spelthorne.gov.uk/mow

Spelthorne Community Centres

Drop in and see the great range of activities available at our Community Centres. They are welcoming, helpful, cheerful places. Hot meals are available in most centres. Monday to Friday opening.

Benwell Community Centre

Downside, Sunbury-on-Thames, TW16 6RT
Tel: 01932 784232

Fordbridge Community Centre

Clarendon Road, Ashford, TW15 2PU
Tel: 01784 243880

Greeno Community Centre

Glebeland Gardens, Shepperton, TW17 9DH
Tel: 01932 246173

Staines Community Centre

Thames Street, TW18 4EA
Tel: 01784 463073

To visit or become a member, call into your nearest centre or contact us by telephone.

Spelthorne personal alarms

SPAN (Spelthorne Personal Alarm Network) is an alarm system which helps people to live independently in their own homes. Individuals are linked to a care centre which provides help 24 hours a day, 365 days a year.

The care centre holds the details for family/friends and will contact someone should the alarm be activated. They can also contact the emergency services if required.

For more information, email span@spelthorne.gov.uk or call 01784 444277. Visit www.spelthorne.gov.uk/span

Greeno Centre expansion

Planning permission has recently been granted for a ground floor extension to the Greeno Centre in Shepperton. The extra space will be used to provide a dedicated space for the Centre's Opal Group which caters for people who need additional support when they visit the Centre. It is anticipated that the work will be completed in spring 2019.

Big Lottery Fund cash helps people find homes

Thanks to funding from the Big Lottery, a new project called 'Spelthorne Rentstart Extra' has been launched to help people with multiple and complex needs move into suitable rental accommodation. Building upon a previous project funded by the homeless charity Crisis, it aims to help people develop the life skills needed to sustain their tenancies, live independently and ultimately improve their health and wellbeing.

To this end, the project has three main areas of focus for the advice and support it is looking to offer: Practical, Financial and Emotional. Presenting the cheque for £174,407 from the Big Lottery, the Mayor of Spelthorne, Cllr Jean Pinkerton, OBE, said: "We are delighted that Spelthorne Rentstart has secured funding for this important project which gives a helping hand to those that, for whatever reason, just need a bit of extra support. This holistic, multi-agency approach is so important to break the cycle of homelessness and improve people's life chances."

If you would like to make a referral, donate or are a landlord looking to work with Rentstart, visit www.spelthornerentstart.org.uk or call 01784 446422.

Hassle free letting for landlords

Spelthorne Rent Assure is a scheme for landlords who are interested in renting their local property through the Council.

We believe the scheme is one of the most attractive currently on offer. The Council guarantees to directly pay landlords the full market rent for their property, for up to two years. Other benefits include:

- one month's rent paid directly in advance
- six-weeks' repair bond
- free tenancy agreements provided (including Right to Rent checks)
- property viewings arranged
- free inventory service provided by a professional company
- tenancy training for tenants
- a completely free service - no agency fees

The Council will find the tenants and, if approved by the landlord, draw up the agreements free of charge. Ongoing support for both the landlord and the tenant is available for the duration of the tenancy.

We are looking for more private landlords, particularly those with two-bedroom properties, so please get in touch if you are interested in working with the Council.

To register your interest, please complete our enquiry form at www.spelthorne.gov.uk/sra

For more details e-mail sra@spelthorne.gov.uk, call 01784 448611 or visit www.spelthorne.gov.uk/sra.

Having a house party? Tips to avoid noise complaints

- Warn your neighbours in advance and consider inviting them. Be prepared to compromise if there is some conflict when you tell them your plans
- Give your neighbours a finishing time and try to stick to it (even the most tolerant of neighbours won't accept being kept awake all night)
- Think about giving your neighbours a telephone number to call if they need to let you know of a problem
- Keep music levels down, especially the bass. Be prepared to apologise and turn the music down
- Don't play loud music outdoors
- Reduce music levels after about 11pm and close windows and doors
- Try to make sure your guests leave quietly, without slamming doors or shouting/laughing outside your house
- Don't have parties too often, as complaints are more likely when people are disturbed regularly

If your neighbours are planning a house party

- Remember that people are allowed to have parties and no one has a right to silence. However, frequent loud parties that cause disturbance into the early hours may be considered unreasonable
- If you know about the party beforehand, speak to your neighbour and tell them your concerns. They may be able to reassure you that the event will not be unreasonably loud. Try to reach an agreement on the time the party will finish and when music will be turned down
- Ask for a telephone number you can ring in case you are disturbed and to save you knocking on the door at night
- Consider going out that evening if you can
- The Council has an out-of-hours noise service and will usually visit when complaints are received from more than one property.

If you are affected by a very noisy party, call 01932 425060. If the matter is not considered urgent, your complaint will be referred to the Council's Environmental Health Service the next working day.

Air pollution warnings

airAlert is a free service to help people with asthma and COPD manage their conditions when air quality is poor. While air pollution levels in Spelthorne are generally low, there are some days when they are capable of causing short-term health problems for people with respiratory problems.

The airAlert service informs users when pollution levels are expected to be elevated, either by voicemail, text or email, to help them manage their health more effectively.

There is also an airAlert app which can be downloaded. For more details or to signup, visit www.airalert.info or call the Council's Environmental Health team on 01784 446251.

It's time to clear the air

Traffic fumes are the main source of air pollution in Surrey. This can affect children's lung-growth, increase symptoms in those with asthma and contribute to chronic illnesses later in life. Surprisingly, you may not be protected from air pollution when travelling in a car. This is because you're in a confined space collecting pollution from vehicles around you.

So it's really worth considering how else you could get to school each day and leave the car at home if you can. Why not try walking, cycling or scooting to school instead? It's great for you and your child's health and wellbeing. And, if you have to drive, try to park further away and walk the rest, or turn the engine off while you wait. If you can change how you travel to school just a few times a week, you will help children breathe cleaner air. To find out more visit www.healthysurrey.org.uk/airquality