

our community

bulletin

Winter 2025



7 Rubbish and recycling calendar

13 Christmas events

— and flooding advice

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Letter from the Leader



Dear Residents,

As the year draws to a close, I hope this letter finds you and your loved ones well. Christmas is a special time to pause, reflect, and appreciate the moments, big and small, that have shaped our year. Whether it's been a year of joy, challenge, or change, I hope the festive season brings you some well-earned rest and time with those who matter most.

Here in Spelthorne, we've seen the strength of our community in so many ways, and I want to thank you for the part you've played - whether by supporting a neighbour, attending a local event, or simply taking pride in our shared spaces.

At the end of October, the Government announced plans to reorganise local government in Surrey by replacing the current 12 councils with two new unitary authorities. Spelthorne will become part of the West Surrey unitary authority, alongside **Guildford, Runnymede, Surrey Heath, Waverley and Woking**. While we had supported an alternative proposal for three authorities, we remain committed to working constructively to shape this transition and ensure the best possible outcomes for our residents. More information about what this means for you can be found on page 17.

We understand that many residents have expressed concerns about the increasing number of Houses in Multiple Occupation (HMOs) across the Borough. Please be assured that we share these concerns and have begun implementing a clear action plan to strengthen the management and regulation of HMOs. All HMOs must be safe, well-managed, and considerate of the surrounding community. You can find more information on page 17. **If you are experiencing issues with an HMO in your area, please let us know by reporting it at www.spelthorne.gov.uk/report.**

As always, our priority is making Spelthorne a great place to live, work and enjoy. If you have any suggestions for us or there's anything we can improve or fix, please do reach out and we will do our best to assist. We're also keen to hear any positive feedback.

On behalf of myself, Deputy Leader Cllr Chris Bateson, and all the councillors and staff at Spelthorne Borough Council, I'd like to wish you a peaceful, joyful Christmas, and a happy, healthy start to 2026.

Cllr Joanne Sexton, Leader of the Council

✉ cllr.sexton@spelthorne.gov.uk

Website update

We recently updated our council website with a new design and improved navigation to make it easier for you to find the information and services you need. We would love to hear what you think – email your comments to news@spelthorne.gov.uk

As well as finding lots of information on our website, you can also use the 'My Account' customer portal to manage your requests, applications, payments and accounts, all in one place, at a time that suits you.



Visit www.spelthorne.gov.uk

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Contacts us:

- www.spelthorne.gov.uk
- 01784 451499
- Spelthorne Borough Council, Council Offices, Knowle Green, Staines-upon-Thames, TW18 1XB

Follow us on social media:

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- Sign up to our monthly newsletter:** www.spelthorne.gov.uk/enews

- Sign up to the Customer Portal:** www.spelthorne.gov.uk/customerportal

Bulletin enquiries: 01784 446432 / 01784 444260

Editors: Jennifer Medcraft / Louise King

Design: Tanya Allen

Cover: Callingcurew23, Getty Images

Advertising enquiries: Send an email to sue@frontlinedesigners.co.uk or call **07788 672455**.

Spelthorne Borough Council does not accept responsibility for, or endorse, any products or services offered by advertisers.

The Bulletin is our community magazine produced by Spelthorne Borough Council, delivered free to every home in Spelthorne. Circulation 47,500.

Printed on recycled paper.

Seeking a Nursery or Reception place?



Open Mornings in 2025:

Open mornings operate throughout the year and prospective families are warmly invited to come and visit the school and nursery - all tours start at 9.30am.

September

Tuesday 16 Sept
Thursday 25 Sept

October

Friday 3 Oct
Wednesday 22 Oct

November

Tuesday 4 Nov
Friday 14 Nov
Tuesday 25 Nov

December

Friday 5 Dec
Friday 12 Dec

January

Thurs 8 Jan
Tuesday 13 Jan



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- Profhilo
- PRP/PRF

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66A HIGH STREET, EGHAM, TW20 9EY

104 HARLEY STREET, LONDON, W1G 7JD

www.facialbodysculpting.co.uk
E: monika@facialbodysculpting.co.uk

Message from the Mayor

Dear Residents of Spelthorne,

As the festive season approaches, I would like to take a moment to extend my warmest wishes to each and every one of you. Christmas is a time of reflection, generosity, and togetherness - a chance to celebrate with family, friends and neighbours, and to share the spirit of kindness that makes our community so special.

This year, we've faced both challenges and triumphs, and through it all, your resilience, compassion, and community spirit have shone brightly. Whether it's the volunteers who give their time so selflessly, the local businesses who support our economy, or the families who look out for one another – you are what makes our borough truly remarkable.

As we gather for the holidays, let us remember those who may be struggling or spending the season alone, and continue to reach out with the warmth and care that defines us. May your homes be filled with peace, joy, and the laughter of loved ones.

On behalf of the entire council and myself, I wish you a very merry Christmas and a safe, healthy and hopeful New Year.

With warm regards,
Cllr John Doran, Mayor of Spelthorne

✉ mayor@spelthorne.gov.uk
☎ **01784 446275**



Recognising dedicated volunteers

Do you know someone who deserves recognition for long-term voluntary service? The Civic Awards Trust invites nominations for individuals who have dedicated at least 12 years to voluntary service in Spelthorne.

Nominees do not need to live in the Borough. Winners, chosen by the Trustees, will receive their awards from the Mayor at a ceremony in April 2026. Nominations close 31 January 2026.

For a nomination form, email David Martin at civicawards@gmail.com

Elmsleigh car parks go ticketless with smart parking system

Spelthorne Borough Council is pleased to announce that a new ticketless parking system was introduced at the Elmsleigh surface and multi-storey car parks in Staines-upon-Thames at the end of October.

The upgraded system uses automatic number plate recognition technology, allowing drivers to enter the car park without needing to stop and collect a paper ticket. When ready to leave, users simply enter their vehicle registration number at a payment machine and pay using cash or card.

For an even quicker experience, motorists can pay via the RingGo app*, bypassing the payment machines entirely for a seamless, contactless departure.

This modernised system will significantly improve the parking

experience by:

- Speeding up entry and exit, especially during peak times
- Providing multiple convenient payment options including card, cash and RingGo payments
- Eliminating paper tickets, and the risk of losing a ticket
- Introducing more payment machines

It's a major step forward in modernising local infrastructure and making visits to Staines-upon-Thames smoother and more convenient, particularly during busy periods. And because it's paperless, it's more environmentally friendly.

*Please note additional charges apply when using the RingGo app at the Elmsleigh surface and multi-storey car parks.

Community Christmas lunch



Join us for a jolly day of lovely food and great company. If you are on your own this year for Christmas, or looking after a vulnerable person, the charity Christmas Day at the Greeno will be hosting a free sit-down community Christmas Day lunch at the Greeno Centre in Shepperton on 25 December.

For more details or to book a place (booking is essential), visit www.communitychristmasdaylunch.com, email christmasgreeno@gmail.com or call **07407 491027**

Electoral Register 2025/26



The revised Electoral Register will be published on 1 December 2025 and remain in effect until 30 November 2026.

If your name is not on the Register, you can apply to be added by visiting www.gov.uk/register-to-vote.

Why it matters

The Electoral Register is used for all elections, so being included ensures you can exercise your right to vote.

In addition, credit reference agencies use the Register to verify your address when you apply for financial products such as:

- Mortgages
- Loans
- Credit cards
- Mobile phone contracts
- Hire purchase agreements

If you're not listed on the Electoral Register, you may find it harder to access credit or secure financial agreements.

Check your registration status and make sure your details are up to date. It only takes a few minutes and can save you problems later on.

For more information, visit www.spelthorne.gov.uk or call **01784 444218**

Spelthorne in Bloom 2025



The winners of this year's Spelthorne in Bloom competition were announced at a celebration evening on 3 November at Notcutts Garden Centre in Staines-upon-Thames. Guest speakers included the High

Sheriff of Surrey, Lincoln Jopp MP and the Mayor of Spelthorne, Cllr John Doran. Many congratulations to the winners:

Category	Winner
Best Kept Front Garden	Manju Jasser
Best Hanging Basket/s	Mike Pratt
Best Community Garden	Ashford Bowls Club
Best Kept Allotment	David Bryant
Best Kept Community Allotment	Stanwell Moor Community Allotment
Best Riverside Garden	Colin Dolley
Best Kept Place of Worship/War Memorial/Public Building	Stanwell Village Hall
Best Kept Pub	Large Pub: The Three Horseshoes, Shepperton Small Pub: The Harrow, Charlton Village
Best Horticultural / Environmental Initiative	Spelthorne Civic Pride Volunteers - Laleham Pond
Best New Entrant	Spelthorne Civic Pride Volunteers - Laleham Pond
Most Attractive Local Area within the Wards of Spelthorne	Charlton Village
Best in Show	Charlton Village



Spelthorne in Bloom opens again in spring 2026. For more information, email spelthorne.inbloom@spelthorne.gov.uk or call 01784 446379

Spelthorne calls for change to gambling laws

Spelthorne Borough Council has joined over 40 local authorities across the UK in a coordinated call for urgent reform of the country's outdated gambling laws.

At its Full Council meeting in July, councillors voted to support a national campaign led by Brent Council, urging the Government to modernise the Gambling Act 2005. The motion proposed by Cllr Harry Boparai and seconded by Cllr Katherine Rutherford called for councils to

be granted powers to implement stronger safeguards to better protect communities from gambling-related harm and to work with local health and voluntary sector partners to signpost residents to gambling addiction support and education initiatives.

The joint call has been formally submitted in a letter to the Secretary of State for Culture, Media and Sport, Lisa Nandy.

To find out more, visit www.spelthorne.gov.uk/gambling_laws

Volunteer help needed

We're a local charity helping Spelthorne's elderly or less able residents get to medical appointments. Since the 1970s, we've averaged nearly 900 trips a year - over 21,000 miles driven in the last two years. But we sometimes have to turn down requests due to a lack of available drivers.

We need more volunteers - both drivers and duty officers. Drivers use their own cars, choose when to work, and receive a mileage allowance. Duty officers work from home, taking client calls on our mobile weekday mornings, 10am-12pm, about one week in five.

Drivers (all DBS-checked) collect clients, take them to appointments, and assist as needed. Our clients pay a small, flat-rate charge (currently £4) for trips to local surgeries, health centres, dentists, etc. Hospital trips and those to all places outside Spelthorne are charged at 50p a mile.

Interested? Call 07817 926736 (weekdays 10am-12pm) or email spelthornevolunteerdrivers@gmail.com
Visit spelthornevolunteerdrivers.org.uk

Supporting families

Home-Start Spelthorne has been supporting families across Spelthorne since 1996. Our trained home-visiting volunteers offer practical and emotional support to families with children under 5. We offer individual, long-term support to build parents' confidence and strengthen their ability to nurture their children. The families we support are often affected by disability, domestic abuse, poor mental health, poverty, multiple birth and other issues which make life more challenging.

Every Christmas we create bespoke gift packages for the families we are supporting. With generous donations from the community, we can purchase the items they really need, such as warm clothes and toys for Christmas. If you would like to donate, please visit our Just Giving page at www.justgiving.com/campaign/spelthorne-christmas.

For more information about Home Start, visit www.home_startspelthorne.org or call 01784 463200

Rubbish and recycling collection calendar 2026

All bins must be kerbside by 6am, with the handles facing the road on your collection day.

The calendar below shows when your rubbish and recycling is collected. Food waste, textiles and small electricals are collected every week on your usual collection day.

January

Mon	Tue	Wed	Thu	Fri
			1	2
5	6	7	8	9
12	13	14	15	16
19	20	21	22	23
26	27	28	29	30

February

Mon	Tue	Wed	Thu	Fri
2	3	4	5	6
9	10	11	12	13
16	17	18	19	20
23	24	25	26	27

March

Mon	Tue	Wed	Thu	Fri
2	3	4	5	6
9	10	11	12	13
16	17	18	19	20
23	24	25	26	27
30	31			

April

Mon	Tue	Wed	Thu	Fri
		1	2	3
6	7	8	9	10
13	14	15	16	17
20	21	22	23	24
27	28	29	30	

May

Mon	Tue	Wed	Thu	Fri
				1
4	5	6	7	8
11	12	13	14	15
18	19	20	21	22
25	26	27	28	29

June

Mon	Tue	Wed	Thu	Fri
1	2	3	4	5
8	9	10	11	12
15	16	17	18	19
22	23	24	25	26
29	30			

July

Mon	Tue	Wed	Thu	Fri
		1	2	3
6	7	8	9	10
13	14	15	16	17
20	21	22	23	24
27	28	29	30	31

August

Mon	Tue	Wed	Thu	Fri
3	4	5	6	7
10	11	12	13	14
17	18	19	20	21
24	25	26	27	28
31				

September

Mon	Tue	Wed	Thu	Fri
	1	2	3	4
7	8	9	10	11
14	15	16	17	18
21	22	23	24	25
28	29	30		

October

Mon	Tue	Wed	Thu	Fri
			1	2
5	6	7	8	9
12	13	14	15	16
19	20	21	22	23
26	27	28	29	30


November

Mon	Tue	Wed	Thu	Fri
2	3	4	5	6
9	10	11	12	13
16	17	18	19	20
23	24	25	26	27
30				

December

Mon	Tue	Wed	Thu	Fri
	1	2	3	4
7	8	9	10	11
14	15	16	17	18
21	22	23	24	25
28	29	30	31	

 Rubbish  Recycling

 Christmas and New Year collections: Any changes will be published separately in the winter edition of the Bulletin and on our website.

Garden Waste:

If you are part of the garden waste scheme visit the Customer Portal to check when your next collection will be.



For more details, please visit www.spelthorne.gov.uk/kerbsidecollections, email neighbourhoodservices@spelthorne.gov.uk or call 01784 451499

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Celebrating two historic businesses on their retirement

Spelthorne Borough Council has paid tribute to two of the Borough's most cherished and long-serving family businesses, Muggeridge Furniture Store and Lewis & Sons, following their retirement and closure in the summer after decades of exceptional service to the local community.

Both businesses have played a significant role in shaping the character and vibrancy of Spelthorne's high streets, earning the respect and loyalty of generations of residents.

Established in 1918, Muggeridge Furniture Store in Ashford has served the Borough for more than a century. Renowned for its dedication to quality craftsmanship, excellent customer service and strong community values, the business has been a familiar and trusted presence in Spelthorne for multiple generations.

Founded in 1896 in Staines, Lewis & Sons stands as one of the oldest family businesses in Spelthorne, with an extraordinary 129 years of continuous service. Known for its reliability, personal service, and long-standing community ties, the business has been a key fixture on the local high street throughout modern history.

In recognition of their enduring legacies, commemorative shields were presented to both companies in special ceremonies led by senior representatives of the Council.

The closure of Muggeridge Furniture Store and Lewis & Sons marks the end of two important chapters in Spelthorne's retail and community history. They have been vital parts of the Borough's social fabric, offering not just goods and services, but continuity, connection and care. Spelthorne Borough Council extends its sincere thanks and warmest wishes to both families.



Supporting Swifts and biodiversity in Spelthorne

In 2020, Swifts were officially added to the UK's Red List of birds most at risk and in urgent need of conservation. This comes as no surprise, with populations having declined by a staggering 66% between 1995 and 2022. The latest State of Nature report highlights climate change and changes in land management as major drivers of this widespread decline in UK wildlife.

In response, Talking Tree CIC has launched a local initiative to support biodiversity and help protect Swifts in Spelthorne. With generous funding from Dandara Living, Talking Tree has purchased five Swift bricks - specialised nest boxes designed to support these migratory birds.

Working in partnership with Saxon Primary School in Shepperton, the bricks have now been installed into the school's playground wall, creating safe, long-term nesting sites for returning Swifts during their annual migration between May and July. Beyond conservation, this project offers a unique learning experience for students, who will be able to observe the birds and engage directly with the Swift Project.

Further funding from Dandara Living is available to expand this initiative. If you are a school or community group interested in creating biodiversity projects on your site, please get in touch with talkingtreece@gmail.com to find out more.



To find out more, email talkingtreece@gmail.com



National award for the Eclipse Leisure Centre

Spelthorne Borough Council has been awarded a Business Award UK in the category of Sport & Leisure Facility of the Year for the Eclipse Leisure Centre in Staines-upon-Thames.

The award recognised the Council's ambitious delivery of one of the world's most energy-efficient and sustainable leisure centres, built to strict Passivhaus standards.

Opened in October 2024, Eclipse was developed to replace an ageing leisure centre, with extensive community consultation and a focus on future-proofing local health and wellbeing needs. Beyond its cutting-edge design, Eclipse serves as a national example, helping other councils explore similar sustainable leisure projects.

For more information about the Eclipse Leisure Centre, visit www.placesleisure.org/centres/eclipse-leisure-centre/

Leisure Centre Christmas opening times

Eclipse Leisure Centre	
24 December	7am - 3pm
25 - 26 December	Closed
27 - 30 December	7am - 5pm
31 December	7am - 3pm
1 January	Closed
Sunbury Leisure Centre	
24 December	7am - 3pm
25 - 26 December	Closed
27 December	7am - 5pm
28 - 29 December	8am - 5pm
30 December	7am - 5pm
31 December	7am - 3pm
1 January	Closed

For more information, visit www.placesleisure.org/centres/eclipse-leisure-centre/



Spelthorne Youth Awards 2026

Do you know a young person who deserves recognition? If they are aged 5 -19 and live or study in Spelthorne, you can nominate them for a Spelthorne Youth Award! We are looking for nominations in the following categories:

- Outstanding academic achievement
- Personal achievement
- Community spirit
- Triumph over adversity
- Sports achievement
- Arts achievement (including performing arts)
- Unselfishness, kindness and bravery

Anyone can nominate a young person for an award and there is no limit to how many you can nominate.

All young people nominated will be made aware of their nominations. A selection of top nominees from each category will be invited to a special awards ceremony and presented with a certificate from the Mayor of Spelthorne. A star award and £50 voucher will be presented to one young person from each category.

Nominate online at www.spelthorne.gov.uk/youth-awards or post a completed nomination form to Spelthorne Youth Awards, Leisure Services, Spelthorne Borough Council, Knowle Green, Staines-upon-Thames, TW18 1XB.

The deadline for nominations is Friday 9 January 2026, with the awards evening taking place at Holiday Inn Shepperton on Wednesday 18 March 2026.



Winter Art Open Day

Saturday 20 December, 10am - 2pm

£1 per child, 50p siblings, no booking necessary.

For families with children aged 4-11 years. Children must be accompanied by an adult. Spaces are offered on a first come, first served basis, so you may be required to wait. Due to limited space and fire safety procedures in the Resource Centre, please do not bring pushchairs or buggies.

Visit www.spelthorne.gov.uk/resourcecentre

Saturday Morning Craft Club

10 January - 7 February 2026, 10am - 11am

£24 for the term (5 sessions), fees are payable in advance at the beginning of each half term and must be pre-booked as spaces are limited.

Our Saturday Morning Craft Club provides children 5-9 years with the opportunity to take part in art and craft activities, learn new skills and have fun. With guidance from staff the children will be able to make and create their own art and craft masterpieces.

To book, visit www.spelthorne.gov.uk/craftclub

Staines 10K

The 2026 Staines 10K, organised by Staines Strollers, Runnymede Runners and Spelthorne Borough Council, will be held at 9am on Sunday 10 May, starting outside the council offices in Knowle Green. Proceeds go to local charities.



Registrations will open on 1 February 2026. Visit www.staines10k.co.uk



Celebrating the Eclipse Leisure Centre

Spelthorne Borough Council was honoured to welcome His Royal Highness The Duke of Gloucester on Tuesday 30 September, as part of a special visit celebrating the success and innovation of the Eclipse Leisure Centre in Staines-upon-Thames.

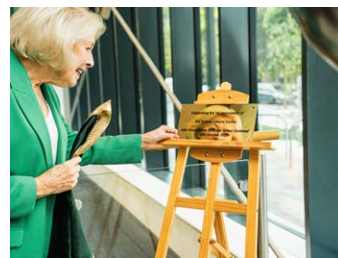
Opened in October 2024, Eclipse is a state-of-the-art community facility that has quickly become a flagship for health, wellbeing, and sustainability in the Borough. During his visit, The Duke toured the impressive facilities and met a wide range of community users. His Royal Highness also observed several activities, including a Spelthorne Parkinson's Group gym session, a U3A pickleball game, table tennis, and a school swimming lesson, showcasing the centre's inclusive approach and community spirit.

The visit concluded with the unveiling of a commemorative plaque by The Duke, marking the occasion and recognising Eclipse's contribution to health, wellbeing, and sustainability across Spelthorne.

Just weeks later, on Saturday 18 October, the centre celebrated its first anniversary with a lively community open day led by the Mayor, Council Leader and special guest Diana Moran BEM, the iconic "Green Goddess" fitness expert. Families enjoyed a packed programme of activities including swimming, active play and bounce, clip and climb, free gymnastics and personal training taster sessions, and face painting. The Mayor cut a birthday cake and contributions from selected activities were donated to the Mayor's charities.

Designed for minimal environmental impact, Eclipse has been built to rigorous Passivhaus standards, incorporating innovative technologies such as heat recovery and water-saving microfiltration systems. Its sustainable design and community impact have earned national acclaim, with Eclipse shortlisted for numerous construction and environmental awards, including the National Sustainability Awards and Constructing Excellence SECBE Awards.

Earlier this year, the Centre won silver at the iESE Public Sector Transformation Awards, was named Leisure Facility of the Year by Business Awards UK in August, and most recently was crowned Retail and Leisure Project of the Year at the Structural Timber Awards.



For more information about Eclipse Leisure Centre, visit: www.spelthorne.gov.uk/eclipseleisurecentre or www.placesleisure.org/centres/eclipse-leisure-centre



Changes to Christmas rubbish and recycling collections



Collection	Scheduled collection day	➔	Revised collection day
Rubbish	Monday 22 December - Wednesday 24 December	➔	Normal collection
	Thursday 25 December	➔	Saturday 27 December
	Friday 26 December	➔	Monday 29 December
Recycling	Monday 29 December	➔	Tuesday 30 December
	Tuesday 30 December	➔	Wednesday 31 December
	Wednesday 31 December	➔	Friday 2 January 2026
	Thursday 1 January 2026	➔	Saturday 3 January 2026
	Friday 2 January 2026	➔	Monday 5 January 2026
Rubbish	Monday 5 January 2026	➔	Tuesday 6 January 2026
	Tuesday 6 January 2026	➔	Wednesday 7 January 2026
	Wednesday 7 January 2026	➔	Thursday 8 January 2026
	Thursday 8 January 2026	➔	Friday 9 January 2026
	Friday 9 January 2026	➔	Saturday 10 January 2026
Recycling	Monday 12 January 2025	➔	Normal collection

Garden Waste:

Garden waste collections stop for a while during the winter. Details are below:

Garden waste collection week	Last collection of the year	Collections start again on
Week one collections (collected with the recycling)	Week commencing 1 December	Week commencing 9 February
Week two collections (collected with the rubbish)	Week commencing 8 December	Week commencing 16 February

For more details, visit www.spelthorne.gov.uk/gardenwaste or call 01784 451499

Christmas recycling

Yes please:

✓ Food waste

- leftovers, peelings, bones, tea bags (use the separate food waste bins)

✓ Plastic bottles, pots, tubs and trays

✓ Glass bottles and jars

✓ Cardboard and paper

✓ Metal cans and tins

✓ Biscuit tins and sweet tins

✓ Christmas cards, wrapping paper and crackers (non-glittery/foil)



No thanks:

✗ Plastic bags

✗ Pizza boxes

✗ Polystyrene

✗ Juice cartons (tetrapaks)



To check if an item can be recycled, visit www.spelthorne.gov.uk/recycling_search

Christmas tree collections

We will be collecting real Christmas trees from 5-16 January 2026. Remove the decorations and base and leave your tree next to your bins on your collection day and we'll take it away for recycling.

Alternatively, you can take your tree to one of the following drop-of points:

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



Council office opening times

Please note the following changes to our opening times over Christmas and New Year:

24 December	Council offices closed from 1pm
	Telephone lines closed from 4pm
25 December - 1 January	closed

You can use our website and customer portal to find information, report problems and manage your account and payments. Visit www.spelthorne.gov.uk

The out of hours emergency number is 01932 425060



A winter of festive fun in Staines-upon-Thames

Staines-upon-Thames will be sparkling with seasonal cheer this winter, as the town centre comes alive with a series of free family-friendly events, thanks to the team at Visit Staines.

The Penguin Parade

On until Sunday 18 January

Kicking off the season, Staines welcomes a brand-new attraction - The Penguin Parade. For eight magical weeks, until Sunday 18 January 2026, families can explore the town centre and discover 12 beautifully decorated penguin sculptures, each one uniquely designed by an artist. It's the perfect way to combine a bit of Christmas shopping with a fun and creative trail that children (and grown-ups!) will love.



For more details, visit www.visitstaines.co.uk

Shepperton Big Tree Night

Wednesday 10 December, from 5.30pm

The ever-popular Shepperton Big Tree Night will return on Wednesday 10 December, bringing festive cheer to the High Street with an evening of entertainment, family fun, and community spirit.

This well-established annual event attracts visitors from across the Borough and beyond, transforming Shepperton High Street into a winter wonderland of lights, music, and celebration.

The festivities will begin at 5.30pm, with the arrival of Father Christmas and his reindeer around 6pm, followed by carol singing on the main stage. Visitors can enjoy a wide range of craft stalls, children's rides, live entertainment, and a fantastic selection of festive food and refreshments. The High Street will be closed to traffic from 4pm, with some side roads closing at 1pm.

For more details visit www.bigtreenight.uk

The Snownado

Saturday 29 November

Prepare for a whirlwind of festive fun on Saturday 29 November as The Snownado hits Staines. Think the Crystal Maze-meets-Arctic snowstorm, participants race against the clock, catching snowflakes like Santa depends on them. Will you get to the top of the leaderboard?

Penguin Alley and Jingle Bell Jukebox

Sunday 14 December

The celebrations continue with Penguin Alley and Jingle Bell Jukebox. Penguin Alley is a yuletide take on the classic 'tin can alley', while the Jingle Bell Jukebox lets you control snow globes to add drums, basslines, melodies and vocals on this music mixing machine – and record your tracks. The perfect way to round off the season before Christmas arrives.



Sunbury Christmas street party

Thursday 4 December, 5pm-8pm

On Thursday 4 December, The Avenue Parade will transform into a winter wonderland for a fantastic family-friendly Christmas celebration. Enjoy sparkling festive lights, sing along with a joyful Christmas choir and explore artisan food and gift stalls - perfect for finding that special something. Kids will love Santa's grotto and the exciting kids' zone filled with rides and games. The road will be closed to traffic during the event. The money raised will go straight back into supporting the Sunbury community.

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

Ashford Wide Christmas Market

Wednesday 3 December, 5pm - 8pm

Our Christmas Market being held on Wednesday 3 December in Church Road promises to be a fabulous festive evening. The annual carol singing will be back, Jimmy Kent is providing the Christmas tunes to go with your mulled wine, and Betty Twinkle and A Winter Fairy will be entertaining the crowds. There will be a free Santa grotto in the library, children's rides, face painting and over 40 stalls selling food, drinks, gifts, decorations and treats. We hope you can join us.



Stanwell Christmas grotto and snow globe

Sunday 7 December, 11am - 4pm

Free organised by Stanwell Events at the Community Building, Long Recreation Ground, Stanwell, TW19 7ER.



Christmas in Stanwell

Friday 5 December

Join the Stanwell Lantern Parade leaving at 5.30pm from Stanwell Family Centre on Hadrian way, followed by carol singing around the Christmas tree from 6pm outside the Sir John Gibson Pub. Children's games and disco follow in the pub from 6.30pm until 8pm, followed by adults karaoke in the pub.

Lantern parade, community band, tree lighting, carol singing, stilt walker and more.

For more information, call Robert on 07785 290 546

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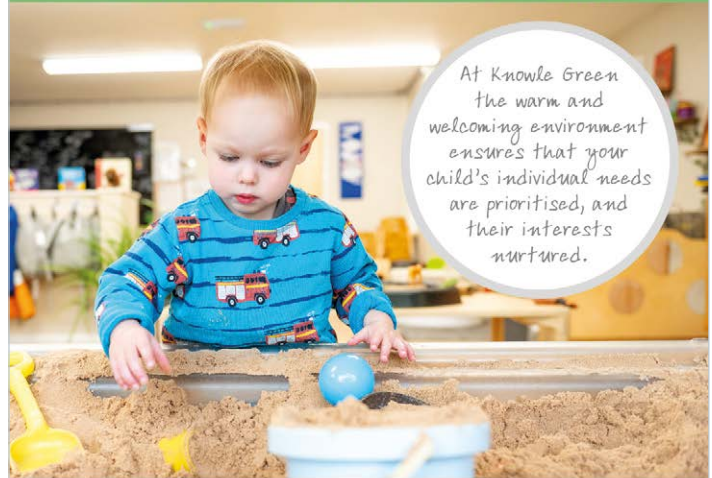
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SPELTHORNE BUSINESS AWARDS 2025

The winners of the 2025 Spelthorne Business Awards were revealed at a glittering ceremony on Friday 3 October at the Holiday Inn in Shepperton, celebrating the outstanding achievements of local businesses across the Borough.

This year's awards brought together an inspiring range of local businesses, from ambitious start-ups taking their first steps, to well-established companies continuing to grow, innovate and lead by example. Thank you to all the businesses which entered this year, and many congratulations to the winners and finalists.

Category	Finalists	Winner
Best Business in Ashford and Stanwell	Thea's Hairdressing RKFM Security Ashford Kitchens & Interiors	Ashford Kitchens & Interiors
Best Business in Shepperton & Charlton	Advanced Skin and Beauty Clinic The Greeno Centre Rosewood Maintenance & Landscaping Ltd	Rosewood Maintenance
Best Business in Staines & Laleham	The Thames Club Mortgage Matchmakers Limited Surrey Osteopathy and Wellness Just Clear (Staines-upon-Thames)	The Thames Club
Best Business in Sunbury & Halliford	The Magpie Grooming Gorgeous BSO-Fintax	The Magpie
Best Franchise Award	Kall Kwik Staines The Sony Centre (Staines-upon-Thames) Golfstarz North Surrey	Golfstarz North Surrey
Best International Trade Award	John Curtin Ltd BSO-Fintax Tritact Consulting	Tritact Consulting
Best Leisure & Hospitality Award	The Magpie Thames Side Brewery Eggham On Toast	Eggham On Toast
Best New Start-Up Award	Project Accountability Hythe Road Studio The Games Room Vintage Chic Furniture Studio Companionship Services	Project Accountability
Best Property & Construction Business	House of Pemberley Prestige Interiors Oasis	House of Pemberley

Category	Finalists	Winner
Best Small Business Award	Hythe Road Studio Limited Totally Tangerine Cookery Mova Hair Salon Eggham On Toast Busy Bees Honey Suppliers Ltd	Totally Tangerine Cookery
Best Social Impact Award	Companionship Services Ltd Kingston Technology Village Matters Ltd	Kingston Technology
Breaking Down Barriers Award	Mejuicer Ltd The Games Room Samara Cuisine Ltd	Mejuicer
Business Innovation Award	The Glass Company (Genvue) Ecio Engineering Ltd Krafty Entertainment Ltd Sunbury Eyecare Ltd (t/a Avenue Opticians) Busy Bees Honey Suppliers Ltd	Busy Bees Honey Suppliers
Businesswoman of the Year	Visit Staines: Joana Santos Totally Tangerine Cookery: Catherine Hayes Surrey Osteopathy and Wellness: Radhika Madahar STARS Performing Arts: Jessica Edgar	Catherine Hayes - Totally Tangerine Cookery
Charity & Community Award	Spelthorne Dementia Support - Purple Angels Surplus to Supper Ashford Wide	Surplus to Supper
Employer of the Year	Caremark Spelthorne and Runnymede Guardian Angel Carers Spelthorne STARS Performing Arts	Guardian Angel Carers Spelthorne
Retail Excellence Award	Ashford Kitchens & Interiors Howden (Staines-upon-Thames) Specsavers Staines	Ashford Kitchens & Interiors
Rising Star Award	Right at Home Weybridge and Richmond: Farzana Nasir Young Specsavers: Brandon Boyes Grooming Gorgeous: Emma Savill	Farzana Nasir Young
Sustainability Award	The Glass Company (Genvue) Mejuicer Ltd Fresh Gym	Fresh Gym
Best Restaurant, Pub or Bar Award	The Retreat, Staines-upon-Thames Eggham On Toast Thames Side Brewery	Eggham On Toast
Best Business in Spelthorne	Sponsored by Spelthorne Direct Services	Totally Tangerine Cookery



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Changes to HMO development rights

To address concerns raised by residents, Spelthorne Council has introduced new planning controls to manage the growth of Houses in Multiple Occupation (HMOs) across the Borough.



An Article 4 Direction came into effect in August for Staines, Ashford North & Stanwell South, and Stanwell North wards, removing permitted development rights that allow a house to be converted into a small HMO (accommodating up to six individuals) without planning permission. Now properties in these wards require full planning permission to become a HMO.

To ensure a consistent approach across the Borough, the Council has introduced a second Article 4 Direction that will apply to all other wards in Spelthorne. Subject to confirmation, this wider direction is due to come into effect on 13 March 2026.

Planning permission is already required for large HMOs (for seven or more occupants), and this remains unchanged.

To find out more or report a problem with a HMO, visit www.spelthorne.gov.uk/page/1375/hmo or call 01784 451499

Please use litter bins responsibly

We are increasingly seeing public litter bins across the borough being misused.



These bins are provided to help people dispose of small, on-the-go items, such as snack wrappers, takeout cups and packaging. However, we are now encountering large amounts of household waste, garden debris and food waste being dumped in and around these bins.

This kind of misuse creates serious hygiene and public health issues, attracts vermin, and makes our high streets and shared spaces unpleasant for everyone. It also disrupts our cleaning schedules, meaning more time and resources are spent dealing with misuse rather than keeping streets clean.

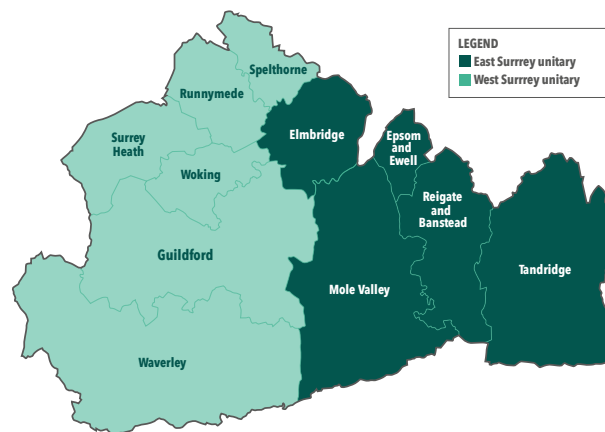
Please help us keep our borough clean and safe for all by using litter bins correctly. If you have household waste or larger items, these should be disposed of through the appropriate household collection services or taken to a recycling centre.

Together, we can maintain a cleaner, healthier environment for everyone.

Local Government Reorganisation

The Government recently announced its decision to replace Surrey's 12 councils with two new unitary authorities.

The announcement means that an East Surrey unitary will replace the geographic areas of Elmbridge, Epsom & Ewell, Mole Valley, Reigate & Banstead, and Tandridge councils; and a West Surrey unitary will replace the geographic areas of Guildford, Runnymede, Spelthorne, Surrey Heath, Waverley and Woking councils.



Surrey County Council, along with the 11 district and borough councils, will be abolished, with the two new unitary authorities taking responsibility for services such as adult social care, children's services, waste and recycling, local planning and highways.

Done in the right way, the two unitary model creates an opportunity to improve services for residents and businesses focused on their local communities.

Whilst Local Government Reorganisation will deliver financial savings over the long-term, the Government has recognised that Woking Council's debt cannot be resolved solely at the local level and has announced a first tranche of debt relief that will aid in the reduction of Woking's debt, subject to progress with its asset rationalisation programme.

Leader of Spelthorne Borough Council, Cllr Joanne Sexton, said: "Although we supported an alternative proposal for three unitary authorities, we are determined to use this once-in-a-generation opportunity to reshape local government around the needs and priorities of our residents. While change of this scale brings challenges, it also unlocks the potential for more joined-up services and a fairer deal for our communities. We are committed to making this transition work in a way that truly improves people's lives."

Elections for the new shadow unitary authorities in Surrey are scheduled for May 2026, with new authorities expected to become operational in April 2027.

Residents can keep up-to-date with plans for local government reorganisation on the Surrey Local Government Hub at www.surreylgrhub.org.



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Driving change: Spelthorne is powering ahead with electric vehicles



Spelthorne Council is switching to electric

Spelthorne Borough Council is reducing its carbon footprint by adding more electric vehicles to our fleet. This year, we welcomed two new electric Spelride community minibuses, helping residents travel more sustainably.

Alongside this, the council now operates two small vans, two pool cars, and two mopeds, all fully electric. These vehicles cut fuel costs, lower emissions, and support cleaner air across the borough. By leading the way with EV adoption, we're showing how practical and cost-effective greener transport can be.

Thinking about getting an electric vehicle?

Electric vehicles are cleaner, cheaper to run, and more efficient than petrol or diesel cars. They produce no exhaust emissions, helping to cut air pollution, and they use energy far more effectively - meaning fewer resources are wasted on every journey. With lower running costs, reduced maintenance and quieter travel, electric vehicles are an increasingly attractive choice for households looking to save money and drive more sustainably.

The picture in Spelthorne

EV ownership is growing fast in Spelthorne. Currently, 7.6% of cars in the borough are electric, compared to the national average of 6.7%. This shows our community is slightly ahead of the curve in adopting cleaner transport. As more



residents make the switch, the benefits are clear: lower fuel costs, improved air quality and a contribution to reducing local carbon emissions.

Spelthorne now has a growing public charging network, with 12 high-power chargers and 50 low-power chargers across the borough. High-power chargers are ideal for quick top-ups, while low-power chargers are perfect for longer stays. Whether you're shopping, commuting, or out in the community, charging is becoming easier and more convenient. For the latest locations and availability, visit Zap-Map at www.zap-map.com.



 zapmap

Grants to get started

Government grants can help reduce the cost of switching to electric.

The EV Chargepoint Grant offers up to £350 towards installing a home charging point, while the Workplace Charging Scheme supports businesses with up to 75% of installation costs. The Electric Car Grant is eligible for certain electric vehicles, making the upfront cost of going electric more affordable.

Together, these schemes give residents and businesses practical support to make the switch.





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Fordbridge Centre gets a makeover

The Fordbridge Centre in Ashford has undergone a makeover. The two activity halls have been opened up to create a flexible open plan area and a new tea bar installed, serving hot and cold drinks, home made cakes, hot sausage rolls and pastries. The project was supported by Friends of Fordbridge Charity and Cllr Joanne Sexton, with a grant from Your Fund Surrey.

Meals on Wheels this Christmas

If you are struggling to prepare meals for any reason, our Meals on Wheels service can help. A hot main and pudding is delivered to your home on your chosen days, and there's an option to order a sandwich to eat later. Dietary requirements are catered for, and the meals can be ordered for short or long periods of time.

We will be providing our usual service on Christmas Eve and 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 email m.wheels@spelthorne.gov.uk or call **01784 444265** by Wednesday 10 December

Community Centres

Our Fordbridge, Staines and Greeno Community Centres provide a wide range of activities including yoga, Pilates, quizzes, art, bridge, computer classes, singing, bingo, dancing, book club and language classes. Some also offer hairdressing, chiropody, and beautician services. They are great places to have a bite to eat, meet new people or try some activities. The Fordbridge and Greeno Centres take it in turns to open on Saturdays.



OPAL

If you are caring for someone with a condition such as dementia, sight loss or immobility, you may be interested to know that the Greeno Centre in Shepperton has a daily OPAL group run from 9.30am - 3.30pm, for people with support needs. Our aim is to offer social interaction and stimulating activities, while you get some time to yourself knowing that your loved one is being well looked after.

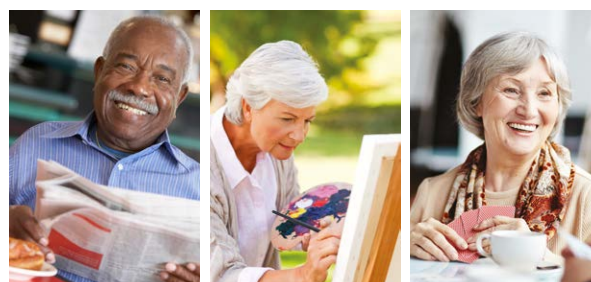
For more information and prices, email opal@spelthorne.gov.uk or call **01932 246173**

Help to hear

Spelthorne Council's Community Centres now offer free services for residents with NHS hearing aids. These include cleaning and retubing, battery replacement, fitting checks, maintenance advice and referrals to the hospital for issues which can't be resolved. Please contact the centre to book a place:



Fordbridge Centre, Ashford		
First and third Friday of each month	10am - 12noon	01784 243880 fordbridgecentre@spelthorne.gov.uk
Greeno Centre, Shepperton		
Fourth Wednesday of each month	10am - 12noon	01932 246173 greenocentre@spelthorne.gov.uk
Staines Community Centre		
Second Thursday of each month	10am - 12noon	01784 463073 stainescommunitycentre@spelthorne.gov.uk



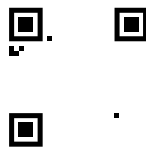
For information about opening hours, costs, what's available and your nearest centre, visit www.spelthorne.gov.uk/communitycentres, email independentliving@spelthorne.gov.uk or call **01784 446389**



Report it, so we can sort it

If you see an issue in your neighbourhood, report it to us so we can deal with it quickly, please don't leave it for someone else. Together we can make the Borough a better place.

- fly tipping
- graffiti
- dog fouling
- litter
- missed bin collections
- street cleaning
- abandoned vehicles
- park and play equipment
- noise complaints
- antisocial behaviour
- bonfires
- breach of Public Space Protection

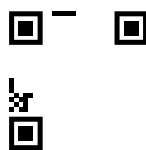


Use the QR code, visit www.spelthorne.gov.uk/report or call us on **01784 451499**



Highways issues

For highways issues including potholes, footpaths, drains, traffic lights, streetlights, trees, hedges and road closures please report to **Surrey County Council**.



Use the QR code, visit tellus.surreycc.gov.uk or call **0300 200 1003**

Helpline numbers

Organisation	Contact info
Spelthorne Borough Council	01784 451499 01932 425060 (out of hours) www.spelthorne.gov.uk
Surrey County Council	0345 600 9009 www.surreycc.gov.uk
Surrey Highways	0300 200 1003 www.surreycc.gov.uk/roads-and-transport
Surrey community helpline (financial, welfare and wellbeing support)	0300 200 1008 www.surreycc.gov.uk/health-and-welfare/support
Police (non-emergency)	101 www.police.uk
NHS (non-emergency)	111 www.nhs.uk
	Find an NHS service near you (e.g. out-of-hours pharmacy, mental health services, walk-in clinics)
A2 Dominion	0800 432 0077 www.a2dominion.co.uk/contact-us
Mind	0300 123 3393 www.mind.org.uk
Runnymede & Spelthorne Citizens Advice	0808 250 5706 www.citizensadvice.org.uk/local/runnymede-spelthorne
Samaritans	116 123 www.samaritans.org
Cruse - bereavement support	0808 808 1677 www.cruse.org.uk
Refuge - domestic abuse helpline	0808 2000 247 www.refuge.org.uk
Age UK	0800 055 6112 www.ageuk.org.uk
Action Fraud	0300 123 2040 www.actionfraud.police.uk

Flooding advice

Due to the geography in Spelthorne, flooding is a year-round threat, and during the winter months this threat increases. However, there are steps we can all take to ensure we are prepared.

Start by signing up for flood alert warnings at www.gov.uk/sign-up-for-flood-warnings and look into the best ways to stop flood water from entering your property.

It's also good to have a personal flood plan: think about who can help you in the event of flooding, where you can go and store possessions and what you would do with any pets. Check that your insurance policy covers you for flooding.

Make sure you know where the stop-valves are for your water, gas and electricity supplies and prepare a flood kit which you can grab in the event of a flood. Store important documents somewhere safe - preferably high up.

For more information and advice, visit www.spelthorne.gov.uk/flooding

Flooding responsibilities and contacts

It can be difficult to know exactly who is responsible for what. **If there is a threat to life you should call 999.** In other instances, please find more information below.

Who?	What?	Telephone	Website/webpage/text info
Environment Agency	Lead flood responder in major flooding incidents General flooding advice Report a flood Floodline: Check the current alert and warning status, and sign up for future automated notifications Deployment of temporary defences and other strategic assets Maintenance of structures on main rivers	Floodline: 0345 988 1188 EA Incident Line: 0800 80 70 60 Switchboard: 03708 506 506	www.gov.uk/environment-agency www.gov.uk/check-flood-risk https://check-for-flooding.service.gov.uk/alerts-and-warnings
Surrey County Council	Lead Local Flood Authority Overall strategy responsibility for flood risk management Responsibility for granting (or refusing) consent to alter ordinary watercourses Powers to assist riparian owners in maintaining ordinary watercourses, and if need be, enact powers of enforcement Highways management Animal disease Rights of Way Social care and health information Trading Standards information	Flooded Highways: 0300 200 1003 Switchboard: 0345 600 9009 Locality Team (social care): 01932 794800 Social Care (out of hours) 0300 200 1003 0300 123 2329	www.surreycc.gov.uk www.surreycc.gov.uk/roads-and-transport www.surreycc.gov.uk/adults/care-and-support/contact Report an issue using "Report it" on the Surrey County Council website (General enquiries about flooding: flooding.enquiries@surreycc.gov.uk) www.surreycc.gov.uk/business-and-consumers/trading-standards
Spelthorne Borough Council	Powers to assist riparian owners in maintaining ordinary watercourses, and if need be, enact powers of enforcement Rest centres and housing Assisting with transportation Government grant schemes Management of public open spaces Environmental Health Building Control	Customer Services (9am - 5pm): 01784 451499 Out of hours (emergency use only): 01932 425060	www.spelthorne.gov.uk www.spelthorne.gov.uk/flooding Please follow us on social media. We will use these accounts to provide up-to-date emergency information: Spelthorne Borough Council - Facebook @Spelthornebc – X (formerly Twitter) @spelthorneboroughcouncil - Instagram
Thames Water	Sewage, flooded sewers and sewer cleaning	0800 3169800	www.thameswater.co.uk
Affinity Water	Drinking water	Emergency number: 0345 357 2407	www.affinitywater.co.uk
SSE and UK Power Networks	These are Distribution Network Operators, they own and maintain the power lines to properties in Spelthorne	SSE Emergencies: 105 General Enquiries: 0800 048 3516 UK Power Networks Emergencies: 0800 3163 105 General Enquiries: 0800 029 4280	Visit www.ssen.co.uk to check which company is your Distribution Network Operator
Insurance company	To advise what is and is not insured and to process claims	Various – specific to the company	Various – specific to the company

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