

Spelthorne Borough Council Winter Bulletin 2024

You are currently subscribed to receive large print copies of Spelthorne Borough Council's Bulletin magazine. To help us keep our lists up-to-date, please confirm if you still wish to receive this in the future by contacting Louise King by email at l.king@spelthorne.gov.uk or calling 01784 444260 by the end of January 2025.

Letter from the Leader

Dear Residents, another year has flown by so quickly, but I hope you are looking forward to Christmas and get the chance to have a rest.

Thank you to everyone who took the time to complete our residents' survey in the summer. We put residents at the heart of everything we do and your feedback has been extremely informative and will help us make important changes, but work won't stop there.

I, along with the group administration, am determined to work with residents to make Spelthorne the best borough it can be, so if there's a problem in your area, please let us know so we can sort it out. You can report any problems such as litter, graffiti, dog fouling, bonfires and fly-tipping online at www.spelthorne.gov.uk/report or call us on 01784 451499. You are also encouraged to join our Spelthorne Partnership Assembly meetings where I meet with residents to discuss issues of concern.

In October we opened the Eclipse Leisure Centre and I'm pleased to say that residents have been really excited about trying the new facility.

In other news, after reaching an agreement with the Environment Agency, we have written to the Planning Inspector to request the resumption of the Local Plan examination hearing sessions. We hope to give residents more detail on this soon.

I would like to congratulate all the finalists and winners of this year's Spelthorne Business Awards. The quality of this year's entries showed the hard work and creativity of local businesses which have thrived despite all the challenges which have been thrown their way in recent years.

On behalf of everyone at Spelthorne, whatever you have planned over Christmas and the New Year, I hope you have a restful break and that 2025 is a good year.

Cllr Joanne Sexton, Leader of the Council

Helpline numbers

Contact numbers which may be useful over the Christmas and New Year:

Spelthorne Borough Council	01932 425060 (emergency number) www.spelthorne.gov.uk or www.spelthorne.gov.uk/report (to report problems)
Police (non-emergency)	101 www.police.uk
NHS (non-emergency) Find an NHS service near you (e.g. out-of-hours pharmacy, mental health services, walk-in clinics)	111 www.nhs.uk www.nhs.uk/nhs-services/services-near-you
Mind	0300 123 3393 www.mind.org.uk
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 678 1602 www.ageuk.org.uk
Action Fraud	0300 123 2040 www.actionfraud.police.uk

Message from the Mayor

Dear Residents of Spelthorne, as the festive season draws near, I would like to take a moment to extend my warmest wishes to you all. Christmas is a time of joy, reflection and togetherness. It offers us an opportunity to reconnect with our loved ones and share in the warmth of community spirit, something I see daily across our wonderful Borough.

2024 has been a year of great progress and resilience for Spelthorne. We've seen local businesses thrive, communities come together, and countless initiatives dedicated to supporting those in need. Our Borough has shown immense strength and unity, especially in times of challenge, and I am proud to serve as your Mayor during such a remarkable period.

This Christmas, as we celebrate with our families and friends, let us also remember those who may be facing difficult times - whether through loss, loneliness or hardship. I encourage everyone to reach out to a neighbour, volunteer where you can, and keep the spirit of kindness alive throughout the season.

I would like to thank all the incredible volunteers, community groups, businesses and residents who have worked tirelessly to make Spelthorne a better place. Your contributions continue to make a lasting difference and I am deeply grateful for your efforts.

May the peace and joy of Christmas fill your hearts and homes this holiday season and may 2025 bring hope, happiness and prosperity to you and your loved ones.

Merry Christmas and a happy New Year!

With warm regards,

Cllr Med Buck, Mayor of Spelthorne

For more information about the Mayor and his charities, visit www.spelthorne.gov.uk/mayor

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

The Mayor's Spring Banquet Ball

The Mayor of Spelthorne, Cllr Med Buck, invites you to join him at his Bond-themed Banquet Ball being held on Saturday 26 April 2025 at the Holiday Inn in Shepperton from 6.30pm - midnight. Tickets cost £75 which includes a three-course dinner and entertainment.

All proceeds from the night will be donated to the Mayor's charities: Ashford and St Peter's Hospitals' Charity, Stanwell Food Bank, Manor Mead Primary School and Newlife.

To book your tickets, visit www.spelthorne.gov.uk/MayorEvents, email mayor@spelthorne.gov.uk or call 01784 446275.

Noise nuisance from fireworks

If you are planning to use fireworks this winter, please bear in mind that they can be very distressing to your neighbours and their pets.

Please do not use loud display style fireworks as many of these are designed for professional use only. Repeated use of fireworks at the same property may breach noise nuisance laws, although it is recognised that fireworks are used more frequently at certain times of year.

The law says you must not set off or throw fireworks (including sparklers) in the street or other public places. You must not set off fireworks between 11pm and 7am, except for:

- Bonfire Night, when the cut off is midnight
- New Year's Eve, Diwali and Chinese New Year, when the cut off is 1am

For more information visit www.spelthorne.gov.uk/noisefaq or call the Environmental Health team on 01784 446251.

Changes to Christmas rubbish and recycling collections

Collection	Scheduled collection day	Revised collection day
Rubbish	Monday 23 December	Normal collection
	Tuesday 24 December	Normal collection
	Wednesday 25 December	Friday 27 December
	Thursday 26 December	Saturday 28 December
	Friday 27 December	Sunday 29 December
Recycling	Monday 30 December	Normal collection
	Tuesday 31 December	Normal collection
	Wednesday 1 January 2025	Thursday 2 January 2025
	Thursday 2 January 2025	Friday 3 January 2025
	Friday 3 January 2025	Saturday 4 January 2025
	Monday 6 January 2025	Back to normal

Garden waste

Garden waste collections stop for a while during the winter.

Collection week	Last collection of the year	Collections start again on ...
Week one collections (collected with the recycling)	Week commencing 2 December	Week commencing 10 February
Week two collections (collected with the rubbish)	Week commencing 9 December	Week commencing 17 February

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

Recycle more in 2025

Rather than throwing food waste into the bin, it's much better to recycle it. Food waste sent to landfill rots and decays, releasing methane into the air, making it a big contributor to climate change. Spelthorne Council offers all residents a weekly collection of food waste from your green kerbside food

waste bin, or communal blue food waste bin if you live in a block of flats.

The food waste is taken to the Community Recycling Centre in Shepperton where it is used to power an anaerobic digester which generates green, sustainable electricity and to make fertiliser for farming.

We also run weekly collections for small electricals and textiles. Bagging your small electrical items and leaving them on top of your rubbish or recycling bin means that the rare and valuable metals can be recovered and reused, reducing the environmental impacts of mining.

The same goes for old clothing and textiles. These are reused if they are good quality. If not, they are broken down into fibres and made into new garments meaning less cotton needs to be grown and less oil and plastic used to manufacture man-made fibres.

To find out more about recycling in Spelthorne, visit www.spelthorne.gov.uk/kerbsidecollections

Christmas tree collections

We will be collecting real Christmas trees from 6-17 January 2025. Remove the decorations and base and leave your tree out with your bins on your usual collection day and we will take it away for recycling.

Alternatively, you can take your tree to one of the following drop-off points from 1 January 2025:

- 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 12noon Telephone lines closed from 4pm
25 December - 1 January	Closed

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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.

Combating climate change

SustainSpelthorne

Sustain Spelthorne, a council initiative, has been helping local businesses to lower their energy costs and carbon emissions. The programme has already helped 32 businesses to make combined savings of more than £110,000. If you would like your business to get involved, visit sustainspelthorne.com

Climate Change Strategy

It has been two years since Spelthorne Council adopted a climate change strategy, responding to the declaration of a climate emergency. We have now published our first progress report looking back over the past two years to highlight the achievements made and where we need to make improvements

Read the full progress report on our website at www.spelthorne.gov.uk/article/21048/Climate-Change-Strategy

Tips to save energy and stay cosy this winter

- turning your thermostat down by 1°C can cut bills by 10%
- closing doors and shutting curtains when it gets dark helps to keep warmth in a room
- use a draught excluder for underdoor breezes
- bleed your radiators to make sure your hot water is flowing effectively
- check you are on the best energy deal. Search online to see if switching could save you money

Carbon literacy training

At Spelthorne Council, we have been working hard to train staff members to achieve their carbon literacy certification. Employees have been attending full day training sessions and must pledge two actions that will help to reduce

carbon emissions in the workplace. We have reached a milestone of 100 employees certified and been accredited as a Bronze tier carbon literate organisation.

Action Surrey

Action Surrey is a free and impartial energy advice service for Surrey residents. They can help you apply for grants to make your home warmer and more energy efficient.

For more information on grant eligibility, visit www.actionsurrey.org, email info@actionsurrey.org or call 0800 783 2503.

Biodiversity and conservation

There are several environmental and conservation community groups in Spelthorne which offer the opportunity to spend time outdoors working to improve the local environment alongside friendly groups of volunteers with similar interests. You may be interested in joining the following:

Talking Tree and Incredible Edible Spelthorne

Talking Tree has been creating food growing spaces across the Borough, with sites at three primary schools and Staines Railway Station. The aim is to increase access to healthy, seasonal, local produce, and to share food growing skills. Additional steps have been taken to improve the biodiversity at some sites by planting trees, hedgerows and wildflowers.

To find out more, visit talkingtree.org.uk/our-projects/incredible-edible

Ash Link Local Nature Reserve

The Spelthorne Natural History Society have an active conservation group who volunteer regularly at Ash Link Local Nature Reserve in Shepperton, a mosaic of interesting and diverse habitats including semimature woodland, open glades of grassland, scrub, and a wetland area consisting of the River Ash and Splash Pond.

SNHS commissioned an ecological survey of the site in 2023 which confirmed the pond has enormous potential, even qualifying as a UK Priority Pond, and is

developing a plan to restore it to its former glory. To find out more, visit snhsociety.org.uk

The Lower Sunbury Hedgehog Project

In spring, Lower Sunbury Residents Association, Spelthorne Borough Council, Friends of Sunbury Park and Spelthorne Natural History Society formed the Lower Sunbury Hedgehog Project, a campaign focused on bringing awareness and monitoring of hedgehogs to the local community. The group has a Facebook page, where residents can find useful information, ask for advice and post their hedgehog sightings.

To find out more, search 'The Lower Sunbury Hedgehog Project' on Facebook.

Staines Moor

Staines Moor is the largest unspoiled open space in the Borough, covering 289 acres, and it's just a stone's throw from the Two Rivers shopping centre and Heathrow Airport.

It is a site of pristine unimproved grassland – it hasn't been ploughed or fertilised in over a thousand years, making it home to a variety of rare and interesting species, including the oldest Yellow Meadow Ant hills in the UK. It has been designated a Site of Special Scientific Interest. It's also common land, grazed by moormasters who hold ancient rights to graze. Spelthorne Borough Council manages the Moor on behalf of the landowner.

Dr Philip Cribb, a botanist from the Royal Botanic Gardens Kew and president of Spelthorne Natural History Society, has produced a fascinating booklet about the wildlife, history and future of the Moor.

Visit www.spelthorne.gov.uk/SSSI

Christmas events

Walking with The Snowman

24 November – 12 January 2025

Take a wintry walk and relive the magic of Raymond Briggs' heartwarming book, *The Snowman*[™]. Discover sculpture trails of twelve giant Snowman

sculptures, each decorated with designs inspired by the song The Twelve Days of Christmas.

Collect a map from the Christmas stalls in Two Rivers or view it on your phone and follow the trail around town. When you've completed the trail, visit Waterstones, Toy Barnhaus, The Entertainer or Smyth's Toys to collect a Trail Certificate.

For more details, visit www.visitstaines.co.uk/event/walking-with-the-snowman

The snow globe is back

Saturday 7 and 21 December, 10am-3pm.

Step inside the giant snow globe in the High Street in Staines-upon-Thames for some fantastic festive photos.

Sunbury Christmas Market

Thursday 5 December, 5pm-8pm

The residents of Sunbury-on-Thames are celebrating Christmas with a special event on The Avenue Parade from 5-8pm on Thursday 5 December. Come along with the family and enjoy the festive lights, gift stalls, rides, Santa's grotto and carol singing with the Salvation Army from 6.30pm.

The road will be closed to traffic during the event. The money raised will be used for the Sunbury community.

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

Ashford Wide Christmas Market

Wednesday 4 December, 5pm-8pm

Our Christmas Market being held on Wednesday 4 December in Church Road promises to be a fabulous festive evening. Staines Lammas Brass Band will accompany the carol singing and Jimmy Kent will lead some timeless Christmas tunes. There will be a free Santa grotto in the library, children's rides, face painting and stalls selling food, drinks, gifts, decorations and treats. We hope you can join us.

Visit www.ashfordwide.com or follow us on Facebook

Shepperton Big Tree Night

Wednesday 11 December, 5pm

Join us at Shepperton Big Tree Night on Wednesday 11 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 5.30pm. The ever-popular carols start at 6pm by the main stage and there will also be plenty of other festive attractions including craft stalls and rides for the children.

Entertainment will be on throughout the evening and a fantastic selection of food. The High Street will be closed to traffic from 4pm, with some side roads closing at 1pm.

For more details visit www.bigtreenight.uk

Christmas in Stanwell

Friday 6 December 5.30pm

Join the Stanwell Lantern Parade leaving St Mary's Church at 5.30pm followed by carol singing around the Christmas tree outside the Sir John Gibson Pub in Clare Road from 6pm. Everyone is welcome. Staines Lammas Brass Band, tree lighting, carol singing, grotto, stilt walker and more.

For more information, call Mel Conolly on 07785 290546

Outdoor Fitness Training

Spelthorne Council is looking for professional and enthusiastic local fitness providers to deliver outdoor fitness in the Borough's parks and open spaces. The Council will provide access to its outdoor parks for a nominal fee. If you have a passion for improving health and wellbeing and making a difference to local communities, the Council would like to hear from you.

For more information, including charges, visit www.spelthorne.gov.uk/outdoorfitness

Winter Art Open Day

Saturday 21 December, 10am - 2pm
4-11 years

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

Come along and make some winter crafts this December. Children must be accompanied by an adult. Spaces are first-come first-served. Please try not to bring pushchairs and buggies due to fire safety and space restrictions.

Visit www.spelthorne.gov.uk/Resourcecentre

Arts mailing list

Whether you are an organisation or an individual with an interest in the arts. Sign-up to receive our free emails with news, advice and opportunities for arts activities in Spelthorne.

To register, visit artsmailinglist@spelthorne.gov.uk

Cycling for Health

Relaxed, casual bike rides led by trained volunteers in and around Spelthorne. Aimed at adults who want to get active and stay active, cycle in a social group and explore the local area. Rides take place during the week and are between 6 and 13 miles. All rides are at a gentle pace and are a great way to socialise. To join the rides, you need your own bike, a crash helmet, comfortable clothes and footwear.

For more information and to view our list of rides, visit www.spelthorne.gov.uk/cyclingforhealth

Spelthorne Artists Unlocked

Would you like to have your art displayed on the digital screens around Staines this spring? Budding artists of all ages and abilities from across Spelthorne are invited to submit artwork that celebrates the creativity, diversity and vibrance of the Borough and have their work exhibited on 22-23 March 2025 as part of Spelthorne Artists Unlocked.

The closing date for entries is 28 February 2025.

For terms and conditions and details of how to enter, visit www.spelthorne.gov.uk/saucompetition

Saturday Morning Craft Club

11 January-15 February, 10-11am

Spelthorne Resource Centre, Staines Park, Commercial Road, Staines, TW18 2QJ. For children aged 5-9 years. Take part in art and craft activities and have lots of fun. £28.80 for the term.

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

Arts and Culture survey

To help us to develop a new Leisure Strategy for the Borough, we want to hear your views. We would like to understand how you currently engage with the arts, how the arts benefit you and what barriers you experience.

Closes Sunday 8 December.

If you would prefer a hard copy of the questionnaire to be posted, please call 01784 446238 or email your postal address to leisure@spelthorne.gov.uk

Visit <https://spelthorne.inconsult.uk>

Celebrating the opening of the Eclipse Leisure Centre

Celebrations for the official opening of Spelthorne's new Eclipse Leisure Centre were led by the Mayor of Spelthorne, Cllr Med Buck, and Leader of the Council, Cllr Joanne Sexton, on Tuesday 15 October.

As well as being a beautiful design with all the latest facilities, the new leisure centre is also extremely energy efficient. It is the largest leisure centre in the world to be built to the ultra-low energy 'Passivhaus' standard. The Council expects the new centre to use between 60 and 70% less energy than a typical modern leisure centre - a major step in helping the Council become carbon neutral.

Located in Knowle Green in Staines-upon-Thames, the state-of-the-art facility boasts an impressive range of facilities including:

- 25m main pool, learner pool, splash pad and spa, installed by Myrtha Pools
- State-of-the-art gym with 200 stations
- Costa coffee on-site café with large seating area and soft play
- Clip 'n Climb with 14 climbing experiences

- Extensive group workout programme with over 100 classes each week, in larger studios
- Immersive group cycling and Speedflex classes
- 6-court sports hall complete with LED markings and viewing gallery
- Sauna and steam room
- Squash courts and artificial rooftop football pitches
- Large car park: the centre will provide 192 spaces, increasing to approximately 296 by summer 2025

Open weekend: Saturday 4 and Sunday 5 January

Join us in celebrating the new partnership with Places Leisure by coming along to our open weekend at the Eclipse Leisure Centre and Sunbury Leisure from 10am – 4pm on Saturday 4 and Sunday 5 January.

We'll be running lots of free activities including active play and bounce, gym, swimming, squash, clip 'n climb, classes, football on the roof top pitches and soft play. There will also be membership offers and a chance to win a three-month membership.

Some activities must be prebooked and numbers are limited. Not all activities are available at both sites. To book your space, visit www.placesleisure.org/centres/eclipse-leisure-centre or www.placesleisure.org/centres/sunbury-leisure-centre

You can find out more about membership and book activities online at www.placesleisure.org/centres/eclipse-leisure-centre or call 01784 493493. We hope to see you soon.

Spelthorne Design Code

The Design Code team at Spelthorne Borough Council are well underway in developing and producing a Design Code alongside residents which will set out the design requirements for future proposed new development in the Borough.

The team has been gathering the views of hundreds of residents and stakeholders as part of the community engagement stage. Spelthorne locals have had their say during Walking Tours across the Borough, both in-person and virtually, and have submitted their thoughts and photos online on the Interactive Map.

More recently, around 50 Spelthorne residents who applied and were blindly selected to be demographically representative of the Borough have been sharing their opinions at Citizens' Panel workshops.

In the new year, engagement with the public will continue and residents will have the opportunity to have their say on the draft Spelthorne Design Code. In the meantime, you can find out more on the Design Code engagement hub website at designspelthorne.commonplace.is where you can read all the related documents and FAQs and sign-up to receive the latest updates.

For more information, visit designspelthorne.commonplace.is or scan the QR code, email designcode@spelthorne.gov.uk or call the team on 01784 444205.

Meals on Wheels

If you are struggling to prepare meals for any reason, our Meals on Wheels service can help. You can get a hot main course and pudding delivered to your home on your chosen days. We cater for dietary requirements and there is an option to order a sandwich to eat later in the day. The meals can be ordered for short or long periods of time.

For further information, email m.wheels@spelthorne.gov.uk or call 01784 444265.

Meals on Wheels this Christmas

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 email m.wheels@spelthorne.gov.uk or call 01784 444265 by Wednesday 11 December.

Saturday opening at the Community Centres

Our Fordbridge and Greeno Centres are continuing to extend their regular opening times to include alternate Saturdays, starting with the Fordbridge Centre on 30 November.

Both Centres will be closed on Saturday 28 December, restarting with the Greeno Centre on Saturday 4 January 2025. Members of the Community Centres and non-members aged 50+ are welcome at these Saturday sessions.

Please call the Centre to book a place for lunch by the Wednesday before:
Fordbridge Centre: 01784 243880, email fordbridgecentre@spelthorne.gov.uk
Greeno Centre: 01932 246173, email greenocentre@spelthorne.gov.uk

Spelthorne in Bloom 2024

Spelthorne in Bloom celebrates the work of local green-fingered residents and businesses helping to enrich people's lives by making the Borough a brighter, cleaner, greener place to live.

The winners of this year's competition were announced at a celebration evening on 4 November at Notcutts Garden Centre in Staines-upon-Thames. –

Guest speakers included Lincoln Jopp MP, Inspector Matthew Walton from Surrey Police and the Mayor of Spelthorne, Cllr Med Buck.

Many congratulations to the winners:

Category	Winner
Best Kept Front Garden	Linda Osborne, Manor Farm Ave, Shepperton
Best Hanging Basket	Stephen and Paula Johnson, Templedene Avenue, Staines
Best Community Garden	Ashford Bowls Club
Best Kept Allotment	David Bryant, 28/29a Oakhall, Sunbury
Best Riverside Garden	Debbie and Tony Harrison, Creek End, Shepperton
Best Community Allotment	Stanwell Moor Village Hall
Best War Memorial	Stanwell War Memorial
Best Kept Place of Worship/ Public Building	Stanwell Village Hall
Best Kept Large Pub	The Three Horseshoes, Shepperton
Best Kept Small Pub	The Old Red Lion, Staines-upon-Thames

Best Environmental Planting Project	The Pavilion Long Lane Recreation Ground, Stanwell
Best New Entrant	Ashford Bowls Club
Schools in Bloom: Best School Garden Best Edible Garden	Saxon Primary School, Shepperton Saxon Primary School, Shepperton
Best in Show	The Three Horseshoes, Shepperton

Spelthorne in Bloom opens again in spring 2025. For more information, email Emma Paver at spelthorne.inbloom@spelthorne.gov.uk or call 01784 446379

Recognising dedicated volunteers

Do you know someone in Spelthorne who should be recognised for their dedicated voluntary service? The Civic Awards Trust invites residents and organisations to nominate individuals who have given a minimum of 12 years' voluntary service in the Borough so they can be considered for a special award. Nominees do not need to live in the Borough but their work must have benefitted Spelthorne residents.

Nominations will be reviewed by the Trustees and the winners will be given their awards by the Mayor at a special presentation evening in April 2025. The closing date for nominations is 31 January 2025.

For more information or a nomination form, email Trust Secretary, David Martin, at civicawards@gmail.com

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 other, the charity Christmas Day at the Greeno will be hosting a free sit-down community Christmas 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.

Appropriate Adult volunteers needed

The Appropriate Adult Volunteer Service (SAAVS) has been operating in Surrey for over 27 years providing a support service, day and night, 365 days a year, for children and vulnerable adults detained in police custody.

The role of the Appropriate Adult is not to provide legal advice, but to offer impartial support and a friendly face for someone who may be frightened, bewildered, confused and in an unfamiliar situation.

The Appropriate Adult facilitates communication between detainee, solicitor and police whilst remaining impartial and offering welfare support. The Surrey Appropriate Adults are interested in the needs and not the deeds of the detained person.

We are looking to recruit more volunteers to this valuable role. If you would like to know more about joining our team of unsung heroes, please visit our website to find further information about SAAVS and a no obligation registration form. Visit www.saavs.org or call 01483 977739.

Your views

The Council has launched a survey to see if residents are in favour of proposals to introduce an antisocial behaviour Public Space Protection Order aimed at addressing a range of issues including face masks, catapults, groups of people gathering and groups on bicycles/scooters/skateboards. The survey runs until 15 December. To take part visit spelthorne.inconsult.uk or call 01784 448550 for a printed copy of the survey.

Air pollution warnings

Spelthorne Borough Council has joined a new service called airTEXT which warns residents when pollution levels are likely to be higher than usual. The service is particularly useful for people who suffer from respiratory or cardiovascular conditions like asthma, emphysema, bronchitis or heart disease.

Residents can choose to receive the alerts by text, email or voicemail. The service has replaced the airAlerts service which closed on 30 September.

To register for airTEXT, visit www.airtext.info/signup or call 020 7527 2000.

PSPO update

A Public Space Protection Order (PSPO) which was approved by the Council in May prohibiting certain activities in Spelthorne is working well and improving the environment for local residents.

It placed a ban on taxis parking in Stanwell Moor and parts of Stanwell, something which had been a concern for residents for a while.

Since the introduction, the Council's enforcement team has been working hard to educate the taxi community and enforce the PSPO by issuing Fixed Penalty Notices. To date, 211 Fixed Penalty Notices have been issued and 1213 drivers have received warning letters.

Heathrow has a specific car park known as the Authorised Vehicle Area for the use of taxis and private hire vehicles which is located off the Northern Perimeter Road and is open daily between 5am and 11.45pm.

To report a breach of the PSPO, visit www.spelthorne.gov.uk/report or call 01784 451499.

HMO changes

The Council recently agreed to a change which affects Houses in Multiple Occupation (HMOs) in the wards of Staines, Ashford North & Stanwell South, and Stanwell North. Planning permission for a change of use will now be required to convert a dwelling into a small HMO for up to six individuals.

Planning permission was already a requirement for large HMOs (occupied by seven or more individuals). The Council is thinking of extending this requirement to other wards in the Borough.

If you are aware of any issues with a HMO, email customer.services@spelthorne.gov.uk, call 01784 451499 or contact your ward councillor.

Spelthorne Business Awards 2024

This year's Spelthorne Business Awards culminated with a blacktie awards evening on Friday 1 November at the Hazelwood Centre in Sunbury. We had a record number of applications this year, with 14 categories covering various industry sectors and locations – and one overall winner being named Best Business in Spelthorne.

Thank you to all the businesses which entered this year, and many congratulations to the winners and finalists.

Category	Finalists	Winner
Best Business in Staines-upon-Thames and Laleham	Specsavers Staines Thames Side Brewery The Stewart Academy of Performing Arts	Specsavers, Staines
Best Business in Sunbury and Halliford	Grooming Gorgeous Indian Zest The Magpie Pub	The Magpie Pub, Sunbury-on-Thames
Best Business in Ashford and Stanwell	Companionship Services Ltd Doodle Kids Totally Tangerine Cookery	Totally Tangerine Cookery
Best Business in Shepperton and Charlton Village	Lindon Lewis Marine Shepperton Game Library Village Matters Ltd	Village Matters Ltd
Best New Start Up Award	The Stewart Academy of Performing Arts Shepperton Game Library Feronia Holistic Therapies	The Stewart Academy of Performing Arts
Best Small Business Award	Grooming Gorgeous Totally Tangerine Cookery The Stewart Academy of Performing Arts	Totally Tangerine Cookery
Best Restaurant, Bar or Pub Award	The Bell at Staines Indian Zest Nostrano Lounge	Indian Zest
Business Innovation Award	Thames Side Brewery	Thames Side Brewery
Sustainability Award	Alexander Hire & Marquees Ltd Mejuicer	Mova Hairdressing Ltd
Best Franchise Award	Caremark Spelthorne & Runnymede Right at Home Richmond & Twickenham Specsavers Staines	Right at Home Richmond & Twickenham

Retail Excellence Award	Mejuicer Specsavers, Staines Tulip Treasures	Mejuicer
Best Hospitality and Leisure Business	Alexander Hire & Marquees Ltd The Magpie Pub Shepperton Game Library	The Magpie Pub, Sunbury-on-Thames
Best Construction and Property Business	Aldridge & Sons Roofing Ltd Alexander Hire & Marquees Ltd Prestige Interiors	Prestige Interiors
Best Corporate Social Responsibility Business Award	Rosewood Maintenance & Landscaping Ltd The Stewart Academy of Performing Arts Visit Staines	Visit Staines
Best Business in Spelthorne	Mejuicer Totally Tangerine Cookery The Stewart Academy of Performing Arts Visit Staines	Mejuicer

Look out for information about the 2025 Spelthorne Business Awards in the spring Bulletin.

Spelthorne Job and Skills Hub

The Spelthorne Jobs and Skills Hub is designed to empower you to take control of your future career path.

Whether you're just leaving school, contemplating a career change, planning to re-enter the job market or wanting to find a better work-life balance, we are here to help.

Regardless of your age, skills or education level, our team of work coaches can support and guide you to take the next step. The Hub can help with:

- advice and support
- CV writing
- interview skills

- mentoring
- apprenticeships
- work experience
- college applications
- skills workshops
- developing confidence
- careers fairs
- training

The Job and Skills Hub also offers local businesses a wealth of opportunities to tap into a diverse and vibrant talent pool. We can offer help with recruiting for vacant posts, creating apprenticeship opportunities and offering work experience to the next generation of young talent.

The Hub is open Monday to Friday from 10am - 4pm. Drop in and see us at 1-2 Friends Walk, Staines-upon-Thames, TW18 4PG (next to Staines Library).

Visit spelthornejobsandskills.com, email info@spelthornejobsandskills.com or call 07770 481773.

An offer for local landlords

Spelthorne Rent Assure is a scheme for landlords who are interested in renting their local property through the Council. The Council guarantees to pay a fair market rate, monthly in advance directly to the landlord themselves, for up to two years. It is a completely free service with no agency fees or commission involved.

Your property can be any size, furnished or unfurnished. We'll inspect it to ensure it meets the necessary health and safety standards and then arrange the viewings and conduct right-to-rent and background checks on all tenants. If you are happy with the proposed tenant, we'll provide an inventory check and draw up the agreements.

Any issues that may arise during the tenancy are between you and your tenant but we offer ongoing support to both parties and tenants also receive training on managing their finances and tenant/landlord responsibilities. To find out more, visit www.spelthorne.gov.uk/sra, email sra@spelthorne.gov.uk or call 01784 448611.

Local Authority Housing Fund

The Council has delivered 81 units of affordable housing using funding from the Government's Local Authority Housing Fund. 15 of these units are being used as settled accommodation, initially to house refugees from Afghanistan or Ukraine, and longer-term to serve the wider community. The remaining 66 units have been purchased to provide quality temporary homes for residents in need of emergency accommodation or facing homelessness.

Heathrow careers

Heathrow Employment and Skills Academy offers comprehensive support to help individuals secure rewarding careers at Heathrow Airport.

With a focus on enhancing employability, Heathrow Employment and Skills Academy provides a range of free services, including essential skills workshops, CV writing assistance, and interview preparation. Our highly experienced team works closely with job seekers to match them with the right opportunities at the airport, whether they are looking for entry-level positions or career advancement.

The Academy also grants exclusive access to job fairs and employment events, ensuring that candidates have the opportunity to connect directly with employers across various sectors at Heathrow.

For more information and to start your career journey, visit www.heathrowacademy.co.uk

Residents' survey 2024

We have pledged to 'putting residents at the heart of everything we do' in our Corporate Plan and committed to undertake a full Residents' Survey to find out what our residents really think about the way we run our services.

The survey, seeking views and satisfaction scores on the Council's core services, ran from 1 July to 8 September and was comprehensively communicated in a manner of ways before and during the consultation period.

In total 1,707 responses to the survey were received and overall Spelthorne Borough Council performed above Local Government Association

benchmarking, with satisfaction levels being high in: how we run our services, the value for money we provide, how well-informed residents feel, acting on residents' concerns, and trust in the Council. Most respondents (71%) live in either Ashford, Staines-upon-Thames or Sunbury.

The highest scoring service for satisfaction was elections, closely followed by lamp column floral displays, parks and open spaces and cemeteries. The services that scored the lowest for satisfaction were Community Safety and Strategic Planning. Where residents were dissatisfied with a service, they were asked to give reasons why. In total, 673 gave further information. Comments were varied and included concerns about verge cutting, litter, on-street parking charges, the impact of Heathrow, planning enforcement and the rise in criminal activity.

Positive comments were also received for our waste collection team and our community centre provision.

Thank you to everyone who took the time to take part in the survey. All the data has been provided to our relevant partners and service heads to consider the next steps.

To read the full report and survey analysis, visit www.spelthorne.gov.uk/residentsurvey

Get involved

The community is at the heart of everything we do at Spelthorne Borough Council, which means listening carefully to residents and acting on what we hear.

The new Spelthorne Partnership Assembly (SPA) meetings led by the Leader and Deputy Leader are a valuable platform to engage with residents from across the Borough. All residents and residents' associations are invited to attend. The subjects discussed are varied and are not just the responsibility of Spelthorne Borough Council, but also the County Council and other organisations. Residents are encouraged to say which agencies they would like to hear from.

The Partnership Assembly aims to foster greater alignment and commitment for action between partners, ensuring that the services the County Council deliver are properly integrated with Spelthorne Council's services. This will

ultimately make local government more responsive to the community and ensure that residents' voices are heard by several organisations.

The borough council leaders of all political groups are invited to attend in person, along with all other borough councillors online. Spelthorne County Councillors are also invited to attend in person. This ensures that all politicians will be 'in tune' with the issues most important to our communities. The next SPA meeting is at 6pm on Monday 3 February at the Council Offices.

Meeting notes and presentations are available on the Council's website at www.spelthorne.gov.uk/SPA. To be added to the attendee list, email community.development@spelthorne.gov.uk

Who do I contact?

In Surrey we have a two-tier local government system which means that some services are looked after by the borough council (Spelthorne Council) and some are the responsibility of the district council (Surrey County Council). This list may help you decide who to contact about a particular topic.

Spelthorne Borough Council	Surrey County Council
Planning and building control	Roads (including drains on roads)
Housing and housing benefits	Potholes
Pavement cleaning	Pavement repair
Council Tax	Footpaths
Rubbish and recycling	Bus passes
Parks and leisure	Disabled parking badges
Trees in parks	Trees on pavements/road
Environmental health and food safety	Education
Car parks	Social services
Elections	Libraries
Fly tipping	Birth/death/marriage registration
Licensing	Street lighting
Community centres and meals on wheels	Trading standards
Leisure centres	Fire and rescue
Trees in parks	Verge cutting
Visit www.spelthorne.gov.uk Call 01784 451499	Visit www.surreycc.gov.uk Call 03456 009 00