



**6** Cost of living  
support

**7** Rubbish and  
recycling calendar

**15** Spelthorne  
Business Awards



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# Letter from the Leader



**Dear Residents,**

I hope you are all keeping well and looking forward to Christmas.

Many residents will be worried at the moment as the rising cost of living continues to have an impact. I know that when you are struggling financially it can feel like a very lonely time but there are lots of organisations which can help, and it is always worth checking if you are receiving all the benefits and grants to which you may be entitled. More information about the support that is available can be found on page 6.

I would like to congratulate all the finalists and winners of the Spelthorne Business Awards. The quality of this year’s entries showed the hard work and resilience of our local businesses which have gone from strength-to-strength despite extremely challenging conditions. You can read about the awards on page 15.

There are lots of Christmas events being held in the Borough in the run up to Christmas. These are lovely community-run events and a great way to get in the Christmas spirit with your family and friends. Full details are on pages 12 and 13.

On behalf of all the staff and councillors here at Spelthorne Borough Council, I would like to wish you a very happy Christmas and New year. I look forward to continuing to support all our residents in 2023.

*Cllr John Boughtflower, Leader of the Council*

[cllr.boughtflower@spelthorne.gov.uk](mailto:cllr.boughtflower@spelthorne.gov.uk)

## Helpline numbers

We have put together a list of contact numbers which may be useful over Christmas and New Year.

Who?	Contact info
<b>Spelthorne Borough Council</b>	01784 451499 (including out-of-hours) <a href="http://www.spelthorne.gov.uk">www.spelthorne.gov.uk</a>
<b>Police</b> (non-emergency)	101 <a href="http://www.police.uk">www.police.uk</a>
<b>NHS</b> (non-emergency)	111 <a href="http://www.nhs.uk">www.nhs.uk</a>
Find an NHS service near you (e.g. out-of-hours pharmacy, mental health services, walk-in clinics)	<a href="http://www.nhs.uk/nhs-services/services-near-you">www.nhs.uk/nhs-services/ services-near-you</a>
<b>Mind</b>	0300 123 3393 <a href="http://www.mind.org.uk">www.mind.org.uk</a>
<b>Samaritans</b>	116 123 <a href="http://www.samaritans.org">www.samaritans.org</a>
<b>Cruse - bereavement support</b>	0808 808 1677 <a href="http://www.cruse.org.uk">www.cruse.org.uk</a>
<b>Refuge - domestic abuse helpline</b>	0808 2000 247 <a href="http://www.refuge.org.uk">www.refuge.org.uk</a>
<b>Age UK</b>	0800 678 1602 <a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a>
<b>Action Fraud</b>	0300 123 2040 <a href="http://www.actionfraud.police.uk">www.actionfraud.police.uk</a>
<b>UK Power Networks</b>	105 <a href="http://www.ukpowernetworks.co.uk">www.ukpowernetworks.co.uk</a>

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**Contacts us:**

- [www.spelthorne.gov.uk](http://www.spelthorne.gov.uk)
- 01784 451499
- Spelthorne Borough Council, Council Offices, Knowle Green, Staines-upon-Thames, TW18 1XB

**Follow us on social media:**

- @spelthornebc
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- @spelthorneboroughcouncil
- Spelthorne Borough Council

**Sign up to our monthly newsletter:**  
[www.spelthorne.gov.uk/enews](http://www.spelthorne.gov.uk/enews)

**Sign up to the 'My Alerts' service:**  
[www.spelthorne.gov.uk/myalerts](http://www.spelthorne.gov.uk/myalerts)

**Bulletin enquiries:** 01784 446297 / 01784 444260  
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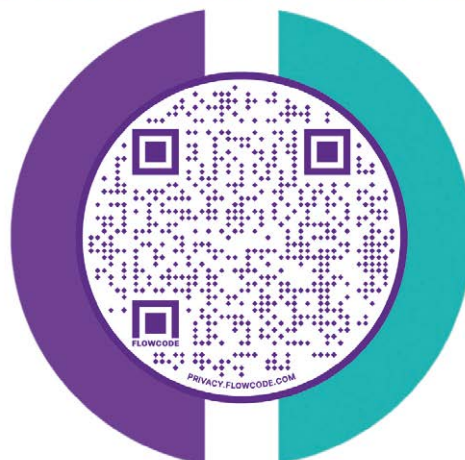
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## Message from the Mayor



**Dear Residents,** I hope 2022 has been a good year for you and your family. I have been very busy since being elected as Mayor in May. People warned me it would be a packed year and I can confirm they were right! I have thoroughly enjoyed all the engagements I've been to – meeting residents, visiting schools, talking to businesses, supporting community groups and charities. It has been a pleasure to meet so many different people and find out about their work in Spelthorne.

We were all shocked at the death of the Her Majesty The Queen in September. She was a constant and reassuring presence, and we will be forever grateful for the leadership she showed during her reign. Her extraordinary sense of duty and dedication to the country has been an example to young and old alike and inspired me personally throughout my own career in public service.

I am hosting a number of social events in 2023 to raise money for my chosen charities, Spelthorne Mental Health Association and Stanwell Family Centre. They are open to everyone, and you can find out more at [www.spelthorne.gov.uk/mayor](http://www.spelthorne.gov.uk/mayor).

I hope you have a wonderful Christmas and New Year. If you are on your own this year or looking after a vulnerable person, the charity Christmas Day at the Green in Shepperton will be hosting a free community Christmas Day lunch if you would like some company. Please call Caroline on 07775 901035 or email [christmasgreen@gmail.com](mailto:christmasgreen@gmail.com) for more details and to book a place (booking essential).

*Cllr Susan Doran, Mayor of Spelthorne*

✉ [mayor@spelthorne.gov.uk](mailto:mayor@spelthorne.gov.uk) ☎ 01784 446275



## Photo IDs introduced for voters

Recent changes in the legislation now mean that voters must show photo identification to vote in the police and crime commissioner and local elections in England. This will apply to the Spelthorne Local Elections being held in May 2023.

The forms of photographic identification that can be used include passport, driving licence, immigration document, a PASS card, MOD Form 90, travel pass, blue badge or national identity card. If you do not have one of these forms of ID, Spelthorne Council's Electoral Services team can produce a Voter Authority Certificate for you. Please contact us as soon as possible if you need one.

For further information visit [www.spelthorne.gov.uk/elections](http://www.spelthorne.gov.uk/elections), email [electoral.services@spelthorne.gov.uk](mailto:electoral.services@spelthorne.gov.uk) or call 01784 444218

## Shopping in Staines?

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Up to 2 hour	£2
Up to 3 hour	£3
Up to 4 hour	£4
Up to 5 hour	£7

#### Sunday:

all day	£2
---------	----

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BOROUGH COUNCIL



## Council Office - Christmas closure

The Council Offices in Knowle Green will be closed from 3.45pm on Friday 23 December until 8.45am on Tuesday 3 January 2023.

The Council's out of hours emergency number is **01784 451499**



# Flooding advice

Due to the geography here 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:

- store important documents somewhere safe - preferably high up
- look into the best ways to stop flood water from entering your property
- check that your insurance policy covers you for flooding
- familiarise yourself with flood warning levels and sign up for flood alerts at [www.gov.uk/sign-up-for-flood-warnings](http://www.gov.uk/sign-up-for-flood-warnings)
- identify who can help you in the event of flooding - where you can go and store possessions
- if you have pets, identify somewhere safe you can take them before a flood
- if you have a car, find somewhere safe to move it to ahead of a flood
- make sure you know where the stop-valves are for your water, gas and electricity supplies
- prepare a flood kit, ready to grab in the event of a flood

**Useful contacts:**

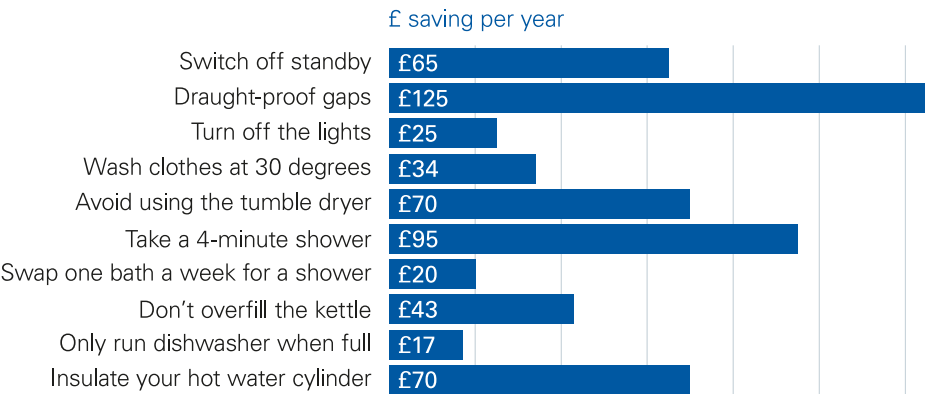
- Environment Agency Floodline: 0345 988 1188
- Surrey County Council (flooded highways): 0300 200 1003
- Thames Water (sewage and flooded sewers): 0800 316 9800



For more information and advice, visit [www.spelthorne.gov.uk/flooding](http://www.spelthorne.gov.uk/flooding)

## How much could you save?

Whether you're a homeowner or rent your property, there are many things you can do to reduce your energy usage and make savings:



The figures above are based on estimates from the Energy Saving Trust.

Visit [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk) for more tips and advice

## Food Banks

Foodbanks offer emergency support for residents who are in food crisis. We have four in Spelthorne:

**Community Food Bank - Sunbury**  
email [community@stsavs.org](mailto:community@stsavs.org) or call 07496 524693

**Manna Food Bank – Spelthorne**  
email [info@mannafoodbank.org.uk](mailto:info@mannafoodbank.org.uk) or call 07770 478778

**Salvation Army - Ashford**  
email [staines@salvationarmy.org.uk](mailto:staines@salvationarmy.org.uk) or call 01784 423424

**Stanwell Food Bank - Stanwell**  
email [info@stanwellfoodbank.org.uk](mailto:info@stanwellfoodbank.org.uk) or call 07429 584286

Please contact your local foodbank for more details.



## Cost of living support

With steep increases in the cost of living, many residents are feeling worried about rising bills and pressure on household budgets. Advice and information is available on our website about:

- Government support
- Benefits and grants
- Energy bills
- Food banks
- Council Tax discounts
- Debt
- Keeping warm this winter
- Mental wellbeing



Scan the QR code, visit [www.spelthorne.gov.uk/support](http://www.spelthorne.gov.uk/support) or call 01784 451499



# Rubbish and recycling collection calendar 2023

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

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

## January

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			

## February

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			

## March

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

## April

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

## May

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	31		

## June

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

## July

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				

## August

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	

## September

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

## October

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			

## November


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	

## December

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

 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 [my.spelthorne.gov.uk](http://my.spelthorne.gov.uk) to check when your next collection will be. This is a paid for service.



For more details, please visit [www.spelthorne.gov.uk/kerbsidecollections](http://www.spelthorne.gov.uk/kerbsidecollections), email [neighbourhoodservices@spelthorne.gov.uk](mailto:neighbourhoodservices@spelthorne.gov.uk) or call 01784 451499



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## KEEP YOUR SKIN & BODY HEALTHY THIS WINTER

GET IN TOUCH TO DISCUSS OPTIONS, OR COME FOR A **FREE** CONSULTATION

**OTHER TREATMENTS**

- 5\* HYDROFACIAL
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- CHEMICAL PEELS
- ANTI - AGEING
- RADIOFREQUENCY MICRONEEDLING

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SCAN HERE FOR ADDITIONAL TREATMENTS AND PRICE LIST





## Saturday opening at the Community Centres

The Council has taken the step of opening its Community Centres on Saturdays to help members (and non-members aged 65+) who are concerned about the rising cost of heating their homes over the winter period.

Until the end of February 2023, the Community Centres in Ashford and Shepperton will take it in turns to open on Saturdays, offering warmth, a hearty meal and good company for their members.

It is hoped that the six-day service offered by the centres will help those most concerned about increasing energy costs and other financial pressures. Currently members can visit the Community Centres every weekday but opening on Saturdays will mean they have one less day to worry about putting the heating on at home.

For more information on how to book, email the Independent Living team at [independentliving@spelthorne.gov.uk](mailto:independentliving@spelthorne.gov.uk) or call **01784 446389**

## Meals on Wheels at 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 information or to change your usual arrangements, please contact us on **01784 444265** by **Wednesday 14 December**

## Disabled Facilities Grant

Disabled Facilities Grants are available to help fund the cost of aids and adaptations to enable disabled people to live independently in their own home. The type of adaptations which can be funded include:

- widening doors
- level access showers
- stair lifts
- installing ramps
- providing or improving access to rooms

For more information, visit [www.spelthorne.gov.uk/DFG](http://www.spelthorne.gov.uk/DFG), email [dfg@spelthorne.gov.uk](mailto:dfg@spelthorne.gov.uk) or call **01784 448607**



## A break for carers

If you are caring for someone with a condition such as dementia, sight loss or immobility, you may be interested to know that two of the Council's Community Centres run groups 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.

Daily OPAL groups run from 9.30am - 3.30pm at the Fordbridge Centre in Ashford and the Greeno Centre in Shepperton. There is a daily charge of £40 to attend the group which can be paid privately or as part of a social care package if you are eligible.



For more information, email [independentliving@spelthorne.gov.uk](mailto:independentliving@spelthorne.gov.uk) or call **01784 446389**

## Working together for a happier, healthier Spelthorne

Spelthorne Council has secured additional funding from the North West Surrey Alliance Board to continue its step-down scheme, which fully assesses residents to establish their needs after a hospital stay before returning home or to more suitable accommodation.

The step-down housing scheme is providing a safe place to live for some of Spelthorne's most vulnerable residents who are discharged from hospital but not quite ready to live completely independently.

The North West Surrey Health and Care Alliance is a partnership of key organisations across the boroughs of Spelthorne, Runnymede, Elmbridge and Woking that all have an impact on the health, wellbeing and happiness of local people.

Spelthorne Council and the Alliance have also continued to expand social prescribing across Spelthorne, linking residents who have social, emotional or practical needs that cannot be addressed by a GP to a wealth of different local services.



Find out more at [www.northwestsurreyalliance.org](http://www.northwestsurreyalliance.org)

## Community Centres

Our 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.

For information about opening hours, costs and your nearest centre, visit [www.spelthorne.gov.uk/communitycentres](http://www.spelthorne.gov.uk/communitycentres), email [independentliving@spelthorne.gov.uk](mailto:independentliving@spelthorne.gov.uk) or call **01784 446389**



## Bin your gum when you're done

You may have recently noticed our street cleaning teams removing chewing gum from the pavements around the Borough as part of a Keep Britain Tidy initiative, which we ran in conjunction with Runnymede Council, to tackle this sticky issue.

Chewing gum is very difficult to deal with because it is so hard to clean. Normal methods like street sweeping are ineffective and jet washing creates a lot of mess, so we purchased specialist battery powered machines that dissolve the gum using an environmentally friendly solution made from sugar beet. As well as cleaning up the chewing gum hotspots in the Borough, we have also been running an awareness campaign to remind people to put their gum in the bin. We hope everyone will help us keep the streets gum free.



During September over 1,000 year 6 pupils from 20 local primary schools attended Spelthorne Junior Citizen, organised by Spelthorne Council to help children stay safe and learn important life skills.

The children took part in interactive workshops to learn about staying safe and being good citizens. Topics covered included fire safety,

## Spelthorne Junior Citizen 2022

recycling, healthy eating, personal safety, respecting the railways and water safety.

Thank you to all the children for their enthusiasm and the partner organisations who supported the event (Surrey Police and Crime Commissioner, Surrey Fire and Rescue, Surrey Police, RNLI, NHS and Network Rail).

## Let's talk rubbish

Spelthorne Direct Services Limited (SDS), the Council's business waste collection service, now in its third year, is going from strength to strength. They recently took delivery of a new state-of-the-art waste collection vehicle, which you may have seen around the Borough with its distinctive blue and pink livery.

Fitted with the latest bin lifting, weighing and recording systems, they can measure and monitor their customers' waste in real time and propose new waste strategies to increase recycling rates and reduce costs and carbon emissions.

SDS currently collect general waste, dry mixed recycling, glass, food and garden waste from businesses in and around the Borough.



If your business would like to 'talk rubbish' with SDS, call **01784 605620** or email **zoey@spelthorndirectservices.co.uk**

## Christmas rubbish collections



Please note the following changes to rubbish collections over Christmas:

Collection	Usual collection day	➡	Revised collection day
Recycling	19 - 23 December	➡	No change
Rubbish	Monday 26 December	➡	Tuesday 27 December
	Tuesday 27 December	➡	Wednesday 28 December
	Wednesday 28 December	➡	Thursday 29 December
	Thursday 29 December	➡	Friday 30 December
	Friday 30 December	➡	Saturday 31 December
Recycling	2 - 6 January 2023	➡	No change

## 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 5 December	Week commencing 13 February
Week two collections (collected with the rubbish)	Week commencing 12 December	Week commencing 20 February

For more details, check your garden waste calendar, visit **www.spelthorne.gov.uk/gardenwaste** or call **01784 451499**

# Ten ways to recycle your waste this Christmas



As you stock up on Christmas food and shop for gifts in the run up to the festive season, there are a few simple things we can all do to make Christmas more environmentally friendly. With a few simple swaps, a little forward planning and some essential recycling tips under your belt, you can enjoy all the trimmings of the festive season and do your bit for the planet.

## No.1 Wrapping paper

Wrapping paper with glitter/foil, or glossy paper that has been laminated, can't be recycled. To check, scrunch the paper in a ball - if it stays scrunched up, it should be recyclable.

## No.2 Cards

We throw away a staggering one billion Christmas cards every year. Like wrapping paper, cards decorated with glitter or foil can't be recycled. When the festivities are over, tear off the sections with glitter/foil and put the rest of the card in your recycling. When buying your own cards, go for a recyclable option - again, without glitter or foil.

## No.3 Food waste

If you don't already recycle your food waste, you can collect the free bins from the council offices or call and ask for a set to be delivered. You'll receive a small green bin to go outside and a grey caddy to go in your kitchen. We collect food waste every week, so it's not hanging around in your bin.



## No.4 Christmas crackers

Most Christmas crackers are covered in glitter or shiny materials which means they're not recyclable but more companies are now selling crackers which are made of FSC-certified recycled paper and are recyclable, with sustainable gifts inside.



## No.5 Real Christmas trees

We will be operating free Christmas tree collections from 2 - 13 January. Remove the base and decorations and leave your tree out with your bins on your usual collection day. You can also take your tree to the Community Recycling Centre in Shepperton or Fordbridge Park in Ashford, Manor Park in Shepperton or the Old Bathing Station in Sunbury.



## No.6 Foil

Disposable foil roasting trays and kitchen foil can be recycled but you'll need to clean off as much food residue as possible first. Wipe greasy residue off with paper towel or old newspaper and bin it rather than pouring fat or oil down the sink.

## No.7 Cardboard boxes

Flatten cardboard boxes and put them in your recycling bin. If they won't fit, you can leave the flattened cardboard next to your bin on collection day.



## No.8 Extra recycling

Flatten your recycling as much as possible but if it won't all fit you can leave one extra bag by the side of the recycling bin on collection day. Just make sure it's clear to the collection team that it's recycling.

## No.9 Christmas lights

If your Christmas lights need updating, choose LED lights as they use a lot less energy than the traditional bulbs, and use our weekly 'small electrical' collection service to dispose of old lights.

## No.10 Batteries

Use our weekly 'small electrical' collection service for your old batteries (please don't put them in your rubbish bin). Place them in a bag (ideally labelled to show they are batteries) and leave them out on your usual collection day.





# Leisure centre update

Construction of Spelthorne Council's new leisure centre is already well underway and on track for completion in 2024. The current centre will be open as usual to residents and visitors while the building work takes place, right up until the



opening of the new centre in summer 2024.

You can keep up-to-date with key milestones and watch the build as it happens on our live time-lapse camera at

**[www.spelthorne.gov.uk/newleisurecentre](http://www.spelthorne.gov.uk/newleisurecentre)**

## Key dates:

Jan 2023	Frame erection
May 2023	Building outer brick walls
Jun 2023	Completion of structural frame. Internal works begin.
Aug 2023	Completion of swimming pool
Nov 2023	Completion of external facade. Roof sport pitches works begin
Dec 2023	Completion of internal sports hall
Summer 2024	Project completion

For more details, visit **[www.spelthorne.gov.uk/newleisurecentre](http://www.spelthorne.gov.uk/newleisurecentre)**

## Leisure Directory

Our Leisure Directory is a really useful resource, full of activities to enable you to make the most of your leisure time in Spelthorne. There's something to suit all ages and interests. Download a copy at **[www.spelthorne.gov.uk/leisuredirectory](http://www.spelthorne.gov.uk/leisuredirectory)**



## Community Christmas Dinner

Stanwell Events will be hosting a community Christmas dinner at 12.30pm on the 7th, 9th and 14th December at Long Lane Rec - all are welcome. To register interest, contact Anna-Marie Goodacre by emailing **[anna-marie@stanwellevts.org.uk](mailto:anna-marie@stanwellevts.org.uk)**

## Staines 10K registrations

The 2023 Staines 10K will be held on 14 May and registrations to enter open on Wednesday 1 February.



Photo credit: Laleham Camera Club

For more information or to enter, visit **[www.staines10K.co.uk](http://www.staines10K.co.uk)**

## Cycle leaders needed

We need more volunteer leaders for our Cycling for Health Scheme which offers guided cycle rides of around 5-12 miles during the week. The scheme is aimed at older adults who are looking to join a sociable group.

The rides are scheduled to suit the leader's availability and there is no specified time commitment. Training is provided.



For more details, email **[leisure@spelthorne.gov.uk](mailto:leisure@spelthorne.gov.uk)** or call **01784 446433**

## Sunbury Christmas market

The residents of Sunbury-on-Thames are celebrating Christmas with a special event on The Avenue Parade from 5-8pm on Thursday 8 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](mailto:monica@villagematters.co.uk)  
or call 07979 808991



## Christmas in Stanwell

Friday 2 December, 5-7pm

The Stanwell Christmas light switch on and lantern parade will be held on Friday 2 December.

The parade will start from St Mary the Virgin Church and travel along Hadrian Way, finishing with carols around the Christmas tree outside the Sir John Gibson Pub in Clare Road. The event will also include Christmas stalls, turning on the tree lights and entertainment. Everyone is welcome.

For more information, visit  
[www.lcstanwell.org](http://www.lcstanwell.org) or email  
[info@lcstanwell.org](mailto:info@lcstanwell.org)



## Shepperton Big Tree Night

Join us at Shepperton Big Tree Night on Wednesday 14 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](http://www.bigtreenight.uk)



## Santa hits the street of Staines

Staines  
Rotary  
Club

The Staines Rotary Club Santa float will be visiting roads in Staines and Haleham from 1-17 December, collecting money for local and national charities. Frosty will also be with the Rotary team in Staines High Street at weekends. We hope to see you then!

Spelthorne  
Resource  
CENTRE

Staines Park,  
Commercial Road,  
TW18 2QJ

## Winter art open day

Saturday 17 December, 10am-2pm

Bring your children along to the Resource Centre to make winter-themed crafts. For families with children aged 4-11 years (a parent/carer must be present throughout).

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



For more information about the Resource Centre, visit [www.spelthorne.gov.uk/resourcecentre](http://www.spelthorne.gov.uk/resourcecentre)

## Free Christmas Xplorer

Xplorer is a family-friendly navigation challenge that is educational and gives children a sense of adventure as they explore the park to find the markers. It involves a healthy mix of physical activity and decision-making that the whole family can enjoy together.

Our Christmas Xplorer event will be taking place between 10.30am - 12.30pm on Wednesday 28 December at Long Lane Recreation Ground, Cambria Gardens, Stanwell, TW19 7ER.

For more information, email  
[leisure@spelthorne.gov.uk](mailto:leisure@spelthorne.gov.uk) or call  
Leisure Services 01784 446433





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# Spelthorne Business Awards 2022

This year's Spelthorne Business Awards culminated on Thursday 17 November with a black-tie awards evening at the Holiday Inn in Shepperton. We had a record number of applications this year with 14 categories covering various industry sectors and locations - with one overall winner being named Best Business in Spelthorne.

We have so many incredible businesses in Spelthorne which have risen to the challenges presented over the past couple of years, showing endless determination, enterprise, innovation and creativity. Our Awards recognise that drive and ambition and celebrate their success.

Thank you to all the businesses which entered this year's awards, and our sponsors who make it possible for us to host the event. Many congratulations to the winners and finalists.

Category	Finalists	Winner
<b>Exporter of the Year</b> Sponsored by Heathrow	BSO Fintax Medical and Rescue Brown Bag Crisps	<b>Brown Bag Crisps</b>
<b>Creative / Innovative Business of the Year</b> Sponsored by A2 Dominion	Taste Creative Totally Tangerine Cookery Zest4 TV Limited	<b>Zest4 TV Limited</b>
<b>Construction and Property Business of the Year</b> Sponsored by Berkeley Homes	Aldridge and Sons Roofing Educational Play Environments Le Mare Design	<b>Educational Play Environments</b>
<b>Sustainable Business of the Year</b> Sponsored by Sustainable <sup>2</sup>	Capability Clarke Taste Creative Sunbury Ferry	<b>Sunbury Ferry</b>
<b>New Start Up of the Year</b> Sponsored by CoTribe at Spelthorne Business Hub	Liza Veta Taylor Trims Pet Spa Cocoon Kids The Sassy Apron	<b>The Sassy Apron</b>
<b>Franchise of the Year</b> Sponsored by McDonald's	Edwards Conlon Guardian Angel Carers Stagecoach Staines	<b>Guardian Angel Carers</b>
<b>Healthy Business Award</b> Sponsored by Everyone Active	Educational Play Environments Fresh Gym Punjabi Veggie Box	<b>Punjabi Veggie Box</b>
<b>Small Business of the Year</b> Sponsored by Federation of Small Businesses	Sustainable <sup>2</sup> The Sassy Apron Educational Play Environments Taste Creative	<b>Taste Creative</b>
<b>Corporate Social Responsibility Award</b> Sponsored by Worldwide Energy Logistics	Cardinal Global Logistics Magic Elephant Sunbury Ferry	<b>Sunbury Ferry</b>
<b>Best Business in Staines-upon-Thames BID area</b> Sponsored by Staines-upon-Thames BID	Boots Staines Kall Kwik Le Mare Design	<b>Le Mare Design (Assent Building Control)</b>
<b>Best Business in Staines-upon-Thames and Laleham</b> Sponsored by Enterprise Holdings	Cocoon Kids Taste Creative The Thames Club	<b>Taste Creative</b>
<b>Best Business in Ashford and Stanwell</b> Sponsored by The Powerhouse	Marketing Muse Mortgage Matchmakers Timeless IT Business	<b>Timeless IT Business</b>
<b>Best Business in Sunbury and Halliford</b> Sponsored by Hazelwood Centre, Home of London Irish	Acacia Homecare Fluent ADS Educational Play Environments The Sassy Apron	<b>The Sassy Apron</b>
<b>Best Business in Shepperton and Charlton</b> Sponsored by Shepperton Studios	Fresh Gym Guardian Angel Carers Totally Tangerine Cookery	<b>Fresh Gym (Verve Fitness)</b>
<b>Best Business in Spelthorne</b> Sponsored by Spelthorne Borough Council	Overall Winner	<b>Sunbury Ferry</b>



Look out for information about the 2023 Spelthorne Business Awards in the spring Bulletin.



## HELP AT HOME

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come round  
to help ”



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At Age UK Surrey we provide various services and activities all geared to making older people get the most out of later life. Our Social Activities will reopen in the summer, check our website for more information.

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[www.ageuk.org.uk/surrey](http://www.ageuk.org.uk/surrey)

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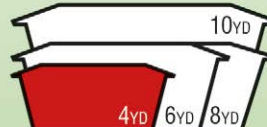
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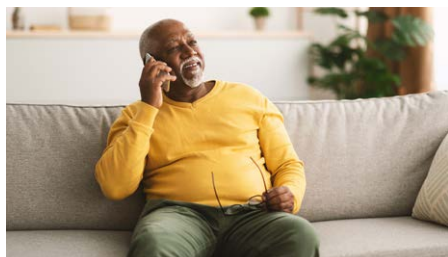
Photo by John Want

## UK's Favourite Parks

Congratulations to Staines Park for being voted one of the best parks in the south east in this year's Fields in Trust 'UK's Favourite Parks' awards.



For more information on Staines Park, visit [www.stainespark.co.uk](http://www.stainespark.co.uk)



## Stanwell Befriending Service

Free and confidential telephone service for people who are feeling lonely or isolated in Stanwell and the surrounding areas.

Or friendly volunteers will call once a week to offer a listening ear. We can also meet you at the community café to offer a friendly face, from 12-2pm Monday - Friday.

For more information, please contact Stanwell Events on **07429 584286** or email [befriending@stanwellevents.org.uk](mailto:befriending@stanwellevents.org.uk)

## Macular Society

### Beating Macular Disease

Nearly 1.5m people in the UK have macular disease, a condition which affects the eye. Age-related macular degeneration is a common condition, generally affecting people over the age of 55, but can affect people of all ages.

The Macular Society hold local support meetings for people living with the condition on the second Thursday of each month, from 10.30am-12noon, at Staines Methodist Church in Thames Street.

For more information visit [www.macularsociety.org](http://www.macularsociety.org), email [stella.black@macularsociety.org](mailto:stella.black@macularsociety.org) or call **01306 644908**

## Recognising dedicated volunteers

Do you know someone who should be recognised for dedicated voluntary service in the Borough of Spelthorne?

The Spelthorne Civic Award Trust was founded in 1983 by Mr Alf Goddard MBE to acknowledge the work of local volunteers and we are inviting residents and voluntary organisations to nominate individuals who have given a minimum of 12 years' service.

Candidates do not have to live in the Borough, but their work should have benefitted Spelthorne residents. The closing date for nominations is 31 January 2023.



**Spelthorne Civic Award Trust**

For further details and the nomination form, email Trust Secretary David Martin at [civicawards@gmail.com](mailto:civicawards@gmail.com)



## Spelthorne Volunteer Drivers

Do you own a car and have an hour or two each week to help support your local community? Then why not join the Spelthorne Volunteer Drivers? We are a group of volunteers who take the elderly and people with disabilities to hospital and other medical appointments. It's a rewarding role and the amount of time you give is entirely up to you. We reimburse expenses.



For more information, please call **07817 926736**, 10am 12 noon Monday to Friday.

## Veteran's Hub

The Veteran's Hub at Fordbridge Fire Station in Ashford provides an opportunity for ex-servicemen and women in North Surrey to meet, reminisce and access information. The group meet at 11am on the 4th Tuesday of every month. The hub is funded by Spelthorne Borough Council, Surrey County Council and Forces Connect.





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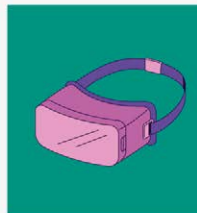
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# Your views matter

We would love to hear what you think about our Bulletin magazine. Let us know your views by filling in this survey and you could win a £50 gift card\*.

Please send your completed survey to:  
Communications, Spelthorne Borough Council, Knowle Green, Staines-upon-Thames, TW18 1XB or fill it in online at [www.spelthorne.inconsult.uk](http://www.spelthorne.inconsult.uk) by midnight on 31 January 2023.

## 1. How well does the Bulletin magazine keep you informed about the services provided by Spelthorne Borough Council? (tick one option)

- ☐ Very well      ☐ Quite well  
☐ Not well      ☐ Not sure

## 2. How do you find out about Spelthorne Council and its services? (tick all which apply)

- ☐ Bulletin magazine  
☐ Council website  
☐ Council social media channels (Facebook, Twitter, Instagram, LinkedIn)  
☐ Council monthly e-newsletter  
☐ Council 'My Alerts' emails  
☐ Council noticeboards  
☐ Local paper  
☐ Other (please state).....

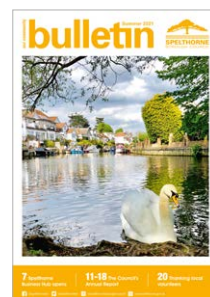
## 3. What topics are you interested to read about in the Bulletin? (tick all which apply)

- ☐ Community news  
☐ Rubbish and recycling  
☐ New council services  
☐ Local events and leisure opportunities  
☐ Keeping fit and wellbeing  
☐ Housing and tackling homelessness  
☐ The environment and climate change  
☐ Help for older people  
☐ Support for local businesses  
☐ Council finances

## 4. Is there anything else you would like to see in the Bulletin?

- ☐ Yes (please state) .....  
.....  
.....

- ☐ No      ☐ Not sure



## 5. Do you think you would read the Bulletin if it was only available online and not delivered to your home?

- ☐ Yes      ☐ No      ☐ Not sure

## 6. Do you have any comments about ways we could improve the Bulletin magazine?

.....

.....

.....

.....

## About you:

Name .....

Address .....

### Age:

- ☐ 16-24      ☐ 25-34      ☐ 35-44  
☐ 45-54      ☐ 55-64      ☐ 65+  
☐ Prefer not to say

Telephone Number .....

Email (if you have one) .....

## I would like to be entered into the gift card prize draw:

- ☐ Yes      ☐ No

\*For privacy notice and prize draw terms and conditions, visit [www.spelthorne.gov.uk/bulletin](http://www.spelthorne.gov.uk/bulletin)





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## Update from Surrey Police



It is good to be able to update you on local policing issues for Spelthorne.

**Burglary:** As soon as the darker evenings arrive, burglars come out because it is easier to see when people are out. Try to make your house look less inviting, leave a light on or a radio. If you are going away, invite your neighbours to park on your driveway. Make sure your back doors and garden gate are locked, and remove any tools or ladders.

Consider a video doorbell or other cameras as they are great deterrents. The more difficult and less inviting it is for a burglar to operate in the area, the less likely we are in Spelthorne to fall victim to burglary. Visit [www.surrey.police.uk/cp/crime-prevention](http://www.surrey.police.uk/cp/crime-prevention) for more crime prevention advice.

**Motorcycles:** Motorcycles are being targeted in Spelthorne. They are often very easy to steal, with thieves taking just seconds to break the lock and ride away. If you own a motorcycle or scooter, please get a good approved lock or keep it in a garage if possible. We have been doing a lot of work around anti-social use of motorcycles and electric bikes. We have recovered some stolen motorbikes and seized some electric bikes being ridden in an anti-social way. Electric bikes that are ridden without the assistance of pedalling are illegal and a number of people are already going through the courts and will receive points on their licence and a fine for not having insurance.

**Motor vehicle theft:** Often offenders will test car doors to see if they open and, if lucky, find things such as coins, designer sunglasses and credit/bank cards. Many of the cards are used almost immediately online and in local stores. They sometimes also use devices to jam the electronic signal from your key fob so always check your vehicle has locked before walking away.

Please continue to help us by reporting crime and anti-social behaviour. As well as the 101 number, you can use the messaging service on our Spelthorne Beat Facebook Page or report on the Surrey Police website. In an emergency, call 999.

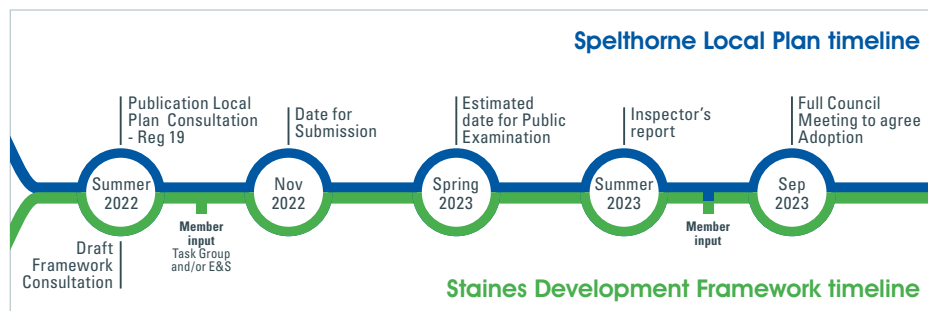
Keep safe and well.

**Inspector Maxine Cilia, Spelthorne Borough Commander**



## Local Plan and Staines Development Framework consultations

Consultations on the Local Plan and Staines Development Framework ran from mid-June until September this year. Thank you to everyone who took the time to respond. The Staines Development Framework has been updated following consultation and the final version will be considered by the Environment and Sustainability Committee in November. The Local Plan and all the responses will be submitted to the Planning Inspectorate later this year and we hope that an Examination in Public will take place in the spring.



## Hassle free letting for landlords

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

Under the scheme, the Council guarantees to directly pay landlords the full market rent for their property, for up to two years. Other benefits include:

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

We believe the scheme is one of the most attractive currently on offer. The Council will find the tenants and, if approved by the landlord, will draw up the agreements free of charge. Ongoing support is then offered to both the landlord and tenant for the duration of the tenancy.

We are particularly keen to hear from landlords with two-bedroom properties, so please get in touch if you are interested in working with us.

To register your interest, visit [www.spelthorne.gov.uk/sra](http://www.spelthorne.gov.uk/sra)



For more details, email [sra@spelthorne.gov.uk](mailto:sra@spelthorne.gov.uk), call 01784 448611 or visit [www.spelthorne.gov.uk/sra](http://www.spelthorne.gov.uk/sra)



# Spelthorne in Bloom 2022

The winners of the 2022 Spelthorne in Bloom competition were announced at a celebration evening on 11 October at Notcutts Garden Centre in Staines-upon-Thames.

The competition celebrates the

work of Spelthorne’s green-fingered residents and businesses who are helping make the Borough a brighter, cleaner, greener place to live. The judging took place in July and August with marks being awarded for a range of criteria including the design, colour, biodiversity and sustainability of the entry. Many congratulations to the winners:

Category	Winner
Best Kept Front Garden	Susan Wells, The Drive
Best Container Display	Leslie Grimes, Manor Lane
Best Community Garden	St Martins Court
Best Riverside Garden	Gulbin Chaworth-Musters
Best Kept Allotment	Gary Clements, London Road
Best War Memorial	Stanwell War Memorial
Best Kept Place of Worship	St Mary’s Church, Stanwell
Best Kept Large Pub	The Three Horseshoes, Shepperton
Best Kept Small Pub	The Feathers, Laleham
Best Environmental Planting Project	Stanwell Community Allotment
Best New Entrant	Linda Osborne, Manor Farm Avenue
Schools in Bloom: Tallest Sunflower	Springfield Primary
Schools in Bloom: Best School Edible Garden	Ashford Park Primary
Best School Garden	Ashford Park Primary
Best in Show	Stanwell War Memorial



Spelthorne in Bloom opens again in spring 2023. For more information, email Emma Paver at [spelthorne.inbloom@spelthorne.gov.uk](mailto:spelthorne.inbloom@spelthorne.gov.uk) or call 01784 444288

## Top award for Shepperton Marina

Congratulations to Shepperton Marina for being voted as Inland Marina of the Year in this year’s Yacht Harbour Association Awards.

The awards are voted for by berth holders and celebrate the very best marinas here in the UK and overseas. Shepperton Marina Manager, Lisa Harris, was at the Southampton

International Boat Show on 21 September to hear the results and pick up the award.



## Top awards for Spelthorne green spaces

Spelthorne Council’s continued efforts to create a cleaner, greener and more colourful Borough were, once again, recognised as this year’s prestigious South & South East in Bloom Awards.

The annual South & South East in Bloom competition is designed to encourage councils, residents and businesses to work together to improve the local environment and make towns and cities a more vibrant place for everyone.

The Council takes pride in delivering high quality green spaces and rose above the competition from hundreds of entrants to achieve four Gold awards.

The ever-popular Sunbury Walled Garden was this year’s overall winner in the small park category, going one step further from the Gold awards it picked up 2019, 2020 and 2021. Staines Cemetery was the overall winner in the cemeteries category, while Sunbury and Ashford Cemeteries were also recognised with Gold awards.



For more information about Sunbury Walled Garden, visit [www.spelthorne.gov.uk/walledgarden](http://www.spelthorne.gov.uk/walledgarden)



## Spelthorne Youth Hub

The Spelthorne Youth Hub in the Elmsleigh Centre in Staines-upon-Thames provides support for 16-24-year-olds, helping them to access training opportunities, work experience, apprenticeships and employment. To date, the Hub has helped over 100 young people to further their careers.



For more information, visit [www.spelthorneyouthhub.com](http://www.spelthorneyouthhub.com), email [info@spelthorneyouthhub.com](mailto:info@spelthorneyouthhub.com) or call 07770 481773

## More ways to pay for parking

We are working to introduce a new cashless payment system in all council off-street car parks which should be available by Christmas. The new option will be quick and easy to use and offer customers more choice about how to pay. The current payment options of cash, contactless and chip and pin will still be available. More details will be available soon.



## Tell us your views

We regularly run consultations to keep in touch with the views, needs and priorities of the residents of Spelthorne. You can view all the current consultations and results of previous consultations at [www.spelthorne.gov.uk/consultations](http://www.spelthorne.gov.uk/consultations).

Paper copies of our consultations are also available for people who do not have online access.

### FOOD HYGIENE RATING

0 1 2 3 4 5

VERY GOOD

## Look before you book

In Spelthorne, 76% of food businesses have food hygiene ratings of 4 (good) or 5 (very good). The rating shows how well the business is complying with food hygiene law and is based on standards found at the time of inspection for the following areas:

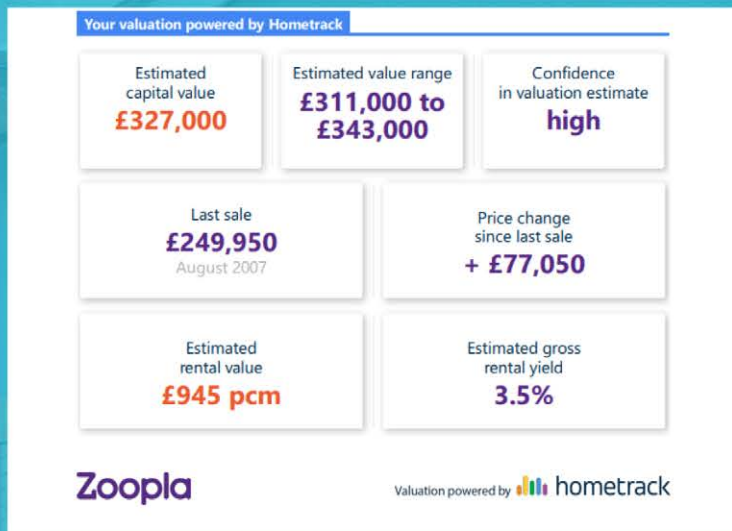
- Hygiene (how the food is prepared, cooked, cooled, reheated and stored)
- Structure (cleanliness, layout, lighting, ventilation, facilities and pest control)
- Management (how the business is managed, implement food safety controls and train staff)

Before you book a restaurant or order a takeaway this Christmas, check their score at [ratings.food.gov.uk/spelthorne](http://ratings.food.gov.uk/spelthorne) or call the Environmental Health team on **01784 446291**.





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