



## **13-22** Spelthorne Local Plan and Staines Development Framework Consultation

**6** Spelthorne  
Business Awards

**10** Leisure  
Centre update

**23** Local  
volunteers honoured



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# Letter from the Leader



## Dear Residents,

I would like to take the opportunity to say that it is an honour to have been elected as Leader of Spelthorne Borough Council for the second time.

Our main feature in this edition of the Bulletin is focusing on the public consultation for the new Spelthorne Local Plan. The Local Plan is an important planning document which guides decisions about future development. It affects everyone in the Borough as it is concerned with things such as housing, green spaces, community facilities and infrastructure such as education and healthcare. It also identifies where development should take place and areas where it should be restricted. The Local Plan really does shape the Borough, so it is vital we hear your views. You can read more about how to get involved on pages 13-22.

To help residents get more active following the Covid pandemic, we have opened 10 new outdoor gyms which offer a great way to exercise. They are free to use, have a variety of equipment, and are suitable for all ages and fitness levels. Read the article on page 10 to find your nearest gym.

I am pleased to present a summary of some of the Council's achievements for 2021-2022 on pages 28 and 29. This gives us an opportunity to reflect on our performance as a council and to illustrate the work we have carried out in support of our residents. We always welcome your views on our services and encourage you to contact us with any suggestions or concerns; you can also contact one of your local councillors to discuss any issues.

Cllr John Boughtflower, Leader of the Council

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

## Are you registered to vote?

In the next few weeks, you will receive a communication from Spelthorne Council to update your electoral registration – please respond as quickly as possible. Some residents will receive text messages or emails and others will receive paper forms. To help us reduce costs, please use the automated telephone or online response options if you can.



The revised Electoral Register will be published on 1 December 2022 and will be used for the elections to be held in 2023. The Electoral Register also proves where you live and credit agencies use it to check applications for mortgages, bank accounts, loans, mobile phone contracts and other credit facilities.

For more information, email [electoral.services@spelthorne.gov.uk](mailto:electoral.services@spelthorne.gov.uk) or call 01784 444218

## Make your voice heard this summer!

Spelthorne Borough Council want to hear from you. This summer a series of consultation events and questionnaires are asking for your feedback.

How would you like to see the Borough change and grow?  
How best should we progress residential and affordable homes in Spelthorne?

From 1 June up until September 2022, a number of consultations will be open:

- Local Plan and Staines Development Framework
- Residential homes proposals: Ashford Multi-Storey Car Park; Thameside House, Staines; Benwell House, Sunbury and 91-93 High Street, Staines

Our dedicated consultation web page [www.spelthorne.gov.uk/currentconsultations](http://www.spelthorne.gov.uk/currentconsultations) will keep

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The Bulletin is our community magazine produced by Spelthorne Borough Council, delivered free to every home in Spelthorne. Circulation 45,000.

 Printed on recycled paper.

you updated and informed of the proposals, public event dates and how you can have your say.

## Your opinion matters.



If you require any documents in different formats, email [news@spelthorne.gov.uk](mailto:news@spelthorne.gov.uk) or call 01784 446461

## HELP AT HOME

“It is like having  
a friend  
come round  
to help”



Our Home Helps take pride in building relationships with the clients to ensure they feel safe and happy.

**Start as a client but end as a friend.**

Help at Home is your doorway into a world of advice and information for people aged 50+.

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.

HOUSEWORK

SHOPPING

COMPANIONSHIP

AND MUCH MORE

All our home helps are comprehensively briefed, have access to PPE, maintain social distancing and are security checked.



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☎ 07802800633 E [staines@stagecoach.co.uk](mailto:staines@stagecoach.co.uk)

Classes are held at Thomas Knayvett College, Stanwell Rd, Ashford TW15 3DU on a Friday after school and Saturday's. Now accepting childcare vouchers

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➡ [www.stainesprep.co.uk](http://www.stainesprep.co.uk)

✉ [admissions@stainesprep.co.uk](mailto:admissions@stainesprep.co.uk)



## A new Mayor for Spelthorne

Cllr Susan Doran was elected as the new Mayor for Spelthorne at the Annual Council Meeting on 26 May.



Cllr Doran was first elected to the Council to represent Stanwell North in 2015. Over the last seven years she has served on various committees and has recently held the positions of Deputy Mayor and Vice Chair of the Community Wellbeing and Housing Committee.

Her chosen charities for her mayoral year will be Spelthorne Mental Health Association which runs a day centre for people aged 18–65 recovering from mental illness, and Stanwell Family Centre which provides a wide range of services for families with children.

Speaking after her election as Mayor, Cllr Doran said, "I would like to thank everyone who voted for me to be Spelthorne's Mayor for 2022/23 and who have put their trust in me. I really do appreciate it and hope that by the end of the mayoral year you will feel that I have served you all - councillors, staff, and residents of Spelthorne - and that I have not let you down in any way. I am proud to have been elected to the prestigious position of Mayor of Spelthorne."

Before becoming a local councillor, Cllr Doran worked in the NHS for 36 years as a nurse, midwife and health visitor, gaining a wealth of experience in all aspects of health and community care.

Contact the Mayor's office by email [mayor@spelthorne.gov.uk](mailto:mayor@spelthorne.gov.uk) or call 01784 446275

## Spelthorne's platinum party for the Queen

Spelthorne was painted purple as we celebrated the Queen's Platinum Jubilee over the Bank Holiday weekend in June. With picnics in the park, street parties and a 100 strong flotilla along the River Thames from Shepperton, residents were ready to mark this momentous occasion.

The Council put on musical picnics in Fordbridge, Laleham and Lammas Park over the course of the celebrations which saw many smiling residents enjoying the variety of games and musical performances. The bunting in the parks was created by 2,460 school children from local Spelthorne schools.

Spelthorne granted 68 road closures to allow street parties to take place, giving residents the opportunity to celebrate the Jubilee together, and councillors allocated Better Neighbourhood Grants for various street parties and events.

## Spelthorne In Bloom poster competition

More than 100 gardeners and pupils from local primary schools met at Squire's Garden Centre in Halliford in May to launch the annual Spelthorne in Bloom campaign and to celebrate the winners of the Children's Poster Competition for 2022.



The overall winner was Jessica Martin from Our Lady of the Rosary Primary School in Staines-upon-Thames whose design, which recognises the Queen's Platinum Jubilee, will feature on this year's competition entry forms and posters. Jessica was presented with a prize by the Mayor, Cllr Ian Harvey.

Special mention was also given to Amy and Catelyn of Manor Mead School in Shepperton who were joint winners of the Special Educational Needs Category and received certificates from the Mayor. After the ceremony, the winners and runners-up joined the Mayor and Mayoress for a group photograph in the gardens.

Colin Squire OBE, Chairman Emeritus of Squire's Garden Centres, welcomed the guests and thanked them for their



help in keeping Spelthorne looking beautiful. The Mayor also thanked the sponsors and volunteers on the Spelthorne in Bloom Committee.

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



The Council has also planted seven trees around the Borough, installing special plaques, as part of the Queen's Green Canopy planting initiative.

You can see the images which residents have shared from their celebrations at [www.spelthorne.gov.uk/jubilee](http://www.spelthorne.gov.uk/jubilee)



## SPELTHORNE BUSINESS AWARDS 2022

Spelthorne Borough Council is pleased to announce that entries are open for this year's Spelthorne Business Awards. Each year the Spelthorne Business Awards celebrate the successes of Spelthorne's newest, brightest, most innovative and inspiring local businesses.

There are 14 categories to choose from, including the new categories 'Best Construction/Property Business' and 'Best Sustainable Business'. There is a category for every business and is free to enter.

- **Exporter of the Year**  
sponsored by Heathrow
- **Creative / Innovative Business of the Year**  
sponsored by A2Dominion
- **Construction and Property Business of the Year**  
sponsored by Berkley Homes
- **Healthy Business Award**  
sponsored by Everyone Active
- **Franchise of the Year**  
sponsored by McDonalds
- **Small Business of the Year**  
sponsored by Federation of Small Businesses
- **Sustainable Business of the Year**  
sponsored by Sustainable2
- **Corporate Social Responsibility Award**  
sponsored by Worldwide Energy Logistics
- **New Start Up of the Year**  
sponsored by CoTribe
- **Best Business in the Staines BID area**  
sponsored by Staines Business Improvement District
- **Best Business in Staines and Haleham**  
sponsored by Enterprise Holdings
- **Best Business in Ashford and Stanwell**  
sponsored by The Powerhouse
- **Best Business in Sunbury and Halliford**  
sponsored by The Hazlewood Centre
- **Best Business in Shepperton and Charlton**  
sponsored by Shepperton Studios

Entries close on 2 October 2022 and a black-tie gala dinner to announce the winners will take place on 17 November at The Holiday Inn in Shepperton.

To enter or for more information and terms and conditions, visit [www.spelthorne.gov.uk/SBA](http://www.spelthorne.gov.uk/SBA)

We are looking to host an event at the beginning of September to help businesses prepare their entries. To register your interest, please email [e.development@spelthorne.gov.uk](mailto:e.development@spelthorne.gov.uk)



# Spelthorne Youth Hub

Working in conjunction with the Department of Work and Pensions, A2Dominion and Brooklands College, Spelthorne Borough Council's Youth Hub is helping to provide skills and opportunities for 16–24 year olds.

Focused on helping young people gain the essential skills they need to find employment and develop life skills, the Youth Hub can help



with things like CV writing, finding work experience, employment matching, volunteering opportunities and funding for training.

If you are a young person looking to take your next step, or a business which can offer opportunities, visit [www.spelthorneyouthhub.com](http://www.spelthorneyouthhub.com), email [info@spelthorneyouthhub.com](mailto:info@spelthorneyouthhub.com) or call 07770 481773

# Spelthorne Business Hub

Mighty oaks, from little acorns grow. In September 2021, Spelthorne's Business Hub was opened in Sunbury-on-Thames in partnership with CoTribe to provide a creative working space with a vibrant and friendly atmosphere for local businesses.

The Hub offers serviced office facilities with a choice of hot desks and permanent desks. Various packages are available with prices starting from £99 per month:

- 24/7 unlimited access
- superfast WIFI
- access to meeting rooms and break-out spaces

- free workshops and seminars
- access to mentors
- membership of the Spelthorne Business Forum
- excellent networking opportunities
- parking
- tea and coffee for your team and visitors

As well as supporting small and emerging businesses, Spelthorne's Business Hub is also the base for most of the Council's business support initiatives and plays host to regular training workshops and events.



For more information about the Spelthorne Business Hub and networking and training, visit [www.spelthornebusinesshub.com](http://www.spelthornebusinesshub.com)

## Cost savings advice

As part of the Council's business support services and in response to the impact of rising energy prices, the Council has launched a cost reduction service for Spelthorne businesses.

The scheme is designed to help businesses achieve the best value possible on their core contracts such

as waste, water, telecoms, merchant services and insurance. In line with recovery plans, we are keen to add value wherever possible and are also sourcing a range of green energy saving solutions.

This service offers free and impartial expert advice to Spelthorne businesses at a time of heightened uncertainty.

To see if this project can add value to your business, contact the Economic Development team by email at [e.development@spelthorne.gov.uk](mailto:e.development@spelthorne.gov.uk)

## Free coaching for businesses

Spelthorne Council has partnered with Pro-actions to deliver free coaching sessions for small and medium sized businesses on a range of topics from developing a business strategy to identifying marketing opportunities and structuring for success.

For more information, visit [www.spelthorne.gov.uk/arg5](http://www.spelthorne.gov.uk/arg5)



## Meet the town centre manager

Andy Willmott, the Council's town centre manager for Ashford, Shepperton, Sunbury and all the Borough's shopping parades, is keen to meet and work with local businesses. As well as being a visible presence on the High Street, Andy holds monthly drop-in sessions to give businesses the opportunity to discuss any ideas, concerns or suggestions. These take place at:

Ashford: Tarla Café & Grill, 8.30am - 10am on the first Tuesday of every month

Shepperton: Jamz Cafe and Bakery, 8.30am - 10am on the first Wednesday of every month

Sunbury Cross: Golden Grill Cafe, 8.30am - 10am on the first Thursday of every month

Just drop by for a chat – the coffees are on Andy! Or to confirm a specific time, contact Andy on 07939 244548 or email [a.willmott@spelthorne.gov.uk](mailto:a.willmott@spelthorne.gov.uk)



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| DEMENTIA CARE

| RESPITE CARE



# Welcome to our Customer Charter



## We will:

- be polite, listen and remain professional
- provide you with clear, accurate information
- ensure our employees are skilled, knowledgeable and able to provide high-quality customer care
- give you a clear explanation as to why we have made a particular decision
- endeavour to make Council premises and services accessible to everyone
- treat everyone equally regardless of race, family/marital status, gender, religious belief, age, disability or sexuality
- ensure our information is in a format that can be easily accessed and understood
- provide a single point of contact wherever possible
- provide a consistent, co-ordinated and proactive service
- provide a range of convenient communication channels to contact us
- enable customers to provide feedback

### If you telephone us, we will:

- answer 90% of calls within 15 seconds
- greet you, clearly stating a name and department
- when returning your calls, staff will clearly state their name, department and their reason for calling

### If you write (email/letter) to us, we will:

- send an acknowledgment email within two working days of receipt
- send an acknowledgement to all letters within five working days of receipt
- provide timescales for a full response to be sent
- use plain and correct English
- provide details of the person dealing with the enquiry
- if required, provide information in Braille, in another language, in audio or in large print

### If you visit us, we will:

- keep Council premises clean, tidy, safe, well signed and welcoming
- wear identification
- undertake to resolve your enquiry as quickly as possible
- respect confidentiality
- endeavour to see you at your appointment time, if there is a delay we will keep you informed

### If we visit you, we will:

- provide details of the person attending and wear identification
- resolve your enquiry as quickly as possible
- endeavour to see you at your appointment time. If however, there is a delay we will keep you informed
- clearly explain the purpose of the visit
- be polite and respect your home
- provide timescales for a full response to be sent
- use plain and correct English

### What you can do to help:

There are a few things you can do to help ensure your enquiry is resolved as quickly as possible:

- treat Council staff with respect
- provide the Council with all the information required to resolve your query
- access the Council's website for services and information if you can
- notify the Council of any change in your circumstances
- complete the feedback forms to help us improve our service

### Freedom of Information requests:

- we will supply information requested in Freedom of Information requests within 20 working days, except in exceptional circumstances

### Complaints:

- we aim to reply to all complaints within 10 working days. If we need longer, we will tell you why and confirm who is dealing with your complaint

### How to contact us:

-  In writing: Spelthorne Borough Council, Council Offices, Knowle Green, Staines upon Thames, TW18 1XB
-  Website: [www.spelthorne.gov.uk](http://www.spelthorne.gov.uk)
-  Email: [customer.services@spelthorne.gov.uk](mailto:customer.services@spelthorne.gov.uk)
-  Telephone: 01784 451499



## Leisure centre update

Work is due to start soon on the Council's new Leisure Centre. The state-of-the-art facility will be located in Knowle Green in Staines-upon-Thames and benefit from a comprehensive range of facilities, including a flagship rooftop design with 3G football pitches and a 25m eight-lane swimming pool.

As well as being a modern design with all the latest facilities one would expect, the new leisure centre will also be extremely energy efficient as one of the first centres in the UK 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 achieve its aim of becoming carbon neutral in the coming years.

### Key dates:

July 2022	Groundworks begin
August 2022	Groundbreaking ceremony
November 2022	Frame erection, utility services installed
April 2023	Internal fit-out
October 2023	External landscaping begins
2024	Leisure Centre opens



Artist impression of the proposed new Leisure Centre.

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

## New outdoor gyms in Spelthorne

To help residents get more active following the Coronavirus pandemic, 10 new outdoor gyms have been installed in parks throughout the Borough.

Outdoor gyms are a great way to enjoy the outdoors and exercise at the same time. They are free to use, suitable for all fitness levels and offer a variety of equipment for cardio workouts, strength, balance and flexibility, including parallel bars, weight systems, bikes, benches, health walkers, cross trainers and air walkers. The new gyms can be found at the following locations:



Park	Address
Shepperton Recreation Ground	Glebelands Garden and Grove Road, Shepperton TW17 9DH
Lammas Recreation Ground	Wraysbury Road and Church Road, Staines-upon-Thames TW18 4XZ
Ashford Recreation Ground	Clockhouse Lane and Rosary Gardens, Ashford, TW15 2HH
Kenyngton Manor Park	Bryony Close, Sunbury-on-Thames, TW16 7RH
Staines Park	Knowle Green and Commercial Road, Staines-upon-Thames TW18 2QJ
Cedar Recreation Ground	Green Street, Sunbury-on-Thames, TW16 6QQ
Stanwell Moor Recreation Ground	Horton Road, Stanwell Moor, TW19 6AQ
Greenfield Park	Middle Green, Bingham Drive, Laleham, TW18 1QX
Feltham Hill Road Recreation Ground	Saxon Road and Feltham Hill Road, Ashford, TW15 1LN
Laleham Park	Shepperton Road and Thames Side, Laleham TW18 1SS

## Getting out and about this summer

Situated next the River in Staines-upon-Thames, Lammas Recreation Ground is one of the most popular spots in Spelthorne with a great range of facilities for a fun day out this summer:

- Tennis courts
- New 9-hole mini golf course
- Boat hire
- Spray ground for children
- New outdoor gym
- BMX and skate park
- Children's play area
- Riverside Café for drinks, snacks, ice creams and park games
- Riverside seating
- Toilets and parking

Lammas Recreation Ground can be found on Wraysbury Road, Staines-upon-Thames, TW18 4XZ.

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







## Course record smashed at Staines 10K

Blake Moore from Windsor Eton Slough & Hounslow Athletics Club smashed the course record for the Staines 10K on Sunday 15 May, finishing in 30 minutes and 6 seconds, knocking nearly 2 minutes off the previous course record of 31.57 which has stood since 2007. The women's race was won by Rose Penfold from Fulham Running Club in a time of 36 minutes and 40 seconds.

The event, organised by Staines Strollers and Runnymede Runners with support from Spelthorne Council, was held for the first time since 2019 due to previous Covid restrictions. 597 runners completed the course.



Photo credit: Laleham Camera Club

The full results of the 2022 race are available on the Staines 10K website at [www.staines10k.co.uk](http://www.staines10k.co.uk)

## Spelthorne Resource Centre



If you enjoy arts and crafts, you could become a member of the Spelthorne Resource Centre which offers scrap materials such as card, plastics, paper and fabric. There is also a small art materials shop and craft workshops and open days are held throughout the year.

The Resource Centre is open 10am - 2pm on Wednesdays and Thursdays, including school holidays.

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

## Specsavers Surrey Youth Games



Young people from Spelthorne travelled to Surrey Sports Park in Guildford on 18 June to take part in the Specsavers Surrey Youth Games 2022. In the eight weeks leading up to the Games, young people in school years 2-11 attended free coaching sessions for a variety of sports including girls' football, go tri, street basketball, inclusive dance, swimming and tennis.

We would like to say a massive well done to everyone who participated in this year's Games, we hope you enjoyed the day as much as we did, and thank you to all the coaches and volunteers who helped run the training sessions.

If you are interested in taking part in next year's Surrey Youth Games, please email [leisure@spelthorne.gov.uk](mailto:leisure@spelthorne.gov.uk)

## Spelthorne Gymnastics celebrate two world titles

Congratulations to Spelthorne Gymnastics Club in Sunbury-on-Thames which picked up two world championship titles after being declared World Age Group Champions and Senior Men's Group World Champions in Azerbaijan earlier in the year.

Well done to both groups on these amazing achievements and for showing that Spelthorne Gymnastics is one of the leading clubs in acrobatics in the country.



To watch the winning routines, visit [www.spelthornegymnastics.com](http://www.spelthornegymnastics.com)

## Music in the Park

Join us for an afternoon of music in beautiful surroundings this summer, at one of our free Music in the Park events. All performances start at 2pm and finish at 4pm on Sundays, at either the Walled Garden in Sunbury-on-Thames or Lammas Recreation Park in Staines-upon-Thames.

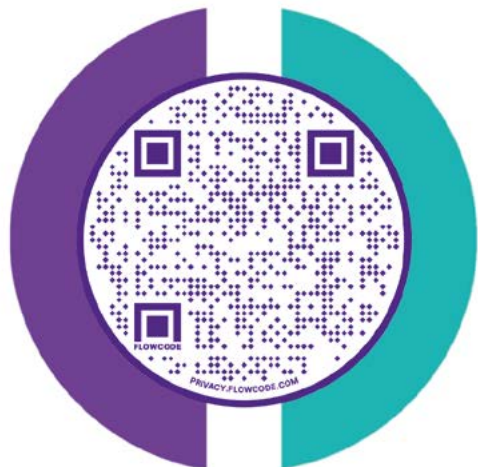


Please bring your own chairs or picnic blankets. Refreshments are available to purchase at both venues.

Date	Venue	Performer
Sunday 10 July	Walled Garden	British Airways Brass Band
Sunday 17 July	Walled Garden	Jake Fryer and All That Jazz
Sunday 24 July	Walled Garden	2pm Magna Carta Chorus, 3pm Rock Choir
Sunday 7 August	Walled Garden	Saxophony
Sunday 14 August	Lammas Recreation Ground	Staines Lammas Band
Sunday 21 August	Walled Garden	Thameside Harmony Chorus

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

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**Ofsted Section 48**

*"Pupils engagement of learning is underpinned by the varied and stimulating curriculum the leaders have designed."*

**Ofsted**

## OPEN EVENTS

**Admission to Year 7 in 2023**

### Open Mornings

**No appointment necessary - tours approximately 1 hour**

**Thursday 22nd September from 8.45 am-10.15 am**

**Thursday 29th September from 8.45 am-10.15 am**

**Thursday 6th October from 8.45 am-10.15 am**

### Open Evening

**Thursday 22nd September from 5.00 pm - 7.30 pm**

**Headteacher Evening Address at 5.45 pm and 6.30 pm**

#### Enquiries

**Year 7**

**T: 01932 754213**

**E: admissions@st-pauls.surrey.sch.uk**

**Sixth Form**

**T: 01932 754203**

**E: sixthform@st-pauls.surrey.sch.uk**

## Sixth Form Open Evening

**Admission to Year 12 in 2023**

**Wednesday 28th September from 6.00 pm to 8.00 pm**

**Head of Sixth Form Evening Address at 6.30pm**

St Paul's Catholic College,  
Manor Lane, Sunbury on Thames, Surrey, TW16 6JE  
[www.st-pauls.surrey.sch.uk](http://www.st-pauls.surrey.sch.uk)



# INTRODUCING DERMAFORCE!

THE NEWEST, NON-SURGICAL,  
SKIN REJUVINATION TREATMENT.

### EFFECTIVE IN TREATING:

- CROW'S FEET
- SUN DAMAGE/PIGMENTATION
- STRETCH MARKS
- FINE LINES & WRINKLES
- LOOSE & SAGGING SKIN



SCAN HERE FOR  
ADDITIONAL  
TREATMENTS  
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# Pre-Submission Spelthorne Local Plan 2022-2037 and Staines Development Framework Consultation

The Local Plan sets out how and where development will take place across the Borough over the next 15 years and will affect every resident in Spelthorne. It is important that you read this summary and have your say.

The full documents are available to read on our website

[www.spelthorne.gov.uk/localplan](http://www.spelthorne.gov.uk/localplan) and paper copies are available to view at the Council Offices and all libraries in the Borough. Please see the last page of this article for further details on how to find more information and respond to the consultation.

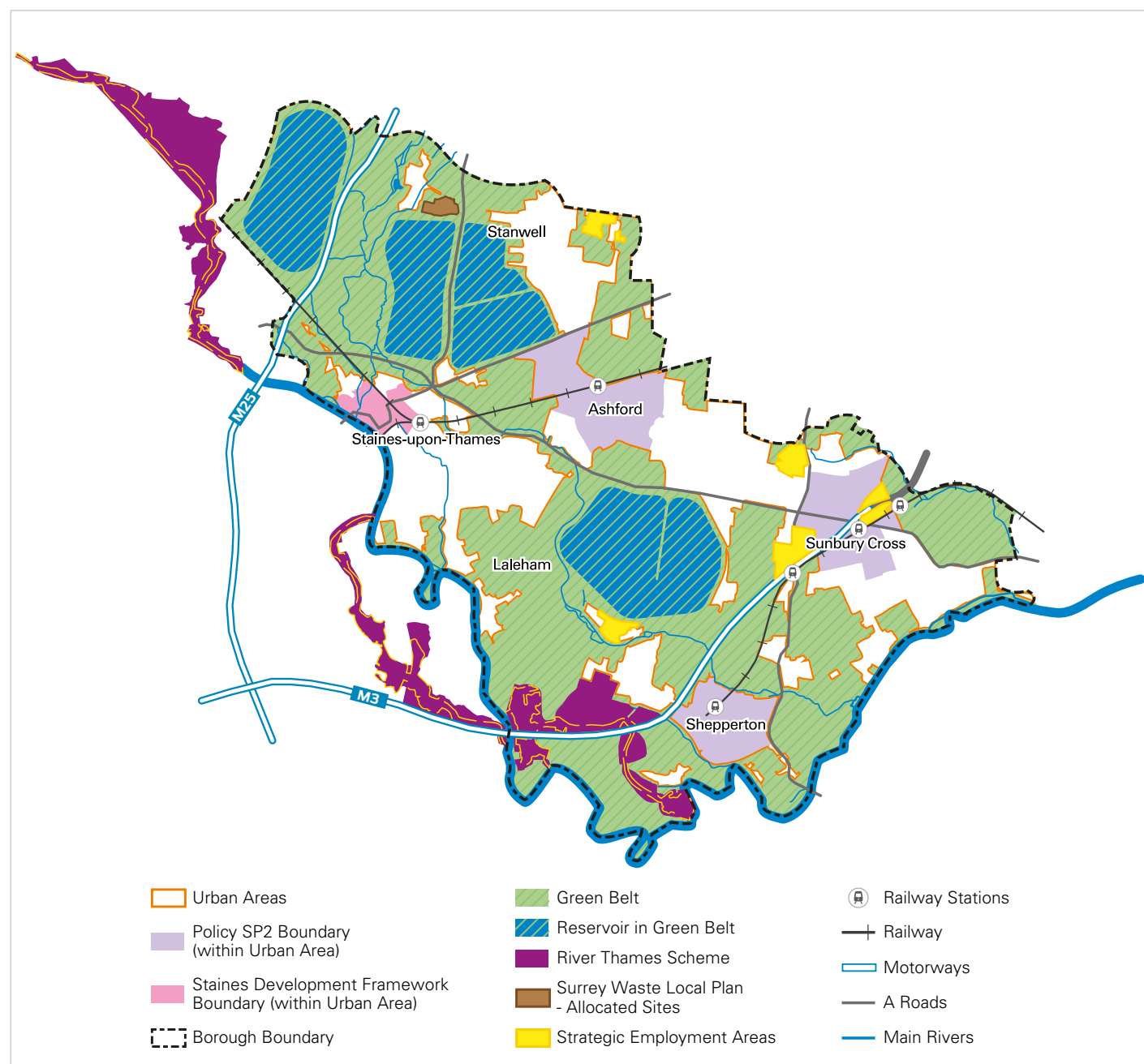


# Why do we need a new Local Plan?

All Local Planning Authorities (LPAs) are required by the Government, to provide a long-term plan setting out how we will meet our future needs. In Spelthorne, as in much of Surrey and the South East, successfully and sustainably accommodating this growth and new development presents a real challenge. This challenge is all the greater in Spelthorne due to our extensive Green Belt, much of which comprises waterbodies and areas at risk of flooding, which limits the supply of land which is suitable and available for the level of development required to meet our housing need. An up to date, evidence based Local Plan allows us as a Borough to take a proactive approach to planning for and managing

growth in a way that most benefits our present and future residents, while protecting what is most important.

If we do not have a Local Plan development will still take place, however we will not be able to use our own policies to determine the type and location of development, which may result in increased risk to, for example, our strategically important Green Belt, attractive open spaces and heritage assets. We will also be less able to require the improvements to our infrastructure, such as highways and green and blue infrastructure, which are essential to support additional development and deliver a wide range of benefits for our residents.





# Benefits to our community of the new Local Plan:



## The climate emergency

The Plan responds positively to the climate emergency with more robust up to date policies and will be supported in time by more detailed guidance for developers and homeowners in a new a Supplementary Planning Document



## Affordable housing

Policies which set out ambitious affordable housing targets, especially on undeveloped sites and mean that it will be much harder for developers to backtrack on their promises



## Homes to meet a variety of needs

Delivery of a range of homes that will meet a variety of needs including providing family homes with gardens and enhanced standards for those with additional needs



## Green and Blue Infrastructure

The Plan supports the delivery of new Green and Blue Infrastructure, offers greater protection for existing open spaces with the new Local Green Space designation and will enable the enhancement of sports and recreation facilities



## A new Sixth Form college

A new Sixth Form college in Sunbury to support further education for our students so many will not need to travel out of our Borough to access courses



## Improvements to key infrastructure

Improvements to key infrastructure such as education and healthcare to support growth, including an innovative new health and wellbeing centre in Staines upon Thames



## Enhancing Spelthorne's unique character

Policies which focus on maintaining and enhancing Spelthorne's unique character, recognising the sensitive areas need greater protection and setting positive design standards



## An new vision for Staines-upon-Thames

An exciting new vision for Staines upon Thames that will bring new life to the town, enhancing access to the river, improving pedestrian and cycle links, creating new open spaces and managing development opportunities

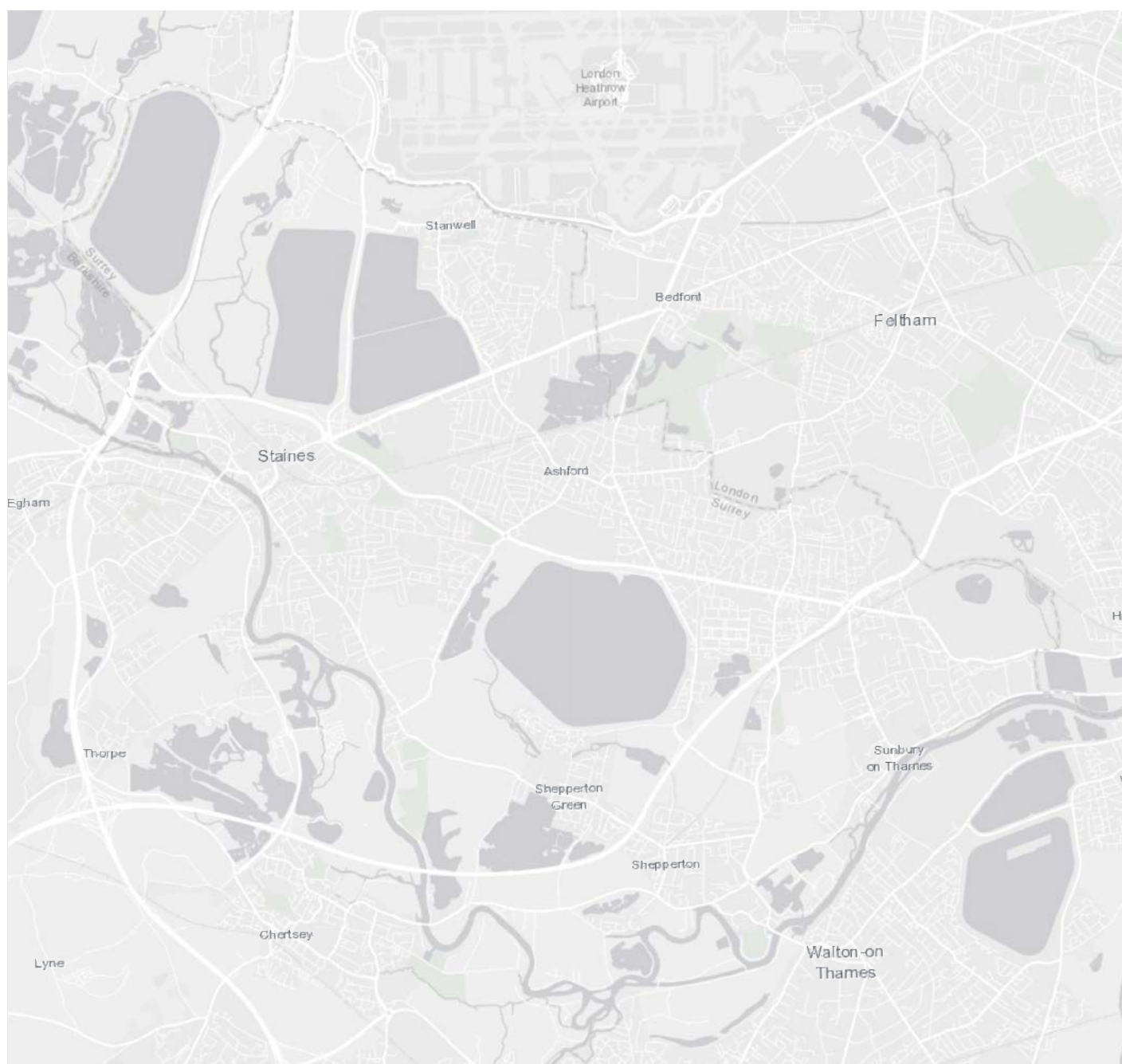
# Local Plan Strategy

The Spelthorne Local Plan 2022 – 2037 sets out how we can achieve a sustainable future for Spelthorne that protects and enhances our Borough, delivers a wide range of benefits for our residents and meets our future housing needs.

The Plan seeks to deliver 9,270 homes over the Plan period, which equates to an average of 618 homes per year. This figure is Spelthorne's objectively assessed need, based on the Government Standard methodology, which is set out in the NPPF and the accompanying

Planning Practice Guidance.

To meet our housing need, while managing the impact of new development on Staines, the Local Plan strategy agreed by the Council is to release a small amount (approximately 0.7% / 24.8 ha) of Green Belt. This approach will allow for more family homes with gardens to be built, as well as offering the opportunity for lower building heights in the more sensitive areas of Staines-upon-Thames.





# Place Shaping

The National Planning Policy Framework (NPPF) 2021 attaches great importance to the design of the built environment and states that good design should contribute positively to making places better for people. Development should contribute to creating places that encourage mixed communities, promote walking and cycling, improve access to public transport, and ensure that new development connects with existing parks and open spaces for recreation. Our plan will also protect the Borough's historic environment, including our listed buildings and Conservation Areas which contribute to the Borough's character, sense of place and quality of life.

The Council declared a climate emergency in October 2020 and recognises that climate change is the greatest challenge currently facing us. Every decision we take must count towards reducing carbon emissions and climate change mitigation. Our Local Plan will help to support the transition to a low carbon future, helping to address the climate emergency, taking account of flood risk.



## Spatial Policies

The spatial policies provide the basis around which the Council can secure improvements to the centres in the Borough. This allows for all development needs to be considered within suitable locations including housing, employment and retail space. This is reflected through an area-based approach which sets out a hierarchy for development types which suit the size and character of the area. This will lead to improvements to the benefit of residents and users through enhanced public spaces and accessibility.

As well as considering the urban environment, there is also an approach to the Borough's river network. This allows for opportunities to improve the local environment and biodiversity as well as ensuring that impacts on the network are avoided or mitigated.

## Housing

Different groups within our community, including families, older people, younger people, people with disabilities requiring more specialist accommodation and the Gypsy and Traveller community have differing accommodation needs. The policies within the Plan set out how a wide variety of high-quality homes, of all tenures, types and sizes, which meet the needs of our residents will be delivered.

The Borough's accessible location, together with the diverse natural environment and prospering economy means the Borough offers a good quality of life. While this has many positive impacts, the desirability of Spelthorne as a place to live does have a negative impact on affordability. The policies within the Plan set out ambitious targets for meeting the needs of our residents who are not able to afford adequate housing on the open market.





## Environment

Two of the most pressing challenges to be addressed at all scales in the 21st century are climate change and the loss of biodiversity. Addressing these challenges, as well as supporting development which delivers health and wellbeing benefits for our community, lies at the heart of achieving sustainable development. The natural environment plays a key role in meeting these objectives and as such the protection and enhancement of the Borough's natural environment is fundamental to the success of the Plan and securing a sustainable future for Spelthorne.

Spelthorne benefits from a diverse natural environment, highly valued by our communities and offering a wide range of benefits; our natural environment plays a key role in making the Borough an attractive place to live and work. Recognising the importance of both protecting the existing natural environment and delivering high quality development which provides further enhancements, the policies within the Plan set out how this will be achieved over the next 15 years.



## Economy

Economic performance is an important indicator of the 'health' of the Borough. Ensuring the vitality and viability of Spelthorne's centres and shaping these to be appealing places for local residents and visitors to access for shopping, leisure and entertainment purposes remains a key strand of the Local Plan. The Borough's location provides a strong basis for attracting visitors and new businesses. Providing a diverse mix of business and facilities enhances the attractiveness of these centres and provides for the needs of local people within their communities and employment opportunities for a wider population.

The Borough provides a home to major companies such as Shepperton Studios and BP, which are valuable contributors to providing local employment opportunities and supporting the local economy. Retaining these and identifying suitable locations for other high-profile companies to locate in Spelthorne are important parts of the Borough's economic and employment performance.

## Infrastructure and Delivery

To support a sustainable future for the Borough, infrastructure provision is a key element in the delivery of a Local Plan. Infrastructure includes transport and physical infrastructure (including roads and cycle lanes), social and community facilities (including schools and youth facilities) and green infrastructure (including open and green space). The Council is required to identify the infrastructure needed to support the development proposed over the next 15 years. This is done through the Infrastructure Delivery Plan (IDP).

To compile an IDP the Council undertakes ongoing engagement with providers, developers and other key stakeholders to establish the impacts of new development on essential infrastructure within the Borough. The IDP outlines any potential gaps in provision and identifies what new infrastructure is required to mitigate some of the potential effects of the levels of development being proposed. This, together with the policies in the Plan, sets out how the needs of the Borough will be met over the plan period.



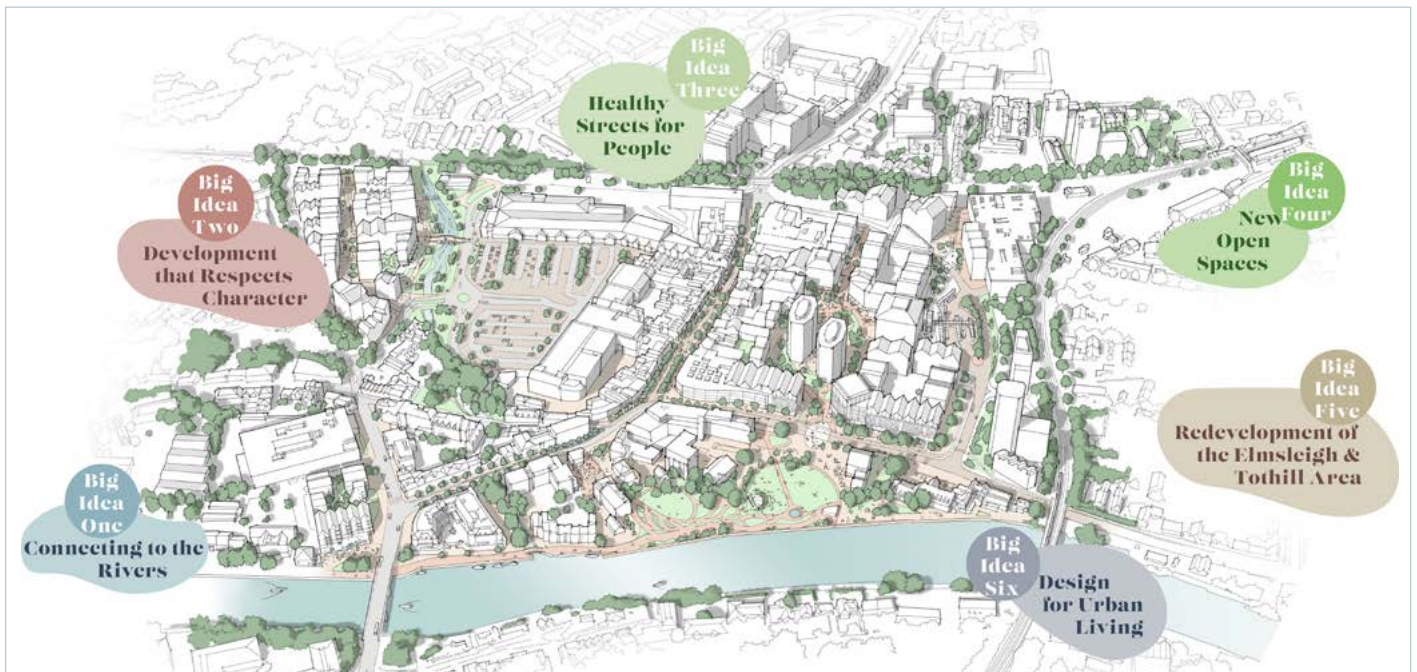


# Staines-upon-Thames Town Centre Development Framework

The Development Framework sets out six 'big ideas' to ensure that Staines-upon-Thames can move into the future and successfully become more liveable, more sustainable and can provide more of what

local people need and want. By building on its assets such as the River Thames and grasping big new opportunities for change through planned growth, the town centre can ensure it will be successful

into a changeable future. These 'big ideas' are woven through all the Development Framework's strategies and implementation priorities.



## Big Idea One: Connecting to the Rivers

The River Thames is a huge asset to Staines-upon-Thames but is underused and poorly connected. The Development Framework sets out a number of ways to make it a true destination and hub for Staines-upon-Thames. These include the potential for new community facilities within an extended Memorial Gardens, an improved street environment on Clarence Street and Thames Street, improved crossings between the High Street and river, new connections through development sites to link locations in the town to the river, and the use of new development in the town to face towards the river to provide a more active and secure environment in Memorial Gardens.

The Rivers Colne and Wraysbury also run through the centre and offer the potential to create different river environments for leisure and recreation including new and

improved connections and river restoration to improve biodiversity, manage floodwater and provide a new type of open space.

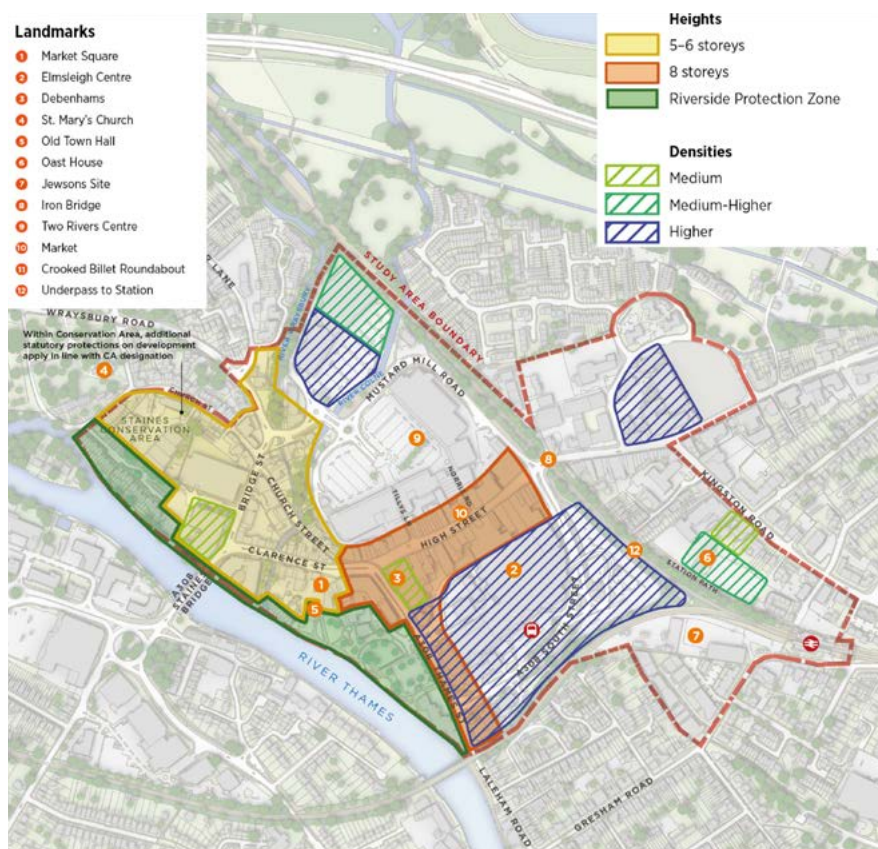




## Big Idea Two: Development that Respects Character

The Development Framework sets out where and how new development could be accommodated within the town centre. Central to this is understanding what needs to be protected to ensure the distinct character of Staines-upon-Thames is retained and enhanced, while ensuring that new homes, facilities, jobs and public spaces can be delivered successfully.

A new 'zoning' plan makes this clear, providing guidance on the appropriate heights of future buildings in particularly sensitive parts of the town centre, protecting the riverfront, and also highlighting locations where higher-density developments, complying with clear design principles, would be best located.

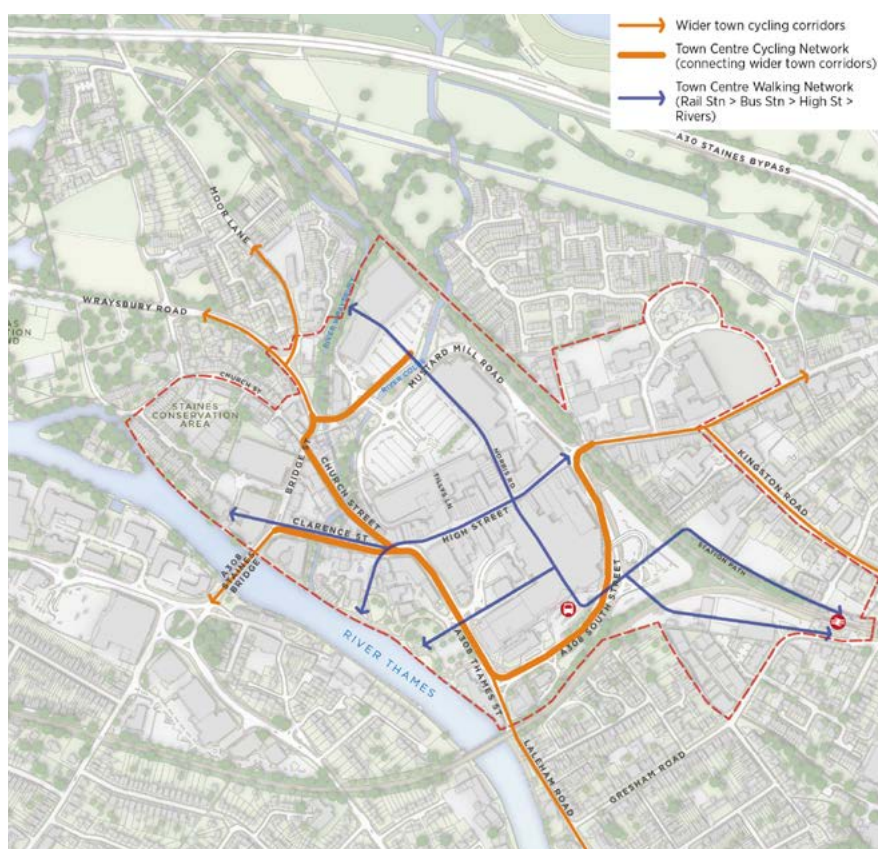


## Big Idea Three: Healthy Streets for People

Too many streets in Staines-upon-Thames are dominated by vehicle traffic, with over two-thirds passing through the centre en-route to somewhere else. Major roads cut the High Street off from the riverfront. For a future where the town centre is more liveable, sustainable and attractive, now is the time to begin the process of changing this and transforming streets into places where people feel comfortable walking, cycling and using outside space for more activities.

The Development Framework sets out an aspiration for transformation of the A308 through the town centre, demonstrating how its space may be better configured to support walking, cycling, planting and street trees and space for street activities such as cafés and events.

Away from the main vehicle routes, there are opportunities to provide new and higher quality street connections through areas identified as suitable for redevelopment such as at Two Rivers North and the Elmsleigh Centre.

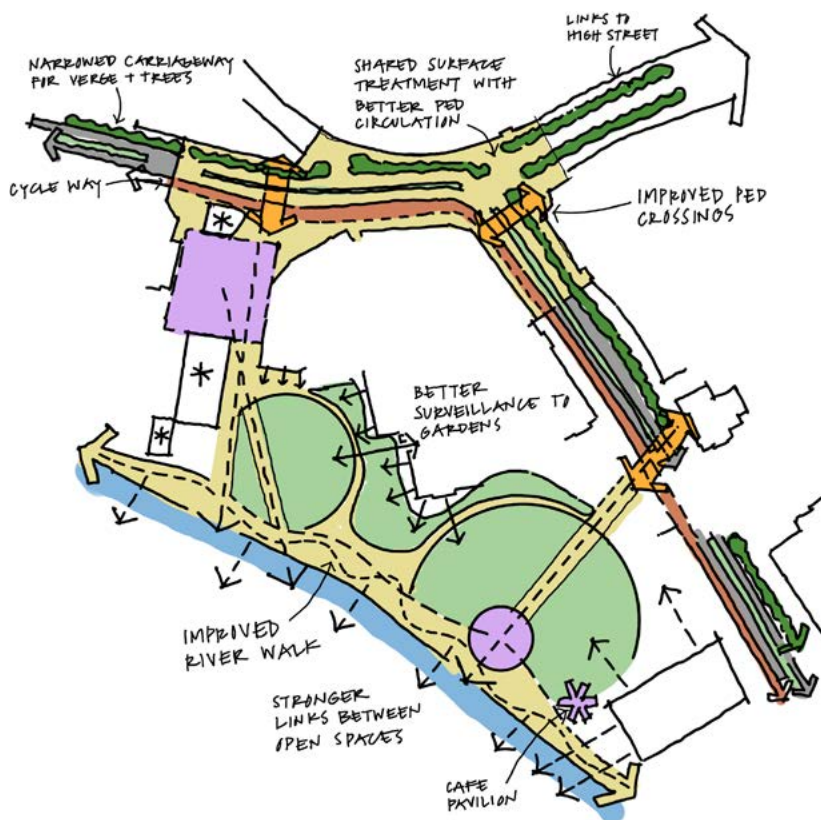




## Big Idea Four: New Open Spaces

Staines-upon-Thames currently lacks a variety of open spaces in the town centre. To support an increase in town centre living and create new destination spaces for activities and leisure, the Development Framework sets out the opportunity for a variety of new publicly accessible open spaces, each of different character and intended use, to complement existing provision. These could include green urban squares, riverfront plazas, event space and natural spaces based around the River Colne, creating new areas for informal sports, meeting places, leisure activities, events and street life.

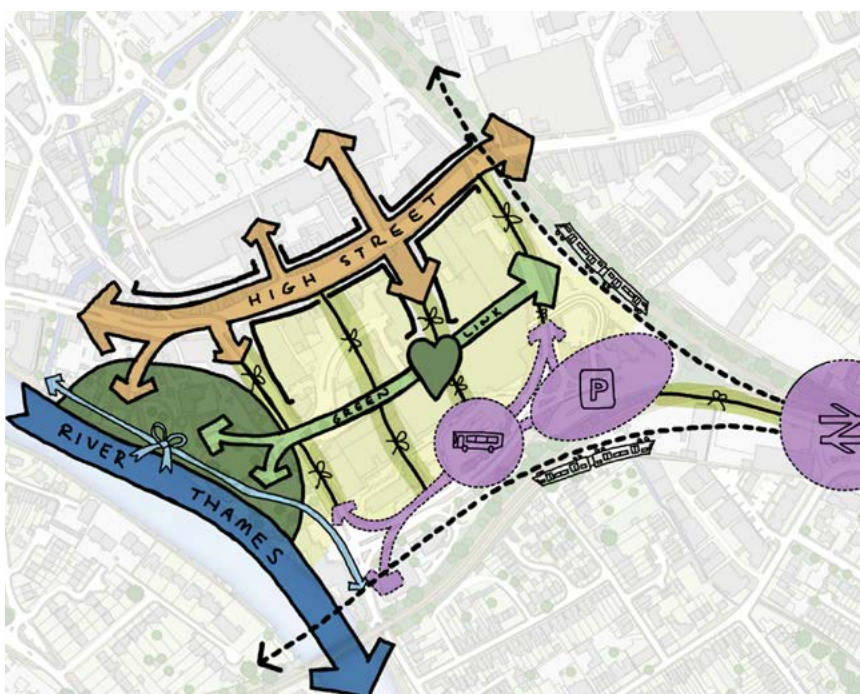
Improved facilities at Memorial Gardens, turning the Riverside Car Park into high-quality open space with new café or community facilities facing onto the park and river, would be an early priority. Coupled with future public space improvements on Thames Street and a redevelopment at the Elmsleigh Centre, this could reactivate and reconnect the whole south-eastern quarter of the town centre.



## Big Idea Five: Redevelopment of the Elmsleigh and Tothill Area

Town centres are changing, with the traditional dominance of retail receding in importance and a resurgence in a mix of activity-based uses including community, civic, leisure and residential. Whilst a relatively strong centre, Staines-upon-Thames is experiencing a fall in demand for larger retail spaces, pressure for new homes and local aspirations for a wider variety of uses and facilities.

The Elmsleigh Centre is a successful shopping centre but its design is increasingly showing signs of obsolescence. The area surrounding it, including the car parks, South Street, and the service roads, do not make a positive contribution to the quality and character of Staines-upon-Thames. Redevelopment of this area to provide new streets, open spaces, homes, flexible facilities and commercial/retail space in a new neighbourhood would make a huge contribution to revitalising this part of town and supporting the sustainability of the town centre.



## Big Idea Six: Design for Urban Living

The town centre has been identified by the Local Plan as having the potential to accommodate thousands of new homes in a location easily accessible by sustainable means of transport, with most facilities on the doorstep, and with easy access to a variety of open spaces. New residents can provide new vitality and footfall to support a diverse mix of town centre businesses, contributing to ensuring the town centre can continue to cater for its wider catchment.

The Development Framework sets out a series of design principles to ensure that residential schemes deliver great places to live, contribute to the wider town, and avoid creating new problems for new and existing residents. These are grouped into three themes: People-Friendly Streets, Attractive, Long-Lasting Buildings and Quality Homes for All.



## How to respond to the consultation:

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

The full Local Plan and Staines Development Framework documents are available to read on our website along with all of the research and evidence documents which supports them.

You can respond online

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

Paper copies of the documents are available to view at the Council Offices and all libraries in the Borough.

The best way to respond is using the website (a response template in available online) but you can also email [local.plan@spelthorne.gov.uk](mailto:local.plan@spelthorne.gov.uk)

or write to us: Strategic Planning, Spelthorne Borough Council, Knowle Green, Staines-upon-Thames, TW18 1XB

**Consultation closes at 11.59pm on Tuesday 5 September 2022**







## Spelthorne honours local volunteers

The work of 18 dedicated local volunteers was recognised at the Spelthorne Civic Awards Trust presentation ceremony in April. Between them, this year's award recipients have given hundreds of years of service to the Borough in support of a range of charities and community groups.

The evening, which was attended by the Lord Lieutenant of Surrey, Michael More-Molyneux, included the presentation of a specially commissioned embroidery to recognise the contribution of volunteers during the Covid pandemic. This was accepted on behalf of all the volunteers by Voluntary Support North Surrey. Many congratulations to the following:

### Civic Awards

- John Brassington, Shepperton Remembrance Services
- Keith Anthony Goldson, Sight Impaired Services
- Brian Hewitt, Bronzefield Visitor Coordinator
- Cllr Vivienne Leighton, Shepperton Conservation
- Sheila Montague, Promoting Local History
- John Stabler, Shepperton Cricket Club

- Raymond Tanner, Village Allotments
- Clive Gervase, Tibbits Care in The Community
- Margaret Bennet, Halliford Rainbows and Brownies
- Diana Brown, Scout Active Support
- Claire Clare, Group Leader 7th Ashford Scouts
- Harvey Hieke, Leader Beaver Cubs and Scouts
- Rebecca Pembroke, Leadership in Brownies and Guides
- Gary Waters, Staines District Scouts
- Julie Waters, Division Commissioner Spelthorne Brownies
- Joanne Williams, 6th Sunbury Brownies

### Letter of Commendation

- Gwen House, Guide Movement
- Margaret Seager, 2nd Shepperton Guides

### Special Award

For the support given by volunteers during the Covid pandemic:

- Accepted on behalf of all Borough volunteers by Solette Sheppardson and Helen Fray of Voluntary Support North Surrey.

You can watch the full award ceremony on Spelthorne's You Tube channel.

## Calling all landlords

Spelthorne Rentstart offers a Deposit Guarantee Scheme which offers peace of mind for landlords looking to let their properties. The main benefits include deposit and rent paid in advance, right to rent/reference checks, ready-to-rent



clients, inventory checks, tenancy reviews, minimal void periods and move out inspections.

For more information, email the Rentstart team on [info@spelthornerentstart.org.uk](mailto:info@spelthornerentstart.org.uk) or call 01784 446422.

## Daybreak respite care

At Daybreak we provide respite care and support to older people in the community suffering from chronic illnesses, physical disabilities, mental health conditions and/or social isolation.

We aim to give carers a well-earned break for five hours on a Tuesday, while the person they look after receives respite care of the highest standard. We provide a happy and vibrant environment where people can enjoy some company and a home cooked meal. Our provision of care includes blood pressure/sugar monitoring, continence care, dietary needs, personal care and supervision of prescribed medication. Each guest has an individual care plan.

We are based at St. Peter's Church Hall, Laleham Road, Staines, TW18 2DX and are open from 10am - 3pm every Tuesday (excluding Christmas and Easter). The cost is £25 per day which includes a two-course lunch and all refreshments.

For more information, contact Care Manager Sally Kidd on 077610 47930 Monday Friday, or email [sallykdaybreak@gmail.com](mailto:sallykdaybreak@gmail.com)

## Staines Parochial Charity



Staines Parochial Charity will be allocating their annual financial awards in the autumn to local residents who are facing financial difficulties due to problems such as poor health, disability, low income or homelessness. Relevant charities can also apply.

To be eligible for an award, you must have lived in the parish of Staines for at least two years (or in the case of charities, been active in Staines for at least two years).

To request an application form, call June Stillwell on 07885 846840. The deadline for completed applications is **Monday 17 October 2022.**



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# Spelthorne Borough Council service contacts

## Our opening times are:

**Monday – Thursday 8.45am-5pm**  
**Friday 8.45am – 4.45pm**

## Customer Services

The quickest way to contact us is by emailing or phoning us Monday to Thursday 8.30am to 5pm and to 4.45pm on Friday.

✉ [customer.services@spelthorne.gov.uk](mailto:customer.services@spelthorne.gov.uk)  
 ☎ **01784 451499**

## Housing Benefits and Council Tax support

For queries regarding Housing Benefit claims and Council Tax support please contact:

✉ [benefits@spelthorne.gov.uk](mailto:benefits@spelthorne.gov.uk)  
 ☎ **01784 446374**

## Housing Options

For queries regarding Housing Register Applications, Allocations and Homelessness please contact:

✉ [housingadvice@spelthorne.gov.uk](mailto:housingadvice@spelthorne.gov.uk)  
 ☎ **01784 446380**

Alternatively, please directly email your caseworker.

## Rough Sleepers

If you are sleeping rough, please call the number below. If you see someone sleeping rough, please report this via [streetlink.org.uk](http://streetlink.org.uk)

☎ **01784 446380**

## Emergency homelessness outside of office hours

For emergency homelessness queries outside of office hours, please contact:

☎ **0300 123 7718**

## Disabled Facilities Grant



Grants for adaptations to residential properties to enable disabled people to live independently. For further information please contact:

✉ [dfg@spelthorne.gov.uk](mailto:dfg@spelthorne.gov.uk)  
 ☎ **01784 448607**

## Meals on Wheels



People of all ages who find it difficult or impossible to prepare a daily meal can benefit from Meals on Wheels. At least one hot, nutritious meal a day is very important for healthy living. For further information please contact:

✉ [m.wheels@spelthorne.gov.uk](mailto:m.wheels@spelthorne.gov.uk)  
 ☎ **01784 444265**

## SPAN (Spelthorne Personal Alarm Network)



SPAN (Spelthorne Personal Alarm Network) is an alarm system aimed at helping older or disabled people live independently in their own homes. Individuals are linked to our Care Centre which can provide help 24 hours a day, 365 days of the year. For further information please contact:

✉ [span@spelthorne.gov.uk](mailto:span@spelthorne.gov.uk)  
 ☎ **01784 444277**

## Economic Development



For queries on town centres, business support and economic growth please contact:

✉ [e.development@spelthorne.gov.uk](mailto:e.development@spelthorne.gov.uk)  
 ☎ **01784 444224**

## Leisure Services



For queries on Council run sporting and leisure activities please contact:

✉ [leisure@spelthorne.gov.uk](mailto:leisure@spelthorne.gov.uk)  
 ☎ **01784 446433**

## Planning



For queries relating to general planning advice please contact:

✉ [planningdm@spelthorne.gov.uk](mailto:planningdm@spelthorne.gov.uk)  
 ☎ **01784 446442**

## Building Control



For any queries regarding building regulations, applications and dangerous structures please contact:

✉ [building.control@spelthorne.gov.uk](mailto:building.control@spelthorne.gov.uk)  
 ☎ **01784 446359**

## Environmental Health and Licensing



For queries relating to general environmental health and licensing please contact:

✉ [eh.commercial@spelthorne.gov.uk](mailto:eh.commercial@spelthorne.gov.uk)  
 ☎ **01784 446291**

## Rubbish and recycling

For queries regarding rubbish and recycling please contact:

✉ [neighbourhoodservices@spelthorne.gov.uk](mailto:neighbourhoodservices@spelthorne.gov.uk)  
 ☎ **01784 446411**



## Street Scene

Keeping our streets clean and tidy. Report any issues to:

✉ [neighbourhoodservices@spelthorne.gov.uk](mailto:neighbourhoodservices@spelthorne.gov.uk)  
 ☎ **01784 446411**



## Community Safety



For queries on all aspects of anti-social behaviour please contact:

✉ [community.safety@spelthorne.gov.uk](mailto:community.safety@spelthorne.gov.uk)  
 ☎ **01784 451499**

## Communications



✉ [communications.marketing@spelthorne.gov.uk](mailto:communications.marketing@spelthorne.gov.uk)  
 ☎ **01784 446432**



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# Take off at Two Rivers This Summer

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for our latest Summer event program

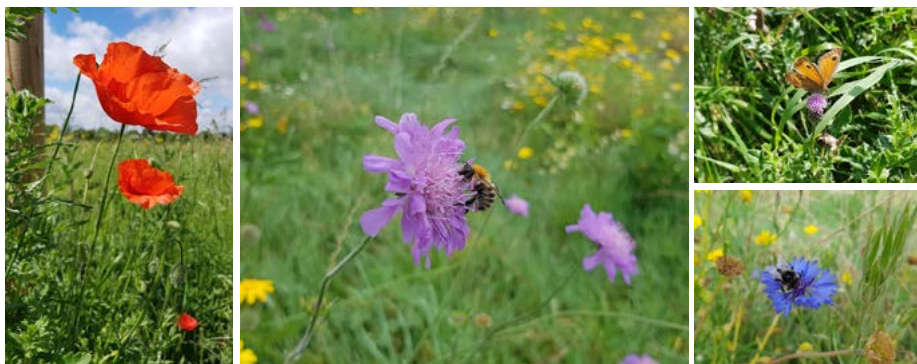
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## Staines Park nature meadow wins national award

The Biodiversity Team for the Staines Park Residents Association (SPRA) have recently established a nature and wildflower meadow in Staines Park and are thrilled to announce that their project has won a Bees Needs Champions award in a competition run by Defra to recognise schemes which encourage pollinating insects.

Janet Redij-Gill, co-lead of the SPRA Bio team, said: "We're hoping that our efforts will result in hearing and seeing more bumblebees lazily buzzing and bumbling about on sunny afternoons, more butterflies

fluttering by, and more wildflowers to stop and admire."

Fellow team leader, Sharon Morris-Mottasher, added: "We very much appreciate the support we've had working with Spelthorne Borough Council and the donations and grants that have enabled us to do this work. We've got lots more to do, so if you're looking to join a small and friendly group of dedicated volunteers, please email us at [bio@stainespark.co.uk](mailto:bio@stainespark.co.uk)."

A plaque celebrating the competition win will be installed in Staines Park.

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

## Solar panels installed at Laleham Nursery

At Spelthorne Borough Council we are continuing to reduce the carbon footprint of our offices and buildings and have recently installed sixteen 345Wp solar panels on the roof of Laleham Nursery, the base for the Council's Parks team.

These panels will generate around 15% of the electricity used on site and will save 1.26 tonnes of carbon each year.



For more information on the Council's sustainability strategy, visit [www.spelthorne.gov.uk/goinggreen](http://www.spelthorne.gov.uk/goinggreen)

## Bonfire advice

We often receive complaints regarding smoke and smells from bonfires. Smoke can ruin people's enjoyment of their garden and stop them from opening their windows or hanging out washing. Bonfires can also be harmful to the environment.

Repeated bonfires may be considered a statutory nuisance and you should never burn commercial waste, plastic or rubber. Materials such as paper and cardboard should be put in the recycling bin. We offer a collection scheme for garden waste, or it can be taken to the tip or composted at home - visit [www.spelthorne.gov.uk/gardenwaste](http://www.spelthorne.gov.uk/gardenwaste) for more details.

For more information about bonfires visit, [www.spelthorne.gov.uk/bonfires](http://www.spelthorne.gov.uk/bonfires)

## Tips for a greener summer

Once the sun makes an appearance, millions of us Brits like to head outdoors for a BBQ. Many opt to use disposable BBQs but these can be very damaging to the environment. Around a million are sold each year in the UK, with the vast majority ending up in landfill.

Disposable BBQs also contribute to deforestation as they use charcoal, which in many cases is unsustainably sourced. More worrying is the rise in disposable BBQ-related wildfires in recent years, which have been made worse by the periods of drought. Gas or electric BBQs are safer to use, carry lower carbon emissions and can be re-used every year.

Another way we can reduce our impacts on the environment this summer is by buying locally produced and seasonal foods. Fruit and vegetables in season during the summer in the UK are cherries, strawberries, plums, runner beans, tomatoes, cucumber, chillies, aubergines and fennel. Off season produce has usually been grown overseas and transported over long distances.

Pests such as wasps can become more of a problem in the summer. Whilst it may be tempting to purchase a 'wasp catcher' to try and solve this, they are in fact vital for the health of the environment. Like bees, they pollinate our plants and crops and play an important role in the local ecosystem. Try natural repellents such as clove, geranium and lemongrass oil.



# Working for residents

## The Council's achievements 2021-2022

### Community



Installation of 10 outdoor gyms across the Borough

Supporting 62 Ukrainian refugees with Homes for Ukraine scheme



Afghan Relocations and Assistance Policy (ARAP) scheme supporting families in Spelthorne



Public Space Protection orders for a safer and cleaner Borough: dog control orders and possession of NOS canisters prohibited

Highest referral rates and response times in Surrey for Spelthorne Social Prescribing resident referrals



Funding secured to continue step up/step down scheme, supporting vulnerable residents after a hospital stay

Over 70 Covid-19 pop-up vaccination clinics, Covid-19 Champions network and a dedicated Covid-19 outreach worker



Celebrating 30 young people in the Borough at the Spelthorne Youth Awards

Inspiring budding photographers at the 4th Capture Spelthorne awards



£5.7m allocated to the Community Infrastructure Levy fund

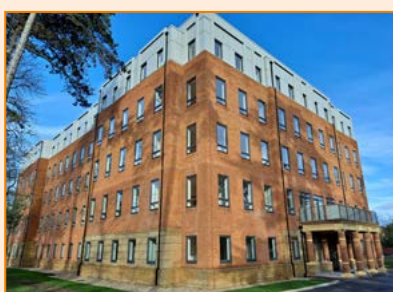
### Affordable Housing



Tackling homelessness with family facility Harper House and The White House for single homeless people in Ashford



25 affordable homes at the Council Offices in Knowle Green



44 affordable and key worker homes at Benwell House, Sunbury



Nearly 500 further affordable homes to be delivered in the Borough in line with the Council's approved Housing strategy

### Recovery



99.98% rent collection rate for commercial and regeneration properties (12 months to end of March 2022)

17,000 Energy Rebate payments of £150 to residents



Skills and opportunities for 16 - 24-year-olds at The Youth Hub



Showcasing the best in business at Spelthorne Business Awards



Office space for the business community at Spelthorne Business Hub

Over £3 million grant funding for local businesses



Business coaching, social media training and website development with over 30 local businesses





## Environment

Spelthorne in Bloom



Solar panels at  
Laleham nursery



New flagship Leisure Centre will  
be one of the first Passivhaus  
accredited facilities in the UK



Electric mopeds for  
parking team



Tree planting to mark  
the Queen's Platinum  
Jubilee



#NoRubbishExcuses litter  
campaign



97% of fly tips  
removed within  
48 hours



£9.2m secured for  
home energy retrofits for  
low-income households

64 projects undertaken  
in households saving  
45.9 tonnes of CO<sub>2</sub>



## Services



New corporate priorities and  
values launched setting out  
ambitions to be a Council led by  
its communities



Customer Charter - with  
aims to deliver efficient  
and effective services to  
meet the changing needs of our  
communities

21 public consultations,  
including arts and culture,  
governance system,  
Staines Development  
Framework and The Local Plan



396 planning enforcement  
complaints investigated

1,141 £500 Test and Trace  
payments processed



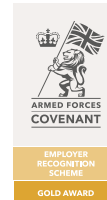
Communicating with  
residents in print and  
digitally; a 40% growth  
in social media engagement

Effective and efficient  
waste, cleansing and  
maintenance services  
without delay and additional  
garden waste collections



Savings of £169,260  
with better and more  
effective ways of working  
delivered by the Projects Team

## Achievements and awards



Gold award for  
Defence Employer  
Recognition Scheme

Green Flag  
and South  
and South  
East in Bloom  
awards for  
Sunbury Walled Garden and  
Staines, Sunbury and Ashford  
Cemeteries



Lexcel Legal  
Practise Quality  
Mark for Legal  
Services



Cyber Essentials  
accreditation for IT  
Services and a gold  
Exemplar award for  
address database



Quest Award for  
'outstanding' service  
at Spelthorne Leisure  
Centre



Cabinet Office

Shortlisted for Government  
Property awards 'Project of the  
Year' for The West Wing

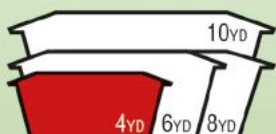


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# Do you need help getting from A to B?

Spelride is a door-to-door transport service run by Spelthorne Council. It uses specially adapted minibuses to carry passengers with mobility problems. You can use Spelride if you are elderly or disabled and cannot use conventional public transport.

## Where can I go?

You can go anywhere within the Borough such as the supermarket, shops, hairdresser, doctors' surgery or to visit friends.

## When can I use the service?

Monday to Friday from 9am-11am and 2-4pm for transport to and from the Council's Community Centres and from 11am-2pm daily for other trips.

## How much will it cost?

There is an annual membership fee of £22.15 (Spelride only) and £25 (Spelride and Community Centre membership) plus £4.30 per single journey or £7.50 return.



For more information or to join Spelride, email [neighbourhoodservices@spelthorne.gov.uk](mailto:neighbourhoodservices@spelthorne.gov.uk) or call 01784 446411

## Providing 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



## Community Centres

Our Community Centres in Ashford, Shepperton, Staines and Sunbury 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 a great place 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) or call 01784 446389

## Local disability organisation celebrates 30th anniversary

Local voluntary organisation, Spelthorne Committee for Access Now (SCAN), which works to improve access and facilities for disabled people in the Borough, is celebrating its 30th anniversary this year.

The group is made up of volunteers who support and speak out for local people with disabilities. If you or a family member is disabled, they would like to hear about your experiences. SCAN also publish regular newsletters and hold quarterly meetings with representatives from a range of service providers and other Surrey-based groups.

Visit [www.spelthorneaccess.org.uk](http://www.spelthorneaccess.org.uk) or call/text Lesley Windle on 07859 639025

## Meals on Wheels

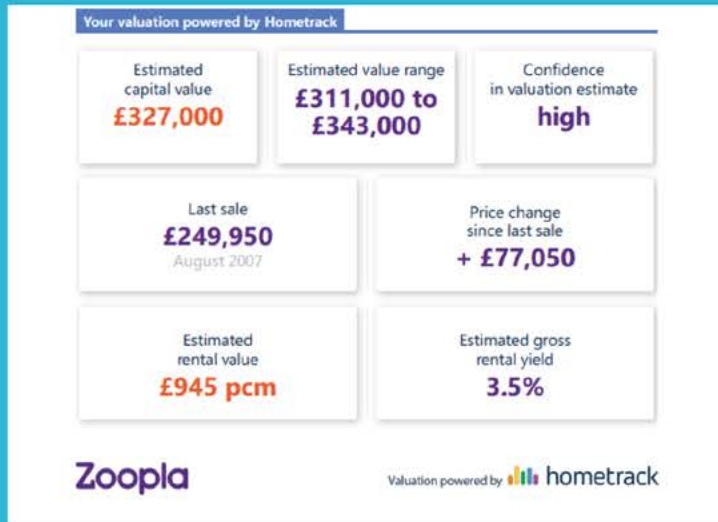
If you are struggling to prepare meals for any reason, our Meals on Wheels service can help:

- Delivered to your home on your chosen days
- Hot meals with main course and pudding
- Dietary requirements catered for
- Option to order a sandwich to eat later
- Can be ordered for short or long periods of time



For more information, visit [www.spelthorne.gov.uk/MOW](http://www.spelthorne.gov.uk/MOW) or call 01784 444265

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