

**Spelthorne Council
Winter Bulletin
Issue no. 114**

Message from the Mayor

After being elected in May of this year, the Mayoress and I said that we had the ambition of showing how Spelthorne sparkled, and so on 6 September we held a Civic Day to introduce the other boroughs and districts in Surrey to some of our highlights and hidden gems, like Shepperton Studios and Sunbury's Walled Garden.

Later in the month we also ran a Roaring Twenties themed trip on the Thames - the Flappers and Dappers riverboat, where we raised nearly £2,000 for charity. All those civic dignitaries who toured the Borough, and the very generous folk who joined us on the boat, agreed that Spelthorne does sparkle!

Since May, Kaye and I have had the privilege too of visiting all parts of the Borough and meeting many of our residents. Like most of our predecessors we have been humbled by the tremendous work carried out by the numerous volunteers and charities who contribute so much to the life of our community. We look forward to the second half of our year and meeting many more. If you want to contact us, either to invite us to see what you do, or find out more about us, simply email mayor@spelthorne.gov.uk

Finally, as we approach Christmas, Kaye and I wish each and every reader of the Bulletin a sparkling Christmas. No matter whether you think of it as a holy celebration of God's search for us and our search for God, or simply an opportunity to take a well-earned break with your friends and family, we hope you have a wonderful time, and may we all look forward to a healthy, prosperous, secure and peaceful New Year in 2017.

Cllr Alfred Friday, Mayor of Spelthorne

For further information please email the Mayor's Secretary at mayor@spelthorne.gov.uk or call 01784 446275.

Letter from the Leader of the Council

Dear Residents

Welcome to the winter edition of our Spelthorne Bulletin. It has been a busy and rewarding few months, the highlight of which is the fantastic deal we struck acquiring the state-of-the-art BP campus in Sunbury. This really is excellent news for Spelthorne as the income generated will go a long way towards enabling us to balance the books and protect the valuable services that our residents and businesses need and deserve. It just shows what can be achieved by teamwork, the right skills, and a measure of grit and determination. More on Page 4.

To demonstrate my ongoing commitment to the economic success of the Borough, and to be more business-like in our approach to funding and providing services, I have approved a new logo for the Borough which incorporates the words 'Spelthorne Means Business'.

I was delighted with the momentous news that the Government has given the green light to the Heathrow third runway option. Spelthorne has been a long-standing supporter of Heathrow as many of our residents work there or in related industries and rely on it to provide for their families. It's great news for the Borough's residents and businesses and for the country as a whole. Rest assured we will be working hard to make sure the environmental impacts are minimised and to promote the interests of our residents and businesses.

I am also pleased to report that the Council has funded the replacement of the Spelride buses which provide a lifeline to those with mobility difficulties who would otherwise struggle to get out. The people who rely on these services will really notice the difference and I hope this shows the importance we place on the needs of the more vulnerable in our communities.

Together with the local councillors and Spelthorne staff, I will continue to work for the best interests of all Spelthorne residents throughout 2017.

I would like to take this opportunity to wish you all a happy and healthy Christmas, whatever you have planned.

Cllr Ian Harvey, Council Leader.
Email cllr.harvey@spelthorne.gov.uk

Spelthorne Council acquires the BP site in Sunbury-on-Thames

In September Spelthorne Council announced the purchase of the campus occupied by BP in Sunbury-on-Thames.

BP will remain as tenants at the Sunbury site, leasing back the offices from Spelthorne Council for a minimum of 20 years. The arrangement will generate a significant income for the Council year on year. To fund the project, the Council has borrowed money at a very competitive rate of interest from the Public Works Loans Board (PWLB).

The funding which Spelthorne receives from central Government, is expected to be withdrawn next year so the Council is working to find innovative ways to fund services and create new revenue streams, whilst continuing to keep a tight control on costs.

Cllr Ian Harvey, Leader of Spelthorne Borough Council, said: “Securing the Council’s financial stability is our highest priority and after exploring several options and taking advice from a number of independent experts, we are confident that this forward-thinking agreement represents a very sound investment for Spelthorne. It will be key in helping us to close the budget gap and protect the vital services which our residents and businesses need and deserve. We have had an excellent relationship with BP for many years and we are very pleased to be working with them on this exciting initiative.”

Peter Mather, Head of Country UK, BP, said: “For almost 100 years BP has had a significant presence in Sunbury-on-Thames. Here we have conducted research, developed leading technologies, and run our global businesses. We are pleased to commit to a further 20 years at the site through this new and exciting long-term relationship with Spelthorne Borough Council.”

The BP campus is the largest privately owned office park in the UK and is currently home to approximately 3,000 employees. The site comprises 11 office buildings which provide 620,000 sq. ft. of accommodation, with surrounding land and car parks.

For more details email Heather Morgan, Head of Regeneration and Growth, at h.morgan@spelthorne.gov.uk or call on 01784 446352.

Community Tennis Centre

The tennis courts at Fordbridge Park have recently been leased to Community Tennis Limited to operate a community tennis centre. Floodlights have been installed on three of the courts and a new pavilion building with cafe is planned. For more details on booking the courts, fees (a charge applies at certain times) and free sessions, please visit www.tennisspelthorne.com

Book your free NHS health check

Spelthorne Leisure Centre has been appointed by NHS Surrey to deliver health checks to the people of Surrey and the surrounding area. The health checks are available for people aged 40-74 who don’t have pre-existing medical conditions and have not had a health check in the past five years.

For more information or to book your free health check please visit <http://www.everyoneactive.com/free-nhs-health-check-spelthorne/> or call the leisure centre on 01784 493493.

Alive ‘N’ Kicking

Free weight management programmes for families with children and young people aged 5-19 in Spelthorne. Alive 'N' Kicking is a highly successful children's lifestyle weight management service that helps overweight children and their families to reach and maintain a healthier weight.

For more information email surrey@ank.uk.com or call 01483 600 524.

Spelthorne Youth Awards

Do you know a special young person aged between 5 & 19 who is living or receiving education within Spelthorne and deserves recognition? You may wish to nominate them for a Spelthorne Youth Award! The deadline is Friday 16 December 2016.

For further information and to nominate a young person visit www.spelthorne.gov.uk/youthawards

Spelthorne Boccia Club

Boccia is a disability sport which is similar to bowls and petanque. The aim of the game is to propel leather balls close to a white target ball (the jack). It is played from a seated position and the ball can be moved with players' hands, feet or an assistive device such as head or hand pointer and a ramp.

Spelthorne Boccia Club meets weekly on Thursday evenings from 6 -7pm at Spelthorne Leisure Centre, Knowle Green, Staines-upon-Thames, TW18 1AJ. The Club is currently open to participants aged 14+, however, a junior section is launching soon. The cost of the session is £3. The Club is also looking for more volunteers or coaches and would welcome people to help on a regular or casual basis - no previous experience is necessary.

For more information please contact Leisure Services by email at leisure@spelthorne.gov.uk or call 01784 446433.

Cycle ride leaders needed

Spelthorne Council is recruiting leaders for the Cycling for Health Scheme to offer guided rides of around 6-14 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 availability of leaders and there is no specified time commitment. Training will be provided to all leaders which includes a one-day course and first aid qualification.

Email leisure@spelthorne.gov.uk or call 01784 446433 for more information.

Spelthorne Sports Awards

Presentations were made to local athletes, coaches and volunteers for their contribution to sport in Spelthorne at an award ceremony held on 11 October at Shepperton Studios. Many congratulations to the following winners:-

Award category	Winner
Active Surrey Coach of the Year	Tim Hore
Sports Club of the Year	Sunbury and Walton Hawks Hockey Club
Sports Personality of the Year	Mike Parvess
Sports Team of the Year	London Irish Amateur Wild Geese
Volunteer of the Year	Steve Barrington
Young Sports Personality of the Year	Rhianna Southby
Young Sports Team of the Year	Beas Cheerleading
Young Volunteer of the Year	Rebecca Charles
Outstanding Service to Sport	Andy Bennett
Disability Sports Award	JJ Littleton

For more information on the winners, please visit www.spelthorne.gov.uk/sportsawards

Staines 10K registration

The 2017 Staines 10K is being held on Sunday 14 May. Registration for this popular race opens on 1 February.

For further information or to enter please visit www.staines10K.co.uk

Junior Parkrun at Laleham Park

Laleham Junior Parkrun is a free weekly timed 2k run for juniors aged 4-14, held at 9am every Sunday morning in Laleham Park. Visit

www.parkrun.org.uk/laleham-juniors for more information or to register for your first run.

What's on

Visit the 'what's on' page on our website for information about events, clubs and leisure activities in Spelthorne. Visit www.spelthorne.gov.uk/whatson

Community events calendar

To advertise your community event on our website visit www.spelthorne.gov.uk/events

Council Tax e-billing

Did you know you can choose to receive your Council Tax bill by email rather than by post? It's faster, reduces printing and postage costs, and enables you to view your Council Tax account at any time.

Visit www.spelthorne.gov.uk/ebilling to sign up for e-billing.

Free boiler service

If you are over 65, own your own property and are in receipt of a means tested benefit you may qualify for a free boiler service and some repairs.

If you are interested, or would like more information, please contact Environmental Health on 01784 446251.

Spelthorne Joint Committee

Spelthorne Council and Surrey County Council have established a Joint Committee to replace the current 'Surrey County Council Local Committee in Spelthorne'. The new Joint Committee will provide the opportunity for the two councils to work together to identify solutions to local issues and deliver improvements for residents and businesses.

The Spelthorne Joint Committee meetings will be held in public, enabling local people to have their say and contribute directly to the decision making process. The first meeting is on 5 December.

Visit www.surreycc.gov.uk/spelthorne for more information or call Yvette Ortel or Georgie Lloyd on 01932 795120.

Get a chip on their shoulder

New legislation came into force in April this year which requires owners to ensure that their dog is microchipped. Failure to do so can incur a £500 fine. For more details please visit www.spelthorne.gov.uk/dogs or call Environmental Health on 01784 446251.

New SEND website launches

Do you need advice and support for a child or young person with special educational needs or a disability (SEND), but are unsure where to start? Head to the new SEND website which is packed with everything you need to know about the services and support available for 0 to 25 year-olds with SEND in Surrey.

Please visit <https://www.surreylocaloffer.org.uk/kb5/surrey/localoffer/home.page> or email localoffer@surreycc.gov.uk

Sign up for our eNews

Spelthorne Council produces a monthly newsletter which contains a round-up of the latest news from around the Borough including changes to Council services, community events and local consultations, sent straight to your email inbox.

Visit www.spelthorne.gov.uk/enews

Foxy facts

December to February is one of the most common times for people to experience problems with foxes as it is their breeding season and they are more vocal and territorial. Foxes in an urban area can cause a range of reactions amongst residents, some loathe them, and some love them. Foxes are not legally considered a pest and there is no requirement for councils to deal with them. The most humane and natural way to control the fox population is to limit their food supply. The less food there is for them to eat - the fewer there will be. Here are some tips:-

- Do•** house domestic pets like rabbits in fox-proof accommodation
- clear undergrowth and thick vegetation from gardens so that they do not have shelter
- store and dispose of refuse carefully
- use a concrete base for sheds - females will often dig a den for their cubs under sheds and garages
- remove fox scents with biological washing powder as they foul to mark their territory

- try commercially available deterrents available from garden centres and DIY Stores
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Don't

- leave food out for foxes
- feed pets in the garden
- put meat or cooked food on compost heaps

For further information visit The Fox Project website at <http://foxproject.org.uk>

Recycle right at Christmas

Much more waste is generated over Christmas and most of this can be recycled. Please see our handy tips below to help you 'recycle right' over Christmas and into the New Year.

Food waste

Food waste in Spelthorne is collected weekly so make good use of your food waste collection service over Christmas. All food waste can go in your caddy which you can now line with plastic/carrier bags. Visit www.LoveFoodHateWaste.com for handy tips on having a waste free and cheaper Christmas.

Christmas wrapping paper and cards

Wrapping paper, cards and envelopes can go in your recycling bin unless they are shiny metallic/foil and glitter varieties. Any ribbons, bows and other adornments need to be removed before recycling. Many large retail stores also recycle Christmas cards.

Sweet and biscuit tins

Sweet and biscuit tins (made of plastic or metal) can go in the recycling bin.

Extra recycling over the festive period

Please ensure you flatten recycling before putting it in your bin. However, if you have too much recycling to fit in your bin, put it in an open bag (so we can see what's in it) next to your light green recycling bin on your recycling collection day. You can do this at any time of year, not just Christmas.

No thanks

Please don't put crackers, polystyrene, foil, foil gift bags or foil wrapping in your recycling bin.

Recycling banks

Don't forget you can save space at home by using one of the recycling banks across Spelthorne. Visit www.spelthorne.gov.uk/recycling-banks for locations.

For more information visit www.spelthorne.gov.uk/recycling or call 01784 451499.

Recycling collection improvements

Next year Spelthorne Council will be getting a fleet of new refuse and recycling vehicles. This will mean improved collection services, including your textiles, small electricals and food waste being collected at the same time.

These changes are expected to take place in June 2017. If you have any questions, please email Neighbourhood Services at streetscene@spelthorne.gov.uk or call us on 01784 446411.

Surrey's community recycling centres still take most waste for free

More than 30 different types of household waste can be taken for free to Surrey's network of 15 community recycling centres (CRCs) right across the county. While there are now charges for some non-household waste, such as construction waste and tyres, the vast majority of material can still be taken for free – including garden waste, scrap metal, wood, clothes and home textiles.

The types of waste which are now chargeable include rubble, concrete, sand, soil and plasterboard as well as car and motorcycle tyres (bicycle tyres are accepted free of charge). However, residents have a daily allowance which means they can still bring non-household waste to CRCs free of charge within the limits below (and only pay when undertaking bigger projects like replacing bathrooms or patios).

- free daily allowance of one bag of non-household waste (DIY waste) or one item (e.g. paving slab) or one sheet of plasterboard
- maximum size of bagged waste is 50cm x 77cm
- maximum size of plasterboard is 120cm x 240cm

Please note that payment for chargeable waste can only be made by credit or debit card. For more information about CRCs, including which sites can accept non-household waste, what is subject to a charge, costs and details about bringing materials in a van or trailer, visit www.surreycc.gov.uk/recycling

Lost your food waste caddy?

If you have lost either of your food waste caddies, you can collect a new one from our Community Centres or the Council Offices at Knowle Green. And, don't forget, you can now line your food waste caddies with plastic/carrier bags.

Real Christmas tree collections

Spelthorne Council is offering a free kerbside collection of real Christmas trees from 2 – 27 January 2017. Simply leave your tree on your property boundary by 6am on your rubbish or recycling collection day - **you do not need to call and register**. Please remove your tree from its pot or stand and take off all decorations.

Alternatively between 2 and 27 January 2017 you can take your real tree to one of the following drop-off points:

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

For further information, please email streetscene@spelthorne.gov.uk or call 01784 446411.

Meals on Wheels

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

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

Council Office closure

The Council Offices at Knowle Green will be closed from 1pm on Friday 23 December until 8.45am on Tuesday 3 January 2017. The Council's out-of-hours emergency number is 01784 451499.

Eating out this Christmas?

Christmas is a time to enjoy good company and good food without worrying about food poisoning. But the truth is, you can't tell a restaurant's hygiene standards by how busy it is or clean it appears.

Put your mind at rest by checking the food hygiene rating before you choose where to eat. These ratings are determined by our Environmental Health Officers who inspect all the Borough's food outlets and give a rating out of 5.

Check online at <http://ratings.food.gov.uk/spelthorne> or call Environmental Health on 01784 446291.

Seasonal rubbish, recycling and food waste collections

Please note the following changes to the rubbish and recycling collections over the Christmas period:-

Collection	Scheduled collection day	Revised collection day
Rubbish	19 - 23 December	No Change
Recycling	Monday 26 December	Tuesday 27 December
Recycling	Tuesday 27 December	Wednesday 28 December
Recycling	Wednesday 28 December	Thursday 29 December
Recycling	Thursday 29 December	Friday 30 December
Recycling	Friday 30 December	Saturday 31 December
Rubbish	2 – 6 January 2017	No change

Email customer.services@spelthorne.gov.uk or call Customer Services on 01784 451499.

Garden waste

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

Spelthorne Santa Stroll

Come and join in the festive spirit at the Spelthorne Santa Stroll on Thursday 22 December at 10.30am, starting from Spelthorne Leisure Centre in Staines-upon-Thames.

This is a free family event and participants are invited to wear festive fancy dress if they wish. Santa suits are available to purchase in advance from the reception at Spelthorne Council for £3 (cash only).

The walk route will be around 3 miles. Please make sure you wear comfortable footwear.

For further information please email leisure@spelthorne.gov.uk or call 01784 446433.

Festive favourites at Staines Market

Whether you're looking for stocking fillers, sprouts for Christmas Day or some festive flowers to say thank-you, Staines Market has it covered. There's a huge range of items for sale at the Market including meat, fruit and vegetables, sweets, clothes, jewellery, luggage, flowers and phone accessories. And when the shopping gets too much, have a bite to eat at one of the food stalls.

Based in the High Street, the Market operates three days a week on Wednesdays, Fridays and Saturdays and will be open over the Christmas period, including Christmas Eve.

For more information about the Market, email Neighbourhood Services at streetscene@spelthorne.gov.uk or call 01784 446411.

Shepperton Big Tree Night

Come along to the Shepperton Big Tree Night on Wednesday 14 December, a well-established festive family fair which brings in visitors from far and wide.

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 6.30pm 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 provided throughout the evening and a fantastic selection of foods will be available. Purchase a 'golden raffle ticket' for a chance to win a selection of fantastic prizes donated by local businesses.

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

For more details, please contact the organisers, Shepperton and District Business Community, by email at secretary@shepperton.biz or visit the website at <http://bigtreenight.uk/>

Changes to the Housing Benefit cap rules

Within the welfare benefit regulations there is currently a cap on the total amount of benefit that people can receive. This was originally set at £350 per week for a single person and £500 per week for couples and lone parents. The Government is introducing legislation which will come into effect from November 2016 which will reduce these levels to £257.69 per week for a single person and £384.62 per week for couples and lone parents. Some people may be exempt from the new rules (for example, those who work over 16 hours and qualify for Working Tax Credit) so please contact us to discuss your options if you have been affected by this change.

Please email Tony Hall, Housing Options Officer, at t.hall@spelthorne.gov.uk or call 01784 446384.

Inquest findings

In September, the Senior Coroner for Surrey, Richard Travers, announced his findings into the sad death of Zane Gbangbola who died at his home in Chertsey during the flooding in February 2014. This followed a five week Inquest which took place in June and July this year.

The finding was accidental death caused by carbon monoxide poisoning from a petrol driven pump used by the family in their home to remove flood water from the basement. The Coroner found no evidence of a link between this tragedy and the former landfill close to the family home. It is hoped that these findings will provide reassurance to nearby residents who may have been alarmed by some of the inaccurate press coverage.

The Council acknowledges that this has been a long and harrowing process for Zane's parents and continues to offer its condolences to the family.

The full report is available at www.spelthorne.gov.uk/inquest-findings

Council responds to Heathrow announcement

The Government has now confirmed its preference for a third runway to the north west of Heathrow and will now produce a draft National Policy Statement on aviation which will be consulted on before being referred to Parliament next autumn.

Subject to the National Policy Statement being approved, Heathrow will then submit a proposal to the Government which would be subject to a final ministerial decision. As part of the study into the need for a new runway in the south east, the Council voiced its strong support for expansion at Heathrow but stressed that issues around noise, pollution and infrastructure would need to be satisfactorily addressed.

For more details visit the Heathrow website at <https://your.heathrow.com/takingbritainfurther/>

Calling all landlords

Spelthorne Borough Council has launched a new Rent Guarantee Scheme for landlords who own two-bedroom properties in the Borough, with benefits such as:-

- rent being paid directly to landlords by the Council at full local market rate
- one and a half months' security deposit
- free tenant finding service
- choice of approved tenants
- free inventories
- free tenancy support service

For more information, please call Sam King on 01784 446335.

New buses for Spelthorne

Spelthorne Council recently took delivery of four new Spelride buses which are specially designed for passengers with mobility problems who struggle to use public transport.

The vehicles are adapted with lifts for wheelchair users and people with walking difficulties and provide a lifeline for elderly or disabled people. The service helps people to stay independent and get to places such as the shops, doctors, community centres or to see their friends.

Spelride is available Monday to Friday between the hours of 9am-11am and 2pm-4pm for transport to the community centres in Spelthorne, and 11am-2pm for journeys to other places such as the town centres. There is an annual membership fee of £20 and fares cost £4 per journey or £7 return.

For more details about the Spelride scheme, please visit www.spelthorne.gov.uk/spelride or call 01372 474550.

You said... we did

By giving Spelthorne Council feedback on its services you can make a real difference to the way things are run.

Your ideas and suggestions influence the decisions we make and the priorities on which we focus, so why not get involved and help shape things for the future?

Here are some examples of suggestions received recently from residents and the action we took as a result.

You said...	We did...
Young people in Stanwell said they wanted a skate park in their area	We installed a skate park for skateboards, scooters and BMX bikes at Long Lane Recreation Ground (Cordelia Rec) in Stanwell after gaining funding from Surrey County Council, Heathrow Community Fund and County Cllr Robert Evans
Residents in Lower Sunbury told us they wanted a new play area for children	We installed a new play area made with natural wood materials in Orchard Meadow after gaining funding from Surrey County Council and Fields in Trust
Residents told us they found buying liners for their food waste caddies was expensive and inconvenient	We worked with Surrey County Council and our waste management company to find a solution and residents are now able to line their caddies with normal plastic bags or liners
Residents told us they were concerned about fly tipping	We created a new Joint Enforcement team which investigated 439 fly tipping incidents and issued 144 fines in 2015/16
Users of the Spelride transport service for disabled and elderly residents told us they wanted our vehicles to be more comfortable	We purchased four new Spelride buses which are specially adapted for wheelchairs
Residents said they wanted more regular and reliable collections of their textiles and small electrical items	We have ordered new refuse vehicles to allow us to collect textiles and small electrical items every week, rather than every fortnight. This new service starts in 2017

To get in touch with your ideas and feedback on our services, please email customer.services@spelthorne.gov.uk, complete our online 'contact us' form at www.spelthorne.gov.uk or call 01784 451499.

Living independently in Spelthorne

Spelthorne Council offers a range of services designed to help residents live independently. Our four Community Centres provide a warm and welcoming environment for older people and the wider community, offering opportunities to meet people and keep fit with activities such as tai chi, line dancing, computing, art and language classes, cookery lessons and social events and trips.

Members benefit from reduced fees for activities and also have access to services including chiropody, hairdressing, NHS hearing aid maintenance and aromatherapy.

In addition to the usual activities, the Fordbridge Centre in Ashford and the Greeno Centre in Shepperton run OPAL group sessions which are designed for individuals who are unable to attend the Centres independently and need some additional support during their visit.

Other services offered by Spelthorne Council include Meals on Wheels and a personal alarm system called SPAN which connects people to help if they fall or become unwell. Equipment such as pill dispensers, fall detectors and smoke alarms can be linked to the alarm system.

For full details or further information on any of our services, including opening hours and costs, please visit www.spelthorne.gov.uk/older-people or contact Independent Living on 01784 446389.

AirAlert pollution warnings

AirAlert is a free service provided by the Council to help those with asthma and COPD to manage their health when air quality is poor. While air pollution levels in Spelthorne are generally low, on around 30 days each year, pollution levels are reached that are capable of causing short term health problems for people with pre-existing respiratory conditions. These episodes tend to last for several days and can happen when weather conditions cause pollutant concentrations to build up above normal levels. Pollution levels can also be affected by the route the air has travelled over previous days.

The airAlert service informs users 24 hours in advance of expected elevated pollution events, either by voicemail, text or email, to help them manage their condition more effectively. The service is free and users can subscribe and unsubscribe at any time. There is also an airAlert app which you can download to your smartphone.

For more details or to sign-up, visit www.airalert.info or call Spelthorne Council on 01784 446251.

Making Spelthorne homes healthier

We have grants available to help Spelthorne residents reduce the cost of heating their homes. We can provide information and advice, new insulation, or in some cases even a new boiler. If you would like some advice about your energy usage, or wish to find out whether you qualify for any grants, please contact Action Surrey on 0800 783 2503.

Renewable energy targets

New property developments in Spelthorne are required to generate at least 10% of their energy from onsite renewable sources, such as solar panels. Applying this policy during the last 12 months has resulted in approval for enough onsite energy generation to power over 150 homes for a year.

Visit www.spelthorne.gov.uk/renewable to read the updated guidance given to developers (select item seven from the list).

Flood warnings

If your home or business is at risk of flooding you should sign up for flood warnings. The warnings are free and you can receive them by telephone, email or text message.

Visit www.gov.uk/sign-up-for-flood-warnings or call the Floodline on 0345 988 1188.

Winter cycling tips

With winter approaching here are some suggestions for protecting both yourself and your bike from the elements:-

Lights - if you ride in the dark, good lights are essential. It would be good to have two lights front and back, setting one to constant and one to flash – so that if one fails you will still be safe

Brakes - wetter conditions will reduce brake efficiency – are your brake pads worn? Are they suitable for wet conditions? Are they likely to cause you to skid in wet weather?

Tyres - winter tyres may be a little heavier and slightly slower but can offer improved grip on wet roads and higher resistance to punctures

Punctures - fitting tubes filled with sealant (or even having sealant injected into your existing tubes) could mean that small punctures are sealed as they occur

Keep it clean - a good quality bike wash and frame polish will help protect against road grime and salt

Lubrication - keep your chain oiled and apply a little oil to cables to help keep things running smoothly

Maintenance - your bike should be well maintained to give you performance you can depend on. Consider having a professional service to ensure your bike is in good working order for the winter period

Improving Spelthorne's rivers

Spelthorne Council and the Environment Agency recently undertook a joint project to restore a 500m stretch of the River Ash in Shepperton to make it easier for fish to migrate between the River Thames and the River Colne. Work was carried out to narrow the channel, reduce over-shading and improve the water flow to create a good habitat for fish, birds, amphibians and invertebrates. Groundwork South helped fund the project.

Living on the edge

If you own land or property next to a river, stream or ditch you are likely to be a 'riparian owner'. This means you are responsible for ensuring the bed and banks of the watercourse are kept clear of items such as rubbish and overgrown vegetation to help prevent flooding.

For further information please call the Environment Agency on 03708 506506 to request their 'Living on the Edge' leaflet.

Priority services register

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

Allotments now available

There are many benefits associated with owning an allotment including knowing where your food comes from, improved health and fitness and access to really fresh food. An allotment can produce enough food to supplement a family's weekly shop with fresh fruit and vegetables over the year and they are extremely environmentally friendly, as the food hasn't been transported over long distances.

Plots are available now. Please email customer.services@spelthorne.gov.uk or call 01784 451449.

If you no longer require a large print version of the Bulletin or would prefer a CD recording, please contact Louise King by email at l.king@spelthorne.gov.uk or call 01784 444260.

Your views matter

We'd love to hear what you think about the Bulletin magazine. Let us know your views by filling in this survey and you could win a £50 M&S voucher. Please send your completed survey to The Communications Team, Spelthorne Borough Council, Knowle Green, Staines-upon-Thames, TW18 1XB or complete it online at www.spelthorne.gov.uk/survey by Friday 27 January.

1. How often do you read the Bulletin magazine?

- Always
- Sometimes
- Rarely
- This is the first time

2. The magazine costs approx. 12p per copy to produce and deliver. Do you think this represents good value for money?

- Yes
- No
- Not sure

3. Does the Bulletin tell you what you want to know about Spelthorne Council's services?

- Yes
- No. Please give example of what you feel is missing

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- Not sure

4. The Bulletin is delivered to residents three times a year. Do you think this is

- Too often
- About right
- Not often enough
- Don't know
- The Council shouldn't produce a printed magazine

5. Would you collect the magazine from a local outlet such as a supermarket, leisure centre or the council offices if it wasn't delivered to your home?

- Yes, I definitely would
- No, I definitely wouldn't
- I might pick it up if I happened to see it but wouldn't go out of my way
- Not sure

6. Would you prefer to receive the magazine by email?

- Yes, I would prefer email
- No, I prefer a printed copy

7. Do you have any other feedback or suggestions to help us improve the Bulletin?

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8. About you:-

Name:

Age:

Which part of Spelthorne do you live in:

Contact telephone number (we will only call you if you win the voucher):

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The information you give us will be kept confidential and will not be shared with other organisations. For the prize draw terms and conditions please visit www.spelthorne.gov.uk/survey