

Spelthorne Borough Council
Summer Bulletin
Issue 113

Letter from the Leader

Dear Residents,

It's been a busy but exhilarating few months since being entrusted with the position of new Leader of the Council. I had the privilege of welcoming Mr Michael More-Molyneux, Her Majesty's Lord Lieutenant of Surrey, to Spelthorne in April, who had a tour of the Borough taking in the local town centres, Stanwell New Start, Sunbury Park, Shepperton Studios and London Irish Training Ground, as well as the award winning Sunbury Walled Garden. Mr More-Molyneux was impressed with the Borough's rich heritage and economic achievements.

I have, as promised, managed to get some of the ambitious projects, whose aims are to protect services for the future, back on track, including the appointment of Group Heads as part of the planned staffing restructure. I have also been listening to what residents say is important to them. So in addition to our existing priorities to support the growing prosperity of the Borough and meet the increasing need for housing, our third, new, priority, is to ensure the Borough remains a place where our residents can enjoy their free time in a clean and safe environment. This includes a commitment to protect our precious Green Belt. In order to deliver these priorities we must secure the financial future of the Council going forward, our fourth key priority.

I am particularly proud of 'putting my money where my mouth is' in acquiring Harper Hotel in Ashford to use as temporary accommodation for those people who have a connection with Spelthorne and are in the desperate position of becoming homeless. We are also set to introduce a Landlord's Rent Guarantee Scheme to try to ensure we can better meet the demand for more permanent housing for those most in need, whilst at the same time saving money on temporary accommodation costs. Delivering these priorities will not be an easy task.

These are extremely challenging times for the Council but you can be reassured that we have put in place ambitious plans to tackle the issues we face. I am confident that by working as one team with my fellow Councillors, the Council's senior management and staff, we can deliver on our promises and make this great Borough an even better place to live and work.

I would like to take this opportunity to wish you an enjoyable summer and hope that you find time to enjoy some of the events and activities featured in this magazine.

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

A new Mayor for Spelthorne

Cllr Alfred Friday was elected as the new Mayor for Spelthorne at the Annual Council Meeting held on Thursday 19 May. Cllr Vivienne Leighton was elected as Deputy Mayor.

Cllr Friday has lived in Sunbury since 1983 and was first elected to the Council in May 2011, representing the Sunbury East ward. He is married to Kaye and has a daughter and two granddaughters.

A professional charity fundraiser until his retirement in 2012, Cllr Friday is interested in all things automotive. Kaye is an actress, dancer and model and has a strong interest in the performing arts. During his term as Mayor, Cllr Friday will be supporting the following charities:-

- Parkinson's UK: the Staines-upon-Thames branch offers information, friendship and support to local people with Parkinson's, their families and carers. They help sufferers meet other people affected by the condition and also organise regular events and social activities
- One-to-One: a friendly hardworking charity that arranges social activities for adults with learning disabilities in North West Surrey
- Home-Start Spelthorne: one of the leading family support charities in the UK, Homestart helps families with young children cope with challenges and build better lives. Families struggling with post-natal depression, isolation, health problems, bereavement and other issues are also supported

Cllr Friday said: "Thank you for electing me as your Mayor, I will do all within my power to repay that trust. We are proud to live in a wonderful Borough that has busy, prosperous towns, blessed with a lovely river, pretty villages and lively communities. The theme for my mayoral year is 'Let's make Spelthorne sparkle' and I look forward to meeting as many residents as possible and representing the Borough to the wider world."

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

Queen's Award for museum volunteers

The volunteers who run Spelthorne Museum have been honoured with the Queen's Award for Voluntary Service, the highest award a voluntary group can receive in the UK.

Spelthorne Museum was founded in Staines in 1980, and since then the volunteers have run the museum themselves, with financial support from Spelthorne Borough

Council. Approximately 40 people are involved, the longest serving having been involved since the museum opened 36 years ago. Besides staffing the museum, the volunteers plan and mount exhibitions, both at the museum and at external events, run family friendly events in the museum, provide an educational service to local schools, host visits from community groups, publish books on local heritage and answer queries from the public. A Young Archaeologists' Club also meets at the museum.

Roberto Tambini, Chief Executive of Spelthorne Borough Council, who nominated the volunteers for the Award said: "I wanted the volunteers to be recognised and thanked for the fantastic work they do here in the Borough. The museum is extremely well run and thousands of visitors have benefited from the knowledge and passion for local history shown by the volunteers who work there. Many congratulations to everyone who has helped over the years, this is very well deserved."

The museum is free to visit. Access is via Staines Library in Friends Walk, TW18 4PG.

Please visit www.spelthornemuseum.org.uk to check opening times or call 01784 461804.

Grants to charities and community organisations

Spelthorne Council gives grants towards running costs for several charities and community organisations each year. These organisations are key to providing important services to the community.

The main grant recipients for 2016-17 are:-

- Citizens Advice Runnymede and Spelthorne £75,000
- Age UK Runnymede and Spelthorne £25,000
- Homestart £15,000
- Rentstart £30,000
- Voluntary Action in Spelthorne £5,000
- Shopmobility £15,000

A further £30,000 or so is distributed annually in the form of smaller grants to a range of other groups and organisations whose activities promote the Council's priorities, values and aims. Typically these are organisations offering support for carers, advice services, youth groups, older people's social clubs and so on. Approximately 23,000 Spelthorne-based users benefit each year.

In addition, all year round, funds are distributed by Spelthorne's 39 councillors, who each have a budget of £1,000 to spend on projects and good causes in their wards.

Annual grants: Application details are published on the Council's website every autumn. Interested applicants can register to be sent details any time of year. Please email partnerships@spelthorne.gov.uk

Better Neighbourhood Grants: Approach your ward councillor with details of the project or event you wish to be supported. Councillors' contact details are on the Council's website at <http://my.spelthorne.gov.uk/>

Volunteering – it's good for you!

Spelthorne Council works with a number of volunteers in all kinds of roles; their invaluable contribution helps us provide vital frontline services such as Meals on Wheels, community transport, community centre support, as well as assisting with sports and leisure activities. Volunteering brings benefits to both the person volunteering and the people and organisations they support.

Volunteering can:-

- decrease depression and social isolation
- lessen anxiety
- boost quality of life and life satisfaction
- improve family relationships; older volunteers become more independent and less reliant on their families
- make meeting new people easier and reduce social isolation
- improve self-esteem and sense of purpose

There are no rules about how much time you have to give – or how often.

Whatever time you can spare will make a real difference to someone else. In the community, volunteers are the backbone of a huge number of organisations which help others, support families, provide care, companionship and practical help. Volunteers also contribute to maintaining and improving our environment with conservation work; preserving our heritage, caring for wildlife and helping in schools and colleges.

Volunteers for Spelthorne Council give as much or little time as they can manage -it can be as flexible as you need it to be. To find out more please contact Independent Living on 01784 446389 or Leisure Services on 01784 446433. Or visit www.spelthorne.gov.uk/volunteering where there is further information about volunteering.

Volunteer - Margrit Jukes

Margrit Jukes is living proof that volunteering is good for your health – both physical and mental. A former teacher at Matthew Arnold School, she leads Spelthorne Walking for Health and Cycling for Health groups on trips of various distances in some of the loveliest locations around the Borough and beyond.

Margrit said: “Everyone is welcome, there’s no fitness requirement to take part – and there’s the added bonus of being in good company as you keep fit.”

The trips usually feature a stop for refreshments, which gives everyone the chance of a chat. Margrit said: “It’s very friendly; so enjoyable to meet new people and the trips give those who might live on their own a chance to socialise and get out and about,” she added.

Margrit also helps out husband Terry, a squash coach; she volunteers in twice-weekly sessions helping youngsters taking part in the Surrey Youth Games, keeping her links with the younger generation and enabling her to pass on skills, from which she gets great satisfaction.

Volunteers at the Greeno Community Centre

The “feel good” factor that comes from volunteering makes a difference for those who help out every week at the Greeno Centre in Shepperton. Long-serving volunteers Jean and Sylvia are mainly seen running the tea bar, where everyone comes for a cuppa and a chat. Both agree that simply getting out of the house is a great mood-lifter – and having a sense of purpose is also important.

“You feel useful, giving something back,” said Jean, who’s been coming to the Greeno since it opened 28 years ago.

Billy Burt – retired from working in a variety of roles with disabled people, including time as a Spelride driver – expressed the group’s opinion that volunteering is now a way of life, fostering a sense of community akin to family.

Marian, with 20 years’ service on lunch booking at the Greeno, finds she always feels better after a visit there. “It gives me food for thought; when I meet people less fortunate than I am I sometimes count my blessings. It’s so rewarding to be able to help out.”

Save the date...

Summer Art Open Day - Saturday 23 July

Bring the family along from 10am - 2pm and have fun making summer-themed crafts at the Resource Centre. For ages 4-11 years (£1 per child/50p siblings). Children must be accompanied by an adult. No need to book.

Summer Craft Workshops - Monday 22 August

Two themed craft workshops for children aged 5-11 years at the Resource Centre. £12 per workshop.

10am-12.30pm: Recycled Sea Life
1.30-4pm: Summer Fun

Book online at www.spelthorne.gov.uk/leisurebookings or call 01784 446433.

Music in the Park

Come and enjoy a free afternoon of music in beautiful surroundings. All performances are from 3-5pm:

Walled Garden, Sunbury-on-Thames

17 July	Jake Fryer and All That Jazz
24 July	Sing Spelthorne (pictured left)
31 July	The Cobham Band
28 August	Jake Fryer and All That Jazz

A limited number of chairs are available or you are welcome to bring your own.

Lammas Recreation Ground, Staines-upon-Thames

14 August Saxophany

Please bring your own chairs or picnic blankets.

Take on Me

A new theatre production, *Take on Me*, will be coming to Spelthorne on the evening of 29 October. Set in a leisure centre in the 1980s, you'll be a fly on the wall as you're led through the pool, the changing rooms, the gym and beyond, to hear the inner voices of a variety of characters as they work out, veg out or catch a glimpse of themselves in the mirror. Performed by a company of professional actors and a local supporting cast, you'll never look at your leisure centre in quite the same way again.

More details will be advertised on the Council's website nearer to the date.

For more information about summer events in Spelthorne visit www.spelthorne.gov.uk/whatson, email leisure@spelthorne.gov.uk or call Leisure Services on 01784 446433.

3rd place at P&G Surrey Youth Games

Team Spelthorne celebrated another successful weekend coming third at the 20th annual P&G Surrey Youth Games in June.

Young people from across the Borough represented Team Spelthorne in 29 teams at the competition event at Surrey Sports Park in Guildford.

Over 400 participants enjoyed 4-8 weeks of free coaching sessions across 14 sports in the lead up to the event. Sponsorship from Enterprise Rent-A-Car, Everyone Active and Shepperton Studios enabled Spelthorne Council to offer free training sessions.

Gold	Silver	Bronze
girls under 11s football	mixed under 12s table tennis	mixed under 10s squash
girls high 5 netball	boys hockey	mixed under 13s squash
mixed touch tennis	-	mixed under 15s table tennis

We would like to thank all the volunteers and coaches for their fantastic work and congratulations to everyone who took part.

Staines 10K

595 runners completed this year's Staines 10K on 15 May. James Samson finished first with a time of 33 minutes 30 seconds. The winner of the women's event was Tish Jones in 34 minutes 43 seconds, finishing 3rd overall. Proceeds from the event were donated to local charities.

The full results of the 2016 race are available on the Staines 10K website at www.staines10k.co.uk. Details of the 2017 race will be available on the website in the autumn.

New self-led cycle guides

Spelthorne Council, in partnership with Travel Smart, have produced a new self-led cycle pack. There are eight routes within the pack which encourage residents to explore the local area on their bikes. The free cycle packs are available in local libraries, leisure centres and the Council Offices, or you can download them from www.spelthorne.gov.uk/selfledrides

Thank you to the Cycling for Health volunteers who helped produce the pack.

Our self-led walk guides have also been recently updated and can be found in the same locations or downloaded from our website at www.spelthorne.gov.uk/selfledwalks

Get your skates on

Come along to a free skate and scooter event at the new Stanwell Skate Park in Long Lane Recreation Ground, Stanwell, TW19 7ER, on Wednesday 27 July from 11-3pm.

Team Rubicon will be on-hand to offer beginners and improvers instruction. Skateboards, scooters, pads and helmets will be available to borrow. Instruction will be given on a first-come, first-served basis.

email leisure@spelthorne.gov.uk or call 01784 446433 for more details.

Spelthorne Sports Week: 1 – 5 August

Spelthorne Council will be working with local sports clubs to host affordable sports coaching sessions during the summer holidays for children and young people aged 8-16.

Date	Sports for children 8-12yrs	Sports for young people 13-16yrs
Monday 1 August	Tennis	-
Tuesday 2 August	Tennis, squash	Fencing
Wednesday 3 August	Hockey	Rowing
Thursday 4 August	Fencing, squash	-
Friday 5 August	Table tennis	-

Book online at www.spelthorne.gov.uk/sportsweek or email leisure@spelthorne.gov.uk or call 01784 446433 for more information.

Fun run in Laleham Park

Join us to celebrate the launch of a new running route in Laleham Park with a free 2.5km family fun run at 11am on Tuesday 26 July.

To take part just come along on the day from 10.30am near the pavilion in the park. Please note this is a grass route and is not suitable for the majority of buggies or wheelchairs. Running buggies welcome but no dogs please. There will be medals for all who complete the run.

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

Spelthorne Sports Awards 2016

We need your nominations to make the Spelthorne Sports Awards a night to remember. There are categories for coaches, players, volunteers and teams. The winners will be acknowledged at an awards ceremony at Shepperton Studios on 11 October.

Nominations can be made online at <http://surreysportsawards.activesurrey.com> or for a hard copy form, contact Leisure Services on 01784 446433.

Deadline for nominations is Wednesday 31 August 2016.

Arts workshops for families

Over the holidays, Spelthorne libraries will host a series of arts workshops featuring storytelling sessions followed by arts and crafts activities. Participants can also contribute to a community arts showcase on 31 August.

Tuesday 2 August, 10am - 12noon
Staines Library, Friends Walk, TW18 4PG

Wednesday 3 August, 10am - 12noon
Stanwell Sure Start Children's Centre, TW19 7HE

Tuesday 23 August, 10am - 12noon
Ashford Library, Church Road, TW15 2XB

Wednesday 24 August, 1.30 - 3.30pm
Sunbury Library, Staines Road West, TW16 7AB

Tuesday 30 August, 1.30 - 3.30pm
Shepperton Library, High Street, TW17 9AU

Community arts showcase,
Wednesday 31 August 10am - 12noon
Staines Library, Friends Walk, TW18 4PG

To book a place or for more information email leisure@spelthorne.gov.uk or call Leisure Services on 01784 446433.

Free swimming

Spelthorne and Sunbury Leisure Centres offer free swimming for people aged over 75 and those of all ages with disabilities. To find out more, please contact your local centre:

Spelthorne Leisure Centre
Call: 01784 493493
Email: spelthorneinfo@everyoneactive.com

Sunbury Leisure Centre
Call: 01932 772287
Email: sunburyinfo@everyoneactive.com

Walking for Health

The Spelthorne Walking for Health Scheme offers short guided walks, designed for beginners, to encourage people to improve their health and fitness. Between one and three miles in length, the walks take place three times a week in various parts of the Borough and surrounding areas.

All walks are led by trained volunteer leaders and you can take things at your own pace. The group often stop for a drink afterwards if there is a café or pub nearby.

Many thanks to the volunteer walk leaders for their on-going support of the programme.

Visit www.spelthorne.gov.uk/walkingforhealth email leisure@spelthorne.gov.uk or call 01784 446 433 for more information.

Food waste can now go in plastic bags

You can now line your food waste caddy with plastic bags or liners, which makes it easier, cleaner and cheaper to recycle your food.

What can I use?

You can use anything from old shopping bags and pedal bin liners to salad, cereal and bread bags – but not black bin bags. Food should be removed from any packaging first. If you've got smelly food like fish which you don't want hanging around in your kitchen, you can tie it up in a plastic bag and put it straight into your outside food waste bin. Whichever bag you use, it is best to choose one without holes. You can also still use newspaper and compostable liners.

What happens to the plastic bags?

New machinery splits and removes the bags or liners which are then taken to the 'energy from waste' plant to be turned into electricity.

Does this mean plastic bags can now go in my recycling bin?

No, plastic bags cannot go in your recycling bin. This change only applies to food waste, but it does mean you can use old plastic bags in your caddy rather than throw them away.

What food can go in my caddy?

All cooked and uncooked food waste can go in your caddy, including tea bags, eggshells, meat bones, mouldy bread, vegetable peelings and food that's past its 'use by' date.

What can't go in my caddy?

Please don't put any liquids, such as milk or oil, in your caddy or food packaging. If the food packaging can be recycled, please rinse it and put it in your recycling bin.

How do I get a caddy?

You can collect a replacement caddy from one of our Community Centres or the Council Offices.

When is food waste collected?

The food waste is collected from your outside food waste bin every week on the same day as your rubbish or recycling.

What are the benefits?

Residents have told us that compostable liners are expensive and can tear or leak. Plastic bags are cheaper and stronger.

What happens to the food waste?

It is taken to an anaerobic digester where microorganisms break it down to create electricity to power our homes. This process also creates a liquid fertiliser which is used in farming.

Why recycle food waste?

If everyone in Surrey put all their food waste in their caddies, we could save taxpayers more than £3 million a year. To find out more about your weekly food waste collection visit www.spelthorne.gov.uk/food-waste

Community Recycling Centre: new opening times

New summer opening hours have been introduced at the Community Recycling Centre (CRC) in Charlton Lane, Shepperton, to help reduce queuing times. It is now

open 8am - 6pm on weekdays, 8am - 4pm on Saturdays and 9am - 4pm on Sundays and bank holidays.

From 1 October 2016 and during construction works at the site, the opening times will change to 8am - 4pm from Monday to Saturday and 9am - 4pm on Sundays and bank holidays. Additionally, residents can now take non-household waste (like plasterboard, tyres and rubble) to the Lyne Lane CRC in Chertsey, which will help to reduce the number of visitors to Charlton Lane.

For information about opening times and what can be accepted, visit www.surreycc.gov.uk/recycling

What is the River Thames Scheme?

The River Thames Scheme is a proposed programme of projects and investment aimed at reducing the flood risk along the length of the Thames from Datchet in Berkshire through to Teddington in south-west London. It covers a number of areas including Datchet, Wraysbury, Egham, Staines-upon-Thames, Chertsey, Shepperton, Weybridge, Sunbury, Molesey, Thames Ditton, Kingston and Teddington.

The Environment Agency plans to create a 17 km long channel in three sections from Datchet to the Desborough Cut, increasing the flow over Molesey, Sunbury and Teddington weirs along with a range of community based resilience measures to help reduce the damage to properties during a flood. Approximately 15,000 homes and businesses are expected to benefit from the scheme.

At this stage the exact timings for the project are provisional. Construction on the modification to the first weir is due to begin in 2018. The construction of the flood channel is expected to commence in 2020 and take approximately five years to complete. In the meantime the Environment Agency is working with local communities to increase their resilience to flooding.

To find out about the River Thames Scheme please visit www.gov.uk/riverthamesscheme or email rts@environment-agency.gov.uk

Living by a watercourse

With the River Thames and several other streams/ditches flowing through the heart of Spelthorne, many people in the Borough are fortunate enough to own land that adjoins a watercourse. The legal term for those whose property has the banks of a watercourse beside it (even if separated by a fence) is 'riparian owner'. Riparian ownership comes with a number of rights and responsibilities.

One of the most important responsibilities is keeping the bed and banks of the watercourse clear of items such as overgrown vegetation or rubbish. If a build-up develops it could result in localised flooding.

Spelthorne Council, in line with its own riparian responsibilities, recently carried out watercourse maintenance work at Rivermead Island backwater in Sunbury-upon-Thames and Sweeps Ditch in Staines-upon-Thames.

For further information please visit www.environment-agency.gov.uk or contact the Environment Agency on 03708 506506 to request a 'Living on the Edge' leaflet.

£1 million boost for Staines-upon-Thames

Businesses in Staines-upon-Thames will have the chance to take a greater stake in the future of the town centre through a new Business Improvement District (BID).

There are 230 established Business Improvement Districts (BIDs) in towns and cities across the UK and they empower local businesses, enabling them to create a five-year business plan for their area to boost trade and increase footfall. BIDs are managed and funded by the businesses themselves.

Brian Fennelly, Manager at Boots in Two Rivers Shopping Centre in Staines-upon-Thames believes businesses will relish the chance to take ownership of the way the town centre is developed: "This is business-led, the money generated – more than £1m over five years – would be invested back into the town and spent by businesses who say what they want. We can spend it on things to get people back into the town. The BID would enable businesses to future-proof the town centre, be responsive to their customers and improve the visitor experience."

200 town centre businesses recently completed a survey to identify priorities for the new BID business plan which included a programme of year-round high profile events, a focus on Christmas attractions, parking promotions, employee loyalty cards and improved marketing and branding for the town centre.

Businesses will be invited to attend 'drop in' sessions over the forthcoming weeks to find out more about the BID and the types of projects it will fund. A steering group of local businesses will create the final five-year business plan and, later in the year, businesses will be asked to vote on whether the proposed BID should go ahead.

If you own or manage a business in the town centre please tell us what improvements and initiatives you would like the BID business plan to include. Alternatively, if you are a resident, please give us feedback on the improvements you would like to see in the town.

Contact Michelle Baker, BID Development Manager, by email at michelle@staines-upon-thames.bid or call 07527 016338. Visit www.staines-upon-thames.bid

Riverside apartments approved

Plans put forward by Bellway Homes to build 205 new riverside apartments in the heart of Staines-upon-Thames were approved by Spelthorne's Planning Committee in March.

Situated on the site currently occupied by Bridge Street car park, the development will include a restaurant with glass frontage and panoramic views of the River, 140 parking spaces, a gym and a communal garden for residents.

A public pedestrian walkway with seating and landscaping will run throughout the length of the building. Work is expected to start on the new development in the summer and will take approximately two years to complete.

Visit www.spelthorne.gov.uk/bridgestreet for details or call Heather Morgan on 01784 446352.

Feeding birds

Feeding garden birds gives pleasure to many householders and helps conserve bird numbers but the food can also attract rats and mice. Here are some tips to reduce the risk of this happening:

- use hanging feeders
- half fill the feeders in the morning, so the food is eaten before the evening
- use only food which is natural to the birds, such as nuts and seeds
- keep feed in a sealed container
- do not leave large amounts of food on the ground or other flat areas
- never leave food overnight
- do not feed birds with cat or dog food or items like chicken carcasses

Planting trees and shrubs is a good way of encouraging the insects which birds like to feed on. You could also build a wood pile, or pond.

For more information email eh.domestic@spelthorne.gov.uk, call 01784 446251 or visit www.rspb.org.uk/advice/gardening

Volunteers needed

Citizens Advice Runnymede and Spelthorne is looking for new volunteers, including Trustees. Full training provided.

email volunteer@randscab.org.uk for more details or an informal chat.

Calling all landlords

Spelthorne Council is launching a new Rent Guarantee Scheme for 2-bedroom properties, for a period of up to two years, with benefits which include:

- guaranteed rent paid at full local market rate
- rent paid directly to landlords
- free tenant finding service
- one-and-a-half months' security bond
- choice of approved tenants
- free video inventories
- free tenancy support service

If you are interested and would like more details, please email Sam King at s.king@spelthorne.gov.uk or call 01784 446335.

Tattoo for you?

The last few years have seen an increase in the popularity of tattooing and other body art. If you are thinking of getting a tattoo or skin piercing please make sure you use a registered studio. These have been checked by our Environmental Health staff to ensure that the tattoos are done safely and in hygienic conditions.

Skin piercing procedures can transfer life changing, blood borne infections such as Hepatitis and HIV, if they are not done under stringent hygiene conditions. Please don't be tempted to use an unregistered tattooist who may be operating from home.

Our list of registered studios is shown below:

- Inter Skin Studios, Clarence Street, Staines-upon-Thames TW18 4SY
- Jason Davies, 365a Staines Road West, Ashford TW15 1RP
- Tattoo Marks, 13 Station Road, Ashford TW15 2UW
- Unicorn, 39a Feltham Road, Ashford TW15 1DQ

If you have any information about an unregistered tattooist operating in Spelthorne or have suffered injury as a result of visiting one, please contact the Environmental Health Team by email at eh.commercial@spelthorne.gov.uk or call 01784 446291.

All information provided will be treated in confidence.

Free gas boilers

If you're a Spelthorne resident you could benefit from the free gas boiler replacement scheme from British Gas. Households with old or inefficient gas boilers can have them replaced for free. Households may qualify for the scheme if they

receive income related benefits such as Pension Credit, Income Support, Job Seekers Allowance or Universal Credit – and have an inefficient gas boiler.

An ageing boiler can be inefficient and may make it difficult and expensive for people to heat their homes. A new boiler can save up to £215 a year in energy bills and summer is the ideal time to apply, before the winter sets in. The scheme is open to anyone who qualifies, not just British Gas customers, and the company will do a free boiler survey to check eligibility. Both homeowners and private renters can apply.

More information about the British Gas offer is available at www.britishgas.co.uk/freeboiler or call 0800 316 4320* to see if you qualify.

Terms, conditions and eligibility criteria apply, see www.britishgas.co.uk/freeboiler. The offer is subject to availability and change or withdrawal at any time.

*It's free to call British Gas from mobiles as well as landlines. They record calls to help improve their service to you. Phone lines open Monday – Friday 9am – 7pm. Closed on Bank Holidays.

What happens to your Council Tax?

Your Council Tax pays for the services provided by Surrey County Council, Surrey Police and Crime Commissioner and Spelthorne Borough Council and is broken down in the following way:

Surrey County Council	75.7%
Surrey Police and Crime Commissioner	13.1%
Spelthorne Borough Council	11.2%

Can you help a local family?

Home-Start is a family support charity. Our volunteers offer friendship and emotional and practical support to young families who are experiencing difficult times. Volunteers visit families in their own homes for a few hours a week to offer confidential, flexible support.

If you are interested in becoming one of our volunteers and would like more information and an application pack for the free accredited preparation course which starts soon, please email home-startspelthorne@tiscali.co.uk or call 01784 463200.

Who should I contact about.....

With Spelthorne Borough Council and Surrey County Council looking after such a wide range of services, it can sometimes be difficult to know who to contact about a particular issue, so we've put together the following list:

Surrey County Council Call 03456 0090 009 Website www.surreycc.gov.uk	Spelthorne Council Call 01784 451499 Website www.spelthorne.gov.uk
Birth, death and marriage registrations Bus passes Cycling proficiency Cycle routes Disabled parking badges Education, school admissions, school policies Footbridges Footpaths, bridleways and byways Gully cleaning Icy roads Libraries Mineral extraction applications Pavements Potholes Street lights, illuminated bollards and signs Roads and public transport Social services Surrey Fire and Rescue Service Trading standards Waste policies Youth clubs Zebra crossings	Abandoned vehicles Allotments Building regulations Business rates Car parks and parking Council Tax collection Council Tax benefit Conservation and protecting Green Belt land Day centres Dog fouling Elections Environmental health Fly tipping Grass cutting Housing register Housing Benefit Leisure activities/play Leisure centres Licensing Meals on Wheels Parks and open spaces Pest control Planning applications Pollution Rubbish, recycling, garden waste and food waste SPAN (personal alarms) Spelride (accessible transport)

Council Tax bands

The Council Tax is charged at eight different levels, (bands A to H) depending on your property value. The table below shows how the charge for your particular band is split between the three authorities.

Total	Surrey County Council	Surrey Police and Crime Commissioner	Spelthorne Borough Council
£s	£s	£s	£s
A 1117.27	845.52	146.79	124.96
B 1303.49	986.44	171.26	145.79
C 1489.69	1127.36	195.72	166.61
D 1675.91	1,268.28	220.19	187.44
E 2048.33	1550.12	269.12	229.09
F 2420.76	1831.96	318.05	270.75
G 2793.18	2113.80	366.98	312.40
H 3351.82	2536.56	440.38	374.88

SurreySave - a bank with a difference

More and more people are joining SurreySave - a not-for-profit community bank. It offers friendly, personal and ethical, financial help, so that you can borrow safely and save at the same time.

SurreySave is in its 5th year and growing steadily. In the last year, our membership grew by 20% and we now have over 1300 customers saving a total of £1.5 million.

Carol was glad she contacted SurreySave. She said: "SurreySave has been understanding and very supportive in helping me take the first steps to manage my finances."

SurreySave encourages everyone to save – even borrowers. Part of your debt repayments go into a small savings account which matures when the debt is paid off. Debt gone – and the reward is a pot of savings. Currently we have 326 borrowers saving on average £180 each.

Find out how you can become a borrower and saver. Visit our website www.surreysave.co.uk, call 01932 339290 or text 07951 609346.

*All loans are subject to affordability and credit checks.

SurreySave Credit Union, 49 Dartmouth Avenue, Sheerwater, Woking, Surrey GU21 5PE. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Ref: 529447. All deposits are protected under the Financial Services Compensation Scheme.

Give and take

Surrey Police recently launched a campaign to make people aware that an abusive relationship isn't only one which involves violence.

Coercive or controlling domestic abuse is now considered a crime, even if it stops short of physical violence. Perpetrators will often isolate victims, control their finances, tell them how to dress, what to eat, when to sleep.

They will prevent their partner going to work and manipulate them using threats of violence, rape, or the intervention of social services to take away children. They will humiliate and degrade to such a level that victims spiral into a cycle of continuous fear and uncertainty. These relationships operate on the premise of take, take, take.

The offence of Coercive and Controlling behaviour can be considered if the perpetrator's behaviour has had a "serious effect" on the victim, meaning that it has caused the victim to fear violence will be used against them on at least two occasions or it has had a substantial adverse effect on the victim's day-to-day activities. The maximum prison term is five years.

If you or someone you know is trapped in a controlling relationship you can find help by calling Surrey's Domestic Abuse helpline in complete confidence on 01483 776822. You can also call Surrey Police on 101. In an emergency always dial 999.

Living and Ageing Well week

Help us celebrate Spelthorne's Living and Ageing Well week which runs from Saturday 24 September – 1 October with various activities and events happening at your local Community and Leisure Centres.

For more details, check our website nearer the time or call 01784 446389.

Spelthorne personal alarms

SPAN (Spelthorne Personal Alarm Network) is an alarm system aimed to help older or disabled people to live independently in their own homes.

Individuals are linked to our Care Centre which holds contact details should the alarm be activated. They can also contact emergency services should this be required. The cost is £4.30 per week.

email span@spelthorne.gov.uk or call 01784 444277.

Come along to one of our Community Centres

Take part in an activity or come along for a cup of tea and a chat. More activities are available, please call for details.

Fordbridge Centre, Ashford 01784 243880

Mondays	Bridge	9am
	Bingo	1.30pm
Tuesdays	Chair-based exercise	11.15am - 12noon
	Quiz	1.30 - 2.30pm
Wednesdays	Tai Chi	3.30 - 4.30pm
Fridays	Movement to music	9 - 9.45am
	Bingo	1.30pm
	Pilates	2.45 - 3.45pm

The Greeno Centre, Shepperton 01932 246173

Tuesdays	Singing. All welcome. Cost is £1 for non-OPAL Group members	1.30pm
Thursdays	Song and dance session (free live entertainment)	1.30pm
Sunday 9 October	Sunday lunch. Roast beef with all the trimmings (or vegetarian alternative), apple crumble. £6 each. Advance bookings only.	12noon – 2 pm

The Benwell Centre, Sunbury-on-Thames 01932 784232

Mondays	Extend exercise class	1 - 2pm
	Bingo	11am - 12noon
Tuesdays	Scrabble and games morning	10am - 12 noon
	Free gardening and art group	1.15 - 2.30pm
Wednesdays	Bingo	10 am - 12 noon 1.15 - 2pm
Thursdays	Board games	9 - 10.15am
	Line dancing	10.30 - 11.30am
	Scrabble club	1 - 2pm
	Art class	12.45 - 2.45pm
Fridays	Craft and sewing club	10am - 12noon

Staines Community Centre 01784 463073

Computer lessons	1 hour lessons, by appointment, for members only. £3.50 per session	Mondays 10am - 1pm Wednesdays 1 - 4pm Thursdays 10am - 4pm
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Meals on Wheels

Spelthorne Meal on Wheels can deliver hot, tasty and nutritious meals up to seven days a week*. Meals can be provided for short periods of time (e.g. in the event of illness or when somebody who normally provides a meal is on holiday) or on a long term basis.

The cost of a hot or frozen main meal and pudding is £3.90. We can also supply a fresh sandwich for an extra cost of £1.80.

For further information visit www.spelthorne.gov.uk/mow or call 01784 444265.

*weekend and bank holiday service