tandridge
your local council magazine Summer 2014

Ageing well in Tandridge
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View from the Chief Executive

Voting is your chance to elect the person you believe will best represent your interests. It’s your opportunity to influence decisions which impact on your life.

But to be able to vote you must be on the electoral register. How you apply to be on the register is just about to change with the introduction of Individual Electoral Registration (IER).

Under IER:
- Everyone will be responsible for registering themselves.
- Under the old system the head of household could register everyone who lived at their address.
- You can register online.
- You need to provide a few more details to register — your national insurance number and date of birth. This is to make the electoral register more secure.
- Most people who are currently registered will be added to the new register automatically. We will write to tell you if you are already on the new register or if you need to reregister.
- Don’t forget if you are not on the register you won’t be able to vote and your credit rating may also be affected. Credit reference agencies use the register to check where someone lives when they apply for credit to prevent fraud.
- Look out for any information from us and if you have any questions, visit www.tandridge.gov.uk/elections, or contact Electoral Services on 01883 732716, e-mail electoralservices@tandridge.gov.uk.
- More information about IER is available on page 5.

Expanding the garden waste service

Our garden waste service has proved very popular since it was introduced a few years ago.

Reduced budgets and limited resources has meant we have not been able to expand the service, despite demand from residents, so I am delighted Biffa has agreed to take over the running of the garden waste service.

This is really good news for residents. It means the service will be extended to more residents, including those who have been on the waiting list for a while or who were not able to have the service because of narrow access to their property which prevented the large lorry reaching their homes.

In addition, expanding the service will also lead to an increase in our recycling rate and a reduction in waste going to landfill.

Current garden waste customers should not notice any difference, except they will be asked to amend their direct debit to pay their subscription to Biffa, rather than Tandridge District Council.

Residents who want to join should ring Biffa’s Green Waste Club on 0800 0858 286 to receive details of how to apply and enrol.

If you have any questions or comments about our services, call 01883 732747 (24 hour answerphone), e-mail leader@tandridgedc.gov.uk.

You can also follow me on Twitter @GordonKeymer.

Advertisement

Whiles every care has been taken to check the information given, Tandridge District Council does not guarantee the accuracy or content of any advertisement in this magazine, nor does it endorse any of the products or services advertised.

Not in Tandridge?

Because council boundaries and postcode areas are not the same, some copies of this magazine are delivered to addresses outside the Tandridge area. We apologise for any inconvenience this may cause, but hope the magazine is still of interest to you.

Text too small?

Articles from this magazine can be reproduced in large print. Please contact Giuseppina Valenza on 01883 732704, or e-mail communications@tandridge.gov.uk. This magazine is also transferred onto a memory stick for use on a MP3 player for blind and partially sighted people by the Tandridge Lions Talking Newspapers. If you would like a copy please call Barbara Chappell on 01342 834223.

Contact us

Customer Services, Tandridge District Council, Council Offices, Station Road East, Oxted, Surrey RH8 0BT 01883 732200, Typetalk 18001 customerservices@tandridge.gov.uk Visit our website: www.tandridge.gov.uk Editor: Giuseppina Valenza, Head of Communications, 01883 732704, e-mail communications@tandridge.gov.uk Designed and printed by: Frontline. Advertising enquiries: Frontline 01342 312570 Photography by: Brian Aldrich 07973 562057

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Tandridge Magazine Summer 2014
COUNCILLORS AND ELECTIONS

News in brief

Your councillors

A copy of the Your Councillors 2014/2015 leaflet is included in this magazine for you to pull out and keep.

The leaflet has information about your local district and county councillors, what they do and how you can contact them.

For more details about councillors please call 01883 732974, e-mail committees@tandridge.gov.uk, or visit www.tandridge.gov.uk/councillors.

Working for you


The Performance Plan includes:

• The Council’s approach to delivering high quality services at reasonable cost for the community.
• A review of our performance over the last 12 months.
• Our targets and objectives for the coming year.

The full plan is also available for inspection in libraries and the Council Offices, Oxted.

For more information about the Performance Plan, please contact Belinda Purcell on 01883 732705, e-mail policy@tandridge.gov.uk.

Final accounts

Tandridge District Council’s 2013-2014 unaudited Final Accounts have now been compiled. A copy can be viewed at www.tandridge.gov.uk/accounts.

You can access our website from the computers in the reception of the Council Offices, 8 Station Road East, Oxted RH7 0BT or local libraries.

The accounts are due to be audited during 14 July to 8 August 2014. The audited accounts will be available at the Resources Committee in September 2014 and the auditors’ opinion will be presented to the Overview & Scrutiny Committee also in September.

New Chairman for 2014-2015

Tandridge District Council’s Chairman for 2014/2015 is Councillor Elizabeth Parker. The Vice-Chairman of the Council, is Councillor Rose Thorn, who represents the Godstone Ward.

Councillor Parker has lived in the district for 48 years and has represented the Oxted South Ward since 2004. For the past year she has been the Council’s Vice-Chairman and has served on various committees.

During her year in office, the Chairman intends to promote the role of local government throughout the district. This will include raising awareness of the Council among Tandridge schools and the wider community.

She is also keen to continue Councillor Connolly’s work to encourage volunteering.

Her chosen charity is Papworth Hospital Charity, which is dedicated to providing specialised heart, lung, kidney and liver transplantations, research and continuing care to people throughout the UK.

Councillor Parker has seen first-hand how the work undertaken at the hospital has transformed so many people’s lives and provided tremendous support to their families, friends and carers.

She will also be supporting Mighty Oaks Youth Club, in Hurst Green, catering for youngsters aged from 10-13 years.

The Chairman will be supported by her husband Robin, who will be her Consort.

Have you joined conversation yet?

Local social network Streetlife is proving very popular with residents who are talking to each other about all sorts of things from the health service, to events, recycling tips and favourite restaurants.

Get involved and join the local conversation. Sign up at www.streetlife.com with your postcode and e-mail address.
The way we all register to vote is changing

The way we register to vote is changing across the UK and you may need to take action to join the new register, even if you were registered in the past.

This summer a new electoral system is being introduced called Individual Electoral Registration. It means:

- Everyone will be responsible for registering themselves. Under the old system the head of household could register everyone who lived at their address.
- You can now register online.
- You need to provide a few more details to register — your national insurance number and date of birth. This is to make the electoral register more secure.

You may need to take action to join the new register, even if you are currently registered. We are writing to people to tell them if they need to re-register. Please make sure you’re still registered to vote.

Look out for your letter
If you are registered to vote at the moment, you will receive a letter between 19 July and 3 August. This letter will tell you whether you need to take action to join the new register.

If you weren’t registered previously, you can register under the new system at www.gov.uk/register-to-vote.

Respond to the letter if you are asked to. Most people who are currently registered have been added to the new register automatically. The letter will tell you if you’ve already been added to the new register and don’t have to do anything.

Some people have not been added to the new register automatically. These people will need to re-register. The letter will tell you if you are in this group and what you need to do to re-register.

What should I do if I need to re-register?
If the letter you receive tells you to re-register, please follow the instructions in the letter. It will ask you to fill in and return the included form, or go online to register using the new online registration site.

What should I do if I don’t get a letter?
If you haven’t received a letter about registration by 3 August, please contact the election team for information about whether or not you need to do anything.

Why should I register under the new system?
It’s really important you respond to the letter if it asks you to take action. You need to register to vote. If you aren’t registered to vote, you won’t have the chance to have a say about who represents you.

Some people also register to vote because they want to apply for credit. This is because credit reference agencies use the register to check where someone lives when they apply for credit to prevent fraud.

No change in control

There was no change in control after the Tandridge District Council elections on Thursday 22 May.

Of the 42 seats, Conservatives hold 34, Liberal Democrats 6 and there are two 2 Independents. The turnout of voters was 42.57%.

The Conservatives held the following seats:
- Tony Elias (Con) - Bletchingley & Nutfield
- Peter Bond (Con) - Burstow, Horne & Outwood
- Maureen Young (Con) - Dormansland & Felcourt
- Rose Thorn (Con) - Godstone
- Beverley Connolly (Con) - Godstone
- Brian Perkins (Con) - Lingfield & Crawthurst
- David Weightman (Con) - Oxted North & Tandridge
- Barry Compton (Con) - Oxted South
- Rod Stead (Con) - Queens Park
- Glynis Whittle (Con) - Warlingham West
- Eithne Webster (Con) - Warlingham West
- Sakina Bradbury (Con) - Whyteleafe

The Liberal Democrats held the following seats:
- Simon Morrow (LD) - Warlingham East, Chelsham & Farleigh

For more information about your local councillor contact Committees on 01883 732776, e-mail committees@tandridge.gov.uk or visit www.tandridge.gov.uk/yourcouncil.
SERVICES FOR OLDER PEOPLE

Ageing well in Tandridge

Funding for projects to help residents age well

In 2012 Surrey County Council earmarked £10 million of funding over five years to all districts and boroughs across the county, to support and develop projects and services which enhance the wellbeing of adults and older people, as well as to promote their independence. Tandridge District Council received £180,000 for 2013/2014 and has commissioned a number of projects to help Tandridge residents’ age well. On this page is a snapshot of some of the work we have been doing for older people in the district, while on page 7 we give details of other services we already provide.

Bluehouse Lane singing group

The Bluehouse Lane singing group meets at Bluehouse Lane Social Centre every Friday.

The group is lead by a professional singing coach, Catherine Pestano and attendees sing songs they choose.

They are a natural voice choir and sing without a backing track. As well as singing, this activity has provided a great opportunity for the group to socialise with one another. Friendships and confidence have grown as the group has progressed, with participants staying on for coffee and a chat.

For more information contact Lynda Williams on 01883 732868, e-mail lwilliams@tandridge.gov.uk.

Tea and Talk

Weekly Tea and Talk sessions are being run at the Douglas Brunton Centre in Caterham by Age UK Surrey.

These sessions give older people a chance to relax and chat, or to participate in group activities. Tea and Talk will take place in other areas, including the Lingfield Day Centre and Bluehouse Lane Social Centre.

Anyone is welcome to attend and there may be free transport available for those who might find it difficult to get there. For more information please contact Jenny or Kerry at Age UK on 01883 343095.

Keepsake Reminiscence Project

The Keepsake Reminiscence project gave members of the Douglas Brunton Centre and the Lingfield Day Centre the chance to relive and share old memories with one another and to make books to display their memories in.

The project was supported by Arts Partnership Surrey which supplied reminiscence boxes, filled with objects designed to stimulate sensory memory, such as old playing cards, rail tickets and objects from the past.

Since the project ended groups have continued to meet on Friday mornings at the Douglas Brunton Centre as a craft group. At Lingfield a Nimble Fingers craft group has been set up, which meets weekly.

For more information contact the Douglas Brunton Centre on 01883 347230, e-mail dbc@tandridge.gov.uk, or for Lingfield contact Karil Greenhalgh on 01342 836774, e-mail lingfieldvc@btinternet.com.

Outdoor gym at Queens Park, Caterham

Six pieces of gym equipment have been installed in Queens Park designed to be used by people of all ages, shapes and sizes, regardless of fitness levels. The open air gym is free and accessible to all adults. Each piece of equipment is clearly labelled with instructions about how to use it safely.

The gym is next to the children’s playground, which should enable adults to exercise safely, while keeping an eye on their children or grandchildren.

Induction sessions are planned for those who are unsure about how to use the equipment or who would like to be shown how to get the most out of it.

Forget me not support group

With a small contribution from Tandridge District Council towards running costs, Burstow Parish Council and the local GP surgery have set up a support group in Smallfield for dementia sufferers and their carers. The group meets once a week for activities and to socialise.

For more information please e-mail Karole Gibson, Karole.Gibson@gp-h81638.nhs.uk.

Sheltered housing IT suites

Tandridge has contributed funding towards the installation of IT suites at sheltered housing schemes in Newhouse in Dormansland, Churchill Road in Smallfield and Hickmans Close in Godstone.

In partnership with the Workers’ Educational Alliance, Tandridge ran regular lessons at the new IT suites helping up to 12 residents to shop online, access their e-mails and get in touch with families and friends via Skype.

Learning how to use the internet for researching local and family history has been particularly popular.

For more information contact Lynda Williams on 01883 732868, e-mail lwilliams@tandridge.gov.uk.

A local resident trying out the outdoor gym

IT class at Churchill Road, Smallfield
Health & Wellbeing Board

Following changes to the NHS, Surrey County Council set up a county wide health and wellbeing board, with responsibility for improving the health and wellbeing of the county and working with GPs to commission local services.

To make sure our local voice is heard, Tandridge has set up its own board with representation from Surrey County Council, the NHS and local services. The board meets quarterly.

The following local priorities have been agreed and a draft action plan to help tackle the priorities has been drawn up:

- Improving mental health.
- Encouraging healthy weight.
- Reducing levels of at risk drinking.

Contact Colin Sherwood on 01883 732787, or e-mail csherwood@tandridge.gov.uk for more details.

Meals on Wheels

Meals on Wheels is a council run service, which provides a two course hot meal to elderly or housebound people unable to prepare a meal for themselves. In addition, the Council offers a tea, which is delivered at the same time as the lunch. This consists of a sandwich, cold drink, fruit/yoghurt and biscuit/cookie.

All meals are nutritious and offer a balanced diet suitable for most tastes. Special diets such as low sugar and low fat can also be catered for. Hot meals are available Monday to Friday and frozen meals are available for weekends.

We accept referrals for meals on wheels from a GP, social worker, district nurse, health visitor or hospital.

Meals are delivered from the Douglas Brunton Centre in Caterham. A volunteer run service operates from the Lingfield Community Centre which only serves the Lingfield and Darransland areas.

For more information about the Caterham based service please call 01883 347230, or e-mail dbc@tandridge.gov.uk. For the Lingfield service call 01342 834445.

Funding for community organisations

Tandridge is making £10,000 available for small community groups to bid for up to a maximum of £5000. Bids should be for projects that meet one or more of the following objectives:

- Reducing social isolation and increasing befriending.
- Support for dementia sufferers or their carers.
- Enhancing wellbeing for older people.

Contact Olga Salenius on 01883 732819, or e-mail osalenius@tandridge.gov.uk for further details and an application form.

Tandridge Community Alarm and Telecare Service

If you are elderly, ill, vulnerable or disabled Tandridge Community Alarm and Telecare service gives you the benefit of a 24 hour emergency alarm system in your own home, 365 days of the year. The charge is £4.10 per week, £53.30 per quarter, which includes equipment rental and call monitoring. Demonstration and installation are free.

The alarm unit can easily be installed in your own home. It comes with a pendant for you to wear. When the button on the pendant is pushed a call will go through to a call centre. A trained operator will talk to you, offer reassurance and take immediate action to provide whatever assistance is required, whether this is to call an ambulance, a doctor or a relative.

Free telecare sensors are also available, such as smoke detectors, falls detectors and pressure mats, as extras to the basic alarm/pendant.

If you would like someone to visit you to discuss the service and to give a free demonstration please contact Customer Services on 01883 722000, e-mail customerservices@tandridge.gov.uk.

Douglas Brunton Centre and Wellbeing Centre, Caterham

The Douglas Brunton Centre offers activities every week day, including an art club, exercise classes, IT facilities, bingo, outings and holidays. The Centre has its own hairdressing salon, snack bar, shop and library. Chiropody and assisted bathing services are also available.

Pop in and meet the staff and see what is on offer. If you phone first to arrange an appointment, staff can ensure they are free to show you round.

The Douglas Brunton Centre also hosts The Tandridge Wellbeing Centre for people with dementia and their carers. It aims to link up existing dementia support services to provide a range of help and information.

You can drop by on Tuesdays between 2pm and 4pm when staff from the Alzheimer’s Society will be available to assist you.

To find out more about the Douglas Brunton Centre or the Wellbeing Centre call 01883 347230, or e-mail dbc@tandridge.gov.uk.

Care & Repair and Handyman services

Our Care & Repair Agency helps older or disabled people with house repairs, improvements or adaptations. Residents must either own or privately rent their home and be responsible for paying for repairs.

We help ensure works are carried out by reputable tradesmen at a reasonable cost. Our service includes technical advice, the co-ordination of major works and a Handyperson scheme for small jobs. We also check your entitlement to financial assistance.

For more information call 01883 722000, e-mail customerservices@tandridge.gov.uk.
Be clear on cancer

One in three women diagnosed with breast cancer in Kent, Surrey and Sussex each year are aged 70 or over. This age group also accounts for more than half of all breast cancer deaths in the area annually.

Public Health England recently launched a new national Be Clear on Cancer campaign to remind older women to ‘don’t assume you’re past it’ and visit their doctor if they spot any changes in their breasts.

Surprisingly, around four in ten women in Kent, Surrey and Sussex wrongly think women of all ages are equally likely to get breast cancer, when in fact a woman’s risk of breast cancer increases with age.

Around 1,300 women aged 70 and over are diagnosed with breast cancer in Kent, Surrey and Sussex each year, yet survival rates are lower in this age group compared to younger women. Lack of awareness of symptoms other than a lump, such as changes in the shape or size of the breast, is believed to be one of the reasons for this, which the campaign aims to change.

News in brief

Save a life and give blood

Have you ever considered helping those in need or saving lives? NHS Blood and Transplant is reminding people to donate blood at a local session to help save lives.

One donation can save and improve the lives of sick and injured patients who undergo a wide variety of treatments including routine operations, accident and emergency, childbirth, heart surgery and in cancer therapy (ie after chemotherapy).

Red cells are often transfused to patients suffering from anaemia and severe blood loss, while platelets help blood clot and are used to treat those suffering from leukaemia, cancer and with severe infections.

The whole process of donating blood only takes an hour which includes completing essential paperwork and a brief chat with medical staff. The actual blood donation, which is 470ml takes about ten minutes, then you get the opportunity to relax, read and have a cup of tea and a snack.

First time donors should be aged between 17-65, weighing at least 50 kg (7 stone 12lbs) and in general good health. Male donors can give blood every 12 weeks, about 4 times a year, while female donors can give every 16 weeks, about 3 times a year.

To book an appointment or find out more call the Donor Line on 0300 123 23 23 or visit www.blood.co.uk.

The earlier breast cancer is diagnosed, the higher the chance of survival – more than 90% of all women diagnosed with the earliest stage survive for at least five years. This figure is around 15% for women diagnosed at a late stage.

Possible signs of breast cancer include:

- A lump in your breast or armpit.
- Nipple changes.
- Changes to the skin of your breast.
- Changes in the shape or size of your breast.
- Pain in your breast or armpit.

For more information on breast cancer in women over 70 please visit www.nhs.uk/breastcancer70.
Don’t ever wash your raw chicken, always wash your hands!

Up to a quarter of a million people in the UK could be struck down by campylobacter this year. Campylobacter is the most common cause of food poisoning in the UK. You can’t see it, smell it or even taste it on food, but at its worst, it can kill you.

Locally over 70% of the notifications of confirmed cases of illness reported to Tandridge District Council by Public Health England are Campylobacter.

One of the main ways to get and spread campylobacter poisoning is through touching raw chicken. When you handle raw chicken always remember to wash your hands before you do anything else so you do not contaminate other foods, utensils and handles.

The Food Standards Agency (FSA) advice is not to wash raw chicken. Germs can be spread to kitchen surfaces, clothing and utensils.

Campylobacter poisoning symptoms include abdominal pain, severe diarrhoea and sometimes, vomiting. It can last for up to 10 days and can be particularly severe in small children and the elderly.

In some cases, it can affect you forever - sparking off irritable bowel syndrome (IBS), reactive arthritis and in rare cases, Guillain-Barré syndrome — a serious and sometimes permanent condition of the nervous system.

The FSA is leading a campaign to bring together the whole food chain to tackle the problem. Farmers and producers will be asked to work harder to reduce the amount of bacteria on their raw poultry. Local councils, all the major supermarkets and key partners will be working together to make sure people know how to stay safe.

For advice on handling poultry safely visit www.food.gov.uk/chicken, or call Customer Services on 01883 722000.

Carbon Monoxide – Be Alarmed!

Carbon Monoxide – Be Alarmed! is the national campaign to reduce the number of deaths and injuries caused by carbon monoxide. At least 4,000 people are treated in hospital and 40 are killed by carbon monoxide poisoning each year.

The campaign encourages people to ensure they have an audible Carbon Monoxide alarm and they have all fuel burning appliances serviced annually by a registered and qualified engineer.

As carbon monoxide has no smell, colour or taste, installing an audible alarm that sounds when the gas is present is the only way to make sure you are protected. It can be produced by any fuel burning appliance, such as a boiler, cooker or fire, which is faulty or doesn’t have adequate ventilation.

The campaign recommends four simple steps to keep households safe:

• Fit an audible carbon monoxide alarm. It should meet European standard EN50291 (you can find this on the alarm and/or packaging).
• Have fuel burning appliances serviced annually by an appropriately qualified and registered engineer.
• Don’t block ventilation and have chimneys swept at least once a year.
• Know the main symptoms: headaches, dizziness, nausea, breathlessness, collapsing and loss of consciousness and watch out for soot or yellow/brown staining on or around your appliance or pilot lights that blow out frequently.

The issue of carbon monoxide poisoning is not just of concern to householders and landlords, but also to employers using charcoal Tandooris or similar solid fuel appliances indoors. Without adequate ventilation these can produce carbon monoxide when in use and overnight if kept alight when mechanical ventilation is often switched off.

Similar asphyxiation hazards can occur if commercial gas installations are not correctly installed and maintained or if inadequate ventilation is not provided at all times to ensure complete combustion.

Where businesses are using solid fuels for cooking appliances, our environmental health officers give advice during food inspections. Owners of food businesses are advised to get their gas appliance regularly examined by a gas safe registered contractor.

For information and advice on how to stay safe visit www.co-bealarmed.co.uk.
New affordable homes in Lingfield

The Bays is a beautifully designed development of affordable houses recently completed in Lingfield.

A mix of 18 flats and houses have been built for local people, with rents around half the cost of open market rents for similar properties.

Local styles and materials have been used to ensure the scheme fits in with existing homes in the village. The properties are spacious, energy efficient and built to a high specification, the gardens are large and there is plenty of parking for residents and visitors.

The aim has been to help young people or families who want to remain in or return to Lingfield, but who have been unable to afford local house prices. The properties are only available to people with a strong connection to the village, allowing people to stay close to family and friends and help sustain the local community.

The properties cannot be bought or sold which means they will remain affordable for Lingfield residents for generations to come.

The new tenants, who moved in earlier this year, are delighted with their homes and proud to live in such a lovely development.

The project is a result of a partnership between Affinity Sutton, Asprey Homes Ltd, Tandridge District Council and the Homes and Communities Agency which part funded the scheme.

Home Choice

Home Choice is how people on the housing register apply for housing. You can only be offered the tenancy of a particular property if you have registered a bid for it.

Details of available properties can be found:
- On the website www.tandridge-homechoice.org.uk.
- By calling our property information line number on 01883 722000 and selecting option 4. (The 0845 9 400 473 number is no longer in use).

If you are on the housing register, you can bid for vacant properties:
- On the website www.tandridge-homechoice.org.uk.
- By calling 0845 270 1908 (this is charged at a local rate).

Landlords – we need your properties

We are looking for landlords to join our Private Sector Access Scheme (PSAS) to provide rented accommodation for families in need of urgent housing.

New properties are always needed, particularly two and three bed properties. If you are a landlord:
- We can prepare a tenancy and inventory for you.
- We do not charge for our services.
- We provide a Guarantee Bond as a deposit for the duration of the tenancy, which covers damages and/or arrears of up to one month’s rent.
- If we place tenants through the PSAS scheme and they are eligible for full or part housing benefit we can pay this directly to you.
- We offer continued support to tenants and landlords throughout the tenancy if required.
- We will assess the housing history of anyone we put forward, but the final decision is up to you.

Please contact the Private Rented Sector Officer on 01883 732821, e-mail homelessness@tandridge.gov.uk for more details, or visit www.tandridge.gov.uk/PSAS.

News in brief

Surrey Nightstop Volunteers

Can you imagine what it is like to be homeless? Do you want to be part of the solution tackling homelessness in Surrey?

There has been a dramatic rise in young people experiencing homelessness nationwide and Surrey County Council is looking for volunteer hosts who have a spare room and can offer it as a safe place to stay for a few nights for young people in housing crisis.

Volunteers will offer a meal, bath and safe place to sleep. This brief respite will allow family mediation to take place to enable a return home or for other housing options to be secured.

Young people will be approved as being suitable for Nightstop placements and volunteer hosts will have access to ongoing training and support (24 hours).

Volunteer drivers assist in transporting young people from safe waiting spaces to and from their placements.

Volunteer telephone contact people (TCPs) take telephone calls from agencies requesting a bed for a young person. Telephone Contact People liaise with suitable hosts and organise travel to the hosts for the young people.

All volunteers work from home at times to suit them. All out of pocket expenses will be paid, including a nightly allowance for volunteer hosts.

If you are interested in joining this project, please call 07943 699916 or e-mail hr@morganbrowne.co.uk.

Unhappy with your private rented property?

If you are privately renting a property which is in a poor condition or cold and damp and your landlord will not carry out necessary repairs, please call the private sector housing team and we can act on your behalf.

You are entitled to live in a home which can be adequately heated and is safe.

E-mail privatesectorhousing@tandridge.gov.uk or call 01883 772000.
Crime Prevention

ADVICE & INFORMATION

• Domestic Violence Disclosure Scheme
• Holiday checklist
• Secure your shed and garage
• Join Neighbourhood Watch — it’s right up your street
• Useful contacts

Tandridge Community Safety Partnership
Introduction

This supplement has been produced by the Tandridge Community Safety Partnership, a joint initiative between Tandridge District Council, Surrey Police and Surrey County Council.

We hope you find the supplement useful. Please contact us if you would like any further advice on crime prevention or community safety issues.

Hilary New
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01883 732703
community.safety@tandridge.gov.uk
www.tandridge.gov.uk

Angie Austin
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Surrey Police
01483 630899
austin1921@surrey.pnn.police.uk
www.surrey.police.uk

Domestic Violence Disclosure Scheme (DVDS)

Back in March the Domestic Violence Disclosure Scheme (DVDS) launched in police forces nationally, following the introduction of Clare’s Law.

The law was named after Clare Wood, who was brutally murdered by her ex-partner George Appleton. Appleton had a string of previous domestic violence convictions against him.

The DVDS gives members of the public a formal mechanism to make enquiries to their local police force about an individual they are in a relationship with, or who is in a relationship with someone they know and there is a concern the individual may be abusive towards their partner. This is known as the Right to Ask, under the Disclosure Scheme.

If police checks show the individual has a record of abusive offences, or there is other information to indicate the person making enquiries is at risk, the police will consider sharing this information with the person(s) best placed to protect the potential victim. This is called the Right to Know.

Police will also consider whether to disclose information to a potential victim, even if they have not asked for information, if they perceive the victim is at risk of harm from domestic abuse and violence.

The scheme will enable potential victims to make an informed choice on whether to continue the relationship and police will provide help and support to assist them when making that choice.

You can find out more about the scheme at www.surrey.police.uk/domesticabuse.

Holiday checklist

When you leave home to go on holiday, make sure you return to find it as you left it.

Think about making your home more secure before you leave, by taking some simple security precautions.

- Make sure you lock all outside doors and windows and set your burglar alarm if you have one.
- Use automatic timer switches to turn lights and a radio on and off to make it look like someone is at home.
- If you can, leave a car parked on the drive.
- Tell your neighbours you’ll be away and ask them to keep an eye on your house.
- Put all tools, ladders and garden furniture in your garage or shed and make sure they are securely locked.
- Cut your lawn before you leave and don’t forget to cancel any milk or paper deliveries.
- If you have a safe, put your important documents inside or place on deposit at the bank.
- Mark any valuable items with your postcode and house number. Then register your property for free with www.immobilise.com, this way if it is lost or stolen you have a better chance of getting it back.

- Use the Royal Mail Keepsafe service to look after your mail if you are away for a long period.
- Join your local Neighbourhood Watch Scheme or consider setting one up in your area. If you would like to find out how to become a member e-mail tandridge@surrey.pnn.police.uk or call 01483 630220 to arrange a visit by your local PCSO.

For more crime prevention advice, go to www.surrey.police.uk. Now relax and enjoy your holiday!
Secure your shed and garage

Improved security will reduce the risk of crime.

Have you considered the value of the contents in your shed or garage? A potential thief certainly has. With power tools, lawnmowers, cycles and golf clubs just some of the items worth stealing, the cost to replace these can run into £1000s.

Unfortunately the better weather and lighter evenings can lead to a rise in burglaries of garden sheds, garages and outbuildings. Take action now to secure and help protect the contents of your shed or garage.

- Make sure the door, door frame and walls are solid and replace any damaged or rotten areas with new sections.
- Fit good quality locks and bolts to suit the type of garage doors you have.
- If you never open the windows screw them permanently shut from the inside.
- Replace any broken window panes with laminated glass and fit wire mesh on the inside frames.
- Install an anchor point to secure items such as bikes and ladders with a padlock and chain.
- Fit a simple shed/garage alarm.
- Install outside security lighting which automatically activates or use low energy lights fitted with dusk to dawn sensors.
- Security mark the property with your postcode and house number. This will enable your goods to be identified and returned to you, if stolen. Ensure you use signage to promote security marking which will help deter any burglar.
- Check that your household insurance policy covers theft from your garden and outbuildings.

Join Neighbourhood Watch – it’s right up your street!

Your local neighbourhood watch (NHW) needs more members and co-ordinators in Tandridge to join and help make your community a safer place to work and live.

It’s a two way street
The police can’t fight crime alone. You are the eyes and ears at grass roots level in the fight against crime. You can make a real difference and statistics show where effective Neighbourhood Watch schemes are in place crime goes down.

Your opportunity to be streetwise
Advances in communications and technology have made it much easier to communicate, receive and search for information at the touch of a button. Today it is even easier to register to set up a NHW scheme. Key benefits of a NHW scheme include:

- Receive & cascade information by e-mail.
- Communicate on Twitter @TandridgeBeat or Facebook TandridgeBeat.
- Urgent crime alerts.
- Local crime data.
- Crime prevention tips.
- Reduced insurance rates.

If you would like to find out how to become a member or a co-ordinator you can do this by contacting tandridge@surrey.pnn.police.uk or calling 01483 630220 to arrange a visit by your local PCSO.

As part of a joint initiative with the Tandridge Community Safety Partnership, a local guide to NHW has been produced, which is being distributed by local NHW co-ordinators.

The Illegal Money Lending Team

Worried about money? Need to borrow cash? Considering using a Loan Shark? Please don’t. Illegal money lenders can be expensive, try paying 131,000% APR. And they can be scary. The Illegal Money Lending Team has prosecuted them for harassment, blackmail, assault, kidnap and rape. Of course they’re not all like that – most of them are quite friendly to start with!

If you’re using a Loan Shark or know of one locally, please phone the hotline on 0300 555 2222 and report it.

Loan Sharks often don’t provide any forms or paperwork. If you are in any doubt, please don’t take out a loan and speak to the Illegal Money Lending Team on 0300 555 2222.

The Illegal Money Lending Team is a specialist unit which prosecutes Loan Sharks and helps anyone that has borrowed.

There are many advice services available if you’re living in the private rented accommodation, whether you are on any benefits or not.

You may even be eligible for help with a deposit if you’re struggling to move on. A Loan Shark is never the answer, don’t even think about it. For advice see www.shelter.org.uk/advice.
Pegasus scheme

The Pegasus scheme is for anyone who has a communication impairment/disability and aims to help with their interaction with police and emergency services.

People register with Surrey Police and provide their basic details, as well as details about their condition and their next of kin or carer. Their details will be registered on a database and a Pegasus card and a unique PIN number will then be issued. There is a generic card and an autism specific card.

When contacting the police by phone, textphone, e-mail or online, the person will simply need to say or quote “Pegasus” and their unique pin number, for example “Pegasus 123”. The operator will immediately know this person has a communication impairment and be able to find their contact details easily.

Carrying the card with them at all times, will also ensure that should they need assistance from the police, the person can show their card to the officer who will realise the person needs additional help, time and support when being dealt with.

The officer can contact the control room to find out specific details about the person’s impairment or disability which may affect their communication, or in the case of the autism card, any specific triggers which could affect their behaviour (i.e., no physical contact, noise or light sensitivity).

This scheme is currently only for people with communication impairments/difficulties and not those with a physical disability.

To get a Pegasus card call 101 or 01483 571212, e-mail 101@surrey.pnn.police.uk, textphone 18001 101 or visit www.surrey.police.uk/contact-us.

Useful contacts

Keep this list of useful numbers in a safe place

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
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</thead>
<tbody>
<tr>
<td>AA Helpline</td>
<td>0845 769 7555</td>
</tr>
<tr>
<td>Al-Anon Help</td>
<td>020 7403 0888</td>
</tr>
<tr>
<td>Catch 22 (add - Services for young people)</td>
<td>01372 832888</td>
</tr>
<tr>
<td>Citizens advice bureau</td>
<td>01883 344777</td>
</tr>
<tr>
<td>Caterham</td>
<td>01883 715525</td>
</tr>
<tr>
<td>Oxted</td>
<td>01883 732703</td>
</tr>
<tr>
<td>Community Safety Manager</td>
<td>01883 571212</td>
</tr>
<tr>
<td>Crime prevention advice, Neighbourhood Specialist Officer</td>
<td>101</td>
</tr>
<tr>
<td>Crimestoppers</td>
<td>0800 555 111</td>
</tr>
<tr>
<td>East Surrey Domestic Abuse Outreach Services</td>
<td>01737 771350</td>
</tr>
<tr>
<td>East Surrey Hospital</td>
<td>01737 768511</td>
</tr>
<tr>
<td>East Surrey Victim Support</td>
<td>01737 766323</td>
</tr>
<tr>
<td>Electricity - EDF</td>
<td>0800 7838866</td>
</tr>
<tr>
<td>Emergency</td>
<td>0800 0969000</td>
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<tr>
<td>General enquiries</td>
<td></td>
</tr>
<tr>
<td>Gas</td>
<td>0800 111999</td>
</tr>
<tr>
<td>Emergency</td>
<td>0800 0480202</td>
</tr>
<tr>
<td>General enquiries</td>
<td></td>
</tr>
<tr>
<td>Mediation service (neighbour disputes)</td>
<td>01737 248559</td>
</tr>
<tr>
<td>Talk to Frank (National Drugs Helpline)</td>
<td>0300 1236600</td>
</tr>
<tr>
<td>Neighbourhood Watch</td>
<td>01483 630220</td>
</tr>
<tr>
<td>Rape &amp; Sexual Abuse Support Centre, Croydon</td>
<td>0808 802 9999</td>
</tr>
<tr>
<td>Report graffiti, vandalism, abandoned cars and flytipping</td>
<td>01883 722000</td>
</tr>
<tr>
<td>Surrey Police Non emergency enquiries</td>
<td>101</td>
</tr>
<tr>
<td>Tandridge District Council (including out of hours)</td>
<td>01883 722000</td>
</tr>
<tr>
<td>Trading Standards</td>
<td>08454 040506</td>
</tr>
<tr>
<td>Water</td>
<td></td>
</tr>
<tr>
<td>Southern Water</td>
<td>0845 2780845</td>
</tr>
<tr>
<td>Sutton &amp; East Surrey</td>
<td>01737 772000</td>
</tr>
<tr>
<td>Thames Water</td>
<td>08459 200800</td>
</tr>
</tbody>
</table>

Don’t forget in an emergency dial 999

Communities can defeat terrorism

Everyone has a role to play in helping to prevent terrorism. You can help by remaining vigilant and reporting suspicious activity to the police.

Don’t rely on others. If you suspect it, report it.

Confidential Anti-Terrorist Hotline 0800 789 321.

Working together to make Tandridge safer

Follow your local police team on Twitter @TandridgeBeat or Facebook TandridgeBeat
Richard Smythe offers a traditional, hand-crafted stone service direct to the public from his modern factory in Bletchingley, including templating, manufacture and fitting. He sources a wide range of beautiful natural and man-made stones to suit all tastes and budgets.

To arrange for a free quotation and to find out our showroom opening times call now on 01883 740235 and discover for yourself how to take advantage of factory prices.

Richard Smythe Limited
email: richard@richardsmythe.co.uk
website: www.richardsmythe.co.uk

Now is a brilliant time to deal with heating problems!

British made Electric Heating from Sunflow Ltd.

Invincible Heaters TM are the only refractory clay heaters to carry the British Standards Institute 'KiteMark'. No need to buy 'off-the-shelf' refractory heaters when Sunflow's made-to-order, bespoke heaters make much more sense both financially and by design.

Sunflow's superb Invincible Range is 'Made in Britain'! We invite you to compare the quality.

Invincible Heaters are built to last with a life expectancy of 40 years.

Invincible heaters are built with care, precision and pride at our Royal Wootton Bassett factory, carrying on a north Wiltshire tradition of British engineering excellence.

Each made-to-order heater has a 10 year guarantee and, unlike other electric heaters, this includes 10 years on the controls. The heaters are available on feet, castors or wall mounted. The Sunflow ‘manufacturers guarantee’ means that in the unlikely event something does go wrong we come to you. A foreign manufacturers guarantee may mean their heater would have to go back to the factory.

Precision Temperature. Proportional control is a feature of our British made thermostats specifically designed for electricity delivery in Britain. (Call for a brochure to get more detail). Turning a thermostat down by 1 degree C saves considerable energy.

Available in a huge range of colours and finishes.
Summer activity fun

Tandridge Trust has organised a stunning summer of activities for all ages. You won’t want to miss out, so book early as places are limited!

Creative
There are princesses, pirates, dragons, heroes and more with Creative Movement for 3-6s. Storytelling for 4-7s and the ever popular Bake and Bounce, plus the new Bake and Swim.
There’s drama in the form of Revolting Rhymes and Matilda, dance sessions, Arts and Crafts for 5-12s, where you can build a bird house, create your very own beach, or even try tie-dying.

Adventure
For the fun loving, adventure seeking, there is Wood Ninjas, a fantastic opportunity to develop your survival skills in this outdoor game of stealth for 7-12s, or perhaps a MAD day where you will experience archery, quad biking and an obstacle course, perfect for 8-15s.

Family fun
Holidays are for families — so why not spend time with yours, trying out pottery, or even roller skiing? Suitable for all over the age of 5, this promises to be a lively experience for all the family.
Also on offer is Film Making, DJ-ing, Inventing, Paintballing, Watersports, Swimming Crash Courses and much more — so don’t delay, book today!

In the pool
Splash Disco - ride the waves, swoosh down the slide and take on the inflatable time challenge at the splash disco on Friday 8 and Friday 29 August from 7 to 9pm. Did you know you can now pre book for Splash Disco, so you won’t miss out? Visit the website for themed splash disco information.
Inflatable sessions and ‘wild ‘n’ wet’ sessions with floats and rings are available every day during the holidays at de Stafford Sports Centre and Tandridge Leisure Centre.

DASH day camps at de Stafford Sports Centre
Find the perfect fun, stimulating and safe environment for your children to spend the school holidays. From 8.30am-5pm DASH camps provide a great way for 5-12 year olds to make friends, get fit and active and above all have fun.
Each day is different and packed full of activities to entertain. Sports, swimming (over 8s only), arts, crafts, parachute games and much, much more, all run by enthusiastic and friendly staff.
It’s one of the best value holiday schemes, with a full day at DASH costing £22 for members and £24.50 for non members, a half day costs £11 for members and £13.50 for non members.
Day camps are running on the following dates:
- Thursday 24 and Friday 25 July
- Monday 28 July to Friday 1 August
- Monday 4 August to Friday 8 August
- Monday 11 August to Friday 15 August
- Monday 18 August to Friday 22 August
- Tuesday 26 August to Friday 29 August

Little ones at Tandridge Leisure Centre
On Monday, Wednesday and Friday mornings under 5s can be left in safe hands while you fit in some time in the gym, pool or group class or enjoy a cappuccino in the cafe.
If you want to get out of the house and have an adult conversation, why not go to the parent/guardian and child drop in session at the Little Beans Play Cafe on Monday afternoons between 1.30pm and 4pm? At £2.50 for entry, which includes tea, coffee and squash, it’s a bargain!
Kiddi Kafe is a treat for you and your little one. Available Mondays 10am to 2pm, £5 includes adult and child swimming admission, coffee and cake for you after your swim, as well as a Kiddi Au Lait for your child.
Swim lessons are available from 5 months, pick up a Watersafe brochure for details of the full swimming lesson programme at all three centres.

Children’s Birthday Parties
There’s a wide range of children’s birthday parties on offer at the centres.
At Tandridge Leisure Centre why not have a bouncy castle party on the brand new inflatable? With party food and host included, you can just relax and watch the kids have fun.
For something sportier, try de Stafford Sports Centre for a jumping good time at a Trampolining Party for example. With fully qualified coaches, party food and host included, everything’s covered.
For those a little bit older why not have a pool party? For over 8s, pool party is the most fun. With exclusive access to de Stafford Sports Centre’s swimming pool, the session is supervised by fully qualified lifeguards and has floats, balls, music and more.

August Bank Holiday Monday centre opening times
Tandridge Leisure Centre: 6.30am-5pm
de Stafford Sports Centre and The Village Health Club: 8am-4pm
Dare to Bare?

Do you dread the summer, trying to keep cool, but feeling self conscious about your body? A combination of gym work, exercise classes and swimming will boost your confidence in no time. Staff can give you expert help and encouragement, adjusting your exercise regime to keep it interesting and satisfying.

To give you the incentive to start your healthier lifestyle this summer, Tandridge Trust is offering a six week Premier membership for only £68, £51 for over 60s, subject to current gym induction (half price with this offer).

Enjoy unlimited use of all three centres including pools, gyms and group exercise (excluding specified classes).

This offer is available any time between Tuesday 1 July and Sunday 31 August, but is not available for those with a current active membership, terms & conditions apply. Contact Reception for more information.

Spinning® at The Village

Spinning® is one of the most popular fitness classes around. At The Village Health Club there are 11 Spinning® classes a week, varying between 45-60 minutes, with the latter including a 15 minute abs session too.

If you’ve never tried a Spinning class here’s what to expect:
• An exciting, fast-paced and buzzing class set to music.
• A fantastic fitness, strength and toning workout which will tone up almost your whole body, focusing on legs, bum and core.
• A low impact exercise class which doesn’t put pressure on your knees and joints and is recommended for people that suffer from arthritis.
• A very efficient stress reliever within a small group of spinners.
• The instructor is on their bike, as well pushing you all the way so you get the best from your session.
• An intense workout for the biggest muscles in the body using compound exercises which work various muscle groups simultaneously. The bigger the muscles worked and the more muscle groups worked, the bigger the metabolic effect and the more calories the body burns, not just during the workout, but in the hours and days afterwards.
• You can burn around 500 calories in just 45 minutes, depending on the intensity of the workout, which is higher than most others classes.
• If you opt for regular spinning classes, you will build increased cardio endurance.

Members and non members are welcome. Book your place by calling 01883 343777 or visit the website for more details.

Vitamin G project Caterham

Working with a professional artist, local residents will have the opportunity to develop a community garden and create some inspirational art pieces to further enhance the beauty of the space.

No experience is necessary, only enthusiasm, although keen gardeners who can share their knowledge with the rest of the community are welcomed.

Register your interest and find out more by contacting lphillips@tandridgetrust.co.uk or calling 01883 724599 during office hours.
English Women’s Open Amateur Stroke play golf championship

The English Women’s Open Amateur Stroke play golf championship is being held at Tandridge Golf Club from 5-7 August, with a practice day on 4 August.

Everyone is welcome to watch and entrance into the event is absolutely free. This is one of the flagship stroke play amateur golf events of the year, which will see the best women amateur golfers in the world showcase professional standard golf.

Past winners include current LPGA and Ladies European tour players Jodi Ewart and Rebecca Hudson and in the past players from all over the world have played in it, from America, to Singapore and South Africa.

This event is a perfect opportunity to get all members of the family outside, enjoying sport and watching some spectacular golf from the stars of the future. There will be coaching activities and competitions running throughout the week at the Tandridge Golf Club. The clubhouse will be open to all and refreshments will be available.

Visit www.englandgolf.org/womensstrokeplay or follow England Golf @EnglandGolf on Twitter, for more information.

Cycling events return to Surrey

The Prudential RideLondon-Surrey 100 and Classic cycle events are coming back to Surrey on Sunday 10 August.

Approximately 3,400 volunteers are needed to take on a variety of roles in the Prudential RideLondon on 9 and 10 August. Keen cyclists, local residents or volunteers with no cycling experience are all welcome to apply.

There are lots of roles such as wayfinders, pedestrian crossing point marshals, start marshals, yellow flag marshals, distribution of goody bags, rider support and much more. Full training will be provided if required.

Visit www.prudentialridelondon.co.uk.

Funding available from The London Marathon Charitable Trust

As a result of Surrey’s involvement in hosting the Prudential RideLondon-Surrey 100 and Classic, almost 40 organisations in Surrey have benefited from funding given out by The London Marathon Charitable Trust.

They are currently accepting applications from organisations and projects that get more people participating in sport and encourage local community engagement. Visit www.prudentialridelondon.co.uk/Charities/Charitable_Trust.htm to find out more.

The deadline for applications is 31 August 2014.

News in brief

Surrey Farm and Food Week

During Surrey Farm and Food Week which takes place from 21 to 28 September, farmers open up their farms to the public, so they can find out about the food they produce and the way the countryside is managed.

A wide variety of farm produce is grown in Surrey, from beef, lamb and pork to fresh milled flour, eggs, vegetables, soft fruit and dairy produce.

A programme of free farm walks and open days run by the farmers has been coordinated by Surrey County Agricultural Society.

At the end of the week on 28 September, the Surrey County Ploughing Match and Country Fair takes place at Loseley Park, near Guildford.

As well as the ploughing competitions for modern and vintage tractor and horse-drawn ploughs, there will be fly fishing, gun dog trials, ferret racing, Adams Axe Men, Flights of Fancy, tractor driving, clay pigeon shoot, ferrets, vintage landrovers, punch and judy, classic cars, farmers market, food hall and crafts/shopping, tractor rides, aerobatic display and a hot air balloon launch.

Tickets costs adult £10, seniors £9, family £27, child £5 and under 5s free.

Do you qualify for a 25% discount off your water bill?

Sutton and East Surrey Water’s new Social Tariff Scheme offers a 25% discount off the water bill for customers who meet certain requirements. This scheme is effective from April 2014 to the end of March 2015.

The Social Tariff is then set to double to a 50% discount from April 2015.

Visit www.waterplc.com/socialtariff to apply online, or talk to the Customer Services Team on 01737 772000.
New vehicle for East Surrey Dial-a-Ride

East Surrey Dial-a-Ride provides transport for people in the north of the district, who have difficulty using public transport due to disability or old age.

Thanks to a very generous donation, East Surrey Dial-a-Ride has just been able to buy a new bus to add to their fleet of six wheelchair accessible mini-buses, ensuring members can travel in safety and comfort.

To find out more about using the service call 01883 346547.

East Surrey Dial-a-Ride is a not-for-profit company and a registered charity, operating from the Douglas Brunton Centre in Caterham.

It is funded by Tandridge District Council, Surrey County Council, fares and donations from members, as well as by local businesses and organisations and individual donations.

Edenbridge & Oxted Agricultural Show

This year’s Edenbridge & Oxted Agricultural Show is being held on 24 & 25 August at the Ardenrun Showground, Lingfield.

See Bolddog Lings, the UK’s top motorcycle display team’s show twice a day, with spectacular stunts to amaze the main ring crowds.

The 140 acre showground will feature a giant Horticultural Marquee, with expert advice on gardening, together with a specialist regional Food Marquee, BBQ cookery demonstrations and a children’s cookery school, plus Owls R Us, Polly’s Parrots Roadshow and a Victorian carousel and funfair rides.

In addition there will be 300 unusual shops, a Heavy Horse Village, close-up encounters with animals big and small, milking demonstrations, the largest display of livestock and one of the biggest equestrian events in the south.

Advance reduced price tickets and timetable are available at www.edenbridge-show.co.uk. All under 16s go free with an adult ticket holder in the party. Free bus service from Lingfield Station.

Free school meals

From September 2014, as part of the government’s school food plan, funding is being provided to enable primary schools in England to offer a free lunch to every child in their reception classes, year 1 and year 2.

Parents need to register their interest to have a free school meal deal with their child’s school. Schools will provide information to parents about how they are managing and delivering their school food plan.

There is strong evidence well nourished children learn more, behave better and are more likely to achieve their full potential. Offering free school meals to children aged four to seven tackles obesity and diet related diseases and teaches children healthy eating habits early in life. Parents of children in these year groups can also save nearly £400 per year per child.

Visit www.schoolfoodplan.com/plan for more details, or contact your local school.

News in brief

Buy with confidence

The Buy With Confidence scheme is free and only has details of local businesses which have been checked, monitored and approved by Trading Standards officers.

It covers most businesses, all searchable online at www.buywithconfidence.gov.uk. You’ll find everything from air conditioning to window cleaners, alarm installers to will writing services and a whole host of home improvement companies and motor traders.

More information and members details are available by calling 08454 04 05 06 or online at www.buywithconfidence.gov.uk.

If you are a trader interested in joining the scheme, visit the website and apply online, or ring 08454 04 05 06 and an advisor will send you an application form.

Expert advice for Surrey businesses

Do you run a business in Surrey? If so, you can get a free hour of business advice, however large or small your business is, to ensure you’re complying with crucial consumer protection laws.

Qualified Surrey Trading Standards professionals from the Business Advice team give accurate, expert advice on topics including product labelling, age restrictions, food safety and weights and measures.

After the first free hour of advice a charge will be made, but at a much more competitive rate than that of a solicitor or business consultant.

To register your business for this service, visit www.surreycc.gov.uk/tradingstandards, e-mail business.advice@surreycc.gov.uk or call 01372 371737.
Tour of the MRF... following your recycling

Over 170 residents responded to the advert in our winter magazine and online offering a chance to visit the MRF (material recovery facility) in North London. On 22 April 25 residents were taken to Edmonton to see firsthand what happens to their recycling.

**What happens at the MRF?**

**Step one:** All the mixed recycling is unloaded onto the factory floor where a shovel loader scoops it up and places it into a feeder (a huge skip). From there it is loaded onto a conveyor belt to begin the sorting process.

**Step two:** The bags housing the recycling are ripped open, sucked up into a vacuum-like pipe and sent to be recycled, while the rest of the material continues on its journey.

**Step three:** The material travels through large cogs, which separate out the glass and large card.

**Step four:** Next a fast spinning set of star shaped wheels remove two dimensional materials, such as paper and any remaining card. Three dimensional items such as cans and plastic bottles drop through to another conveyor belt, where magnets and eddy current separators remove the steel and aluminium cans. An optical reader detects the different types and colours of plastics and air jets blow them off the conveyor belt into collection hoppers.

Glass is also sorted into different sized grades and small bits of contamination such as shredded paper and bottle tips are removed using cyclone technology. Finally there is a hand sorting process to ensure everything we can recycle is recycled!

**Step five:** Now all the materials have been separated, they are baled up and sent off to be made into new items.
Edmonton MRF’s facts

- Every year the MRF processes up to 280,000 tonnes of recycling materials.
- Around 70% of the recycling materials are from domestic properties, with 30% from commercial properties.
- It operates 24 hours a day and only closes on Christmas Day.

Questions & answers

After the tour there was a chance to ask Steve Oulds, National PSI Manager-Recycling and Mick Andrews, Plant Manager, questions about the MRF and recycling process. Here’s what our residents asked:

Should we take the tops off plastic milk bottles and put them in the recycling bin separately or leave them on?
Please squash the bottles and leave the lids on because this helps create more room on the collection vehicles and makes the collections as efficient as possible.

Can you recycle toothpaste tubes and tomato puree tubes?
Yes, toothpaste tubes are plastic and tomato puree tubes are aluminium. Please leave the lids off too.

Can you recycle wallpaper?
Unpasted wallpaper can be recycled — used or pre-pasted papers cannot.

Can you recycle paperback books?
Yes, but not if it has a vinyl covering.

What are some of the most unusual or dangerous objects that have been sent for recycling?
Metal car parts, a concrete kerbstone, sharps/needles, Christmas trees with lights! Please do not put these in your recycling bin.

At the end of the MRF tour we asked the residents what interesting facts they had found out. Here are some of their answers.

“Recycling matter was not waste, but a valuable commodity.”

We also asked if there was any information that stood out for them. They said:

“What plastics to not recycle eg cling film, expanded polystyrene, bubble wrap.”

“That the bales of waste were not sent to China to be put in their landfills.”

“Tandridge Council have made a huge effort to ensure as much material can be recycled as possible - which is very beneficial for the environment.”

People recycle all sorts of things!

Can you recycle toothpaste tubes and tomato puree tubes?
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Unpasted wallpaper can be recycled — used or pre-pasted papers cannot.

Can you recycle paperback books?
Yes, but not if it has a vinyl covering.

What are some of the most unusual or dangerous objects that have been sent for recycling?
Metal car parts, a concrete kerbstone, sharps/needles, Christmas trees with lights! Please do not put these in your recycling bin.

At the end of the MRF tour we asked the residents what interesting facts they had found out. Here are some of their answers.

“Recycling matter was not waste, but a valuable commodity.”

We also asked if there was any information that stood out for them. They said:

“What plastics to not recycle eg cling film, expanded polystyrene, bubble wrap.”

“That the bales of waste were not sent to China to be put in their landfills.”

“Tandridge Council have made a huge effort to ensure as much material can be recycled as possible - which is very beneficial for the environment.”

Quiz & spot the difference winners

While on the visit to the MRF the visitors took part in a quiz & spot the difference competition. Congratulations to David and Jan Mitchell who won one year’s free subscription to the new Tandridge Green Waste Club and Maggie Barton-Wilby who won £30 Homebase vouchers.
Popular garden waste service extended

From 1 June, Biffa, acting as agents for Tandridge District Council, took over the running of the garden waste service.

This is good news for residents, as it means the service can now be extended to more residents, including those who have been on the waiting list for a while or who were not able to have the service because of narrow access to their property which prevented the large lorry reaching their homes.

Residents wanting to join the Green Waste Club can get information and sign up online by visiting the Club’s website at www.greenwasteclub.co.uk and entering their postcode. Alternatively, they can call the Club’s helpline on 0800 0858 286.

Garden waste bins are emptied every two weeks (except over Christmas) from the edge of the property and cost £49.95 for each bin, plus a one off £10 joining fee.

Residents currently receiving the service should not notice any difference in service, except they will be contacted by Biffa when their subscription renewals are due to pay Biffa, rather than Tandridge District Council.

Existing subscribers and those on the waiting list should have received a letter confirming the new arrangements which started from 1 June.

News in brief

Keeping trim

Garden hedges, shrubs, tree branches and even plants sometimes grow beyond garden boundaries and cause a real danger to motorists and pedestrians. They can block visibility at junctions, obscure street lights, injure pedestrians and force them into the roadway. Overhanging vegetation may also prevent the recycling, waste or garden waste crews from safely getting to bins to collect them.

If your property borders the road, footpath or verge, please check foliage does not cause an obstruction and trim it regularly. Ideally, hedges and trees should be cut back to a property boundary, with a head clearance of 2.3 metres on a footway and clear of street lights.

Collecting during road works

Road works can make it difficult for large vehicles to get into or along a road. If there are road works near your property you may find your waste collections are delayed.

The crews will still attempt to get to you on your scheduled collection day. If they don’t, special arrangements will be made to collect as soon as possible in the same week and details will be posted on our website at www.tandridge.gov.uk/serviceupdates.

No sharp objects please

When you throw away broken glass or something sharp in your rubbish, spare a thought for our collection crews as sharp objects can cause serious harm. Please make sure you wrap them in lots of paper, place them in a tied carrier bag and attach a note warning the crew to be careful.
Collection information

Collection time
All containers must be available by 6am on your collection day.

Food waste
We collect your green food waste caddy from the edge of your property nearest the road. We collect your food waste every week. Please do not use plastic bags, only use compostable bags.

Recycling
We collect your blue lidded mixed recycling wheeled bin (please make sure the bin lid can close), or clear recycling sacks, from the edge of your property nearest the road. We collect your mixed recycling one week and your waste (anything that can’t be recycled) the other. No polystyrene, textiles or black sacks please.

Extra recycling?
Any extra recycling can be placed in a plastic bag (untied) or cardboard box at the side of the bin, but not in black sacks. If you think you may need a second recycling bin or food waste caddy please contact us.

General waste
We collect your general waste every other week from between your front gate and back door. It must be in your own dustbin or in rubbish sacks. If you choose to use a wheeled bin it will be returned to the edge of your property and not back to where it was taken from. Please do not use your recycling wheeled bin for general waste. It won’t be collected.

No black sacks in recycling bins
Please do not put your recycling into a black sack before putting it into your recycling bin. Our collection crew will think it is general waste and will not collect it.

Clear recycling sacks
If you are one of the households which uses the clear plastic sacks instead of a recycling bin, because of steep steps or difficult access to your property, please make sure you re-order new ones in plenty of time. It can take up to three weeks to get them delivered. Fill in the form on our website www.tandridge.gov.uk/recyclingsacks. You can also collect them from the Council Offices in Oxted.

Check your collection day
To check which week your recycling and which week your waste is collected please:
- Check your calendar.
- Visit www.tandridge.gov.uk/collectiondates.
- E-mail customerservices@tandridge.gov.uk.
- Call 01883 722000, or use Typetalk 18001 if you are deaf or hard of hearing.

August bank holiday collections
Recycling and waste collections following the bank holiday on Monday 25 August will not change. Garden waste collections will be one day late, please check your garden waste calendar.

Bulky rubbish clearance weekends 2014
For up to date details please visit www.tandridge.gov.uk/bulkyclearance before taking your bulky waste anywhere.

We can take: ceramics, furniture, garden waste, glass, household rubbish, metal items and up to two washing machines etc.

We can’t take: fridges, freezers, asbestos, car batteries, concrete, hardcore, hazardous chemicals, oil, paint, plasterboard, and trade waste. For advice on these please call Surrey County Council Waste Disposal on 0208 3291030.

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<thead>
<tr>
<th>Date</th>
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<tbody>
<tr>
<td>Saturday 13 September, Saturday 29 November</td>
<td>Dormansland</td>
<td>7.30am-10.45am</td>
<td>Hollow Lane Garages</td>
<td>12pm-2.15pm</td>
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<td>Lingfield</td>
<td>7.30am-10.30am</td>
<td>The Star Public House</td>
<td>12pm-2.15pm</td>
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<td>Smallfield</td>
<td>7.30am-2.15pm</td>
<td>Wheelers Lane</td>
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<tr>
<td>Saturday 20 September, 6 December</td>
<td>Hurst Green</td>
<td>7.30am-10.45am</td>
<td>Community Centre</td>
<td>12pm-2.15pm</td>
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<td>Limpsfield</td>
<td>7.30am-2.15pm</td>
<td>Stoneleigh Road</td>
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<td>Oxted</td>
<td>7.30am - 9.45am</td>
<td>Council Offices, Oxted</td>
<td>10am-12.15pm</td>
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<td>Tandridge</td>
<td>7.30am-10.45am</td>
<td>Car park behind St Peter’s School</td>
<td>12.30pm-2.15pm</td>
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<td>Tatsfield</td>
<td>7.30am-10.45am</td>
<td>Village hall car park</td>
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<td>Saturday 27 September, 13 December</td>
<td>Blechingley</td>
<td>7.30am-10.45am</td>
<td>Coneybury</td>
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<td>Blindley Heath</td>
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<td>Godstone</td>
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<td>South Godstone</td>
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<td>South Nutfield</td>
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<td>Club Road, The Green</td>
<td>12pm-2.15pm</td>
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<td>Parking area outside 113-119</td>
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<td>South Godstone</td>
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<td>Sports Association car park</td>
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<td>South Nutfield</td>
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<td>North Station Approach</td>
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Groups: 40+ by arrangement

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