

Monks Orchard Residents' Association

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email: monksorchardweb@btinternet.com

Croydon

(Non Party)

(Independent)

NEWSLETTER - Autumn 2005



Ham Farm Walk. This photo was probably taken early 1900. The walk started beside The Rising Sun Public House and went up to Ham Farm. The walk later became Orchard Way. The alley is still there today next to the pub.

The Monks Orchard Residents' Association was founded in 1923, and represents 2,500 residents.



Getting on the Web

The MORA website was started five years ago as the shop window of the Association. It has been continually developed, and is used more and more by members and “visited” by people from all over the world. It enables an Association like ours, which does not have premises or paid employees, to tell the world what we stand for, what we do and how we collect and forward the views of our members. We hoped that members would use the site as a means of sharing views and information also as a consultation forum, to tell us their views on important issues and to access urgent information such as crime warnings.

It is appreciated that not all our members has a computer or wants to use one. For those that remain reluctant, we should like to encourage you. The government is committed to “e-government” and if we are to respond to what they are saying and doing our members need to be online. The cost of purchasing and owning a computer continues to decrease and there are some good second-hand bargains to be had. There are a number of locally based computer experts who will, for a fee, advise and supply the equipment to suit your needs and get you started.

Classes in IT are available locally, some free of charge, and we would encourage the reluctant to learn how to use email and to access documents. Public libraries provide access to computers and the staff are generally willing to provide a little help. You will be surprised how straightforward it all is and how easy to impress your friends with your use of the terms like “logged on”, “download” and “spam.” It is pleasing to find how many “so called” senior citizens have successfully gone “online” and exchange email, messages and photographs with family and friends. If you want to keep those “little grey cells” active it is possible to access puzzles, games and crosswords. Furthermore, most of the national and local newspapers are online and if you cannot get out and about, shopping can also be done this way.

PLANNING NEWS



MORA has made numerous attempts to draw resident's attention to the increasing threat imposed by large high density housing developments on **the nature** of Monks Orchard and other residential areas situated away from Croydon Town Centre. There is concern that inappropriate high-density residential developments will adversely impact on the character of the areas, open spaces and that the infrastructure and other services will be unable to cope. 'Infrastructure' in its widest sense means: roads and public transport, drainage and sewerage (including potential flood risk), issues surrounding utility supplies – water, gas and electricity, availability of local

school places, provision of health services, impact on facilities for refuse collection and on other public services such as police and fire fighting. Many residents fear that these important facilities will be unable to deal with the increasing number of large new housing developments.

It is acknowledged that there is a need for more housing to accommodate the increase in the number of people arriving and wishing to remain in Greater London. It is anticipated that the population of the capital will increase by 800,000 over the next ten years and in order to meet the demand for more housing the density of new developments is to be increased and the planning policy is to be revised to ensure that planning applications are dealt with quickly and objections by local residents constrained. Pressure for the rapid expansion in house building is being applied on planning authorities by the Deputy Prime Minister John Prescott, the Mayor of London Ken Livingstone, developers and pressure groups. Some of the other London Boroughs are resisting this pressure in an attempt to mitigate the impact of large scale and often inappropriate new developments, many of which could be sanctioned without local consultation and consideration of their impact on the particular character of an area. It appears that the leaders of Croydon Planning Control Committee, in an attempt to please their political masters, are willing to give permission for nearly any development providing it contains the key words of, 'affordable housing', 'housing for key workers' and 'high density' with almost no thought on the likely impact on the character or the infrastructure of an area.

The Croydon Plan states that the Council will encourage a high standard of design in all developments ensuring that it compliments nearby buildings and activities and that it improves or at least maintains the quality of the Borough's environment. However, permission has recently been given for high density and tall blocks of flats to be erected in the centre of an avenue lined with Victorian dwellings also high density housing blocks have been erected in roads lined with semi-detached houses and bungalows without consideration of the impact on the local environment and community. A number of the development proposals that have received approval are for single bedroom flats with no parking or amenity space. These dormitories are not places people will be proud to live, more likely desperate to leave. Furthermore, if the residents of these single bedroom dormitories decide to increase the size of their family and cannot afford to move to larger premises the whole block will in a few years take on the appearance of a crowded and characterless construction and prove that the Council will have learnt nothing from the mistakes made in the past.

The rapid growth of people and jobs cannot be stemmed nor can the demand for more housing, but large new housing schemes should not be imposed on an area without the local community being engaged in the plan-making process. Consideration must also be given to the local character of the area, the need to establish sustainable communities and the interests of the next

generation. Failure to consult the local community and to ensure that new developments compliment the design of the local environment will result in residents losing faith in the planning process. It should be made clear when an area has been earmarked for high density development so that those who think they are buying a home in a leafy suburb are not mislead and existing residents can join the flight to other boroughs. It is obvious that MORA will need to be vigilant to ensure that no inappropriate planning applications go unchallenged to alleviate the impact on nearby residents and to moderate the excessive demands of greedy speculators and developers. To undertake this time consuming task MORA will need more help from those residents who are interested in the well-being of the area in which they have chosen to live.

PLANNING REPORT

251-261 Wickham Road (Formally Esso Garage next to Co-Op)

This site has had two applications the first rejected on grounds of overlooking. The second refusal was on grounds that the development would be out of keeping with the character of the locality and detrimental to the appearance of the street scenes of Wickham Road and Wickham Avenue by reason of its form and design. Also, the proposal was considered an over development of the site with inadequate amenity space for residents.

59 Greenview

This application was for full planning permission for the erection of a detached four bedroom chalet type bungalow. On behalf of local residents in and around Greenview Avenue, MORA objected, among other reasons, on the grounds that the plans, as prepared by the Polish Architects, are of a design totally out of character with local residential properties; we also recognised that although Poland was now part the EU, we challenged whether the Architects drawings met the UK Building Regulations; we also challenged whether there was adequate width for access and egress by service and emergency vehicles. This application was refused on 24/08/05.

129-131 The Glade

The application for the demolition of the existing two bungalows at 129 & 131 The Glade and the erection of a terrace of a two storey building with accommodation in roof space (weasel words for three storey's) comprising 7 flats and 5 houses; with formation of access road and associated parking; caused great concern to local residents. A meeting of local residents targeted action, which resulted in a significant number of letters to the Planning Department, objecting to the proposal. MORA also objected on the grounds of over-development and too high a density per hectare, overlooking and visual intrusion, traffic & parking issues and environmental issues. As we go to press, this item is on the Agenda of the Development Control Committee of the 8/8/05 with a recommendation for refusal.

102-104 The Glade

The application is for full planning permission (outline approval has already been given) for the demolition of the existing building on the site of 102-104 The Glade and for the erection of a terraced of 3 two story three bedroom houses with accommodation in the roofspace (again, these weasel words); formation of vehicular access onto The Glade; the erection of a pair of two storey three bedroom semi-detached houses and formation of vehicular access onto Watlings Close. This application has a long history and has been the subject of appeals to the Planning Inspectorate. On behalf of requests by local residents, MORA has objected to this development and has raised a boundary ownership issue that needs to be resolved before development can sensibly proceed.

Land at Glade Gardens

The Application for the erection of 2 two-storey buildings with accommodation in roofspace (a way of getting around saying it is three story), comprising 10 one bedroom flats was supposed to be discussed at the Council Development Control meeting of the 25th July. Local residents were all fired up to attend and make their objections when it became apparent that the Council (and us) had failed to appreciate that the plot was currently designated as Local Open Land and could therefore not be built on. The item was withdrawn from the meeting agenda and notification sent out by hand delivered letters the day before the meeting. The council then hurriedly set in place actions to re-designate the land, without consultation or notifying MORA or local residents. However, when MORA became aware, we made representations to the council to delay the decision until we and local residents had time evaluate the criteria and study the evidence for re-designation of the land and allow time for formal representations.

66 Tower View

A recent application has been requested for outline planning permission for the demolition of the existing building and the erection of 4 four bedroom semi-detached houses with detached garages with access from Edgewood Green and vehicular access from Tower View. We are evaluating the very skimpy plans – which although only for outline planning, we consider the drawings supplied are of such poor architectural quality to make assessment and comment very difficult. We are very concerned that if outline approval is given on the basis of these drawings, formal full approval will just become a formality and would be more difficult to obtain a refusal.

18 Bywood Ave (Fish & Chip Shop)

The acrid smells continue to cause objection and MORA have responded to the Ombdsman's investigation. A petition is being circulated locally and is being supported by MORA, our local councillors and our MP, Andrew Pelling. The council wants to ignore this problem as it was they who recommended the installation of the equipment to prevent fumes being ejected into the air.



CONSUMER DIRECT

Information has repeatedly been printed in this newsletter about consumer rights and trading standards but consumers continue to suffer from the problems associated with poor workmanship, dishonest traders and scams. It appears that only too often people are reluctant to stand up for their consumer rights because they get embarrassed, think everyone is staring at them or find it difficult to find the right words when returning or complaining about goods or poor service. In order to overcome such problems, sort out disagreements and obtain a fair and satisfactory result in disputes with suppliers and contractors it is essential that you pre-arm yourself with clear practical consumer advice. Not knowing where to go when you want helpful advice applies to practically all of us but particularly the social disadvantaged.

To provide consumers with a better understanding of their rights so that they can buy with confidence the Department of Trade and Industry has set up a new government backed service, free of charge, to all sorts of consumers with all sorts of consumer issues or complaints. The name given to the new service is Consumer Direct and as the title suggests the service is principally phoned based with a single phone number 08454 04 05 06 to ring wherever you are between 8 a.m. to 6.30 p.m. Monday to Friday and 9 a.m. to 1 p.m. Saturdays. The telephone service is complemented by a website www.consumerdirect.gov.uk containing a wide range of information on consumer rights. The advisors are trained to give clear, unbiased information on how to handle a whole range of consumer issues from bill queries and warranty disputes to faulty and dangerous goods to poor workmanship. Whether it is a £20 pair of shoes that the sole has come away on, or builders who have not completed work and are demanding payment, Consumer Direct can help. The service aims to give consumers the knowledge, tools and confidence to resolve simple consumer problems themselves, whilst referring more complex issues to Trading Standards professionals for investigation and meditation.

The advice given is absolutely free and the only cost is that of getting access to the advice is the call charge. Because all calls are to a 0845 number they are charged at no more than 4p a minute for BT customers, however, charges from other networks and mobile phone networks may vary. A translation service is available simply call 08454 04 05 06 and state in English the language you would prefer to use. The experience to date shows that 90% of callers get through on the first call and are able to speak to a real person. Between 50 and 60% say their problems have been solved. By this they mean that they were resolved to their satisfaction; perhaps they were able to obtain a cash refund or a replacement item of goods. Free, clear and practical consumer advice is only a phone call away. If you need help simply call 08454 04 05 06.



BOUNDARY HEDGES

One of the most common disputes between residents is that of high boundary hedges especially when they are allowed to get out of hand. The growing number of disputes has resulted in pressure being applied for the Government to introduce legislation so that neighbours that cannot resolve their hedge disagreements amicably can appeal to the local authority to intervene.

After much waiting the government has agreed the 1st June 2005 as a start date for the new high hedges legislation, which is contained within Part 8 of the Anti Social Behaviour Act 2003. From that date, provided they have tried and exhausted all other avenues for resolving their hedge dispute, people will be able to take their complaint about a neighbour's evergreen hedge to their local authority on payment of a fee (yet to be determined). The role of the local authority is not to mediate or negotiate between the complainant and the hedge owner but to adjudicate on whether – in the words of the act – the hedge is adversely affecting the complainant's reasonable enjoyment of their property. In doing so, the authority must take account of all the relevant factors and must strike a balance between the competing interests of the complainant and hedge owner, as well as the interests of the wider community. If they consider the circumstances justify it, the local authority will issue a "remedial notice" to the hedge owner which will set out what they must do to the hedge to remedy the problem and when by. The Local Authority would also have powers to have the work carried out with the costs recoverable from the owner. There will be a right of appeal for both owner and complainant. Failure to carry out the works required by the local authority is an offence, which, on prosecution, could lead to a fine of up to £1,000.

Hedges, properly selected and cared for, are great assets to gardens and the environment. A good hedge has many benefits as a garden boundary, they provide shelter, privacy, security, beauty, background texture, wildlife habitat, weather resistance and save money as long lived hedges can last hundreds of years. The disadvantage is that they require a commitment to regular maintenance. All types need trimming at least once a year, others more often. Regular light pruning is better for the hedge, and easier to carry out, than infrequent heavy pruning. High and overgrown hedges often need costly specialist equipment or professional help to get them back into shape and create a huge heap of garden waste to dispose of.

Residents who plant hedges with an unsuitable fast growing variety, such as a Leylandii, often have a motive for doing so. Those residents who may object to fast growing high hedges in their neighbours garden should ask themselves a few questions before complaining. Is it because the next door neighbour wishes to blank out the view of a rusting car, caravan or boat? Is the dilapidated garden outhouse making the area look like a slum? Are the children frequently using the trampoline, climbing frame or tree house

invading the privacy of others especially when they wish to sunbathe or have a quiet summer party in their garden? Is the washing hung out to dry left on public display for far too long? The list is almost endless and willingness to compromise may result in the offending high hedge being pruned or removed.

Luckily there is a wide range of plants available so it's not difficult to achieve an attractive healthy hedge – one that will take only as much upkeep as you can manage and create an attractive feature in your neighbourhood not a bone of contention. Prior to planting a boundary hedge it is sensible to give some thought to what you want the hedge for, e.g. for security, privacy or boundary marker. Choose the features that fit the type of hedge you want. Give thought to leaf colour, flowers, fruit, prickles, autumn interest, and wind tolerance. Decide how much maintenance work you can manage, as it will require a continuing commitment. Some are fine with one cut a year, others need at least three. It is advisable to discuss the location of a boundary hedge and its continuing maintenance requirements with your neighbours. All sides of a hedge will need to be trimmed if it is to be properly maintained and parts of it may only be accessible from your neighbour's garden.

The Office of the Deputy Prime Minister (ODPM) has produced two leaflets on High Hedges legislation – 'High Hedges' – complaining to the Council' and 'Over the Garden Hedge.' These are available from ODPM by telephoning 0870 1226 236.



The Final Commemoration

This summer marked the 60th anniversary of the end of World War II and the last commemoration of the event. MORA expresses its gratitude and thanks to the individual ex-service men, women and also brave wartime civilians who gave so much. Many Monks Orchard residents sacrificed six years of their lives for the defence of their country. They fought for peace and freedom but never claimed to be heroes nor did they ask for special treatment when it was all over. Many believe that we do not take enough pride in the achievements of those who brought us victory in Europe and the Far East nor do we take enough time to say thank you. Most of those who contributed to this great event are now in their twilight years and their number is diminishing. Those that remain deserve our support to preserve their dignity in time of need.

Those that would like to pay tribute to these unsung heroes can do so by making a World War II 60th Anniversary Gift to the British Legion. Phone the donation line on 0845 845 1945 or give on-line www.victorythanks.org.uk. The Royal Mint is issuing an end of World War II Commemorative £2.00 coin contained in the official British Legion presentation pack and is an ideal souvenir to hand down to the younger members of the family. To order simply call 08708 500 505 or log on securely to www.westminsterorders.com. Please quote reference number G50/9945 when ordering.

Police Liaison/Security



Just a short resumé of my N.H.W Committee meeting with the MET at Forestdale on Wednesday 20th April. Sgt. Alec Stowe opened with information on Sections allocated to their two beat officers and P.C.S.O's. There are now 9 Sectors with this attendance. Shirley, Selsdon and Heathfield are due to receive their quota by 2007! I broached the concern of residents in our area, of Anti Social Behaviour (ASB), and was told that the youths concerned had been approached, cautioned and their parents and schools informed, so repeat incidents would lead to court or prison. Let us hope this action has the desired effect.

Drinking in Croydon centre is being successfully controlled and it is hoped that, with 24hr opening now in force, the habit will die a natural death as it has in many towns and cities in the UK.

Crime figures are down considerably on year 2004, and there is now a queue for recruitment of more police of all races, so things are looking good for the future.

Our Fire Chief reported the success of the ongoing programme taken to schools for likely recruitment of leavers to sign on for 5 day exhaustive training in the Service, primarily to take them off the streets and into an interest in serving the public, with a view to enrolling in the Fire Service. So far a significant number of both sexes have signed on.

The Quarterly Meeting on Wednesday 20th July was mainly concentrated on the effect of the 7th July terrorist attack in London, which was to be expected. Voices were raised from all areas about the unacceptable amount of anti-social behaviour and criminal damage caused mainly by school leavers at the end of their educational year. Inspector Alec Stowe confirmed that there had been a number of arrests and cautions for the culprits, although not all were caught, but he hoped the desired effect would deter others from committing damage.

He went on to explain that due to the 7/7 attack, many of his PCs were already seconded to the City on Terrorist Duty and would therefore not be available in our streets, but Patrol cars would be stepped up in their place. I asked the Inspector if it would be possible to second some of the P.C.S.Os (Police Community Service Officers) from Croydon Town Centre, during the day (needed during the evening when Bars close, of course), to patrol our streets. His reply was that there were not enough recruits ready to start duties until training ended, but that it would be considered in the future.

I have contacted our new Liaison NHW Officer at Croydon Police Station, who has hopefully set up the email of the Newsletter '**Croydon Eye**', which covers all warnings of areas being targeted by con-men, bogus callers and other crimes, etc. in the whole of the Croydon area. The email address for the Newsletter is: cbnwa@btconnect.com.

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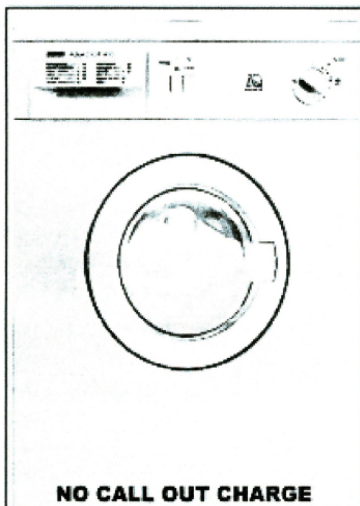
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Postscript: The MET Police will be installing a new phone system - 'Metcall', and Croydon will be part of this new scheme, hopefully by January 2007.

Jean Cook

CRIME ALERTS



Offence	Location	Date	Method
Criminal Damage (£5000 or less)	Orchard Way	29/07/2005	Effectuated by persons unknown throwing a large stone, breaking a double glazed pane in a porch. No entry gained.
Criminal Damage (£5000 or less)	Parkfields	30/07/2005	By suspect found to be in possession of a black marker pen in an area covered in graffiti without a good reason.
Theft from Motor Vehicle	Wickham Road	09/08/2005	By suspect unknown forcing the rear door lock gaining entry and taking property.
Theft from Motor Vehicle	Primrose Lane	11/08/2005	By suspects unknown entering the insecure ambulance and stealing a navigation system from within.

SCAM WARNINGS

Perfume Scam

Ladies, beware of bogus perfume salesmen who prey on you at petrol stations. They ask you to smell a perfume which turns out to be ether, which knocks you out, and then they are free to rob you, take your valuables and heaven knows what else.



Inland Revenue Identity Scam

Beware of false letters from the Inland Revenue signed by 'Fiona Delany Inspector of Taxes' enclosing a Form P86 which asks for bank details, nationality, address, profession and date of birth. These letters look genuine but are not. If in any doubt, contact the local Inland Revenue Office.

Latest Email Information

Two Bank scams around this week saying that your account will be closed if you do not click on the link and give your account details, password etc. One for Nat West cannot spell information and warns that additional informations will be required! There is also one for Lloyds TSB bank and the Halifax which says this message is obligatory to follow! Another Halifax email saying 'Important Notice (2nd email)' from Halifax asking the usual click on this link to carry out an urgent update of the service.

The usual crop of emails this week headed 'Greetings from France', 'News' see monthly news report, 'Mail Delivery failure', 'Re Spam' I have found you in the spammer list, is that true?, 'Re Product', Mail authentication' .Protected Mail System', 'Mail Delivery failure', 'Re Your Website', 'Re Thanks', Mail authentication' and 'I have attached the file your password is'. All of these have an attachment which contains a virus so delete immediately.

Illegal use of Motorcycles & Quad Bikes

There has been complaints about the illegal use of motorcycles by juveniles on Ashburton Playing Fields especially over the school holidays. Apart from the obvious potential dangers, the noise can be tormenting. Quad bike riders are also regularly seen racing about on the fields.

National "Doorstep" Cold Calling Protocol

Everybody, particularly the most vulnerable are at risk from bogus callers and doorstep rogue traders. These problems are well known to Croydon Trading Standards and the police.

The Trading Standards service is undertaking the task of educating householders, particularly the elderly to change the way they deal with doorstep callers, for example:-

- Don't keep unnecessary sums of money in the house.
- Use door chains.
- Don't deal with unexpected 'door knockers.'

Many callers, for example meter readers, representatives from the utilities, local authority officers, do need to make house calls.

Where possible, representatives will have previously notified appointments. But on occasions where this is not possible the following procedure will be observed:-

- The representative will physically hand their identification card to the householder and declare their name and organisation. They will request that the householder compares their face with the photograph on the card and explain that they will not enter until the householder says so.
- The representative will carry a larger identification card for examination by persons with sight difficulties. This card will be printed of at least of size/ font 14 and with an enlarged photograph.
- The representative will explain the purpose of his/her visit.

- The representative will explain that the householder can check their identification by telephoning their organisation and they can arrange for attendance of a third party e.g. a neighbour if they wish.
- The representative will make it clear that they will not enter the house unless the householder is happy for them to do so.
- The representative will always be happy to return at a later pre-arranged date/time if the householder requests.
- The organisation will provide a landline telephone number, preferably free phone, to facilitate employee bona-fide checks. This telephone number must be a direct line to a person/people and not utilise automated call management systems. Where possible this number should also be listed in the public telephone directory and other company advertising material.

Rubbish Collection



Most of you have already received wheelie bins from Croydon Council, with detailed instructions on how to use them and where to place them for collection. They have only been in operation for a few weeks, and already we have had various complaints from members that their rubbish hasn't been collected. We have also had complaints from elderly residents and those with disabilities who have difficulty moving their bins to nearer the pavements in order to get their rubbish collected. In turn, their rubbish hasn't been disposed of, and they have had to ask friends or relatives to dispose of their rubbish for them. This is despite the Council supposedly offering an 'assisted collection service' for those unable to move their bins to the required position. The delivery of the new bins also seems rather patchy, with some properties yet to receive them.

Obviously, this situation is extremely unsatisfactory. Some residents had reservations about the new wheelie bins before they were introduced, and this hasn't helped to allay their fears. The introduction of wheelie bins were intended to improve refuse collection services, but for some it seems that the service has deteriorated. Residents shouldn't have to dispose of their own rubbish, especially when the cost of collection and the new wheelie bins are included in their Council Taxes, which no doubt will be rising again next year.

Bottle in the Fridge



BOTTLE IN THE FRIDGE OR MESSAGE IN A BOTTLE

The project is based upon an initiative which has been operating in Tayside for some 10 years, was taken up by Kendal Lions, and is spreading to other Lions areas. It is a voluntary scheme intended for use by anyone who feels vulnerable while living at home.

The scheme provides the emergency services with the vital details of any illness or allergy, and someone to contact should they be called to the person's home as a result of sudden illness or personal accident and the person is unable to communicate.

Details of the individual such as GP's name and address, medical condition, medication taken, next of kin etc, are stored in a plastic container, 'The Bottle', which is kept in the fridge. This is considered to be a place in each individual house which is easily found by the emergency services as opposed to a cupboard or drawer.

Two small labels, unique to the scheme and known to the local emergency services and other caring agencies, are attached within the house, one on the fridge door and the other inside the house close to the front door, eg in the hallway.

The Lions in Croydon are re-launching the scheme in the Borough and have funded the initial supply of bottles, labels and forms which are provided free of charge to individuals wishing to take part.

We have been given a small supply and if you would like to take part, please call: **Christine Ross-Smith** – [REDACTED].

Croydon Council New Telephone Numbers



Croydon Council is simplifying its telephone numbers to make it easier for customers to access the services they need. Services and access to information have been grouped under one of twelve headings. Details can also be found on the website at www.croydon.gov.uk/telephonenumber and in the BT directory published in August 2005.

Initially customers who continue to use the old numbers will be automatically directed, without the need to redial, to the new ones and they will be advised of the correct number for future use. The new general information request number 020 8726 6000 will ultimately replace 020 8686 4433, but it is our intention to retain this number for sometime to come.

General Enquiries **020 8726 6000**

For 'Who do I contact?' enquiries, asking for someone by name, general information requests, Council job vacancies, Council and Community meetings information, language support services and Minicom communication.

Housing **020 8726 6100**

For all Council tenancy issues, housing options and private sector housing enquiries.

- Environmental Reporting** 020 8726 **6200**
 For reporting pests, dead animals, litter, dog mess, leaves, graffiti, noise, missed rubbish collection and fly-tipping, to arrange bulky waste collections and get information about trade waste and recycling.
- Registration Services** 020 8726 **6300**
 To notify change of address, arrange for the registration of births, marriages and deaths, find out about Croydon crematorium and cemeteries arrange to attend a citizenship ceremony and get information about election matters.
- Children, Youth, Families and Schools** 020 8726 **6400**
 For information and assistance concerning child protection, drugs and alcohol services, adoption and fostering, children with a disability and other family social services issues. For information about school places, Early Years and childcare, special needs education, general education enquiries, bullying and harassment, student loans, youth services and making complaints about education.
- Social Services for Adults** 020 8726 **6500**
 For information and assistance concerning homecare, residential care, drug and alcohol services, mental health, domestic violence, learning disabilities and physical disabilities (including sensory impairment).
- Business Advice and Council Partners** 020 8726 **6600**
 For business advice (for rates contact Revenues and Benefits) and working in partnership with the Council.
- Life in the Community** 020 8726 **6700**
 For consumer advice, health and safety, crime and disorder, antisocial behaviour and harassment issues.
- Planning and Building Control** 020 8726 **6800**
 For advice and application information on planning and building control issues.
- Leisure and Continuing Education** 020 8726 **6900**
 For information and assistance concerning libraries, parks, sports and leisure centres, leisure events, continuing education training services (CETS) and further education.
- Revenues and Benefits** 020 8726 **7000**
 For advice and applications on housing and council tax benefits, business rates and other benefits, payment of council tax.
- Streets and Transport** 020 8726 **7100**
 For reporting street lighting, street cleaning, road damage and safety, tree, abandoned vehicles and parking issues; and advice on supported travel services.

Shirley Neighbourhood Care

Shirley Neighbourhood Care in The year of the Volunteer 2005

S.N.C is one of 32 similar groups who are members of Croydon Neighbourhood Care Association, based in Croydon. This umbrella organisation supports and advises existing schemes and helps develop new groups and promotes Neighbourhood care in the borough.

Shirley Neighbourhood Care was set up about 30 years ago. This scheme is run by volunteers living in your neighbourhood and community and supported by the local churches in the area. This special year – 2005, the Year of the Volunteer, it is having a new lease of life with a number of changes taking place.

A new office has been set up at the Methodist Church in Eldon Ave. We will be running a recruitment campaign this summer for new volunteers, as we face more demands for our services with the growth of 'Care in the Community' and a rising number of elderly people in Shirley. A new leaflet, will be delivered to homes in the area, informing the community about the scheme and what it has to offer, not only those wishing to use S.N.C but also prospective volunteers.

The office is usually staffed between Monday – Wednesday between 10.00am - 12.30pm. At other times messages can be left on the answering machine and calls will be returned as soon as possible.

Our aim is to offer :

- Lifts to local hospital and clinic appointments for those who are unable to use public transport
- Visit and befriend those who are housebound or isolated.
- Provide information on a range of statutory and voluntary services.

Could you help with driving, visiting and befriending or help with administrative jobs in the office? If you could, please contact Christina Lyon-Williams Volunteer Co-ordinator at the SNC office on 020 8662 9599.

New Community Pharmacy Contract

The new contract will enable community pharmacies to contribute to NHS service provision for patients in four major areas:

- Self-care
- Management of long-term conditions
- Public health
- Improving access to services



Pharmacies will be required to maintain a record of all medicines dispensed, and also keep records of any interventions made which they judge to be significant.

Pharmacies will also have to provide compliance support to patients who need help with taking their medicines and are classed as disabled under the definitions of the Disability Discrimination Act 1995.

Pharmacies will dispense repeat prescriptions and store the documentation if required by the patient. They will ensure that each repeat supply is required and seek to ascertain that there is no reason why the patient should be referred back to their General Practitioner.

Pharmacies will be obliged to accept back unwanted medicines from patients. The pharmacy will sort them into solid, liquid and aerosol forms, and PCTs will make arrangements to collect the medicines from pharmacies at regular intervals.

PCTs will provide pharmacies with lists of sources of care and support in the area. Pharmacies will be expected to help people who ask for assistance by directing them to the most appropriate source of help.

Pharmacies will help manage minor ailments and common conditions, by the provision of advice and where appropriate, the sale of medicines, including dealing with referrals from NHS Direct. Records will be kept where the pharmacist considers it relevant to the care of the patient.

Patients will have the opportunity to feed back on their level of satisfaction with their local pharmacy service by completing a patient satisfaction survey.

Central guidance will determine what patients will assess. This is likely to include:

- Promptness of supply
- Quality of service
- Quality of facilities

A pharmacy will review the survey results and consider changes to improve service provision for the benefit of patients.

The minimum weekly 'Hours of Service' for which pharmacies need to provide a service to patients will be increased from 30 hours to 40 hours. Pharmacies will need to notify PCTs of the actual hours during which pharmaceutical services are available from their premises. PCTs will then be able to make suitable arrangements to cover any shortfall in service delivery.



SPOTLIGHT ON THE NHS IN CROYDON

Introducing Croydon Primary Care Trust...

The NHS seems to be forever changing. As soon as patients and the public get used to one set of health organisations, another revamp follows and there are new Trusts and Authorities to get to know and understand. The staff find it just as bewildering!

Everyone knows Mayday Hospital, of course, and Mayday Healthcare NHS Trust - but perhaps not Croydon Primary Care Trust (PCT). The PCT was formed in 2002 after the merger of Croydon Health Authority and the local Community Health Trust and has four main roles:

- Overseeing and developing local primary care services – these are the services provided by GPs, dentists, opticians and pharmacists.
- Providing community health services – such as district nursing, health visiting, school nursing, therapies and rehabilitation, child health, family planning, etc.
- Commissioning (or “buying”) hospital services and other specialist healthcare from other parts of the NHS – such as Mayday, South London and Maudsley Trust (mental health) and Surrey and Borders Partnership Trust (learning disability).
- Preventing disease and improving health – especially in the areas of accidents, cancer, coronary heart disease and stroke, diabetes, mental health and sexual health.

The PCT works closely with the other NHS Trusts, GPs, Croydon Council, voluntary organisations and groups representing patients and the public. Often, because of the way the NHS is organised, people are unsure who to ask when they want advice or information or where to turn when they have a problem. The answer: the Patient Advice and Liaison Service, known as PALS. PALS is the PCT’s customer services department – it aims to solve problems and give information quickly, and to pass on comments and suggestions from patients and carers for improving services. It also gives advice and support and details of local health services, such as how to find a GP or dentist, plus info on health conditions, helplines and support groups.

If you need help from PALS, please call 020 8274 6333 or email pals@croydonpct.nhs.uk Mayday Hospital also has a PALS on 020 8401 3210 or email pals@mayday.nhs.uk. Among its community health services, the PCT runs:

- Croydon NHS Walk-in Centre – open every day of the year for treatment for minor injuries and illnesses, no appointment needed. It is at 45 High Street, Croydon, and open Monday-Friday 7.00am-10.00pm, and Saturday, Sunday and bank holidays 9.00am-10.00pm.
- Expert Patients Programme – a free self-management course run by the NHS for people with a long term health condition, such as

diabetes, arthritis, asthma, heart disease or multiple sclerosis. The next two courses are on the six Wednesday mornings from 21st September to 26th October 2005 in Purley and on the Tuesday mornings from 1st November to 6th December 2005 in Thornton Heath. To find out more, please phone 020 8274 6274 or email steve.hunt@croydonpct.nhs.uk

- Stop Smoking Service – has more than 80 trained advisers giving free advice and support to people who want to quit smoking, individually or in groups. Four weeks' discounted supply of nicotine replacement therapy products, such as patches and gum, is available from participating pharmacies. Call 020 8666 0370.

367 Bus Route – UPDATE



It was mentioned in the last newsletter that Transport for London were proposing to scrap the 494 buses and replace the service with a diversion of the 367 to serve Shirley Oaks Village and the Lower Addiscombe Road. There is concern about the buses being full before reaching the Wickham Road at peak hours and longer travelling times. The change has now been implemented and users of the 367 now have an interesting diversionary route through Shirley Oaks and the interesting venues of downtown Addiscombe before arrival at East Croydon Station via cherry Orchard Road and thence onward to West Croydon. We received a few complaints at the time of the change but very few complaints since so presumably the system is bedding down OK.

Email Attachments



Just a quick reminder to let you know that if you wish to send contributions to the newsletter via our email address: monksorchardweb@btinternet.com, please could you send attachments in either a word document (*.doc), a text file (*.txt), or a publisher file (*.pub), or paste the file as text in the body of your message. If you wish to send images separately, then please attach them to your email as a GIF (*.gif), or a JPEG (*.jpg) image.

Shirley Organ & Keyboard Club

Join us on the 1st Monday of the month for an enjoyable evening of varied music. Our live concerts start at the Langley Sports and Social Club, Hawksbrook Lane, Eden Park. Contact the Concert Secretary on [REDACTED].



ENJOY YOUR FIRST VISIT FREE!!

**MONKS ORCHARD RESIDENTS' ASSOCIATION
CHRISTMAS PARTY
SUPPORTING
ST CHRISTOPHER'S HOSPICE**



SATURDAY 3 DECEMBER 2005

**7.30 PM AT
SHIRLEY PARISH HALL
WICKHAM ROAD**

*DANCE TO THE SOUNDS OF 'AMNESIA'
Music of the 60's, 70's and 80's
Tickets: £10.00*

FISH AND CHIP SUPPER

Please bring your own cutlery, drinks and glasses

RAFFLE * SILENT AUCTION**



For tickets call:

**Christine –
Alyce –**

MORA COMMITTEE MEMBERS 2005/6

Chairman:	Bob Akers	
Vice Chair & Secretary:	Anne Johnson	
Membership Secretary:	Alyce Menhinnitt	
Minute Secretary	Carole Greenwood	
Hon. Treasurer & Advertising Manager:	Terry Greenwood	
Editor:	Derek Ritson	
Transport & Highways	Vacancy	
Social Secretary:	Christine Ross-Smith	
Police Liaison/Security:	Jean Cook	
Primary Care:	Mercia Nash	
Neighbourhood Watch rep:	Andrew Segram	
Committee Member + AM:	Michael Nash	
Committee Member + AM:	Patricia Turner	
Committee Member:	Sheila Wagland	
Committee Memebr:	Jeff Clark	

We would like to welcome Sheila Wagland and Jeff Clark onto the committee and thank them for their support. Also, best wishes go to Margaret Domoney who has resigned from the committee as she is moving out of the area; and to thank her for her support whilst a member of the committee.



MONKS ORCHARD RESIDENTS' ASSOCIATION MEMBERSHIP APPLICATION FORM

'I wish to become a member of the Monks Orchard Residents' Association.'

Name:	Signature:
Address:	
Post Code:	

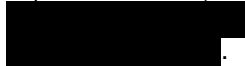
Tick box for membership:

☐ **Full Membership £2.00**

☐ **Senior Citizen £1.00**

Please send this completed form to:

Alyce Menhinnitt,



Helping People with Disabilities to Help Themselves
Printed by
CROSLINK
Supported Workshop
020 8255 5473