

Monks Orchard Residents' Association

www.monks-orchard-web.org.uk
email: monksorchardweb@btinternet.com

Croydon

(Non Party)

(Independent)

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NEWSLETTER - Christmas 2007

Merry Christmas



*And a Happy New Year
To All Our Members!*

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Presents: Moving.

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

Chairman's Comment

The start of a new year is usually a time of hope and anticipation but there are clear indications that suggest it will be a challenging time for homeowners. The Government grant rises for councils, as announced in the Comprehensive Spending Review, are very low, probably the most restrictive settlement in ten years and this will inevitably result in higher than inflation rises in Council Tax and more cuts being made in local services. In addition to the extra financial burden of the Olympic games the London Mayor continues to load long-term debts on to the shoulders of the taxpayers. It therefore comes as no surprise that there is growing pressure for the unfair and unreasonable Council tax to be abolished and replaced by one based on income not property; it has to be recognised that it is people that pay the tax not property.

The recent financial upheaval continues to create problems and mortgage costs look set to increase. Furthermore, the population explosion, fuelled by immigration, is increasing the demand for more homes to be built, which will result in more inappropriate developments being approved against the wishes of residents and a greater loss of the greener parts of the borough. Many of the large high density housing being constructed for the 'buy to rent market' will quickly deteriorate and fail to provide safe and comfortable homes for families.

On a more positive note, I thank you for the support during the past year and hope that you will be able to take full advantage and enjoy what the festive season has to offer.

Notice of Annual General Meeting

The 84th Annual General Meeting of the association is to be held on Friday 25th April in the hall of St. George's Church, Elstan Way, Shirley, beginning at 7.30 p.m.; please note the earlier start time. The specialist speaker will be a senior member of the Planning Department, together with a member of the Planning Committee. The aim being to inform members of the constraints imposed upon the local planning system by the Law and the G.L.A, the appeal procedure and how members can make relevant comments when objecting to contentious planning applications. Come along and ask your questions and find out why Monks Orchard is being overdeveloped.

Arrangements have also been made for a presentation on the Croydon Careline Telecare Service and a demonstration of the 'keysafe' entry system.

Planning News

Croydon Council's adoption of the Statement of Community Involvement is supposed to pave the way for greater involvement from the public on local planning issues but recent planning decisions have cast doubt on the ability of residents to successfully oppose a development proposal that will completely change the character of their local area. When submitting an application for planning permission (for example, to erect a large high density housing block in the centre of an area of mainly low rise houses), the developer knows and expects the proposal to be strongly opposed by local residents and permission refused by the Planning Committee. The developer will also be confident that an appeal made to The Planning Inspectorate against the decision to refuse permission is likely to be upheld and permission given. More appeals against planning refusals are accepted, despite the wishes of the local community and the planning authority, which raises the question 'why should time and effort be wasted by the local residents supported by the Residents' Association, Councillors and the Planning Department in opposing inappropriate planning proposals, when the Planning Inspectorate will make the decision which is final and cannot be reconsidered unless it is successfully challenged in the High Court'?



Proof of the aforementioned is the decision to give planning permission for the application for the site at 21 Cheston Avenue. The application, submitted in April, for the demolition of the existing building and the erection of a three-storey building comprising 9 two-bedroom flats was refused permission by the Planning Committee. Subsequent to an appeal and the

submission of an amended application that addressed the objections of the Planning Inspectorate the proposal was granted the approval of the Planning Committee in September despite objections from 170 local residents, who were also supported by elected representatives and Resident Associations. Commenting on the decision, Councillor Chris Wright, Cabinet Member for Planning, said that the Planning Committee was powerless to do otherwise and agreed that the high rise block of flats is not in keeping with the surrounding area and had no merit, but a Planning Inspector has overruled the obvious desires and intentions of the local residents. The decisions were made at a time when there is an over-provision of flats and the real need is for houses to accommodate families. Concerned residents will hope that the recent financial upheaval will reduce the demand for 'buy to let' properties much sought after by investors wishing to add to their property portfolios.

Another planning decision that was made against the wishes of local residents was that of giving permission for the garden site at 3 Lorne Avenue. For almost ten years the owners of the property have submitted applications to erect a detached three-bedroom house on the small piece of garden land

at the side of the original property. To date, organised resistance by residents supported by MORA have successfully prevented an additional building being 'shoehorned' into this narrow site, which will destroy the original architectural layout of the area. However, an amended application has been approved following an appeal to the Planning Inspectorate.



Hillcrest Homes U.K. Ltd. is using a different approach to maximise on their investment with scant regard to road safety. In July 2005 the company gained permission to demolish the two bungalows at 102-104 The Glade and erect a terrace of 3 two-storey, three bedroom houses with accommodation in the roof space, facing onto The Glade plus the erection of a pair of two-storey semi-detached houses facing Watlings Close. Residents living nearby opposed the application because of over-development and parking difficulties in Watlings Close. Hillcrest has now submitted a new application for the alteration and use of the garages of two of the three bedroom houses facing onto The Glade as habitable rooms. Residents are concerned that if approval is obtained for this change of use, vehicles will be parked in The Glade and create additional traffic hazards on this heavily-used bus route leading towards the capital.

Consultation on the Proposed Primary Care Strategy

Nearly 200 local groups and individuals responded to the consultation on the proposed changes to Primary Care in Croydon that began in March and ended in May 2007. The strategy proposed that services would be offered from a number of locations across the borough, geographically spread serving clusters of 20,00 residents, and staffed by a multidisciplinary team of experts making access to services easier and improving health and well-being. MORA formed a sub-committee, chaired by Mercia Nash, to make a considered response on behalf of the local residents. A meeting was held on 12th April with Jane Hughes, Asst. Director of Primary Care Commissioning, to discuss the proposals, the aim of the consultation, and outline local concern. MORA submitted a detailed response that was supported by GPs and Pharmacists.



The Primary Care Trust (PCT) received a mixed response to the consultation and, on the whole, respondents did not view the strategy as a positive way forward for primary care services. The common

concerns were loss of personal touch, extended travelling times, and the potential cost. Not all the comments made were negative; some respondents

acknowledged that the new proposals would be more convenient for the elderly; people with young children and more clinical services would be provided in the community rather than in hospital.

Subsequent to analysing the consultation findings the PCT decided not to take forward the proposals in their current form. Instead it intends to build on the findings and undertake further development work on the future shape of primary care services for Croydon. It is emphasised that the current structure of primary care services needs to change and develop to ensure it meets the healthcare needs of the future alongside the changing expectations of health services provided closer to the home. However, the PCT intends to do this by working with all local health professionals and residents to find the most suitable option, not by enforcing a solution.

Care in the Community

A disabling illness or serious accident can result in a life changing experience and within seconds a bright energetic person can lose the use of some or all of their faculties. Such a tragic event is normally associated with the elderly but this is not always the case and the consequence is that the person then comes under the care of medical and care services at a time when they can be confused and vulnerable. We all hope that it will never happen but should this happen; it is helpful to have prior knowledge of the modern system of patient and social care.



In the event of a stroke or heart attack it is vital that the patient receives immediate medical assistance. If however, people feel vulnerable, it can be a good idea, especially if they live alone, to be connected to an emergency community care alarm (Croydon Careline Telecare Services) that will ensure a fast response twenty four hours a day. A medical emergency can strike when it is

impossible to summon help by telephone or alerting neighbours and at critical times such as these the use of an emergency alarm pendant worn around the neck provides an assurance that help can be summoned at a press of a button. For more information call Croydon Careline Response Team on 020 8654 7166 (24 hr).

A person suffering from a disabling illness or accident will receive medical help, which usually includes physiotherapy, to regain mobility prior to being discharged from hospital. When the medical staff reach the decision that full time hospital care is no longer necessary an assessment is made and the patient's care needs are rated as low, moderate, substantial or critical. In Croydon under "Fair Access to Care", people assessed to have substantial and critical needs will be given a service from Adult Social Services, if they

require it. Based on this assessment further care may be offered in a care home or in familiar surroundings at home. Help may be required from social care services to enable the patient to live independently with dignity and for their friends and family to support them. It is important that all the local services involved with patient care work together for the benefit of each individual patient. Croydon has a Long Term Care Charter written in line with national standards for health, housing and social services drawn up by central government. Booklets outlining the aims of the charter, how to access care services, the standards you can expect and how to seek help and advice are available from doctor's surgeries, health centres and libraries.

When care services are informed that a patient needs support to continue living at home a visit is made to assess the suitability of living accommodation such as sleeping and sitting arrangements, access to kitchen, cooking and washing, bathing, showering, toilet facilities, widths of doorways and passages.

Subsequent to this information being analysed a support package is compiled that will specify the number of hours that care workers will be needed and the special equipment required. If necessary installation of careline, security and safety plus a means of entry will be discussed, including costs where these apply. A 'key safe' can be used if the person may not be able to answer the door, which will allow services to access the person's home. When a patient arrives home the support package is put in place, and carers are engaged to attend to their daily needs which may involve an early morning visit to get them out of bed, washed, dressed and preparing breakfast. Additional scheduled visits during the day will undertake the tasks of cleaning, shopping, laundry, ironing, meal preparation and washing up.



Croydon Careline Telecare Services can install a careline to ensure that help can be summoned quickly if the patient requires urgent assistance, for example following a fall or if there is a need for medical attention. In addition, smoke alarms linked to the careline can be included that will trigger an automatic response should there be a fire. A number of other sensors are available to work with the careline unit. The council will deliver the specialised

equipment that may include a commode, walking frame, support seats and bed attachments as required. Grip handles can be affixed to door entrances, toilets and baths. Structural changes to the property may include construction of ramps, additional steps, and widening of doorways to permit wheelchair use. If necessary, items of domestic equipment and furniture may be repositioned to permit easier use and additional items obtained to help patients carry out everyday tasks. The staff involved in this multi-disciplinary

operation usually listens sympathetically whilst the patient describes their needs and, when possible, will implement their needs to ensure satisfaction. They may also provide details on the Welfare Benefits Hotline who can help advise on state benefits and how they can claim them.



It is vital that relatives, friends and neighbours monitor the standard of care provided especially if the person feels vulnerable. However, Croydon Council will review after 6 weeks and then yearly or as required. There are also mechanisms in place to make sure that all the agencies providing care meet agreed quality standards. Most carers are well trained and in addition to doing the basic

tasks develop empathy and mutual trust with those they visit; however, there is evidence that this is not always the case. Some carers do not have a full knowledge of the English language, scant cooking and cleaning skills and do their utmost to avoid the necessary chores of washing and bathing. There are those that spend as little time as possible with the people under their care, fail to keep to the planned schedule and even falsify the record of attendance. In extreme cases they can dominate, abuse and be light-fingered. It is normal practice to request that the Care Manager investigates any complaint and to ask for replacements until the person is satisfied with the standard of care and support. It is also possible to make arrangements for care independently from the council and to arrange your own care with financial assistance from the council in the form of Direct Payments.

Financing Care in the Community:

Council social service departments are the gatekeepers to community care and are separate from the National Health Service and each council sets its own eligibility criteria and how much you pay depends on where in the country you live. The Government refuses to pay for free personal care or to recompense carers for the money they lose by giving up work to look after a family member. However, a carer should be assessed in his or her own right and financial help may be available through an attendance or carer's allowance. Few types of council will pay for people who are rated to have low or moderate care needs and a large number of councils will only pay for those whose needs are critical. It is understandable that some feel that they are being left to care for themselves.

The means-tested system, "Fairer Charging", that was instigated in 2002 provides that the state pays all or part of the home care for those with assets of under £21,500 and those with more than that pay their own bills. Capital of £13,000 or under is fully disregarded from the Fairer Charging means test calculation. Any Earnings received are fully disregarded as is Disability Living Allowance Mobility Component, Working Families Tax Credit, Disabled

Persons Tax Credit, Gallantry Awards, War Widows Special Payments and £10 per week of a War Pension.

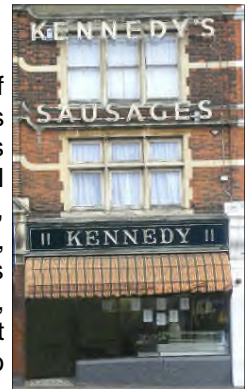
The Fairer Charging calculation also gives an allowance of the person's minimum income level entitlement plus 25% that is deducted from their income. Some housing costs and disability related expenditure is considered within the calculation to reach a charge for the service provided.

People who have saved their whole life, and no doubt paid an enormous amount of tax on their accumulated earnings, can thus watch everything they have worked for simply vanish on care bills in just a few years.

There was hope that in the comprehensive spending review the Government would announce more money for social care, but instead there was a modest increase and an announcement of a Green Paper to establish a consensus for a new funding settlement between the state, the family and the individual. In the meantime the situation is becoming critical; in the next three years councils have predicted that they will withdraw free home help from 370,000 pensioners because of lack of funding. Vulnerable and older people certainly deserve better and if communities do not campaign for a better deal we will all be experiencing something even worse when, and if, help is needed from the medical and care services.

Farewell Sausage Shop

A familiar shopping landmark is to vanish at the start of the festive season. For 130 years Kennedy's Butchers have produced and sold sausages and pastries in shops situated in South London. The shops can be found in all the main local shopping areas; Beckenham, Bromley, Camberwell Green, Croydon, Lewisham, Peckham, Penge, South Norwood and West Wickham. The news of the impending closure has shocked loyal customers, some of whom travelled miles to buy the product because of the unique taste; the reaction has been to launch a 'Save Our Sausage' campaign.



There are probably those that can recall queuing at Kennedy's during the war years when almost everything was rationed. There was always a long queue as was the wait but the small amounts provided were considered a rare treat. In addition to sausages the shops sell tasty sausage rolls, pasties covered in puff pastry, meat and fruit pies, cooked meats, bacon, cheese, eggs and Christmas puddings. In the earlier years Kennedy's was famous for a selection of fish pastes sold in cardboard pots.

The demise of the South London sausage shop owes much to healthy eating campaigns coupled with the growth of 'one stop' shopping. Many will be

saddened by the loss of a traditional part of the local scene. Those that have never sampled a Kennedy's sausage or sausage roll have until 22nd December to do so.

Planning Report

New Applications:

07/04435/P Full Planning Permission
79 Orchard Avenue, Croydon

Demolition of existing building; erection of 1 two storey four bedroom detached house with accommodation in roofspace and attached hgarage and a pair of two storey two bedroom houses with accommodation in roofspace and attached garages; formation of vehicular accesses and provision of associated parking.
This is the eighth Application for this site.



07/04327/DT Environmental Impact Assessment
Land bounded by Laburnum Gardens, Parsley Gardens, Woodmere Avenue and off, Poppy Lane.

Construction of a 100 bed nursing / convalescent home.

MORA Request to LPA for EIA statement and Plans - See Note Following.

Decisions:

07/03652/P Full planning permission
2 High Trees

Demolition of garage and erection of a two bedroom detached house; alterations to vehicular access and provision of associated parking.

Delegated Decision: Permission Granted Date: 01/11/2007

07/03184/DT Telecommunications Code System operator
Registration 06/08/2007 **Carriageway, Bywood Avenue**

Siting of 14.7 metre high telecommunication mast with ancillary equipment cabins.

Approval refused 21/09/2007.

07/01376/P Full planning permission
21 Cheston Avenue

Demolition of existing building; erection of three storey building comprising 9 two bedroom flats; formation of vehicular access and provision of associated parking.

Permission Granted 21/09/2007 Planning Committee.

07/02404/P Full planning permission
9 Woodmere Gardens

Demolition of existing buildings; erection of 4 two bedroom semi detached houses; formation of vehicular accesses and provision of associated parking.

Permission Refused: 13/08/2007

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07/02719/P

Full planning permission

60 Woodmere Avenue

Erection of 2 four bedroom detached houses at rear with attached garages and formation of vehicular accesses onto Round Grove.

Permission Granted 20/09/2007

Appeals:

07/02298/P Full planning permission

66 Tower View

Demolition of existing house; erection of 4 semi-detached three bedroom houses and additional technology room on first floor and accommodation in roof space to 2 houses and cycle/bin stores. formation of vehicular accesses onto Edgewood Green and provision of 8 parking spaces (amended description)

Permission Refused 09/08/2007

Appeal lodged 30/08/2007 **No decision to date**

05/00244/P Full planning permission

Land at Glade Gardens

Erection of 2 two storey buildings with accommodation in roofspace comprising 10 one bedroom flats; formation of vehicular access and provision of associated parking.

LPA Permission Refused 21/09/2006

Appeal Lodged 14/03/2007 **Appeal Ref: A/07/2035739/NWF**

Appeal Decision: 27/07/2007 **Dismissed**

06/05062/P Full planning permission

3 Lorne Avenue,

Erection of detached three bedroom house at side; formation of vehicular access and provision of associated parking

Permission Refused 02/02/2007

Appeal Lodged: 01/05/2007 **Appeal Reference: A/07/2044235/WF**

Appeal Decision: 17/09/2007 **Allowed**

07/01039/P Outline planning permission

26-28 Tower View

The erection of a detached four bedroom house at rear; formation of vehicular access onto Edgewood Green and provision of associated parking

LPA Decision: 10/05/2007 **Permission Refused**

Appeal Received Date: 27/06/2007

Appeal Reference: A/07/2048617/WF **Outstanding**

07/00955/P Full planning permission

R/O, 93-97 Tower View

Proposal: Erection of detached one bedroom bungalow at rear

Permission Refused 25/04/2007

Appeal Lodged: 07/06/2007 **Appeal Ref: A/07/2046819**

Outstanding

We would like to bring to members notice, the application **Ref: 07/04327/DT Environmental Impact Assessment for Land bounded by Laburnum Gardens, Parsley Gardens, Woodmere Avenue and off, Poppy Lane**, for the construction of a **100 Bed Nursing / Convalescent Home**. This land is currently designated **Metropolitan Open Land [MOL]** and is therefore not

currently available for development. It is suggested that Metropolitan Open Land is under threat as is Green Belt and that any so designated should be protected against development as much as possible within the law. **Once an assessment of the land allows development, it cannot be guaranteed that what is proposed would eventually be built.** It is noted that the notification on the LPA Website was very discreet and no public consultation letters have been sent to local residents.

Any local residents who have a view or are concerned about this application for an **Environmental Impact Assessment** are advised to contact the local Planning Authority or their Local Councillors.

Security Report

The Neighbourhood Watch annual conference took place on Saturday 13th October. It was reported that as a result of additional patrols by police and support officers there has been a dramatic reduction in gang violence and anti-social behaviour, especially in the town centre. Furthermore the bus and train stations have been made much safer for the travelling public.

The 'no cold calling' initiative is to be extended across the borough following the successful experiment in the Shirley ward. It was announced that security screws costing £1.20 for four are available to prevent the theft and misuse of vehicle number plates, when the screws are tampered with the number plate will shatter making it unusable; tamperproof tax discs are also available.



The duties undertaken by police support officers were described; they do not have the power of arrest but can detain offenders, summon a police officer and complete crime report forms. They wear yellow jackets similar to those worn by police officers but with the letters P.S.C.O. on the back.

Distraction burglary is still a major concern; offenders usually work in teams, leave no prints but in most cases are non-violent. A reward of £100 is given for the identification of those that prey on the old and vulnerable.

Crime Alerts

Bogus Callers

Please be aware that there have recently been thefts of high visibility (Hi-Vis) jackets, Royal Mail blue postal jackets, and BT uniforms and ID cards, which may be used for bogus caller offences.

Information from Surrey Police that just over the border from the Met Police

area there have been cases of unknown suspects leaving individual shoes on driveways of houses, if the shoe is not cleared within a day or so this indicates that the house is unoccupied, making it a target for burglary.

In Shirley, a milkman was delivering when a white male pushed past him, took the milk, pushed past the elderly and infirm occupants and went into the kitchen. He was carrying a number of papers and said he was a rat catcher as next door had reported rats in their garden. He handed some papers to one of the victims who could not read them due to poor eyesight. The suspect snatched the papers back and then left, nothing was taken.

Throughout the Met Police area there have been some 10 cases of two males claiming to be Police Officers or passers by who have seen youths in the victim's garden. When the Police scam is used the suspects either claim to require access to search the garden or ask the victim to check their cash as suspects have been seen leaving the house. This scam is to gain access to the property and take cash or small items. Suspects are described as two white males around 20 years of age. Fake ID cards have sometimes been produced. This has not yet occurred in Croydon, but please be aware.



Possible Bogus Caller in the Shirley Area

There have been reports of an unknown male knocking on doors of elderly residents late at night offering to carry out tree work. Unfortunately we have no clear description of the male suspect as yet. The Shirley Safer Neighbourhood Team are aware and additional patrols will be made in the area.

Property Marking Advice from Police

The main Crime Prevention purpose of marking your property is to make it less attractive to thieves to steal it in the first place as they know that if they are caught in possession of it by the Police and the Police can quickly establish it as stolen property, then they are in trouble. In addition, the traceable property may be more difficult for them to "cash in" with another criminal or to a willing purchaser of the item. Of course it also greatly enhances the chances of you being re-united with the item, which is important too.

Although etching/punching your Postcode and house number or name/company name on property can be very effective it is often not a practical option so we have other ways of effective Property Marking.

Electronic marking

If you have a Mobile Phone stolen or lose it, the police will be checking www.immobilise.com if they find it in the possession of a criminal or in the street etc, to identify it. It is a free service and it takes just a few minutes

online to register your phone's details. Similarly, if you have a bicycle, you should register your Frame number at www.immobilise.com. Warning stickers are available from the company.

The Association Of Chief Police Officers recommends its SecuredbyDesign scheme Property Marking Products which satisfy their criteria. Kits cost in the range of 15 pounds which include warning labels to would-be thieves.

Go to www.securedbydesign.com, click on licensed companies then Property Identification to assess your choices. It may be worth checking with your local police Crime Prevention Officer to see if there are any ongoing initiatives which would enable you to avoid paying or whether the local police are working more with any particular "securedbydesign" property marking product in your area.

UV pen marking

The principle here is that you mark your postcode followed by the house number or name on property with an UV pen which is invisible to the naked eye. Again, you display stickers usually supplied with the pen to illustrate that you have done this. Police have access to UV lights which show up postcodes, names, etc. when shone on your UV mark. Pens cost a pound or so, hence their popularity, however we are moving towards more contemporary methods such as those above in order to re-profile the Crime Prevention benefits of Property Marking.

Photography

Taking photographs of valuable property as detailed as possible is recommended for reconciliation/prosecution of offender purposes, particularly if it is not property marked.

What happens when you call CRIMESTOPPERS on 0800 555 111?

Each call received by Crimestoppers is handled with complete discretion so that anonymity is assured for every caller.

When you call Crimestoppers you'll be connected to one of our highly trained and experienced call operators, who will pass on any useful information to the relevant authorities. You will not be required to reveal your name, make a statement or appear in court. Your call to Crimestoppers will not be recorded or traced. There is no risk to calling Crimestoppers. It's as simple, and as secure, as that.

Your information could be valuable

Every call is valuable to Crimestoppers but if your information leads to an arrest and charge, it could bring you a cash reward. Rewards are set according to the seriousness of the crime and are paid in a way that continues to protect your identity and anonymity.

Remember: Crimestoppers is not an emergency service and if you see a crime taking place you should ring 999 to report it immediately. If you

are a victim of crime you should report this to your local police - the phone number will be in the Phone Book, or go to your local station.

Bogus Charity Collectors

The following useful information is on the ClothesAid website:

Cheating on charities

So-called 'bogus collectors' prey on the goodwill of the public and take donated clothing to make a profit for themselves. Typically, the householder will receive a leaflet through the door appealing for donations of unwanted clothing to be distributed to poor families in Eastern Europe or the Third World. Householders are asked to leave the goods in plastic bags by their front door. These are later collected anonymously by unmarked vehicles.

How can I tell if a collector is genuine?

The donation bag should state:

- The charity's name and registered charity number
- The authorised collection agent's name, address and telephone number
- A financial statement indicating what proceeds the charity will receive
- Legitimate collectors should carry identification
- Contact the Charity Commission help line 0870 333 0123
- Contact your Local Authority's Licensing Department to see if the collector has been granted a license to collect in your area
- Check the organisation or charity's website
- The law requires bona fide charity collectors to carry identification.
- Contact your local trading standards to check on suspicious companies
- You can also check the legitimacy of a company by visiting the Companies House website which is www.companieshouse.gov.uk. Bear in mind that status as an active company does not necessarily ensure that its agents are trustworthy

Clothes Aid's own white collection vans are all marked with the Clothes Aid logo and often that of the charity for whom we are collecting. All our collectors wear our smart new uniform and carry Clothes Aid identification.

What should I do if I notice something suspicious?

If you are at home, notice who is collecting your bag. Our collectors always carry identification, wear a distinct uniform, and drive vans marked with the Clothes Aid logo and usually a partner charity logo.

Call your Local Police or ring the Clothes Aid help line 0870 607 4600 if you have any suspicions. Any information you give is helpful, including:

- The address from where the donation was taken
- The registration number of the vehicle
- A brief description of the suspect

Putting an end to theft

Thanks to the vigilance of members of the public, we have already caught

and successfully prosecuted some of these 'bogus collectors'. Clothes Aid is working closely with the Police and Trading Standards to put a stop to this theft once and for all and will always press for the most severe penalties. Please continue to support our partner charities in this way. It is very important that bag theft does not deter you from continuing to donate clothing to charities.

National Identity Fraud Prevention

Research conducted last year showed that 97% of households regularly placed sensitive materials in their waste and recycling bins. The National Identity Fraud Prevention Week team has produced its 'Protecting Your Identity' guide, which is free to members of the public. In addition, an online identity theft risk assessment is available on the official campaign website www.stop-idfraud.co.uk.

For this and more information on how to protect yourself, and how to cope if you are a victim of identity fraud, visit www.stop-idfraud.co.uk, or call freephone 0800 1810 1810 to get a copy of the guide.

Steps you can take to protect yourself from identity fraud include:

- Keep your personal and confidential documents secure.
- Always shred, using a cross-cut shredder, before disposing of documentation – bank and credit card statements, utility bills, receipts, direct mail containing any personal information, mortgage applications, etc.
- Regularly check your bank and credit card accounts for unusual transactions
- Regularly obtain a copy of your credit report from credit reference agencies Callcredit, Equifax or Experian, and monitor it for discrepancies.
- When you move home, redirect your mail from your old address to your new address for at least a year. You can now apply online 24/7, visit: www.royalmail.com/redirection for more information.
- Going away? If you're planning to be away from home, you'll want to make sure you don't leave any obvious clues, like a pile of mail on your doormat. Contact Royal Mail about their 'Keepsafe' service which will hold your mail for up to two months, and deliver it on your return. For more information visit www.royalmail.com.
- Never give out any personal information to unidentified individuals or organisations who contact you by phone, email or face-to-face.
- Visit www.met.police.uk/fraudalert/ for information on different types of fraud.
- Never respond to emails asking for personal or financial information. Be especially careful when sending personal information over the Internet.
- If you receive an email that warns, with little or no notice, that an

account will be shut down unless you reconfirm billing or security information, you should not reply or click on the link in the email. Instead, contact the institution cited in the email using a telephone number or web site address you know to be genuine.

- Use up-to-date anti-virus software and a personal firewall and, if your computer uses the Microsoft Windows operating system, keep it updated from the Microsoft website.
- Be extra careful if using Internet cafes or any PC which is not your own and over which you have no control. If in doubt, a good place to get help and guidance on how to stay safe online is your bank's website. Check regularly for specific information and guidance on protecting your PC and yourself online.
- Avoid emailing personal and financial information. Before submitting financial information through a web site, look for the 'lock' icon on the browser's status bar. It signals that personal information is secure during transmission.
- Never give personal information to people calling from companies you have not dealt with before. Always check the identity of these people by calling them back. Obtain their office number from directory enquiries and then confirm their position with the switchboard before speaking to them.
- If you have been a victim of identity fraud involving the use of plastic cards, online banking or cheques, the matter should be reported direct to the financial institution concerned. They will then be responsible for further investigation and, where appropriate, onward reporting to the police. Other incidents should be reported to the relevant organisation and, dependent on their advice, to your local police station.



How do you know if you are a victim to this type of fraud?

- Are you missing your regular monthly statements?
- Have you noticed charges to your accounts that are not yours?
- Remember to check all statements especially bank and credit card.
- Being contacted by a debt collection agency about outstanding payments for items or services that you have not ordered.

Take Action - Act Quickly

- Firstly do not ignore the problem. It might not be you that has ordered some goods or opened an account, but the debt falls to your name and address.
- Once blacklisted for credit it may take many years to fully recover from the problem; you might have difficulties in obtaining a mortgage or other bank credit.

Online Democracy in Action

Talk2Croydon offers the people of Croydon a platform to discuss public

services, start discussions/campaigns and voice opinions. As well as being able to raise issues that matter to you, knowing that the site will be viewed by the borough's decision makers, will mean you'll be able to find out what changes as a result. By logging on to www.talk2croydon.co.uk you can...

Start a buzz

an online discussion or campaign around a particular topic, or add your views to an existing poll or survey.

Link up...

with Croydon projects, network with others who share similar work or concerns.

The site will be a hub for public engagement activities, and includes a searchable database of activities, a calendar of events and a skills database. To make sure it's accessible to everyone, including those traditionally hard-to-reach, six local community groups representing young people, BME communities, refugees, disabled people, people with learning difficulties and mental health service users have contributed to the project.

Developed by Croydon Voluntary Action and supported by Croydon Council, Croydon Primary Care Trust and Mayday NHS Trust, the site was launched at the Town Hall by The Leader of the Council, Mike Fisher, on Thursday 13 September 2007.

A new Nigerian 419 Scam Letter

A Neighbourhood Watch Member has reported receiving a letter for a Lee L. Fang who claims to be the Principle Assurance Manger for the Chinatrust Commercial Bank in China. He has 10 million US dollars belonging to a deceased client which he now wishes to give away! This type of scam usually will result in you being asked to forward cash so that the money can be released to you. Once you have sent the cash you will never hear from them again, so please don't respond.

Now that the Clocks have gone back...

As the nights draw in be more aware of street crime especially at some of the more secluded transport links such as the tram stops or railway stations, and turn on your security lighting if you will be arriving home after dark.



Tree Survey

Your local councillors would like to know what your views are on our local trees, their benefits, as well as problems relating to them. Please complete the on-line questionnaire by clicking on the link below to go directly to the survey form: <http://www.talk2croydon.co.uk/node/430>. Your assistance will be greatly appreciated.

Christmas Services for "Churches Together in Shirley"

Shirley Methodist Church, Eldon Avenue

Sunday 23rd December
Monday 24th December

Carol Service 6.30pm
Crib Service 4.30pm
Holy Communion 11.30pm
Christmas Worship 10.30am
Watchnight Service 11.00pm



Shrublands Christian Fellowship (meets at Shirley

Youth & Community Centre, Shrublands Avenue, Shirley)

Friday 21st December

Annual Christmas outreach 10.00am and 8.00pm, with other users of the Centre, the Salvation Army band and a choir singing on Shrublands Green.

Sunday 23rd December

Morning worship service at 10.30am and our traditional Carols by Candlelight service starts at 6.30pm. Do come along and share a joyful time with us – and a mince pie!

Tuesday 25th December

Christmas Day service at 10.30am at the Advice Centre, 7 Broom Parade, Shrublands

St. George the Martyr, Shirley

Sunday 16th December
Monday 24th December

Nine Lessons and Carols 6.00pm
Christmas Eve 4.00pm Crib Service
5.00pm Crib Service
11.00pm Carols

Tuesday 25th December

11.30pm Midnight Mass
Christmas Day 8.00am Holy Communion
10.00am Parish Communion

Sunday 30th December

8.00am Holy Communion
10.00am Parish Communion

Sunday 6th January 2008

(Epiphany) 8.00am Holy Communion
10.00am Parish Communion

St John the Evangelist, Shirley Church Road

Sunday 23rd December
Monday 24th December

Carol Service 6.00pm
Christmas Eve Christingle Crib Service
5.00pm
Midnight Mass 11.30pm
Christmas Day Holy Communion 8.00am
Family Communion 10.00am

Tuesday 25th December

Church of God Apostolic – Mount Refuge Assembly, Spring Park Road

Wednesday 12th December

Prayer Meeting 7.30pm

Wednesday 19th December
Thursday 20th December
Sunday 23rd December

Tuesday 25th December
Sunday 30th December

Prayer Meeting 7.30pm
Prayer Meeting 7.30pm
Morning Service 11.30am – 2.00pm
Evening Service 6.30pm – 9.30pm
Christmas Day Service 11.00am – 2.00pm
Morning Service 11.30am – 2.00pm
Evening Service 6.30pm – 9.30pm

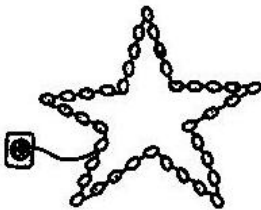
The Shirley Players Presents:



The Shirley Players are presenting MOVING, a play by Stanley Price. Frank and Sarah have their house up for sale and the play follows light-heartedly the trials and tribulations both financial and domestic that the whole process entails.

The production will be held at the Parish Hall, Wickham Road on Friday and Saturday November 30th and December 1st at 8.00pm. Tickets are £6.00 obtainable from the Box Office on [REDACTED], or from any member of the Players.

Shirley Christmas Lights



I should like to make a donation towards the cost of having the Christmas Lights again this year in Wickham Road, Shirley and I enclose the sum of £.....

(Cheques payable to SBA, please)

Name.....

Address

Date 2007

Please send or take the above form and any contribution to Chris Rutter Photography, at 213 Wickham Road or John Muddle, 'Shine Hairdresser', 186 Wickham Road.

MORA COMMITTEE MEMBERS 2007


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MONKS ORCHARD RESIDENTS' ASSOCIATION MEMBERSHIP APPLICATION FORM

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

Name:	Signature:
Address:	
Post Code:	

Please send this completed form to: **DIANE McINERNEY**


Thank you for supporting MORA

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