

Monks Orchard Residents' Association

www.monks-orchard-web.org.uk

Croydon

(Non Party)

(Independent)

NEWSLETTER – Autumn 2002

CHAIRMAN'S COMMENT

There are occasions when the advantage of having a residents' association is appreciated. The planning application to expand the Medium Secure Unit at Bethlem Royal Hospital and the application to use metropolitan open land as a Garden of Remembrance created serious concerns. Members and non-members were quick to ask, "What is the Residents' Association doing?". The answer is that MORA has been very active keeping members informed and working with other associations to strongly oppose these proposals. It is necessary to emphasise that in order to maintain an effective and strong residents' association members need to do more than simply pay their membership subscription. If more members were willing to devote a few hours each month much more could be done to protect their interests.

These are difficult times for ratepayers on fixed incomes, pensions and large mortgages. Interest rates are at a record low, share values and dividends have declined and each year there has been above inflation increases in Council taxes. In these circumstances it is essential that our elected representatives do all they can to keep a firm hold on Council expenditure. Council taxes have for years increased above the rate of inflation and further rises can be expected following this year's round of public service wage negotiations. It may not be possible to freeze Council taxes but it is possible to ensure that any increase is kept to a minimum and that all the money collected is spent wisely.

BETHLEM UPDATE

By now, all members will have received a SPECIAL EDITION of the Monks Orchard Residents' Association Newsletter. Since the **SPECIAL EDITION** went to press, the latest news has been that, as a result of the petition and letters of objection, Croydon Council voted **AGAINST** the outline proposal and Bromley Council **REJECTED** the plan by a massive majority of 12 to 1. South London and Maudsley NHS Trust has indicated that it intends to appeal against the decisions, so **this does not mean that the fight against the M.S.U. is over - There is a long fight ahead.**

Another update concerns official crime figures relating to police calls to the Bethlem Royal Hospital. From the period 1st May 2001 to 30th April 2002, there were **665** calls to the Bethlem Royal Hospital in **1 Year**, which amounts to 52% of all hospital calls within the borough (Bromley Hospital 25%, Farnborough Hospital 23%). This equates to almost 2 calls a day to Bethlem. From the period April to June 2000, there were 110 police calls to investigate missing persons (a three-month period), which equated to 48.2% of all calls reported for that period. These figures just add more credence to our concerns about further absconders in our local community if the number of patients increase from 29 to 89.

The aim of the campaign is NOT against Mental Health services or the mentally ill. The work undertaken by the doctors and nurses of the hospital especially those of the medium secure unit are generally appreciated. For many years local residents have supported the present 29-bed unit for people who need specialist care in a secure environment. This unit complies with the Government mental health policy which states that such units should be **small** and within the community they serve. The proposal by South London and Maudsley NHS Trust to expand the Medium Secure Unit to accommodate an extra 59 patients from outside the borough in a larger unit conflicts with this policy. There are many who believe that increasing the size of the unit will increase the risk and effect on the local community beyond an acceptable level.

To reiterate - the best way to protest **now**, is to send letters to the Rt. Hon John Prescott, House of Commons, London SW1A 0AA, and Mr. Ken Livingstone, Mayor of London, City Hall, The Queen's Walk, London, SE1 2AA, quoting both Bromley planning reference number (02/00288/OUT) and Croydon planning reference number (02/00398/CC). You can also write to Croydon Council to demand that they become involved in the appeal as an adjourning authority. This is very important, because Croydon Council turned the development down on the basis of **fear of crime**, whereas Bromley Council did not. If you have already written to the relevant people, then you can put up a poster to demonstrate your support. We also urge you to show your support at any protest meetings and marches.

Further updates will be available on the CABBE website (www.cabbe.org), on our website (www.monksorchardweb.org.uk), or in further newsletters. The protest is also getting media attention from the Croydon Advertiser and local television news reports.

PLANNING NEWS



It can be a shock when development work is started on a property without those living nearby having any prior knowledge. When the Council receives an application for planning permission to carry out a development it usually writes to those living nearby asking if they wish to make comments. Copies of the plans and other documents are also made available for inspection. Comments submitted within the stated time are considered by the Planning Officers. It is, however, possible to undertake alterations and extensions to a property without entering the planning process. Owners of adjacent properties will not necessarily know until the work actually starts.

The ability to circumvent the planning process is called “permitted development rights” which give individuals a reasonable degree of freedom to alter their property. These rights derive from a general planning permission granted not by the local authority but by parliament. There are limitations as to the size of the extensions and alterations that are allowed under development rights. These vary depending on the type of house and its location, and the situation of the property.

The permitted size of extension is calculated on volume, The volume of a detached house can be increased by 15% or 70 cubic metres. For a terraced house a 10% or 50 cubic metres is allowed before it is necessary to apply for planning permission. Volume is calculated from the external dimensions of the entire structure of the extension. This offers a reasonable amount of latitude to erect an extension at the rear, side or undertake a loft conversion.

The rules and guidelines connected with permitted development rights are complex and it is always advisable to seek advice from the Planning Department. For example, in some areas of the country permitted development are more restricted than others. Special conditions also apply when adding a porch to a house.

Planning regulations have to cover many different situations and even the provisions which effect the average householder are quite detailed. If you require confirmation that a particular proposal does or does not require permission you will usually be asked by the Council to make a formal application, with plans, for a lawful development certificate.

This selected brief extract is an attempt to explain why some fairly major structural changes to property can take place without being challenged or residents living nearby being consulted.

If you wish to know more read the DTLR booklet "Planning A Guide for Householders can be obtained from the "One Stop" Planning & Building Control Desk, Taberner House, Park Lane, Croydon.

PLANNING REPORT

There has been considerable planning activity during recent months. Some highly controversial planning applications have created great concern and are being opposed by MORA aided by local residents.

GREENVIEW AVENUE - TELECOMMUNICATIONS MAST

In May 02 (U.K.Ltd.) made an application for the siting of a 12.5 metre high telecommunications tower and ancillary equipment cabinet in The Glade fronting Greenview Avenue. This caused residents living nearby considerable concern.

It is recognised that mobile phone companies have permitted development rights to erect masts in order to facilitate the roll out of a modern national telecommunications network. However, the government and local authorities have a responsibility for protecting the environment and public health. Recent precautionary announcements by the Government have served to confirm the uncertainty of scientific advice regarding the possible health effects of low intensity radiation. It is not known whether it is safe to expose people to long term cumulative biological effects at distances within 200/250 metres of transmission masts.

Furthermore, 75 local planning authorities want to ban telecommunication masts from their land as a matter of council policy which underlines the widespread disquiet about the potential health problems associated with the siting of these masts. However, there is currently no conclusive evidence on exposure to Electro Magnetic Fields and risks to public. However, there is a significant amount of published evidence of a positive existence of non-thermal biological effects from high frequency radiation - [Current generation mobile phones operate at frequencies of 900MHz and/or 1.8GHz; third Generation Mobiles will use around 2GHz to 3GHz Microwave RF]. The planning application documents we have seen do not give the operational frequencies or the radiated power from the mast - they have only considered the visual appearance and location. The mast and cabin alongside erected in Greenview Avenue will add more obstructions to the narrow footpath and impede the free passage of wheelchairs and baby carriages.

The probable reason for selecting this particular site for the mast is that opposition is likely to be muted because a number of the surrounding properties are unoccupied.

Acting in response to the concerns of residents MORA printed and circulated a special edition of the newsletter urging residents to register their concerns. Furthermore a local resident organised a successful petition which 150 residents signed. Curiously, the application was withdrawn before being considered by the Council.

As we still do not know for sure the long-term effects of emissions from such masts on the health and well-being of children and adults this association will continue to take residents concerns on this issue seriously.

THE TREE NURSERY SITE, SHIRLEY OAKS VILLAGE.

The following report is from Mick Hewish, Chairman of the Shirley Oaks Nature Reserve Committee.

The owner of the site Shipmeade Properties has submitted a third planning application for a Garden of Remembrance. Following refusal of the two previous applications for a GOR, "on the grounds of the existing conservation value of the site", this new application has included a "Walk-over Ecological Survey" by a Dr. John Feltwell from the Wildlife Matters Consultancy Unit, Battle, East Sussex. This survey on behalf of Shipmeade Properties has been studied carefully and contains inaccuracies and omissions throughout the document. The survey begins with the statement: "The site is of low nature conservation value. The site does not have any protected species such as badgers, bats or barn owls present." The Nature Reserve Committee is submitting to the Council Planning Department documented proof that both badgers and bats use this site.

We also have copies of letters from the London Ecology Unit to the Croydon Planning Department that state: "Despite the ordinary nature of it's constituent parts, taken as a whole the site has accrued nature conservation value by virtue of it being a relatively large, undisturbed area of semi-natural vegetation within a corridor of open space. Much of the adjoining open space is managed in a more formal manner which is inimical to many of the species which occur on the application site. In particular, it is likely that the application site supports a more diverse and abundant population of birds and invertebrates than the surrounding open space".

The site is a valuable nature conservation amenity for the local residents. Its intrinsic conservation assumes greater value when seen in its local context: namely as a relatively undisturbed area of semi-natural vegetation within a corridor of more formally managed open spaces. The existing rough grassland, scrub and tall herbs, provide a habitat for a variety of invertebrates (including those needing rough vegetation for over-wintering) and perhaps small mammals. Together with the trees, it serves as a habitat

for birds. Foxes were observed and there is evidence that the site is used by badgers.



The site as a whole has acquired wildlife value on two main grounds:

1. It is a moderately large area of generally undisturbed rough land supporting a variety of wildlife
2. The fact that the site adjoins other open spaces augments its value for nature conservation.

The proposed GOR would be much more manicured than the land at present, and would have a lower wildlife value. Although some new shrubs would no doubt be planted, there would be a considerable loss of scrub and young woodland, mown, re-seeded grassland and formal beds would replace The bramble scrub and other rough vegetation. It would seem likely that only the edges of the site, at most, would retain much of their current vegetation. The net effect will be a habitat loss, which, in a local context, could be significant. Badgers use the site, although it is likely that the site is only part of their foraging area. The proposed development would have reduced value as a foraging area - if access were possible at all.

Although there were no reports of slowworms, the habitat appears to be suitable, and the possibility that they are present should be considered. Both these species enjoy legal protection."

All these reports and letters show that the site has attained conservation value and this has increased over the years since some of these were written. We can only emphasise the importance of a site that has been free of pesticides for about 15 years, land which is vital to certain bird species, for example songbirds and the tree sparrow, which are rapidly declining.

The Committee has also submitted photographic evidence of the flooding that occurs on the site. This affects the properties of Woodmere Gardens that back onto the site. The report from the Professor at Brighton University has been referred to the Council again. This report calculated that if the trees on the site were felled these properties could be faced with another million gallons of water a year pouring into their back gardens.

The Committee objects to this planning application for the following conservation reasons:

- The loss of the land for wildlife.
- The loss of land for the trees and wildflowers on the site.
- The destruction of nearly 1,000 trees with the loss of food and habitat for the wildlife living on the site.
- The destruction of two acres of meadowland and the loss of foraging and shelter for animals, birds and insects.
- The site is a haven for wildlife including badgers, foxes, bats, birds, butterflies, amphibians and many insects.

- The site at present forms a link in the nature corridor between South Norwood Country Park and the Addington and Shirley Hills.
- Unsuitable use of the land with such a high water table.
- The possibility of flooding neighbouring properties if the 1,000 trees are felled.
- The inaccuracies or omissions in the walkover ecological survey of the application.
- Shirley Oaks residents have also submitted these additional objections.
- Unsuitable use of land that backs on to family homes.
- The loss of privacy for residents with the sights and sounds of mourning families.
- The loss of privacy for mourners with the sights and sounds of families using their back gardens.
- Unsuitable use of land adjacent to a Hospital with seriously ill patients.
- The site will be unguarded and prone to vandalism.
- Additional traffic on the narrow local roads with their sharp bends.
- Congestion on local roads due to the proposed small car park.

The Monks Orchard Residents' Association has fully supported the campaign and we are most grateful for the support. A magnificent document has been sent to the Council highlighting the concerns of your committee. Croydon Council has already received over three hundred and fifty letters of objection. Shirley Oaks Hospital is strongly against the application.

All these concerned parties have requested that Croydon Council Planning Department will consider all these objections and recommend the refusal of the application.

BYWOOD AVENUE

The appeal against the decision to refuse permission for the change of use of the ground floor retail shop (class A1) at 4, Bywood Avenue to a hot food takeaway (Class A3) was dismissed in April. The Inspector appointed by the Secretary of State agreed with the comments made by local residents supported by MORA that the development would be likely to generate a significant amount of noise close to residential properties. The Corner retail premises are, at present, being refurbished and there are plans to reopen as an Off Licence.

CHESTON AVENUE

Antler Homes have submitted another amended application to build on the proposed site at 25 – 31 Cheston Avenue. The proposal is to demolish the existing buildings and to erect 6 five bedroom and 2 four bedroom detached houses with integral, attached or detached garages plus formation of an access road. Antler Homes first application for this site made in Autumn 2000 was for 12 detached four bedroom houses and each subsequent application has been for a reduced number of dwellings. This shows that the action by the Council, local residents supported by MORA can force

developers to amend their plans to prevent a development that would have a cramped and overcrowded layout resulting in an unsatisfactory relationship with adjoining residential properties.

ORCHARD WAY

The saga of the bungalow site at 164 Orchard Way looks set to continue. The application last year by Greenacre homes to demolish the existing bungalow and to erect 4 three bedroom and 3 four bedroom houses plus the formation of a road for vehicular access was refused by the Council. An appeal was then made to the Secretary of State against the Council's decision. The Inspector endorsed the view of the Council and the appeal was dismissed. A modified application was then made by the owner Mr. J. Hadjimina for the demolition of the existing bungalow and the erection of 3 two storey buildings comprising a total of 8 two bedroom and 2 one bedroom flats; formation of vehicular access and the provision of 15 parking spaces. In July this application was also refused by the Council because amongst other things it conflicted with a range of policies of the Unitary Development Plan and Supplementary Planning Guidance. An appeal has now been made by the owner to the Secretary of state against this decision. The appeal will be decided on the basis of an exchange of written statements and a site visit by an Inspector: a decision is expected soon.

THE GLADE

Guade Developments have been granted permission to build on the site at the rear of 72 and 74 – 80 The Glade which has, for many months, been subject to speculative neglect. The plan is to demolish the existing buildings and to erect 12 four bedroom detached/semi detached houses with accommodation in roof space and integral garages plus a pair of 3 bedroom semi detached houses with integral garages; formation of access road onto The Glade and vehicular access onto Greenview Avenue and The Glade.

CBP New Homes have submitted a planning application for the adjoining land at 72 – 74 The Glade. The proposal is to demolish number 72 and part of 74 and to erect a pair of 3 bedroom semi detached houses with integral garages. MORA had objected to the proposal to build three storey dwellings, which will be out of keeping with the character of the area. There were also concerns about the road safety issues raised by the extra traffic created at the restricted entrance into Greenview Avenue.

However, some residents may be pleased that some sort of improvement is now likely to take place. For over a year the owners have left the site unmanaged, unfenced, and an open invitation to squatters and fly tippers. This is a recognised ploy, that is often used by developers to allow a site to deteriorate and become an eyesore in order to weaken the resolve of residents to resist further planning proposals.

NEIGHBOURHOOD WATCH



When it was established over twelve years ago Neighbourhood Watch was well supported and effective. The local beat officers circulated newsletters and the 'ringmaster' warning system was installed. At present many roads in Monks Orchard no longer have a watch scheme in operation because the network of co-ordinators has been allowed to fall into decline. Local home watch schemes are important in improving security and fighting crime and MORA is trying to encourage residents to volunteer as Neighbourhood Watch co-ordinators. Neighbourhood Watch is not just about reducing burglary figures - it's about creating communities who care. It brings local people together and can make a real contribution to improving their lives. The activity of Watch members can foster a new community spirit and a belief in the community's ability to tackle problems. At the same time, you feel secure, knowing your neighbours are keeping an eye on your property.

There are other benefits to Neighbourhood Watch schemes too. You will become familiar with crime prevention ideas, which will help keep your home and belongings safe. And the extra security which belonging to a Neighbourhood Watch scheme offers might even mean that you can get a premium discount from your house insurance company.

Neighbourhood Watch schemes can be large, covering, for example, most of the households on an estate or they might involve just half a dozen houses. It depends on the area and what people living there want. A scheme is generally led by a volunteer co-ordinator whose job is to get people working together and make sure things get done. As well as the co-ordinator, there is usually a committee. Committees meet regularly to plan which problems to target and what action to take. Schemes keep in close touch with local police to share information and advice. If you are interested in volunteering for this important security role within the community please contact Rosemary Oram, N.H.W. Officer, Croydon Police Station, 71 Park Lane, CR0 1BP.

NEIGHBOURHOOD PARTNERSHIPS

Subsequent to the changes in the electoral boundaries Monks Orchard now forms part of two Neighbourhood Partnerships. The northern end towards Long Lane is covered by the Addiscombe, Ashburton & Woodside Partnership and the southern end from the Lawdon Estate towards Shirley Road is part of the Fairfield, Heathfield & Spring Park Partnership. It will not be possible to include the full minutes from both partnership meetings. It has therefore been decided to include edited versions focusing on those matters of greater interest and concern to the residents of Monks Orchard. Fortunately, both partnerships often share a similar business agenda.

Addiscombe, Ashburton & Woodside Partnership

Safety Issue on the Tramlink system – Charles Tomlinson, Head of Safety, Tramlink.

Cllr Tony Newman asked about plans to install CCTV on the trams. Tramlink are currently looking at three possible CCTV specialists to supply cameras for the front and back of trams to deter 'surfing'. Additionally, Tramlink Croydon Limited, the system owners, are currently investigating the installation of CCTV cameras in the saloon area. The CCTV system installed at present was designed several years ago, before digitally recorded images were acceptable as evidence in a court of law. However, an order has recently been placed to update the system to enable digital recording to be carried out on a twenty four-hour basis, every day of the year, with images being stored for a period of time to a computer hard disc.

Signs will shortly be installed at all tramstops, starting with Arena & Harrington Road, which have at times proved high level problem areas, advising passengers that CCTV is in operation, as required under the Data Protection Act. Additionally, compulsory ticket area signs will soon be erected throughout the network.

A further development will be the enhancement of the Alarm Points into a two-way communication facility, which will enable the operator at the monitoring office to send a message, via the loud speaker, to people seen mis-behaving at tramstops. It is considered that this measure will in conjunction with the other enhancements being made, help to deter vandalism and other anti-social behaviour.

Problems of cyclists riding on various parts of the system including platforms were raised. Unfortunately there is little that Tramlink can do about this and often cyclists' behaviour is a Highways Authority issue. However, a regular Traffic Liaison Group meeting takes place attended by all Interested parties, at which all accidents are reviewed, including ones occurring on platforms.

Accidents at pedestrian crossing, and signal arrangements, particularly at East Croydon and Sandilands, were raised. Responsibility for these Junctions rest primarily with the Council as the Highway Authority.

Issues relating to Chepstow Road were also mentioned as another accident area. Tramlink were not aware of any unsafe conditions at this location but agreed to undertake an on site investigation and evaluation of risks.

Quality of driving and accidents to the elderly, possibly caused by speeding, were raised. It was explained that when trams move off from a tramstop, There is an initial forward jerk. A possible fix was thought to be de-sensitising this initial acceleration by a software change. This, however, would require formal approval through the Health & Safety Executive. Investigations have not revealed this or other drivers' action to be a significant contributory factor in this issue.

It was explained that drivers undergo a vigorous training programme of up to 4 weeks, which is subject to assessment both prior to formally taking up Passenger operations driving and then followed by ongoing re-assessment. Competency is taken very seriously and strictly monitored by driver trainers and other officials, even after passing initial training. If a driver is found to be below the high standard required they can be sent for full re-training, or ultimately dismissed.



Fare dodging and deterrents were raised. Revenue Inspectors are charged with this work and the number of these has been doubled on a trial basis. They work shifts however and are therefore not all-operational at the same time. The number of security officers, responsible for security and safety of passengers has additionally been increased. Installation of CCTV should also deter fare dodgers and digital recording will enable a 'rogues gallery', useful for identification of persistent offenders, to be established. Tramlink are looking to purchase an address and postcode database, which will assist in checking the validity of addresses given.

'Street Champions' John Bownas, Smarter Croydon Co-ordinator

The Street Champions initiative is about involving Croydon residents in caring for their local area. Residents who are proactive in their area e.g. members of. Residents' Associations, Neighbourhood Watch, Neighbourhood Partnerships etc. are invited to join the scheme. A free dedicated 'Hotline' will be available to enable Champions to report any local problems, e.g. graffiti, abandoned cars etc., to one central point. The initiative is involving local schools, as part of their citizenship lessons, and also the British Trust for Conservation Volunteers – all working together to improve the local environment.

Safety of Street Champions is paramount and all prospective members are required to attend an induction event and sign a declaration agreeing to a set of terms and conditions. Application Forms are available from John Bownas on [REDACTED] or email.

Abandoned/untaxed vehicles- Mick Vincent, Team Leader.

The current increase in dumped cars has arisen because the bottom has fallen out of the scrap metal market. Previously cars that had outlived their usefulness could be sold for £20/£30 to a scrap metal merchant. Nowadays the reverse has happened and drivers usually have to pay someone to take the car away. Consequently, people are simply dumping vehicles on to the street rather than pay.

The removal of abandoned vehicles is governed by legislation, and with some exceptions the Council have a duty to collect all vehicles left on the highway. In April this year the legislation changed. As a result, the yellow 'Notice of Removal' tickets were amended to specify that the vehicle could be removed within 24 hours, not seven days as previously was the case.

Also, because extra funding has been allocated, the timescale for removal of vehicles has shortened from 5-6 weeks to 12-14 days, with some exceptions.



Vehicles parked on private land pose a different problem. The law states that the Council can make a removal charge. For example on estates like Shrublands, the Housing Department is charged. The cost to the Council for each car removed was £130 per vehicle last year, which will rise to £180 this year. A European directive will shortly demand that when cars reach the end of their life, up to 85% of the vehicle must be recycled. This means that petrol, brake fluid, glass and other components will have to be removed and eventually this may lead to more cars being dumped.

The law states that untaxed vehicles can not simply be taken away by the Council. However, the Council are meeting with the Driving Licence Vehicles Centre (DVLC), with a view to adopting new powers which should have taken effect around early June, 2002. The vehicles removals section expects to be inundated with requests to remove these vehicles but priority will be given to abandoned cars.

Vehicles left on private land are subject to different Regulations. The Council is allowed to place a notice on the vehicle but the process has to cease if the landowner objects. If the owner of the car objects, but is not the landowner, then the notice and removal procedure can continue. There is no action the Council can take about untaxed vehicles, without discs, on private estates. However, vehicles without discs and parked on the highway can be dealt with and residents were urged to contact 0208 407 6839 to report instances.

Ways of tracing owners was discussed. The number plate is checked with DVLC and the keeper at the last address can be contacted. However, it transpires that many vehicles are not registered to anyone. Where a vehicle has no registration plate, the chassis number is checked but establishing ownership is very difficult.

Residents of Croydon can surrender their unwanted vehicles to a pound in South Croydon or have it collected for a charge of £55. Residents can call 0208 407 6839 if they wish to use this service.

The possibility of selling spares from unwanted vehicles is being looked into but Health & Safety implications may make this venture impracticable.

Community Reparation by Young Offenders – Nick Witham

Community Reparation is about young people who have been cautioned or offended giving reparation or paying something back to the community. It involves the victims of crime and sometimes the victims and the offenders making contact so that the victim can experience some practical recompense.

For example if the victim has suffered graffiti crime, the young person responsible is ordered to clean it off. The intention of the scheme is to make the young person face up to their crime and its repercussions. The court can order the young person to do community service work, which now includes children as young as ten. When a young person is convicted at court, community work can be attached to the sentence. Before reparation is considered, an assessment for suitability is always carried out. The process also involves consultation with the victim, mediation and, if appropriate, a letter of apology from the offender to the victim.

When the offender has been found guilty of criminal damage such as graffiti, he/she is often placed on a 2-month programme of painting off graffiti in public places. It is not simply work for work's sake but aimed to show the offender's peer group that if they repeatedly graffiti the area, their friend will have the task of cleaning it off. Other activities involve laying patios and paths and working with disability groups, the latter to give the young person a wider perspective and help them appreciate that there are many people in the community who are less able or more disadvantaged than they are.

Other areas of work include general gardening, weeding, clearing brambles, and nettles, helping with riding for the disabled. Links exist with the Fire Brigade, especially suitable for young people convicted of arson, where they are instructed in the dangers and possible life threatening outcome of this type of crime. Offenders also help with the delivery of safety leaflets. All preparation work is carried out under the supervision of the Youth Offending Team.

Youth Offending Panels are comprised of volunteers and at present 50/60 have been trained. Adverts will be placed in the press when the opportunity to enrol arises again. The Youth Office at Taberner House has a list of young people who could carry out tasks, e.g. gardening for the elderly. It was stressed that young people are assessed for suitability to do this sort of work, and safety concerns are considered before they embark on any tasks.

Fairfield, Heathfield and Shirley Partnership.

Arena/Gateway Developments – Phillip Goodwin, Director of Planning and Development.

The Gateway site (the land adjacent to the western edge of East Croydon Station), which has been derelict for 40 years will be used to build a new London Arena. The scheme will attract a lot of inward investment into the area, which is vital due to the appearance of the site. The Unitary Development Plan has meant that the Council will be allowed to compulsory purchase the land. The scheme dates back to the mid 1990s when two consortia were asked to submit proposals for an arena in Central Croydon near major transport links to allow it to serve London as well. The Gateway site was deemed to be the only viable site in Croydon.

The Arena site covers 8 acres and after intensive research it was concluded that 55-65% of development costs can be funded by other developments on the site, with the balance coming from gap-funding. The estimated cost of the scheme is £56-~58 million and will be comprised of the Arena, residential developments, offices, a 5* Hotel, supermarket, restaurants and leisure facilities. The Arena will ensure Croydon's place as a 21st Century cultural city and will encourage businesses into the Borough. The Arena itself will have 12,500 seats and be a venue for pop, sport and cultural events. It is anticipated that it will create 3,500 - 5,000 jobs in Croydon.

The Council is having to partly compulsory purchase the site because some of the present landowners are resisting the development. The site will be immediately handed over to the preferred bidder a consortium of a bank, arena developer and builder. The planning application will be submitted in late October and it is hoped that it will be fast-tracked by the Mayor of London and Government Office of London.

The next meeting of the Fairfield, Heathfield and Shirley Neighbourhood Partnership will be held on Wednesday 13th. November 2002 at a venue to be confirmed.

CRIME FIGURES

MONKS ORCHARD AREA

Previous year in brackets

DECEMBER 2001	28	(43)
JANUARY 2002	44	(57)
FEBRUARY 2002	60	(49)
MARCH 2002 (1st - 25th)	25	(35)

Total Numbers 2001/2 157 (184)

This shows an overall fall of 27.



Shirley Oaks Estate

DECEMBER 2001	2	(3)	1 Burglary 1 Blackmail
JANUARY 2002	5	(7)	4 Theft from Motor Vehicle 1 Domestic incident
FEBRUARY 2002	1	(5)	1 Burglary
MARCH (1st - 25th)	0	(4)	

Security Report



DISTRACTION BURGLARY

Closing the door on bogus callers

It is nice when someone pops in for a chat. It's an opportunity to talk about days gone by or chat about the family. Unfortunately these days, not everyone who turns up on your doorstep are who they say they are. These people are often called bogus callers.

A video produced for the Home Office distraction Burglary Task Force is being circulated by Croydon Neighbourhood Watch. In the video, Annette Crosbie gives simple advice to the infirm and elderly on how to stop bogus callers gaining access into your home. Use the Stop, Chain, Check message every time someone you don't know calls at your door. Always ask yourself;

- Are you expecting anyone?
- Have you put your door chain or bar on?
- Have you asked for, checked and are happy with their identification?

Only when you are sure should you go ahead and let them in.

Health and Primary Care



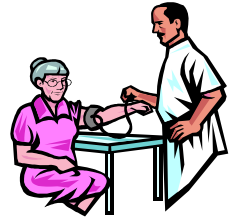
Mayday Healthcare Trust in Croydon began a programme to learn from the patient experience in 2000, and employs a variety of methods to analyse what patients think of its services. These include: quarterly surveys of 150 recently discharged patients; analysis of complaints; direct patient/carer feedback at monthly ward sisters' development days; analysis of contact with the patient advice and liaison service team; and setting up patient user and focus groups in paediatric oncology, continence, cardiology and others.

The themes emerging from these sources of feedback have been remarkably consistent. These are:

- Confusing messages and a lack of information from doctors and nurses about admission into the accident and emergency department;
- Being talked about as if you are not there;
- Professionals failing to recognise patients' and carers' knowledge;
- Cleanliness and the ward environment;
- Brusque attitudes from doctors, nurses and lack of privacy;
- Discharges being delayed because of waits for drugs and lack of written information.

Several changes have been introduced as a result of patient feedback. These include:

- The introduction of an afternoon rest period on all wards, when visiting is discouraged;
- Providing a sponge bag with soap, flannels, toothpaste and combs for emergency admissions;
- A full-time patient information officer to produce written information for patients;
- Preventing drug and doctors' rounds during mealtimes to give staff more time to help patients;
- Revision of the general information booklet.



A number of improvements have been made as a direct result of the feedback received at development days.

For example, the handover between A&E and the medical wards has been improved so that patients are welcomed to the ward by a member of staff.

Other examples include changes to hospital nightdresses so that they are not open at the back, and freshen-up towels with meals so that patients can clean their hands before or after eating.

Some of the key messages fed back to staff have been:

- See the patient journey as a 'whole' experience. Think about what has gone before the patient gets to you, such as hours lying on a floor at home, arrival at accident and emergency, and so on.
- Try not to stereotype. Listen to what the patient and/or carer is saying.
- See yourself as part of a whole healthcare team.
- Actions/procedures that are familiar to you are not to the patient – measure the appropriateness of your actions through the patient's eyes.
- Recognise your power to impact on a patient experience positively or negatively – the effect could last for years.
- Recognise the positive impact and health gain of showing you care, inspiring trust knowing small things make a difference, and regularly sharing and giving information.
- Personalise and measure the appropriateness of your actions and delivery of services by asking yourself whether you would want this for a relative or friend.

PUBLIC MEETING DATES

The Primary Care Trust Board will meet at 4pm in the Fairfield Halls on the following dates. Members of the public are invited to attend and ask questions.

24th September, 2002
29th October, 2002
17th December, 2002
25th February, 2003.

SHIRLEY GROUP OF CHURCHES



BRING & BUY SALE IN AID OF CHRISTIAN AID

The Shirley Group of Churches will be holding their annual Bring & Buy Sale on **Saturday 14th September**; as usual, proceeds will go to Christian Aid.

St. George's Church, Elstan Way, (off the Glade) from 10am to 1pm.

Please bring your unwanted Gifts, Books, Toys, etc.,

or simply come along for a browse.

Especially welcome: Homemade Cakes etc.

Refreshments/Light Lunch available.

For further details, or offers of help, please contact [REDACTED].

All Saints' Badminton Club



We are a local, friendly club with members of all ages playing on Tuesday evenings (8pm – 10.30pm) at Shirley Parish Hall. If you feel the urge to dust off your old racket and get back in shape we'd love you to come down and join us. We play mixed doubles to a moderate standard (and so I'm afraid we can't take beginners) and visitors/potential members have their first evening as a free 'taster'. Shirley Parish Hall closes during August so we take a break, but we'll be back in September. Either pop in on Tuesdays or phone Jenni/Steve on [REDACTED] for more details.

Christmas Gift Shopping



A LITTLE RETAIL THERAPY IN COLOGNE FOR YOUR CHRISTMAS GIFTS!

**Cologne Christmas Market Week-End
14 – 16 December 2002**

2 nights bed and breakfast in 5 star Renaissance Hotel, Cologne.

Sunday morning visit to the Christmas Market in the picturesque village of Monschau.

On the way home on Monday stop off in Brugge where lunch is provided.

Short visit to Adinkerke for those last minute chocolates and duty paid spirits, cigarettes etc.

£159.00 per person (single room supplement £48.00 per person)

Pick-up point – Outside Fred Dawes, Wickham Road.

Contact: Christine Ross-Smith

Tel: [REDACTED]

E-mail: [REDACTED]

Quiz Night



Croydon & District National Trust Centre:- Are holding a Quiz Night with Fish & Chip Supper at Shirley Parish Hall on **Saturday 12 October 7:00 for 7:30 pm** (Please bring your own drinks and glasses). Teams of 6 especially welcome but if you wish to come on your own we will put you into a team. Questions will vary from the British Isles to Myths and Mythology come along to a Fun Night!

Tickets £8.00 from M J Hancock [REDACTED]
(Cheques payable to NT Croydon Centre and a SAE for Reply please).

The Centre is always happy to welcome new members and if you are interested please contact the Membership Secretary on [REDACTED] for full details.

The National Trust

NATIONAL TRUST – CROYDON CENTRE

tel: [REDACTED] fax [REDACTED]
e-mail: [REDACTED]



WINTER MEETINGS PROGRAMME

Meetings are held at Shirley Parish Hall Wickham Rd. Shirley on the second Wednesday of the month and commence at 7:30 pm. Coffee and biscuits are served before the start, tickets price £3 can be obtained in advance from Mr & Mrs Alldis, [REDACTED] or on the night at the door.

The Centre is always happy to welcome new members and if you are interested please contact the Membership Secretary on [REDACTED].

Wednesday 9th October

Nick Reed "Christmas Frost Fairs on the Frozen Thames"

An Artist's view of the major Frost Fairs on the Thames between 1642 and 1845

Wednesday 13th November

Russell Bowes "Dig for Victory"

A look at the role of the garden during WWII.

Wednesday 11th December

Peter & Joan Davalle "A Christmas Pot Pourri"

A series of surprises!

Wednesday 11th January

Ken Wilmott "The Butterflies of Surrey"

Wednesday 12th February

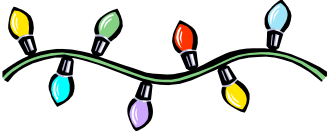
Mark Nash "Six Ladies & Henry VIII

A somewhat different look at this very interesting period of our history.

Wednesday 12th March

Richard Ranst "The mysteries and meanings of Bird Song" (Understanding how birds communicate)

Christmas Lights



**SHIRLEY BUSINESS ASSOCIATION
ANNUAL CHRISTMAS LIGHTS AND STREET
PARTY
FRIDAY, NOVEMBER 22ND From 6.30pm**

You all know by now this event attracts a crowd of thousands (even in wet weather), and is a premier community event in Croydon. We would welcome more ideas from the local community in helping to run this event, and we particularly need volunteer stewards on the night.

This year we are again going to run a Christmas Market in the Parish Hall, on the night of the lights. Stalls to non-SBA members will be charged at £25.00 (6ft x 2ft) and offered to voluntary organisations, schools, churches and people living in Shirley. From 1st September if there are still vacant stalls, these will be offered to anyone from outside the area wishing to buy a table. Money with booking, please to:

John Muddle, Shine Hair & Beauty, 186 Wickham Road, Shirley, CR0 8BG.
([REDACTED]) or Chris Rutter, Photographer, 213 Wickham Road, Shirley.
CR0 8TG. ([REDACTED])

Although Sonja Curtis has resigned as our Chairman, she has agreed to co-ordinate this event for her last time, and if the Association is unable to find a replacement for her it is unlikely this event will continue in its present form. The Lights will continue to be erected each year, but this may be the last Street Party to be held at the same time.

Chris Rutter

Helping People with Disabilities to Help Themselves
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COMMITTEE MEMBERS 2002/03

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Treasurer:

John Walkington

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Alyce Menhinnitt

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