



**Maldens and Coombe  
Neighbourhood Manager**  
Hannah Rees

**Maldens and Coombe  
Councillors**

**Beverley Ward**

Cllr Trevor Heap

Cllr Simon James

Cllr Derek Osbourne

**Coombe Hill**

Cllr Patrick Codd

Cllr David Edwards

Cllr Eric Humphrey

**Coombe Vale**

Cllr Adrian Holder

Cllr Robert John-Tasker

Cllr James White

**Old Malden**

Cllr Mick Amson

Cllr Dave Fraser

Cllr Kate Stinton

**St James' Ward**

Cllr Howard Jones

Cllr Priyen Patel

Cllr Ken Smith

## Maldens & Coombe Neighbourhood



**Your  
Neighbourhood**

**Your  
Services**

### Maldens & Coombe Neighbourhood Community Panel

**Wednesday 12 October**

**7pm-8.30pm**

**Venue to be confirmed**

You are warmly invited to attend the next meeting of the Neighbourhood Community Panel. This is your opportunity to influence local decision making and give your views on topics being discussed by the Neighbourhood Committee.

If you are unable to attend the meeting or would prefer to give your views electronically, please view the topics being discussed via the link below, and send your Neighbourhood Manager an email with your views ([hannah.rees@rbk.kingston.gov.uk](mailto:hannah.rees@rbk.kingston.gov.uk)). Please note the Neighbourhood Committee reports will be available to view online from Tuesday 11 October. A few hard copies will also be available at the meeting.

[http://www.kingston.gov.uk/council\\_and\\_democracy/committeeminutes/moderngov.htm?mgl=ieListMeetings.aspx&CommitteId=178](http://www.kingston.gov.uk/council_and_democracy/committeeminutes/moderngov.htm?mgl=ieListMeetings.aspx&CommitteId=178)

For more information, please contact Hannah Rees, Neighbourhood Manager on 020 8547 5937 or email [hannah.rees@rbk.kingston.gov.uk](mailto:hannah.rees@rbk.kingston.gov.uk)

## Spotlight on Tree Preservation Orders

A Tree Preservation Order (TPO) is an order made by a Local Planning Authority in respect of trees. TPOs protect trees which make a significant impact on their local surroundings and the orders can cover anything from a single tree to woodland. They can include hedgerow trees and fruit trees, and do not necessarily have to be of a certain species, size or age. It is an offence to cut down, uproot, prune, damage or destroy a tree protected by a TPO without the Local Authority's permission and the courts have powers to fine anyone contravening a TPO. Information is available on the Council website [www.kingston.gov.uk/tree\\_preservation\\_orders](http://www.kingston.gov.uk/tree_preservation_orders)

For more information or to find out if a tree in your property or elsewhere is covered by an order, please call 020 8547 5929 or email [environment@rbk.kingston.gov.uk](mailto:environment@rbk.kingston.gov.uk)

## Customer Access Point Numbers

The 8 Customer Access Point numbers are set out below:

For all general enquiries:

Information Line  
020 8547 5000

To speak to a service specialist:

Benefits 020 8547 5001

Environment 020 8547 5002

Housing 020 8547 5003

Children, Schools and Families  
020 8547 5004

Adult Care 020 8547 5005

Culture, Leisure and Libraries  
020 8547 5006

Income, Council Tax and  
Payments 020 8547 5007

## Police Safer Neighbourhood Teams

Beverley - 020 8721 2750

Coombe Hill - 020 8721 2804

Coombe Vale - 020 8721 2515

Old Malden - 020 8721 2517

St James - 020 8721 2595

## Kings Oak Centenary Celebration Event – 24 June

King's Oak Primary School celebrated 100 years of learning and teaching on Friday 24 June, with hundreds of members of its local community and some not-so-local ex-pupils!

The rain held off as families, governors and guests enjoyed a picnic lunch with pupils and staff on the school field and then marvelled at the positive changes which have taken place at King's Oak, during school tours organised by Year 6 pupils.

The fair featured something for everyone; stalls, rides and a live band were enjoyed by all and members of community groups provided residents with information about Kingston Council, NHS Kingston, the Police, London Fire Brigade and local clubs. There was an opportunity to talk about the local issues that matter most and pupils carried out a survey about people's views on their community and local services.

Cathy Clarke, Headteacher, said "It is fantastic that so many of our families, local residents and ex-pupils wanted to be with us for our celebration! We were joined by over 200 members of our community for lunch, with very many staying afterwards for school tours and our fair. Children, staff and our local community have worked so hard to prepare for this celebration and the results speak for themselves. We have all had a thoroughly enjoyable Centenary as well as learning some fascinating facts about our school's history. We are very grateful to the Kingston Town and Maldens and Coombe Neighbourhood Committees who have supported us with the organisation and to the community groups who volunteered their time to be with us. This partnership work is community at its best. We are so proud of our school and what we are achieving and are delighted that so many members of our local and wider community feel the same. 'Achieving Together' is our school motto and we know that, working together, everything is possible! We look forward to more events in the future!"

**For further information about the local services provided by Kingston Council in Kingston Town and Maldens & Coombe areas, telephone 020 8547 5000.**



## Fishy Goings on at Dickering Park

The Coombe Vale Police Safer Neighbourhood Team have been working to reduce crime in their local area and helping to improve the quality of life within the community. Graffiti is always a concern for residents and businesses across the country, with some areas being harder hit than others. Dickering Recreation Ground has been a recent target after a large wall was completely covered in graffiti, causing not only an eyesore, but an increased fear of crime within the community.



The Safer Neighbourhood Team worked in partnership with Kingston Council, Now Vauxhall (car dealers who are based at the location) and Community Payback to remove the eyesore and reach a long-term solution. The wall was whitewashed and an 'under the sea' themed mural painted onto it.

The Police hope that this new mural will give residents a greater sense of pride and confidence in their local community, and those who serve it.

## Cutting your fuel bills:

### Free services to save energy and to save you money

You could save to £270 per year from fuel bills if you look into some simple actions.

Seek some free impartial advice from the *Energy Saving Trust* and '*Directgov - Stay warm in winter*' webpage now and see what actions you could take to save you money and keep you warm this winter.

Call free phone 0800 512 012 and find out what grants you could be eligible for to improve the condition of your home and reduce any energy wastage. The Council are supporting specific home visiting services in Kingston to bring energy efficiency advice services to your home. Old Malden and Chessington North / Hook are receiving a targeted service funded by the Mayor of London called RE:NEW. Between November 2011 and February 2012, Climate Energy will be offering residents in these areas the opportunity to book a home visit and receive free expert advice and free energy saving measures for the home. Don't forget to book your free appointment when you see the RE:NEW logo on a letter from the Council.

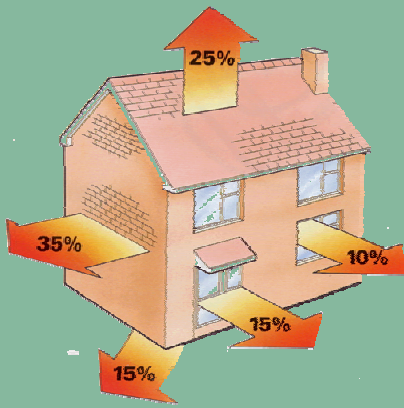
Any Council supported home visiting projects operational in the borough will be promoted with Kingston Council branding and will not support cold calling. Always ask for ID before letting someone in.

The Council are working to expand services offering discounted insulation and other home energy efficiency measures to all areas of the borough. In the meantime, take advantage of existing opportunities to keep warm and well this winter while saving money.

### Kingston Families Information Service - here to help you!

The Families Information Service can help find childcare in Kingston and provide information and advice about Children's Centres, education and early education funding, paying for childcare, leisure activities including positive activities for young people, working in childcare and familysupport.

Call Kingston Families Information Service now on 020 8547 5004 (hold for the Family Information Services option) to see if they can help you. You can also email [FIS@rbk.kingston.gov.uk](mailto:FIS@rbk.kingston.gov.uk) or see the Kingston Council website for more information.



### Neighbourhood Committee Meetings

All meetings start at 7.30pm at the Christchurch Centre, Coombe Road, New Malden.

The Neighbourhood Manager holds an Open Forum event starting at 7pm before each Neighbourhood meeting. Please come along and ask questions or raise issues that affect your local area.

Neighbourhood Committee  
Monday 26 September

Neighbourhood Committee  
Wednesday 19 October

Planning Sub-Committee  
Wednesday 9 November

Neighbourhood Committee  
Wednesday 30 November



## **Keep jewellery safe this autumn**

As the price of gold has now reached an all time high, Kingston Police would like to remind residents of Asian descent that as the traditional Asian Wedding season approaches in October, a rise in residential burglaries targeting Asian Jewellery is expected.

To keep your jewellery safe follow these simple tips:

If you are keeping the jewellery at home please keep it in a safe place. Safes are fairly cheap, when compared to the value of jewellery and are easy to install

Take photographs of your jewellery and if it has a recognisable engraving, register it for free at [www.immobilise.com](http://www.immobilise.com)

Don't display gold jewellery or other valuables in public unnecessarily

Lock all your doors and windows when you go out and set your alarm

Make sure your insurance policy covers the full value of the jewellery.

## **New Malden Burglaries**

As you may be aware, over the past year there has been an increase in the amount of residential burglaries in London. The Royal Borough of Kingston is unfortunately no exception to this and Kingston Police are committed to combating the problem.



Areas of New Malden, particularly along and around the A3, have been targeted by a group of burglars of South American descent. Those responsible have worked in small groups of usually three to four men and a woman, and appear confident, with an ability to blend in to the area where they are committing offences. The majority of reported burglaries have taken place in the day-time, with entry being gained at the rear of properties and patio doors often being forced open.

Some of those responsible for the burglaries in New Malden have now been prosecuted, but local Police cannot stress enough the importance of remaining vigilant to the risk. Following the tips in the jewellery article below can be helpful in prevention.

Kingston Police would encourage anyone who sees someone out of place in their neighbourhood or acting suspiciously to call the Police immediately. It is always better for police to be informed so that incidents can be investigated, even with the potential of 'false alarms'. If you believe it to be an emergency please call 999, or alternatively call 101 which is the new non-emergency contact number to contact your local



## **The Expert Patient Programme: Join people making positive changes to their lives**

The Expert Patient Programme (EPP) is an NHS-based six week training programme that provides opportunities to people who live with long-term chronic conditions to develop new skills to manage their condition better on a day-to-day basis. The course is very popular and offers new, positive perspectives to people living with chronic conditions. It is now being offered by GP practices within the Kingston area for their patients.

Set up in April 2002, EPP is based on research conducted over the last two decades which shows that people living with chronic illnesses are often in the best position to know what support they need in managing their own condition. Provided with the necessary 'self-management' skills, they can make a more tangible impact on their disease and quality of life.

Each week, two volunteer tutors lead 8-16 participants through structured course material covering topics such as relaxation, diet, exercise, fatigue, breaking the symptom cycle, managing pain and medication, and communication with health care professionals. Participants on the course also receive a free course manual called 'Living a healthy life with chronic conditions'.

**For more information, call 020 8339 8051, freephone 0800 0288 694, or email [epp@kpct.nhs.uk](mailto:epp@kpct.nhs.uk)**

## Macmillan World's Biggest Coffee Morning

**30 September  
2011**

Hold your own coffee morning on Friday 30 September and show support for everyone affected by cancer. Every coffee morning counts to reach the growing number of people who need our support, whether your morning is with a few friends or 500 in a community centre.

It could be coffee and cakes in the morning or a pub quiz after work. It can be on the big day, or on a date that suits you better. It doesn't matter where or when, it just matters that we all join in!

For more information, call Frances on 0208 222 9012,

email [fleak@macmillan.org.uk](mailto:fleak@macmillan.org.uk) or

visit [coffee.macmillan.org.uk](http://coffee.macmillan.org.uk)



## Have a Cuppa on World Mental Health Day

Monday 10 October 2011  
Old Malden Library, Church Rd, Worcester Park  
Time: 10:30am-11:30am

Have a natter.  
Raise money.  
Change lives.



Do tea and biscuits make us happy - or is it meeting other people?

Come along for tea and a chat on World Mental Health Day. This free event is being held from 10:30-11:30am and all donations will go to MIND.

For more details, call Christine Bunce on 0208 547 6487  
Email: [christine.bunce@rbk.kingston.gov.uk](mailto:christine.bunce@rbk.kingston.gov.uk)

## Free English classes for women at Hillcroft College, Surbiton

Hillcroft College is offering free English Classes for women who would like to learn or improve their English. Travel expenses will be reimbursed and free child-minders are available to look after children while learners are studying.

The course starts on 31 October for migrants who have been in the UK for 10 years or less and who are from outside the European Union. Learners should also have valid leave to remain in the UK. For those who want to learn, but do not meet the above criteria, there are plenty more opportunities at Hillcroft College for women who want to improve their reading, writing, speaking and listening skills and build confidence.

For more information, call Cynthia Dehesa on 020 8399 2688 ext. 251 or email [CDehesa@hillcroft.ac.uk](mailto:CDehesa@hillcroft.ac.uk)

## Complementary therapies at Kingston University Health Centre

Kingston University continues to provide the opportunity for local residents and visitors to access low-cost complementary therapies at their Health Centre, situated at the Penrhyn Road campus. Fully qualified therapists offer a range of services and techniques to soothe and remedy a variety of conditions, or simply to relax and pamper you.

Please contact the Kingston University Health Centre for bookings and further information on 0208 417 2172 or email [healthandcounselling@kingston.ac.uk](mailto:healthandcounselling@kingston.ac.uk)



For more detailed information on therapies, booking procedure and cancellation policy, see [www.kingston.ac.uk/health-and-counselling-service/complementary-therapies](http://www.kingston.ac.uk/health-and-counselling-service/complementary-therapies)



## Stay up to date with Talking Newspapers

Talking Newspapers are a free tape for blind people in the borough, available on tape and the internet. Anyone who has a sight problem and would like to sign up to the distribution list should call Brian on 020 8287 4180 or the Kingston Association for the Blind office on 020 8605 0060.

Audio content on the Talking Newspapers website is updated on Saturday afternoons.

Visit [www.snipurl.com/Kingston-tn](http://www.snipurl.com/Kingston-tn)

Talking Newspapers is funded by Kingston Association for the Blind, [www.kingstonassociationforblind.org](http://www.kingstonassociationforblind.org)

## Got a dispute?

### Consider mediation with Kingston Mediation Unit at Kingston University

Kingston Law School can now offer mediation sessions to students, staff and the local community and will facilitate an open and honest dialogue to resolve your dispute.

For more information, email [mediation@kingston.ac.uk](mailto:mediation@kingston.ac.uk)

**Kingston University**  
London

### Kingston University enlists Enquiries and Complaints Officer

Kingston University now has a central point for all community enquiries and complaints. If you have any queries about a community matter related to the University, or would like to discuss logging a complaint, please email the Community Enquiries and Complaints Officer at [community@kingston.ac.uk](mailto:community@kingston.ac.uk)

Alternatively, you can log your query via the dedicated answerphone on 020 8417 3662 where you can leave your enquiry details, including your email address and/or telephone number, and the University will contact you.

The University would like to hear your thoughts on the *In The Community* pages of their website [www.kingston.ac.uk](http://www.kingston.ac.uk).

Please contact the University and let them know what you, as their neighbour, would like to be informed of, whether that be more information on community events, what services the University provides to the community or key community dates and contacts.

## Stay Safe Indoors with Free Home Safety Visits

London Fire Brigade wants you to be safe and is carrying out free home fire safety visits for residents in the Royal Borough of Kingston and the other London boroughs.

London Fire Brigade personnel will arrange to visit you in your home and along with providing and fitting smoke alarms free of charge, they will discuss any home fire safety issues or questions you may have and go through planning an escape route for you and your family in the event of a fire.

If you would like a free home fire safety visit or would like to arrange one on behalf of a member of your family or friend (please check with them first), please contact the London Fire Brigade free on 08000 28 44 28, see [www.london-fire.gov.uk](http://www.london-fire.gov.uk) or email [smokealarms@london-fire.gov.uk](mailto:smokealarms@london-fire.gov.uk)

Fires in the home are the main cause of fire deaths. Getting a smoke alarm, regularly testing and maintaining it, as well as planning your escape route in the event of a fire, can dramatically decrease the risk of death or serious injury.



## Community Library: Home Library Service



Kingston Libraries



The Community Library is a free home library service for anyone who is housebound and a resident within the Royal Borough of Kingston upon Thames. It helps people who are unable to visit a public library or carry books home.



### Membership types

**Individual:** The Library visits individual residents every four weeks, offering large and standard print books, books on tape, music CDs and cassettes, videos, wool, jigsaws, a free request service and more. A box of items specially selected for you will be brought to your door, and you can choose as much as you wish from the box.

**Group:** Residential homes & other relevant groups are visited every 12 weeks, with large & standard print books and jigsaws supplied and deposited to a communal area.

**Activity Officer:** Media items are supplied for use by group and activity leaders in residential homes and other groups every 12 weeks.

**Reminiscence User:** Reminiscence materials are provided for use with older people in residential homes, groups and by other parties offering reminiscence sessions, with visits every 12 weeks.

### How to join

If you would like to join, or know someone who would find this service useful, please ring the answerphone on 020 8547 6451 and leave your full name and telephone number. You will receive a call back to discuss your needs and to arrange a day for monthly visits. Alternatively, email [community.library@rbk.kingston.gov.uk](mailto:community.library@rbk.kingston.gov.uk) or see [www.kingston.gov.uk/libraries](http://www.kingston.gov.uk/libraries) for more information.

## Passionate about Manor Park?

Kingston's Green Spaces team is looking for people with an interest in Manor Park. They would like to know what you think of the Park so that they can plan for future projects and activities. A consultation will soon be available online – keep an eye on the Council website and have your say: [www.kingston.gov.uk](http://www.kingston.gov.uk)

They are also looking for anyone who would like to get involved with the running of the park, whether that be getting involved with practical tasks such as bulb planting and wildlife habitat creation, fundraising or running community events.

Alternatively there may be a group of residents that would like to form a Friends Group that shares information about the Park with the Council and other residents, plans activities and assists with managing and developing the Park.

If you think you would like to get involved, the Green Spaces team and their grounds maintenance partner Quadron Services would love to hear from you.

**Please contact Hannah Reid on 0208 546 9842 or [kingston.admin@quadronservices.co.uk](mailto:kingston.admin@quadronservices.co.uk) for further information.**



## New Librarian for Children's Services

The role of Service Development Librarian, Children's Services, for New Malden and Old Malden Libraries, has been taken up by Anita Lewis.

Anita will be based at New Malden Library and will be taking on the children's story and rhyme time sessions, as well as other activities in the library aimed at children and families.

She can also be contacted for visits to schools, playgroups, Children's Centres and other agencies working with families and children in the Maldens and Coombe Neighbourhood on 020 8547 6498 or on E Mail: [anita.lewis@rbk.kingston.gov.uk](mailto:anita.lewis@rbk.kingston.gov.uk)



If you have any news items you would like to be publicised through this e-Bulletin, please email [gemma.gallant@rbk.kingston.gov.uk](mailto:gemma.gallant@rbk.kingston.gov.uk)