Keeping it clean
Young and old respond to council campaign
See page 4

WIN tickets for two West End comedies
Page 21

Help keep Croydon clean and tidy.
Don’t litter

London Road – ready for business
Page 7

Borough set to celebrate its heritage
Page 18
As with any well-ordered organisation, the council has its priorities, and our list of priorities has been drawn up and based firmly upon what you’ve told us it should contain.

Starting with this edition of Your Croydon, we will be laying out those priorities with clearly defined headings indicating which priority is being addressed on any given page. I think this approach will make it easier for you to understand exactly how the council is working on your behalf.

Starting with value for money, page three shows how the council is standing up for all those who pay their council tax by targeting those who don’t, and how 2012/13 was a record-breaking year for collection.

The environment pages announce the grand opening of the newly refurbished Wandle Park, and highlight how you are responding to our Keep it Clean campaign. You’ll have seen the picture of young Charlotte and Allen, our competition winners, on the cover of this edition. Page 4 carries their story, plus news of a couple of events that have seen volunteers getting out and making a real difference to the cleanliness of borough streets.

Regeneration looks at plans for London Road, the Connected Croydon programme and the work we’re doing to attract businesses to the town centre.

Records are set on the education pages with the numbers of children being offered a place for one of their top three school choices, and a huge boost to our building coffers. Page 12 marks the first of the new safety section with news of successes in beating antisocial behaviour, an offer of personal safety alarms and the regular message from the police borough commander.

The borough’s health is addressed with a feature on the partnership formed between the drug- and alcohol-treatment service, Love Your Future, and the youth ambassadors. You can also read of how Croydon is becoming a Heart Town.

Finally, five pages of community news showcase the inaugural Croydon Heritage Festival (page 18); running across three weeks, the festival is looking back and celebrating Croydon’s long and vibrant history. You can also read of the opportunities to get involved with volunteer work, and try your hand at winning tickets for two cracking West End comedies.

Councillor Mike Fisher
Leader of the council
Collecting for the common good

While we may baulk at the council tax, we all benefit from it – and the council is taking positive steps to make sure that all who should pay do pay.

One of any council’s main sources of income is its council tax.

This monthly levy on a borough’s residents makes a considerable contribution to the many services the authority provides – from providing street lighting and waste collection, through a range of leisure services, to educating our children and looking after our older citizens.

The value offered by the council tax to the borough’s communities is almost priceless.

That is why the council is determined that all members of those communities pay their fair share for the services they use.

For Croydon Council, 2012/13 proved to be a record-breaking year as 96.22% of the total amount was collected within the 12-month period.

That is an impressive tally as, of the more than 300 local authorities in England, Croydon has the 11th largest amount to be collected.

Year on year, the collection rate continues to improve and currently sits above the capital’s average.

Last year, more than 179,000 recovery letters were issued – including summonses and bailiff notices – and legal proceedings against persistent non-payers have been started.

And efforts are not reined in with the turning of the financial year. A specialist team dedicated to a full range of enforcement actions in the county courts, including insolvency and charging order proceedings, is now in place.

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Last year alone, more than £250k was recovered in this way, with a further £1.4m pending from debtors’ bankruptcy estates, and £1.1m recovered at a pre-legal stage via the team’s telephone collections processes.

The table (above right) sets out the percentages collected to date in relation to previous years.

In cash terms, arrears to the value of £16.7m have been collected over the past four years.

Richard Simpson, the council’s finance director, said: “Our policy is to explore all possible options to recover the debt before we write it off.

“That, alongside the fact we have such a large amount to collect given the size of the borough, means our arrears when looked at without this context can look significant.

“As of 31 March, our arrears stood at £35.9m on council tax debt; this is the lowest amount for a number of years and reflects the success we have had in vigorously chasing down debt.

“The amount that relates to for the most recent year is £7.4m.”

Richard said that the current economic climate was responsible for an increase in the number of recovery documents, reminders and summonses notices the council has issued over recent months.

“That said, our approach has been, and will continue to be, to help customers where possible,” he said.

“We’ve added further payment dates and 12 monthly instalments for customers paying by direct debit and, for those that have previously demonstrated a good payment history and not previously fallen into arrears, we’ve set longer arrangements to clear balances and removed costs incurred on full and final payment.

“We also signpost customers to potential benefits and support if we feel they’d get much-needed help by making an appropriate claim.”
Primary school children show they want a clean borough.

Children from across the borough have shown that they are fully behind the council’s Keep it Clean anti-littering campaign.

Pupils were asked to draw or paint a design, or get creative with rubbish and recycled items, to create an original, memorable poster for Croydon.

They more than proved that they are keen to keep the borough clean by submitting some wonderful designs.

After a great response, three winners have been chosen for having created the most eye-catching anti-litter designs.

The winning design was created by Charlotte Watkins of Coulsdon CofE Primary School. She used recycled rubbish to design a strong image and message about littering and its consequences.

Runner-up was Nidhi Green, of Beulah Nursery and Infants School, Thornton Heath; and third prize went to Allen Onokurhefe, of Christchurch CofE Primary School, Purley.

A big thank-you to all who took part.

Volunteers hit the streets with litter-pickers and plastic sacks in support of council’s Keep it Clean campaign.

The borough was looking distinctly tidier after two prominent Croydon figures rallied their forces recently for a spot of spring cleaning.

With the council’s support, Ronald McDonald urged more than a dozen staff from Croydon’s eight McDonald’s restaurants to spend an April Monday clearing litter from around the borough.

The team worked its way from Old Town to the Addington Hills car park in support of the council’s ‘Keep it Clean’ campaign, aimed at encouraging people to take more pride in their local areas.

Led by Alex Jegede, manager of the Church Street branch, each of the restaurants was represented by its “planet champion” – members of staff who lead on the company’s commitment to making their local environments clean and tidy.

A few weeks later, a group of dedicated volunteers donated a few hours of their time by taking part in the Great Croydon Clean-Up.

Organised by Croydon Central MP Gavin Barwell, the clean up involved members of residents’ associations, school and college students, employees of the towns big companies, congregation members of churches, mosques and synagogues, and existing voluntary groups, including the scouts.
subscribe to the Your Croydon eBulletin at www.croydon.gov.uk/subscribe

your environment

Guided Walks

For full details, visit: www.croydon.gov.uk/leisure/parksandopenspaces/walks

Saturday 15 June
Orchids at Hutchinson’s Bank
Join Martin Wills, Hutchinson’s Bank volunteer on this two-hour ramble in search of these unusual flowers. Meet 11am at the junction of Featherbed Lane and Farleigh Dean Crescent, Addington. From the tram terminus in New Addington, it is a five-minute walk down to Featherbed Lane.

Sunday 16 June
Summer time in Selsdon Wood
Join the Friends of Selsdon Wood and Malcolm Jennings, Surrey Wildlife Trust and ACCS, for this 90-minute walk though the fields and wood, looking at the wildflowers found on site. Meet at 11am by the bear in the Selsdon Wood car park, off Old Farleigh Road. Bus: T33

Sunday 23 June
Orchid and summer wildflower foray in Happy Valley
A leisurely ramble in search of orchids and other colourful wildflowers on the scenic slopes of Happy Valley. A two-mile walk over 90 minutes. Pre-booking essential, call the Happy Valley countryside warden on 07775 824811.

Sunday 23 June
Big Lunch and summer’s day celebration in Haling Grove
Join the Friends of Haling Grove for their annual summer event, bring a picnic, games and join the fun in the park. For more information, contact friends@haling-grove.org.uk or visit www.haling-grove.org.uk

Saturday 29 June
Why and how we manage Hutchinson’s Bank
Meet the Hutchinson’s Bank volunteer team for a tour of the site and learn more about the importance of chalk grassland and how it is managed. Meet 11am at the junction of Featherbed Lane and Farleigh Dean Crescent, Addington. From the tram terminus in New Addington, it is a five-minute walk down to Featherbed Lane.

Sunday 30 June
Woodland play on the Sanderstead to Whyteleafe countryside area
Forest school is a growing concept of allowing children to explore and learn, in and from the natural environment. This event is aimed at children and their families to explore some forest school activities: learn how to light a fire using friction, and get to know the creepy crawlies that live in the field and woods. Booking essential as places are limited. Call 020 8726 6900 or email biodiversity@croydon.gov.uk

For full details, visit: www.croydon.gov.uk/leisure/parksandopenspaces/walks

Wandle Park grand opening

Gates about to be opened to refurbished park boasting raft of new features and facilities.

After months of improvement works and more than £3m investment, the new-look Wandle Park celebrates its grand opening on Saturday 6 July.

With 123 years of history behind it, the park won the second highest number of votes in the London Mayor’s Help a London Park Scheme, bagging £400k toward its refurbishment.

The council also secured £1m from the neighbouring Barratt Homes development (money earmarked to improve infrastructure) and £2m from the Heritage Lottery Fund and Big Lottery Fund.

With the Wandle restored to the surface, new landscaping, a new pond, refurbished pavilion, and reinstated bandstand, plus an updated skate park and new play facilities, Wandle Park offers something for everyone, whatever their age.

And all just a short walk from central Croydon.

Join in the afternoon of celebrations, when local food, drink, crafts and entertainment will highlight the park’s great future as well as its fascinating past.

Guided Walks

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Garden waste collections

Free fortnightly garden waste collections have resumed.

Changes to the service from last year mean that people can use any bags or sacks they like, as long as they are no bigger than those that can be bought from libraries for £1 each.

No free bags will be provided, but the council will now collect up to 10 sacks from every household each fortnight, an increase from the six-bag limit of last year.

Collection schedules for addresses can be viewed at the “about your area” part of the council website at www.croydon.gov.uk

Residents are reminded to use the service only for grass, weeds, dead plants, leaves and small branches.

Everything else – including larger pieces of wood, plant pots, turf, food waste, soil and Japanese knotweed – must be disposed of separately.
We asked you to send us your favourite recipe that shows that you love food and hate waste – and you really stepped up to the (hot) plate.

In the last edition of Your Croydon, we asked you to send us your tastiest recipe making the best use of leftover ingredients that might otherwise have ended up in the bin.

The response showed that, when it comes to inventiveness in the kitchen, Croydon takes the biscuit.

With recipes ranging from cottage pie to chicken fricassee, and all points in between, you showed that Croydon’s crafty cooks really do love food and hate waste.

Top of the culinary whizzes is Graeme Kane, of Coulsdon.

Graeme’s winning recipe of family pasta bake – a hit with wife Alice and two-year-old daughter Flora – shows exactly how a nutritious and tasty meal can be conjured up simply from items found in most domestic fridges and store cupboards.

Nutritious, tasty and economical – what could be better?

Well, for Graeme, while the prize of a £50 Waitrose shopping voucher may not actually be better, it will at least give the family’s food budget a healthy boost.

He said: “It’s always disheartening to see food go to waste, it’s a pity on many fronts – financially, environmentally and socially, so I hope my recipe will help others consider how they can use up their leftovers before they go out of date and end up on the compost heap or in the food waste bin. “What’s more, it can be fun, as well as satisfying, to think up ways to create meals from what’s left in the fridge.”

Depending on what is in your fridge, Graeme’s recipe could be a big part of your five-a-day, reduce your food waste and provide a delicious balanced meal for your family. Get cooking and enjoy!

To learn how to save up to £50 a month, visit www.lovefoodhatewaste.com where there are lots of ideas, hints, tips and tasty recipes to try.

Family Pasta Bake

Serves 4

This recipe is great for the family as a healthy, wholesome mid-week meal and gives you an opportunity to use up loads of leftover food from your fridge. It can be tailored for vegetarians, all taste buds and ethnic groups. And, it’s delicious!

Ingredients
- 350g/12 oz short pasta, such as fusilli or penne
- 1 tablespoon of olive oil
- 1 medium onion, sliced thinly
- 2 peppers, diced in 2cm squares*
- 12 mushrooms, sliced
- 8 medium tomatoes, diced (or a tin of plum tomatoes if you don’t have any tomatoes in the fridge)
- 1 tablespoon of tomato puree
- Salt and pepper
- 1 teaspoon of chilli powder (optional)
- Leftover ham, bacon or sausage
- ½ cup of breadcrumbs
- ½ cup of cheese (eg, cheddar or parmesan)

*You could also add any other vegetables in addition or instead of the peppers and mushrooms, for example, broccoli, aubergines, courgettes

Method
1) Preheat your oven to 180C/350F/Gas 4. If you don’t have an oven, the grill will do, and if there’s no grill, don’t worry, just serve it straight from the pan to the plates.
2) Cook the pasta in a large pan until it is almost tender and ready. Drain well and return to pan off the heat. Add a good sprinkle of olive oil to keep it from sticking together. Shake the pan well, cover and keep warm.
3) Heat the olive oil in a pan or large frying pan. Fry the onion until soft, but not browned. Stir in the peppers and for a further 4 minutes, add the mushrooms for a further 2 minutes. When everything is softened, add the tomatoes and tomato puree, and stir. Cook until the tomatoes have become soft and there is some liquid in the pan. Heat until gently simmering.
4) Mix the pasta with the vegetable sauce and place in a large, oven proof dish. Sprinkle your breadcrumbs and cheese over the top and place in preheated oven or under the grill until golden brown. If you have neither, then leave off the breadcrumbs and enjoy your meal with cheese on top!
5) Serve hot with fresh salad leaves or garlic bread.

Tip: breadcrumbs can be easily made by lightly toasting some bread and breaking it finely with your fingers. It won’t be crumbs, but it will work just fine.
Rebuilding the future for London Road

Investment is coming to the London Road communities affected by the 2011 riots.

A new enterprise hub offering mentoring services to jobseekers, aspiring entrepreneurs and existing business owners is just one element of the exciting plans for London Road.

Launching next month (July) at the Croydon Voluntary Action (CVA) Resource Centre in London Road, it will complement the work being done by The Prince’s Trust Entrepreneurs of the Future scheme, which is helping local young people to turn their business ideas into reality.

Manned by expert advisers, the hub is major step by the council and other organisations toward addressing the underlying social and economic issues that were highlighted by an independent panel following the disturbances.

The hub will be part of the West Croydon Improvement Package funded from a £5m business support fund from the Mayor of London and aimed at job creation.

Plans are progressing to make London Road a shopping destination in its own right, increasing the number of shoppers and boosting the local economy.

The council is coordinating improvements to London Road public areas, and shop fronts are being made through the £50m Connected Croydon programme.

The area outside West Croydon station, and improvements to the layout of the bus station, will add to wider and decluttered pavements and more attractive shop fronts.

In addition, the council is putting into action a £115,000 retail support project that will see business mentoring and skills training for some retailers and a strategy to draw new businesses to the vacant properties to bolster the diverse retail opportunities and character in and around London Road.

A “safer, cleaner coordinator” will roll out the Safer Croydon Radio early-warning communication system to businesses, provide crime prevention advice, and work with the community to prevent fly-tipping and encourage take-up of business waste collection contracts.

Pocket park for Old Town

£90,000 makeover of gardens is planned to provide focal point for community.

A much-needed community park in Old Town is on the cards with the announcement of a major revamp of the Saint John’s Memorial Gardens.

As part of its Pocket Parks project, the Greater London Authority has granted Croydon £40,000 for the work to the gardens, adjacent to Croydon Minster.

The council is adding to this sum with a contribution of £50,000 from funds paid by developers for infrastructure improvements.

The transformation of the park will both benefit from and support other regeneration projects happening in the area, strengthening the vision for Old Town.

The pocket park improvements will be coordinated with other related projects including high streets improvements, and the work of the Portas Town Team through the ongoing Old Town Masterplan process.

Saint John’s Memorial Gardens is the only green open area in Old Town, sitting between residential areas and the more commercial part of town, and is rich in history.

It is hoped that, when the work is completed, the park will act as a focal point for the local community.

The site used to be a graveyard and the old gravestones, tombs and headstones can still be seen throughout the gardens.

When the gardens were redesigned in the late 1950s, following a widening of Church Street, the earlier and more elaborate stones were erected as a screen wall around the church.

The ancient churchyard gateway (left) marks the southern entrance to the gardens and is now a Scheduled Ancient Monument.

Mall together now

Relaunch of town-centre favourite.

Having saved 50 endangered jobs and being in the process of creating more, a newly formed trading group is making its mark on the regeneration of Croydon town centre.

Rising from what were almost the ashes of the Allders Mall, the North End Mall Business Association is behind the rebranding and relaunch of the popular shopping cut-through and is keen to see more outlets starting up among the eight family-run businesses that survived last year’s closure of the Allders department store.

Neelofar Khan (below), owner of Chilli Chutney and Chai Corner, admits business was severely affected when Allders first closed, but said the formation of a business association and the backing of Croydon Council was helping the affected companies to regain lost custom.

Ms Khan, the association’s chairman, said: “When Allders closed last September, people assumed that we had gone too, so it was important for us to rise from the ashes and create our own identity.

“The new branding looks lovely.

“Even after more than six months people are saying they did not know that the arcade was still open, which is a shame because we have a wonderful mix of independent shops, cafés and restaurants.”
A scheme that offers aspiring companies the chance to save thousands on their rates is proving effective in bringing business to the town centre.

New jobs and opportunities for the borough are being created as a unique initiative starts to attract the kind of business that will fuel Croydon’s growth.

Small and medium-sized enterprises with up to 250 members of staff are taking up the opportunity to apply for business rates discounts of up to 65% in the first year.

The business rate relief scheme aims to encourage expanding companies to relocate to premises in the centre of Croydon.

Eligible businesses moving into premises with an annual rateable value of £25,500 or above stand to save tens of thousands of pounds for a period of up to two years.

Worth a total of £1.14m, the scheme is being funded by the Mayor of London’s £23m regeneration funding for Croydon, and will allow eligible businesses to offset one of the big fixed costs of running a shop or office – and the sooner they join the scheme, the more they can save.

The initiative aims to encourage businesses that are expanding, but struggling to find affordable commercial spaces in the centre of Croydon, where good-quality offices and retail premises are available.

The town’s attractions to young businesses include fast transport connections to London and the south-east, good-value homes and a mix of retail outlets and cultural activities.

Among the successful applicants so far are financial software specialist Inalytics, and financial stock plan administrator, Solium.

Coincidentally, both companies have moved to Lansdowne Road, though to different premises.

Solium relocated to Corinthian House from Bromley, and started trading in January, when staff numbered 10. That figure has already increased to 15, many of them local people, and the company is looking to grow it further.

Office manager Rand Tomter said: “The company’s been in the UK for a year and was looking for a permanent home to allow it to expand.

“Croydon seemed to be an interesting, up-and-coming area with lots of construction and regeneration work going on.

“It also has terrific transport links, which is important as we do a lot of business in the City.

“We’re all really thrilled to be here. We’ve got very nice office space and it’s ideally located for East Croydon station – and also for the Whitgift Shopping Centre, which is very convenient if you want to do some shopping.”

Inalytics moved across the town centre from its previous location in High Street.

Chief operating officer Pete Doyle said the move, in March, came at just the right time as the company was in the middle of an expansion programme.

“Over the past 15 months we’ve taken on an extra seven people; there are now 20 of us working here, and most are either from Croydon or a little further out, like Streatham,” Pete said.

Like Rand, he was full of praise for the town’s transport network, pointing out that, in addition to being only 25 minutes from London, a train journey in the other direction made trips abroad easy thanks to the nearness of Gatwick Airport.

“Croydon’s been a good location for the company since it formed in 1998, and now about 25% of our business is with overseas companies.

“We heard about the business rates relief scheme at about the time we were thinking of looking for larger offices.

“We applied, our business plan was approved and we were found to be eligible – I believe we were one of the first.”

Businesses wanting to find out more should contact economy@croydon.gov.uk

Solium: the expanding team
Investment totalling £50m is set to make Croydon's town centre a more attractive environment for walking, living, working and socialising.

The cash – including £23m from the Mayor of London – is to be pumped into streets, public spaces and transport, attracting more business investment, and establishing the right conditions for residents, businesses and visitors.

Key destinations and public areas will be linked by new or improved safer routes for walking and cycling. Already installed are two new crossings; one linking Fairfield and The Queen's Gardens, the other at the junction of The Flyover and Park Lane.

An improved crossing in Barclay Road is a key link in a safer cycle route between central Croydon’s major green spaces – Lloyd Park, Park Hill Recreation Ground and Wandle Park – the last of which will see the community celebrate £3m-worth of improvements and a grand opening in July (see page 5). The link is called Connect 2 on the map.

The “high streets” improvements are coming to London Road, Old Town, South End and the central area of the town.

The views of residents, businesses and other groups have been scheduled for formal consultation and all work is scheduled to be completed by early 2015.

Lower Addiscombe Road, and Central Parade, in New Addington, have already benefited from significant improvements and more are planned for Central Parade.

The areas around East and West Croydon stations, and West Croydon bus terminus will also be improved. Connected Croydon will open the way for more public transport, and make it and the town centre more easily accessed.

Already, the council has contributed to the cost of the new footbridge at East Croydon station. The footbridge will link Cherry Orchard Road to Wellesley Road via a new footpath, improved street design along Dingwall Road and Lansdowne Road, and new crossings at the roundabout junction of these roads.

The area between Croydon College and Fairfield – College Green – will be transformed into a vibrant, inviting public space to complement a £27m investment in modernising the Fairfield building, now over 50 years old, as part of plans to boost the borough’s provision of arts and culture.

The map shows details of the first phase Connected Croydon investment in the town centre.

Follow progress on the projects and see the latest news at: www.connectedcroydon.tumblr.com

The town centre is on the verge of major improvement as the ambitious Connected Croydon plans start to come together.
New record in school place offers

Parents breathe easy as pupil allocations in Croydon see most get one of their top three choices.

Every one of the 3,861 Croydon children who applied on time for a secondary school place this autumn has now received an offer.

More than 2,500 of these were for a first-choice school, and nearly 3,500 people got an offer for one of their top three options.

And the good news was mirrored in the primary school sector which saw a record number of Croydon children receive an offer for one of their top three choices.

The secondary school figures reflect an improvement of nearly 2% on the previous year, and show that almost 2,500 applications were submitted online this year.

As the borough’s young population expands, pressure on places in Croydon is mounting and the council is already making plans to meet this demand.

It will be investing heavily over the next few years in expanding some of its 21 existing schools and is committed to building new ones where necessary.

Of the 4,725 primary school places offered, 92% were for one of parents’ three most-favoured schools.

This is a 3% increase on last year, and compares well with a 2% increase across London as a whole.

Almost 96% of all primary offers were for a preferred school.

Building budget booster

Country’s largest cash award set to boost school-building programme.

Croydon has secured the highest allocation of cash in the country to build schools and classrooms, and provide much-needed new places for local children.

The council is to receive £63m from the Department for Education – around £20m more than education authorities in Manchester and Kent – reflecting the growing demand for school places in Croydon.

The funding package will form part of Croydon’s £163m, two-year capital school expansion and improvement programme.

Investment over the past year has already seen 26 extra classes created in the borough, including the opening of a new school.

Latest projections show that, by 2017, Croydon’s school-age population is likely to rise from the current 52,000 to some 66,000 – an increase of about 28%.

Based on these figures, the council had already committed to plans that would allow it to meet demand in the next two years. This includes creating 25 new permanent classes across the borough in each primary year group.

For secondary schools, the plan for the next two years is for two new schools to be built, each of which would have an intake of 180 pupils every year.
Will you take up the reading challenge?

Borough libraries are again encouraging children to discover the delights to be found by opening a good book, or six, across the long summer break.

Children are being invited to enjoy the Creepy House Summer Reading Challenge over this year’s summer break.

Beginning on Monday, 29 July, and running until Saturday, 7 September, the challenge, organised by the council’s libraries service, will encourage children to read at least six books with the aim of receiving a certificate and medal.

There will be other prizes along the way – including fridge magnets, stickers, book marks and wrist bands – to encourage children to read more books.

The Friends of Croydon Libraries group has supported the challenge by donating funds toward the materials.

Volunteers will be helping out and it is hoped the Creepy House theme will encourage everyone to have fun while they read their way through the holidays.

Libraries are planning activities to accompany the challenge, including a visit to two libraries by live animal-handling workshop Zoolab, which will run a Creepy House session and let children get up close and personal to exotic animals such as giant African land snails, stick insects and snakes.

Additionally, in three libraries, an adaptation of Bram Stoker’s Dracula, for seven- to 13-year-olds, by the storyteller John Kirk will take place.

To find out more about the summer reading challenge, call in at your local library, email libraries@croydon.gov.uk, phone 020 8726 6900 or visit www.croydon.gov.uk/libraries

Free* adult education courses this summer!

These one-day courses are a fun way to try out some of the great learning opportunities that CALAT has to offer.

Courses run during June and July at CALAT Thornton Heath, Croydon High Street and South Norwood Centres, Croydon Central Library and at Age UK Croydon.

Enrol now by phoning 0870 556 1630 or call in at one of CALAT’s Centres Coulsdon - Croydon High Street - South Norwood - Thornton Heath

*Overseas learners pay £10.00 per hour per session.

For further details please visit www.calat.ac.uk. Free copies of the CALAT Course Directory are available from all CALAT centres, Croydon libraries and leisure centres. 

subscribe to the Your Croydon eBulletin at www.croydon.gov.uk/subscribe
A better service for Croydon

I have now returned to Croydon after attending the senior command course at the Police Staff College, in Bramshill, Hampshire, and would like to thank Ch Supt Richard Wood for commanding the borough so ably in my absence.

Attendance at the senior command course has given me the opportunity to learn about policing across the country and think about how I may apply these experiences to delivering a better service to the communities of Croydon.

Also, I have had an opportunity to reflect on the past 12 months. It has been a very busy and rewarding year for London with the Met policing the Queen's Diamond Jubilee, the European football championships, the Olympics and Paralympics, as well as the usual public order and ceremonial events across the capital and in Croydon – it was an exceptional year!

These are challenging, but exciting, times for policing in London. I strongly believe that the proposed changes that we will be making this year will be good for London and good for Croydon. The local policing model means a renewed focus on neighbourhood policing and higher number of officers in Croydon – this has got to be a good thing.

The vision for the Met is to make London the safest major city in the world while being good value for money, and these changes will help us to achieve this goal.

We now have the results for the last financial year. The headlines are that crime is down, with in excess of 1,300 fewer victims of acquisitive crime (all forms of theft) with reductions in violence, gang activity and antisocial behaviour. In addition, satisfaction with the service we give has risen.

Levels of street robbery and burglary are still too high – we will be concentrating on these high-victim-impact crimes to drive them down over the next year.

The world does not stand still – the Mayor's Office for Policing and Crime has set the Met a three-year target of a 20% reduction in crime, a 20% increase in confidence and 20% reduction in costs. This is challenging; however, your police are committed to achieving these targets and further reducing crime over the next three years.

My objective remains the same – my officers will continue to relentlessly target criminals to make Croydon a safer place.

Dave Musker
Chief Supt Dave Musker
Croydon borough commander

Warning over parking fine scam

Bogus company texts consumers threatening bailiff visit for “unpaid penalty notices”.

A warning has been issued by the council’s trading standards team for people to be on their guard for a phone text scam that threatens a visit from bailiffs and then fleeces them for a non-existent parking fine.

Consumers across the country have received text messages from a company calling itself UK Bailiff Services.

The text messages, usually sent on a Sunday, state: “To avoid bailiffs coming to your property tomorrow, please visit www.bailiffs-gov.co.uk.”

Having done so, the consumer is presented with a "parking fine" of about £80, although there is little, if any, detail as to where the alleged contravention occurred.

Adding credence to the demand, the text often includes such information as the consumer’s name, address and telephone number, as well as the vehicle registration number, and make and model of car.

The website has now been taken down, but the company was falsely using an address in Centre Tower, Whitgift Centre, Croydon CR0 1LP. Residents should be alert to the possibility of similar websites being launched.

Anybody who suspects they may have been targeted by this, or a similar, scam should part with no money, and should phone Citizens Advice Consumer Service on 08454 040506.
Beating ASB together

By pooling resources, the council and local police are stamping down on antisocial behaviour and improving the lives of everybody in Croydon.

Residents and businesses are benefiting from partnership work by the council and police that has seen reports of antisocial behaviour fall by 24% over the past year.

Working with local communities and partners, nine dispersal orders have been implemented and there have been 92 antisocial behaviour interventions for young people – including the issuance of warning letters and acceptable behaviour agreements – and six for adults.

The partnership work also included nine premises closure orders, seven antisocial behaviour injunctions and 12 antisocial behaviour orders.

Antisocial behaviour linked to gangs, drugs and motorists has been targeted, using such methods as weekly patrols in Valley Park and Imperial Way to discourage the Croydon “cruise”, to closing down a flat that was being used by gang members.

Andy Opie, the council’s head of community safety, said: "A partnership approach is key to tackling antisocial behaviour. It has allowed the police, the council’s ASB team and its many partners to tackle some very challenging problems over the year and use the full range of their respective powers to resolve issues."

Sergeant Andy O’Donnell, of the Croydon police antisocial behaviour team, said: "We’ve made real progress in dealing with ASB over the past year, working closely with our partners – especially the council. This has really helped us get to grips with persistent problems and to deal with them effectively."

Do you need to report antisocial behaviour?

Email the council at asbteam@croydon.gov.uk

To report it to your local Safer Neighbourhoods Team, call 101 or search at http://content.met.police.uk/Page/TeamFinder

**Success stories**

**Academy Gardens, Addiscombe**

A large group of teenagers was behaving antisocially around Academy Gardens, Addiscombe.

Intimidation of young families and older vulnerable residents; leaving litter, drug and alcohol paraphernalia around stairwells and in community areas of buildings; and loud aggressive language late into the evening were all too common.

The council’s IYSS and antisocial behaviour team worked in partnership with Addiscombe Safer Neighbourhoods Team to stop these problems and make a safer community for residents.

The young people, some of whom had gang links, met with challenge and support workers to sign acceptable behaviour agreements and receive support to change their behaviour and take part in positive activities in other parts of the borough.

Many parents had been unaware that their children were causing such problems.

Police applied for a dispersal zone to cover the area, giving them additional powers to move people from the area or accompany youngsters home.

The partnership’s work has resulted in no further reports of antisocial behaviour in the area.
Getting tough on the illegal encampments

Initiative targets repeat offenders and saves council taxpayers’ money.

A crackdown on illegal encampments will see the council asking the courts to stop sites being repeatedly used, and to target the offenders.

Last year, council officers had to deal with 83 unauthorised encampments, often requiring bailiffs to be brought in to assist, at a cost to the taxpayer of more than £128,000.

Currently, the council issues notices and bylaws to remove trespassers, however it is felt further action needs to be taken to prevent sites being occupied repeatedly. This will see the council apply to the courts for an injunction to stop those responsible for repeated illegal encampments on land owned by the council or that forms part of the public highway.

As injunctions can be granted indefinitely, this will provide the council with a longer term solution to the problem.

There is also the possibility this could be used on private land encampments, subject to the owner’s consent.

Dispersal orders aim to reassure public

Fears about intimidation and harassment see police given extra powers.

Community calls to curb antisocial behaviour have led the Safer Croydon Partnership to impose two six-month dispersal orders – one on the Fieldway Estate, the other in central Croydon.

Both give the police additional powers to disperse groups in the named areas.

The Fieldway order follows concerns voiced about intimidation and harassment, and includes Field Way, Foxcombe, Danebury, Brierley and Elmside.

The order runs until Thursday 24 October, while the town-centre order finishes three days later.

The latter covers Bedford Park, Bedford Place, east across the railway line into Cherry Orchard Road, Addiscombe Road, Fairfield Road, Park Lane, St Peter’s Road, Aberdeen Road, Southbridge Road, under the flyover, Church Road, New Road, Ruskin Road, Parsons Mead, Mead Place, London Road, Station Road and Wellesley Road.

Putting personal safety first

Personal alarms and safety tips will be offered in key locations this summer, to help people protect themselves from being robbed.

The majority of victims and offenders live in the inner north, and areas of Broad Green, Thornton Heath, Bensham Manor, Selhurst and South Norwood will be targeted.

The group most prone to mobile-phone theft is male teenagers, and the Safer Croydon Partnership’s summer safety awareness campaign will include a two-week poster drive aimed at them.

Running borough-wide from June 18, and visiting schools and leisure centres, the campaign will warn against tempting phone thieves, and drive home the message that they will be caught.

The council, with the town centre and Fairfield Safer Neighbourhood Teams, recently hosted a three-day Immobilise event.

Immobilise, the UK’s free national property register for items including mobile phones, bikes and computers, enables police, insurers and traders to ascertain if goods are stolen.

To register, go to www.immobilise.com

To report a crime that has already happened, dial 101. If a crime is happening, or in an emergency, always dial 999.
Electric bikes take the worst of the puff out of pedalling

Battery power comes to the aid of those who felt cycling wasn’t for them.

Cycling, it must be admitted, is not for everybody.

There are those – including older residents, people with disabilities and some who feel they are not fit enough – who would never consider using two wheels.

But a new scheme gives those people, and others who may have fought shy for other reasons, the chance to discover for themselves the joys of cycling.

Croydon has taken delivery of four electric bikes and are part of the council’s cycle training programme, open to anyone regardless of age or ability.

Road safety officers from the council collected the bikes from Cyclingmadeasy, Chipstead Valley Road, Coulsdon, and rode them to the cycle training base at Croydon Arena, in South Norwood.

Working with cyclinginstructor.com, the council offers free one-to-one cycling lessons to people aged nine and above, who live, work or study in Croydon.

All ability levels are welcome and traditional pedal cycles are also available to borrow.

Lessons are available seven days a week starting from home, the office or anywhere that is convenient.

To book, or for more information, visit www.cyclinginstructor.com or call 0845 652 0421.

Croydon to become a Heart Town

Borough signs up to national campaign to combat heart disease.

Croydon is set to take on the borough’s biggest killer disease by becoming a Heart Town.

By signing up to the British Heart Foundation’s (BHF) initiative, Croydon will join around 50 other Heart Towns across the country – and the ninth in London – to tackle heart disease.

For the next two years, the charity will be working closely with the council to offer residents and businesses support in campaigns in schools and the workplace to raise awareness.

With heart and circulatory diseases responsible for around a third of deaths in Croydon, the initiative will focus on providing appropriate education.

Communities in Croydon will be able to learn practical steps on how to improve their heart health and benefit from BHF’s wide range of resources and educational programmes.

For more details about the programmes visit www.bhf.org.uk
Having their needs addressed sympathetically is an ongoing problem for young people with drug and alcohol dependencies.

Things are changing, however, thanks to the involvement of the Croydon youth ambassadors who have pledged their support for Croydon Lyf (love your future), a free specialist drug- and alcohol-treatment service for Croydon residents aged 18 or younger.

Youth ambassadors are young people that support the bridging of the gap between services and the young people in need of those services by identifying what young people in Croydon need and want, allowing and encouraging services to mould and shape to those needs.

The ambassadors have started working with Croydon Lyf, a group that offers specialist support, advice and information around substance misuse for young people who may be experiencing problematic or negative impact of their misuse, and would like to reduce or cease their current behaviours and lifestyle.

Youth ambassador Joanna Downes said: “As young people ourselves, we know that other young people, our age and younger, have misuse problems or are involved with peer groups that misuse substances.

“We’re aware that it’s difficult to contact or access the help that’s needed. By spending time with Croydon Lyf, we’ll be able to help this situation, assist these young people with their problems and focus on their future.”

Leigh Rowland, interim service manager, of Croydon Lyf, said: “The youth ambassador scheme is a fantastic opportunity to get closer to the views and needs of young people in the borough and will be a positive factor in ensuring that our service is meeting the needs of vulnerable and high-risk young people.

“They’ll be joining us on many of our events in the community and we encourage all young people and professionals that make contact with Croydon Lyf at such events to speak with the youth ambassadors, letting them know your views and your ideas about Croydon Lyf and other services in the borough.”

Anybody worried about their own, or somebody else’s, substance misuse, should not hesitate to contact Croydon Lyf, by calling 020 8760 5597 or emailing croydonlyf@croydon.gov.uk

There is always someone available to discuss the concern and offer advice on the appropriate action and how to make a referral.
Sanderstead councillor steps up to Mayoralty

Tying in with Croydon’s becoming a Heart Town (see page 15), the British Heart Foundation is, with South East Cancer Help Centre, being supported by Croydon’s new Mayor during her year in office.

Yvette Hopley was born, and has lived, in Croydon all her life and had a passion for politics from a young age. A long association with the Sanderstead Residents’ Association led to her standing in the 2006 polls, when she was elected to represent Sanderstead.

She said: “It’s a great honour and a privilege to be Croydon’s first citizen and act as an ambassador for the largest London borough.”

Serving as Deputy Mayor is Purley ward Councillor Badsha Quadir.

JRSOs meet the Green Cross Code man

He may have been wearing a blue shirt and tie, but, for generations of children, Dave Prowse will always be the Green Cross Code man.

Harking back to his days as the country’s most recognisable road safety officer, Dave recently visited Fairfield to meet the borough’s 240 junior road safety officers (JRSOs).

A packed Arnhem Galley watched vintage footage of him in his famous green costume and then took the opportunity to get his autograph.

Croydon has been recognised by TfL as having one of the largest Junior Road Safety Officer Schemes in London.

The JRSOs engage their fellow pupils to remind them of the dangers and the safe way to act when near or crossing the road.

Get involved and get organised

Croydon’s community website www.croydononline.org has been updated and relaunched with a bright new look designed to make it easier to find information on how to get involved and get organised in Croydon.

Among a wealth of information, the site shows users how to: find local groups and associations; promote activities and events; get funding advice; start a charity or local group; and get volunteering advice.

And regular users will be glad to learn that old favourites The Giveaway and the history section remain.

Thoughts on the redesign will be welcomed by the community relations team at croydonpartnership@croydon.gov.uk or by calling 020 8726 6000 ext:60534.

Live council meeting broadcasts

Croydon’s democratic process now available for worldwide consumption.

The lively debates and discussions that take place in Croydon’s council chamber are now being broadcast online by Croydon Radio.

Meetings of Croydon’s full council take place seven times a year and all will now be available live on the borough’s internet radio station.

The recording of the annual council meeting on 20 May, which included the Mayor-making ceremony, is now available as a downloadable podcast from www.croydonradio.com

Council meetings discuss and set the authority’s key policy decisions, including the annual council tax-setting process. They also give the public an opportunity to submit questions, and for cabinet members to report on the council’s recent achievements.

A trial broadcast earlier this year proved hugely popular, with almost 200 people tuning in for the live show and the podcasts being downloaded nearly 14,000 times over the following weeks.

Forthcoming meeting dates can be found on page 22.
June is proving to be an exciting month as the borough’s past and present are brought into focus by The Croydon Heritage Festival.

Brainchild of the Whitgift Foundation, the festival aims to highlight all that is great about the place in which we live.

The foundation is working in partnership with the council, local organisations, businesses and schools to provide a broad and ambitious variety of events and activities with a heritage theme and celebrating Croydon’s past and its present.

People of all ages will be able to get involved in a wide variety of events and activities during the festival including photographic exhibitions, period costume, short film competitions, historic tours and expert talks.

Running until 23 June, the centrepiece will be a major town-centre event taking place in North End on Saturday, 8, between 11am and 4pm.

With much development under way, and more planned, Croydon is looking forward to a bright future, but it is equally important that the area’s history and heritage are kept alive in the community.

The festival will be the springboard that will remind residents of why we should be proud of our town, and the platform from which to promote local business, organisations and people’s passion for Croydon and its assets.

Events are taking place across the borough, encouraging people to go to areas they might not ordinarily visit.

The programme also includes the South End Food Festival, on Sunday, 23 June. Following the success of last year’s inaugural event, it will again celebrate the great diversity among the eating establishments and other businesses in Croydon Restaurant Quarter.

Martin Corney, clerk of the Whitgift Foundation, said: “With Westfield and Hammerson about to build a new £1bn shopping centre in the heart of Croydon our town is looking forward to a bright future, so there’s no better time to celebrate its rich and colourful past.

“The Whitgift Foundation is delighted to be presenting the festival to promote all that’s best about Croydon.

“As an organisation that has been committed to Croydon for more than 400 years, we believe the Whitgift Foundation is perfectly placed to help bring together the various organisations and groups for a festival such as this.

“We’re excited by the prospect of facilitating a programme of events from across the wider Croydon community because the town and borough has so much that is worth celebrating for the enjoyment of people of all ages.

“It’s a great opportunity to remind everyone of why we should be proud of our town and give people a great platform to promote their organisations.”
June and July at Fairfield

With many hoping for a much more summer-like summer than the country enjoyed last year, let’s hope the Ashcroft’s programming of Some Like It Hotter proves a good omen.

Billed as the most surprising comeback in entertainment history, the story sees the three stars of the iconic ‘50s film Some Like It Hot – Marilyn Monroe, Jack Lemmon and Tony Curtis – reunited in a snappy musical comedy that takes a wry look at the power of celebrities over the public, both in life and death. Some Like It Hotter runs from Tuesday 11 June to Saturday 15.

Two of the world’s top female entertainers – who happened to be mother and daughter – are recreated for one night in the concert hall on Saturday 22 June, when Judy & Liza recreates the 1964 London Palladium concert that saw Judy Garland and Liza Minnelli perform together. Acclaimed West End leading ladies Lucy Williamson and Emma Dears take the roles of mother and daughter respectively in a powerhouse show full of memorable songs.

For those who love a good whodunnit, the Murder Mystery at the Ashcroft Theatre season is as manna from heaven.

Comprised of three plays, the series gets off to a murderous start with Ira Levin’s Deathtrap (Wednesday 17 July to Saturday 20). Murder Weapon, by Brian Clemens, follows (Wednesday 24 to Saturday 27) and Francis Durbridge’s Suddenly At Home deals the final deathly blow (Wednesday 31 to Saturday 3 August).

Later in the year, Croydon’s resident orchestra begins an exciting 2013/14 programme of concerts featuring a host of internationally acclaimed artists and conductors. London Mozart Players’ season kicks off on 10 October with conductor Gérard Korsten leading the orchestra on Rossini’s Overture: The Italian Girl in Algiers; Mozart’s Symphony No 40 in G minor; and Schubert’s Symphony No 6 in C major.

All show times, ticket prices and the full calendar of events can be viewed at www.fairfield.co.uk

Crystal Palace Festival set to go overground

This year’s Crystal Palace Overground Festival promises to be bigger and better than ever.

Running from Thursday 27 to Sunday 30 June, the main festival hubs will be at Westow Park on 29 June and around the Upper Norwood Triangle on 30 June.

Fringe events will be held around Crystal Palace in the run-up to the big festival weekend.

Launched in 2007, the festival that champions community is calling on local people who want to help to get in touch as it relies on volunteers, sponsorship, fundraising and the support of the local community.

For more information and to get involved in this year’s event, visit www.crystalpalacefestival.org
You could be a Croydon foster carer too!

foster CROYDON

www.croydon.gov.uk/fostering
Freephone: 0800 389 0129

CROYDON
www.croydon.gov.uk
Return of The Ladykillers

**VAUDEVILLE THEATRE**

To win a pair of tickets for this classic black comedy at the Vaudeville Theatre, tell us the generic name of the series of 1950s films of which The Ladykillers was a part.

Terms and conditions: the prize comprises one pair of tickets, valid for any Monday to Thursday (inclusive) performance, from 1 to 23 July (excluding 9 July). The editor’s decision is final and there is no cash alternative; tickets are subject to availability, are non-refundable, non-transferable and not for resale. Entry forms must be completed in block capitals.

**Answer:**

**Name:** ........................................ **Daytime tel no:** .........................

**Address:** .............................................................................................

**Email address:** ..................................................................................

Post to Your Croydon Ladykillers competition, North-west quadrant, 7th floor, Taberner House, Park Lane, Croydon CR9 3JS, to arrive not later than Wednesday, 19 June. The winner will be the sender of the first correct answer, drawn at random.

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Private Lives go public

Here’s your chance to win tickets for the new West End production of Noël Coward’s ever-popular Private Lives.

Elyot (Toby Stephens) and Amanda (Anna Chancellor) are glamorous, rich, reckless . . . and divorced. Five years later, their love for one another is unexpectedly rekindled when they take adjoining suites of a French hotel while honeymooning with their new spouses, Victor (Anthony Calf) and Sibyl (Anna-Louise Plowman). This chance encounter instantly reignites their passion, and they fling themselves headlong into a whirlwind of love and lust once more, without a thought for partners present, or turbulences past.

Following a sell-out run at Chichester Festival Theatre, this much-anticipated transfer to the Gielgud Theatre is set to blaze across the West End stage this summer in an explosive production that proves Noël Coward still has the power to thrill, provoke and delight.

More information: [www.privateliveswestend.com](http://www.privateliveswestend.com)

To win a pair of tickets for this comedy of manners, tell us which famous knight of the stage starred alongside Coward when Private Lives opened in London in 1930.

Terms and conditions: the prize comprises one pair of tickets, valid for any Monday to Thursday (inclusive) performance, until 2 July. The editor’s decision is final and there is no cash alternative; tickets are subject to availability, are non-refundable, non-transferable and not for resale. Entry forms must be completed in block capitals.

**Answer:**

**Name:** ........................................ **Daytime tel no:** .........................

**Address:** .............................................................................................

**Email address:** ..................................................................................

Post to Your Croydon Private Lives competition, North-west quadrant, 7th floor, Taberner House, Park Lane, Croydon CR9 3JS, to arrive not later than Wednesday, 19 June. The winner will be the sender of the first correct answer, drawn at random.
Council meeting dates

Deadlines for public questions for the forthcoming full council meetings (starting at 6.30pm) – noon on the relevant deadline date.

<table>
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<tr>
<th>Meeting:</th>
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<tr>
<td>Monday, 1 July</td>
<td>Monday, 17 June</td>
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<td>Monday, 21 October</td>
<td>Monday, 7 October</td>
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To submit a question (maximum number of words: 50) for consideration at a full council meeting, email it to council.questions@croydon.gov.uk; or print and complete the form at www.croydon.gov.uk/councilquestion and post it to Questions for the council, Democratic and legal services, Taberner House, Park Lane, Croydon CR9 3JS; or call 020 8726 6000 extn 63876.

Scrutiny meetings (start at 6.30pm in the Council Chamber of the Town Hall, unless where stated)

<table>
<thead>
<tr>
<th>Meeting:</th>
<th>Scrutiny and strategic overview committee</th>
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<tr>
<td>11 June</td>
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<tr>
<td>18 June</td>
<td>Health, social care and housing scrutiny sub-committee</td>
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<tr>
<td>9 Jul</td>
<td>Children and young people scrutiny sub-committee</td>
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<td>3 Sept</td>
<td>Health, social care and housing scrutiny sub-committee</td>
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For information on scrutiny, visit www.croydon.gov.uk/scrutiny or email scrutiny@croydon.gov.uk.

Meetings of the Croydon Community Police Consultative Group are held in the Council Chamber of the Town Hall. All are open to the public and begin at 6.30pm. For further information, go to www.croydononline.org/ccpcg

Forthcoming meeting dates are:

| Wednesday, 3 July; Wednesday, 11 September. |

Details of all Croydon Council meetings can be found on the council website at www.croydon.gov.uk/meetingsofthecouncil

Useful contacts

For police, fire brigade, ambulance, call: 999 or 112, Text phone 1800

Croydon Council general enquiries
020 8726 6000

Croydon NHS Walk-in Centre
020 3040 0800

NHS Direct
0845 4647

Croydon University Hospital
020 8401 3000

Get in touch

To get in touch with the Your Croydon editorial team, email: yourcroydon@croydon.gov.uk or call 020 8760 5644

If you have any concerns or observations regarding the distribution or delivery of Your Croydon, please send an email to natalie.rogers@satellitedistribution.co.uk or call 020 7372 4776

To keep up to date with what’s going on, subscribe to the Your Croydon eBulletin and receive a free monthly email that’s full of news and information about your borough. Go to www.croydon.gov.uk/subscribe

Your Croydon welcomes letters for publication. They should be no more than 200 words. Receipt of a letter (in print or by email) does not guarantee inclusion. The right to edit letters is reserved, as is the editor’s right of reply. Letters from known politicians and political groups will not be published. Post your letters, including your name and address, to Your Croydon, 7th Floor, Taberner House, Park Lane, Croydon CR9 3JS.

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Central Library and Museum of Croydon
Katharine Street, Croydon CR9 1ET

Open: Monday to Saturday (see website for daily hours)
Email: libraries@croydon.gov.uk
Museum – www.museumofcroydon.com
Telephone: 020 8253 1022 Email: museum@croydon.gov.uk

Fairfield
Park Lane, Croydon CR9 1DG
Details: www.fairfield.co.uk Telephone: 020 8688 9291
Email: boxoffice@fairfield.co.uk
Your A to Z of council services

The council provides a comprehensive range of services designed to offer help and advice to residents. Below is only a small selection of those services – for the full list, visit www.croydon.gov.uk and follow the “A-Z” link at the top of the home page.

Adaptations of council property
If you are a council tenant with a secure tenancy you have the right to carry out improvements to your home, but you must get written permission.

Adoption
Croydon is keen to hear from adults of all racial, social, ethnic, cultural, sexual and religious background to adopt our looked-after children whose permanency plan is adoption.

Activities for older people
Improving the health and quality of life of the borough’s older residents.

Bereavement services
The council can help you cope with bereavement by removing as many obstacles as possible, and by providing assistance with the many administrative and official tasks that need to be tackled.

Bulky waste collection
The council can collect single items that are too large for your wheeled bin, but that can be handled and loaded on to the vehicle by no more than two workers.

Childminding
Everything you need to know, ranging from how to find a childminder to what to take when your child attends, as well as information on the responsibilities and legal requirements of the childminder.

Composting
Do your bit for the environment, and produce a nutrient-rich plant supplement that will save you money on the cost of commercially produced fertilisers.

Dropped kerbs/crossovers
If you want to lower the kerb in front of your property and provide vehicle access to a hard-standing parking area, you will require consent from the highways department to lower the kerb, and provide a crossover (vehicle access over the footway).

Deaf services
The council provides a community-based service to residents who are born profoundly deaf or who have become deaf through illness or accident.

Energy savings in your home
Advice, grants and special offers to make your home more energy efficient.

Equipment – disabled people
Finding the right specialist equipment and/or making minor adaptations to your home can help you, a family member or the person you care for live more safely and independently.

Family support groups
Having family troubles that involve children? The council believes that, with its support, most families can solve their own problems.

Garages for rent
Looking for somewhere to park your car or motorbike? The council has a selection of garages available for rent throughout the borough.

Health clinics – youth support
Free, confidential advice about all matters relating to the sexual health of young people is available at a range of clinics across Croydon.

Home safety advice
See if you are eligible for a free home safety check.

Interactive maps
Based upon the council’s corporate geographic information system (GIS), it provides interactive mapping that allows you to access a variety of information.

Jobs – disabled people
employment and training schemes
If you have a disability and are looking for employment, there are schemes to support you.

Leisure centres
Swimming pools and sport & fitness centres in Croydon.

Libraries
Free to join, with a wide range of up-to-date books, music, journals and much else.

Meals on wheels
The meals on wheels service delivers meals to older or vulnerable people in their own homes on a short- or long-term basis, according to need.

Milkmen services

Nursery school education
We ensure one year of free nursery education for children in the borough.

Out-of-school activities
Extended schools offer a range of services and activities, often outside normal school hours, to help meet the needs of children, their families and the wider community.

Parking dispensations/suspicions
What to do if you need parking restrictions suspended for funerals, building work or shop fitting.

Recycling – sites
Where to find our waste and recycling sites, and what can be recycled at each.

Roads – closures and diversions
Information about scheduled road and pathway closures and diversions in the borough.

School admissions – appeals
You have the right to appeal to an independent panel if your child has been refused a place at your chosen school.

Trading standards
We aim to enforce and advise on legislation designed to protect the consumer from dishonest traders.

Trees and landscape
Find out about trees and related issues, including tree preservation orders, trees in conservation areas and on development sites, and problems with neighbours’ hedges.

Unauthorised occupants – council property
Empty council properties may only be occupied with our permission.

Vehicles, abandoned – reporting and procedures
How to report an abandoned or untaxed vehicle.

Wasps
Pest control provides treatment for a range of common household and garden pests.

Youth projects
Voluntary organisations providing young people aged 13 to 19 with something to do, somewhere to go, and somebody to talk to.

Zoo licence
You need to apply for a licence to run a zoo — should you really want to!
The Croydon Heritage Festival is a three week-long calendar of events and activities across the London Borough of Croydon.

www.croydonheritagefestival.co.uk