

www.canningandclyde.org

We are a residents group covering Canning and Clyde Roads.

Our aim is to help foster a sense of community and to provide useful information on what is happening locally.

We do not collect subscriptions. Residents freely donate their time and talents.

We very much like to hear residents' views on things. Where we need to represent those views, we do so in a proportional way to give an accurate as possible reflection of how many residents think one way or another.

If you or a neighbour would like a larger print version of the words of this newsletter, please let us know.

If you would prefer to receive an email version of this newsletter, please let us know.

If you would like to receive our monthly email update, please let us know - contact Anne. Contact details on back page.

Canning & Clyde



December 2022

Hello

Hope everyone is doing OK. If you are concerned about bills this winter, the Greater London Assembly site has handy information in one place. Just go to <https://www.london.gov.uk/> and scroll down to Help with the cost of living. If you don't have internet access, the library will be able to give you information. The phone number for Croydon Central Library is 020 7884 5140. Ashburton Library is 020 7884 5175.

Canning and Clyde website

Our new website has been up and running since July. We have a new site address. It is

www.canningandclyde.org

Do please take a look and let us have any feedback.

Quiz

Thank you to everyone who came long to our Quiz in October. We had a full house and plenty of fun.

We raised £265 for the Stroke Association.

The winning team was Clueless without Mike with Pickled Egg-heads in 2nd place and The Pat Pack in 3rd place.

Community Drop-in September 2022

Many thanks to Councillor Patricia Hay-Justice and our MP, Sarah Jones, for coming along to our community drop-in. Patricia gave us a really informative update on what has been happening with Croydon Council. Both Patricia and Sarah listened to individual residents' particular concerns and have been following them up.

Clyde Road traffic - views of Clyde Road residents?

At our community drop-in in September, some Clyde Road residents raised the issue of traffic levels in Clyde Road.

In order to gauge how residents of Clyde Road feel about traffic levels in their road, we'd like to hear from as many residents as possible. Please let us know your views and / or suggestions.

Please email us at annebridge175@gmail.com so we can collate responses. Any views are kept anonymous for reasons of confidentiality and GDPR (General Data Protection Regulation). If you don't have access to email, please phone 020 8656 6707 and leave a message.

Communicating with the Council - your experience?

Over the last few months we have started hearing comments by residents around difficulties communicating with the Council. We'd like to gain a picture of whether or not this is a pattern that is emerging. We'd like to hear of your experiences, both positive and negative.

The difficulties have spanned different departments and different ways of trying to communicate with the Council. Here's what we've been hearing recently.

Digitally

The Council strongly encourages people to communicate with them digitally.

Difficulties experienced with this means, however, have included:

Only being given the option of online forms with drop-down boxes for categories of issue which do not describe a person's particular issue;

Not being able to find an email address for a particular department;

Even when a resident has an email address or has communicated via online form, not receiving a response to an email they send;

Online links not working (eg when have tried to report fly-tipping).

By phone

Not being able to find a phone number to contact the relevant department.

Not getting an answer from the switchboard number or direct line.

By letter

Not receiving a letter the Council says it has sent. This can have serious consequences eg if the Council say they have issued a Penalty Charge Notice (PCN) for a traffic offence.

In person

Croydon Council has a drop-in facility, called Access, at the Council Offices, Bernard Weatherill House, Fell Road. A resident has found the service there very unhelpful and dismissive.

We would like to hear of your experiences of contacting the Council, both positive and negative, over the last six months. Please email them to annebridge175@gmail.com If you do not have email, you can phone 020 8656 6707 and leave a message.



Being able to get information and participate in daily life and work

In addition to its self-inflicted financial situation, Croydon Council like other boroughs since 2010 has had its funding from central Government reduced year on year. This has meant that many councils – as well as Government departments – very largely now expect residents to find information and communicate with them online. Those who cannot, or choose not to, use the internet risk being digitally excluded.

An increasing reliance on digital communication is not going to go away. For those who would like to learn as beginners or to improve their skills - Croydon Council is providing the following means for people to have access to the internet, learn how to use the internet for personal use and / or update their skills for work opportunities.

Access to Wi Fi and computers at Croydon Libraries

Wi Fi is available in all Croydon libraries. Computers are free to use for up to two hours at all Croydon libraries. You need to book sessions. Computers can be used to: access the internet; email; use Microsoft Word, Excel and PowerPoint; download and print documents; save to a USB memory stick.

You can book a computer up to a week in advance online using your library card with an activated online account or at kiosks at the library or by phone. The phone number for Croydon Central Library is 020 7884 5140. Ashburton Library is 020 7884 5175.

Internet and computers for beginners

CALAT (Croydon Adult Learning and Training) are offering courses for beginners all over the borough. One starts in January 2023 in Central Croydon. People on a low income may get either a reduction in course fees or exemption from course fees, if they meet the eligibility criteria.

For more information see <https://www.calat.ac.uk/> or phone 020 3757 0609 Extn 28230 or 28241.

Digital skills for work

CALAT also offer digital skills for work.

In addition the Croydon Digital Skills Hub is a collaboration between Croydon College, John Ruskin College and employers from across Croydon and further afield.

The Croydon Digital Skills Hub aims to support both learners and employers by providing them with the skills required in the digital sector and to break down barriers and increase inclusivity in the digital workplace.

For more information see <https://croydon.ac.uk/the-croydon-digital-skills-hub> or phone 020 8686 5700.



Mould

Mould has been in the news recently with the inexpressibly sad death of a two year old. It can be a particular problem in rented property.

Basically mould is caused by the amount of moisture in the air.

In homes this has two main causes. One might be structural defects (eg leaking roofs, faulty guttering, cracks in external walls, plumbing problems). The other cause is lack of ventilation (eg people using the bathroom, cooking or drying washing indoors but not opening the windows to let moisture out.)

In rented properties the landlord is responsible for mending structural defects and the tenant is responsible for maintaining the inside of the property, including airing and heating it sufficiently.

Heating is a concern for many people right now. SHINE London provides a free energy advice service for Londoners. SHINE London offers a dedicated helpline and affordable warmth interventions to ensure households get the help they need to reduce utility bills, tackle energy debt and ultimately stay well and warm. Phone 0300 555 0195 to speak to an advisor, 9am and 5pm, Mon-Fri. <https://shine-london.org.uk/>

Shelter has excellent information on Damp and mould in rented properties. This includes information on tenant and landlord rights and responsibilities, tips on ventilation and controlling moisture and a video on some of the causes of damp and mould.

www.shelter.org.uk

East Croydon Community Organisation (ECCO)

In case you are not aware of it, ECCO is an organisation that covers the East Croydon area.

We have taken part in a couple of their street clean ups in the past.

If you would like to know more about them, their site is at <https://eastcroydon.org.uk/>.

It is possible to go on their email list.

Council recycling / rubbish sites - access for pedestrians

A number of people in our two roads don't have use of a car. At one time you had to have a car to be allowed to take stuff (either for re-use or as rubbish) to the Council's recycling sites. This has changed. 'Pedestrians can now access the Factory Lane and Fishers Farm recycling sites.'

Factory Lane, West Croydon CR0 3RL - Monday to Saturday, 7.30am to 4.30pm; Sunday, 8.30am to 4pm

Fishers Farm, North Downs Road, New Addington CR0 0LB - Monday to Friday, 8am to 4pm; Saturday, 9am to 2pm; Sunday, 9am to 1pm

Christmas Roller Rink

Centrale and Whitgift shopping centres have a free roller rink in Whitgift Square right through until Christmas Eve.

Suitable for children from five to 75, the roller rink will host skating sessions on the hour every day from 12pm to 6pm on Mondays to Saturdays and 12pm to 5pm on Sundays.

For more information on Christmas events in Whitgift and Centrale see
<https://www.centraleandwhitgift.co.uk/events>

Warm Wednesdays for older people in West Croydon

There are Warm Wednesday sessions from 2.30pm – 4.30pm at West Croydon Methodist Church, 93 London Road, Croydon CR0 2RF. Wednesday 21 December (Christmas edition); Wednesday 28 December (New Year's Eve edition); From 2023 every 2nd and 4th Wednesday of the month.

Older people attending will be offered hot drinks and biscuits; information around bills and loneliness with signposting to the correct service; opportunity to have fun, socialise and listen to music.

Ashburton Hall, Ashburton Park - Warm Space

Tuesdays and Thursdays, 12:00 – 2.00 pm. Local residents will be able to keep warm, charge a phone and enjoy a friendly chat over a cuppa

Metropolitan Police - Addiscombe West Safer Neighbourhood Team

Each London Ward has its own dedicated Safer Neighbourhood Team. The aim of Safer Neighbourhood Teams is to get to know an area well, listen to residents and provide information as well as usual policing activities. In addition – if the Metropolitan Police require them to work elsewhere (eg policing demonstrations in Central London or helping out on a Ward with a higher crime rate), then they are ‘abstracted’ away from local duties. This of course has an impact on their local work.

Our Addiscombe West Safer Neighbourhood Team consists of Sergeant Scott Jones, PCSO Angela Chalmers, PC Kirsty Bailey, PC Sam Lennon. Our team’s numbers had been greatly reduced until very recently owing to funding cuts. Some new funding has been made available so our team’s numbers are up a bit.

Addiscombe West has a slightly lower crime rate than Croydon as a borough. Croydon is about average for London.

For more information see <https://www.met.police.uk/a/your-area/met/croydon/addiscombe-west> You can contact them online. For non emergency matters dial 101. In an emergency dial 999. Email: snmailbox.addiscombeweststnt@met.police.uk

If you have any concerns about local safety or crime, please feel free to contact us at anne.bridge175@gmail.com or phone 020 8656 6707 and leave a message.



Our elected representatives

Directly elected Executive Mayor's top two pledges

As of May this year we now have a directly elected executive Mayor of Croydon. This is different from the ceremonial Mayor. The executive Mayor replaces what used to be the Leader of Croydon Council and is ultimately responsible for how the Council carries out its duties. The directly elected executive Mayor has a lot of power.

Our directly elected executive Mayor of Croydon is Jason Perry. During his election campaign he said his two top priorities were: (1) Listen to local people; (2) Respect our communities.

Our elected Councillors – Addiscombe West ward

Our elected Councillors are: Sean Fitzsimons, Patricia Hay-Justice, Clive Fraser

Emails: sean.fitzsimons@croydon.gov.uk clive.fraser@croydon.gov.uk
patricia.hay-justice@croydon.gov.uk

Phone: 020 8819 5597

Drop-in surgery: second Saturday every month between 10.30 am and 12 noon at the Sir Philip Game Centre, Morland Avenue CR0 6EA

<https://www.addiscombewest.org.uk/>

Our MP – Croydon Central

Our MP is Sarah Jones. Email: sarah.jones.mp@parliament.uk (best way of contacting)

Phone: 020 8191 7066, Tuesday & Wednesday: 10-12 2-4pm

Constituency office is open Monday – Friday 10-4pm. This is in Black Horse Lane by the zebra crossing at the top of the tram stop. Sarah holds a weekly surgery in different parts of Croydon Central constituency. Appointments are by booking in advance.

<https://www.sarah-jones.org/>

Canning & Clyde contact details

Gordon Thompson (Chairman) gordon.thompson@addiscombe.net 020 8656 4941

Anne Bridge (Secretary) annebridge175@gmail.com 020 8656 6707 (please leave a message)

Robert King (Treasurer) chitchatforum@aol.com 020 8654 7420