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For the community, by the community. A not-for-profit service

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“Outstanding” rating for Worcester Park based carers

10 October 2025



Trinity Homecare Group is delighted to announce that its Worcester Park-based visiting care service has been awarded an ‘Outstanding’ rating by the Care Quality Commission (CQC) following a recent inspection.

The CQC awarded the service **Outstanding in four of the five key areas** – Well-led, Caring, Effective and Responsive – placing it among a *tiny handful* of homecare providers nationally to achieve this level of recognition.

A service at the heart of the community

Inspectors praised the service for being “exceptionally personalised and kind,” with carers and managers going above and beyond to support local people in their daily lives. The Worcester Park branch provides visiting care to individuals and families across Surrey, including communities in Cobham, Walton, Weybridge, Byfleet, Addlestone, Epsom, Banstead, Kingston, Tadworth, Ashtead, Leatherhead, New Malden, Surbiton, Thames Ditton, Molesey and Chessington.

Highlights from the inspection report included:

- Helping clients maintain independence, with flexible support tailored around their daily routines.
- Supporting people to enjoy life’s small but meaningful moments – from feeding ducks and gardening, to celebrating birthdays.
- Spotting health needs early and working with families and local professionals to ensure the right support is in place.
- Embracing new technology and creative initiatives such as *Stories for Life*, enabling people to capture their personal history and strengthen family connections.

Celebrating local carers

“Families in our local communities trust us not just to provide safe care, but to make every day more meaningful,” said **Carla Gama, Director of Operations at Trinity Homecare Group**.

“That is thanks to the incredible work of our carers here in Worcester Park and across Surrey. They bring compassion, kindness and professionalism into people’s homes every single day, and this Outstanding rating is truly theirs to celebrate.”

Summer Smith, Registered Branch Manager at Worcester Park, added:

“I am so proud of our team here. Every carer and support staff member goes above and beyond to make sure people feel safe, valued and cared for in the way they want. This rating reflects their dedication and the strong relationships they build with clients and families in our local communities.”

About Trinity Homecare Group

Trinity Homecare Group is one of the UK’s leading providers of live-in and visiting homecare, supporting people to live independently and safely in the comfort of their own homes. With over 25 years of experience and a growing national footprint, Trinity continues to set the standard for high-quality, person-centred care.

The Group includes a family of trusted brands: Trinity Homecare, Country Cousins and Patricia White’s – together spanning fully managed, regulated live-in and visiting care, as well as introductory agency live-in and visiting care services across the UK.

Learn more or view the full CQC report: www.trinityhomecare.co.uk

[Copy prepared by Trinity Home Care.]

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Surrey Uni to open in India after UK PM’s visit

10 October 2025



Surrey joins new UK Universities in India Alliance while on UK trade mission to India

The UK’s universities can be a “skills and research accelerator” for the potential of the strengthening UK–India trade partnership, which was the focus of Sir Keir Starmer’s trade mission this week. This is according to Professor Stephen Jarvis, newly appointed President and Vice-Chancellor of the University of Surrey – and a participant in the trade mission.

On his return from India, where the multi-sector delegation met with Prime Minister Narendra Modi, Professor Jarvis highlighted the strong fit of the University of Surrey’s ‘purpose-driven’ approach to education and research, and the importance of the new Universities in India Alliance, which Surrey was proud to become a founder member of during the trip.

During the visit, the University of Surrey was presented with approval in principle from IFSCA (International Financial Services Centres Authority) to proceed with opening a new International Branch Campus at GIFT City, in Ahmedabad, Gujarat State.

On the trip, the University also celebrated its network of research and education partnerships with Indian universities – including its partnership with the Indian Institute of Science, Bengaluru (IISc) – which will see both institutions partner to drive research and innovation in semiconductor chip design and medical research, with a particular focus on human health and veterinary medicine.

Professor Stephen Jarvis said:

“I was honoured to be invited to join the Prime Minister on his visit to India to celebrate the enormous potential for UK higher education to partner and collaborate in India to drive international skills development and research to solve global challenges. India is an economic and skills superpower – it has its own thriving higher education sector, but also recognises the value that Britain’s globally recognised higher education sector can bring to meeting the extraordinary growth in demand for quality education in India.

“As we move towards opening our new campus in GIFT City, we’re delighted to have been invited to become founding members of the nine-strong UK Universities in India Alliance. Education is an immensely important export industry for the UK, and Surrey is proud to be standing shoulder to shoulder with our fellow universities, bringing our own unique brand of purposeful education, as we seek to expand the potential for higher education to be a skills and research accelerator, benefitting both the UK and Indian economies.”

Alison Barrett MBE, Country Director India, British Council, said:

“Congratulations to the University of Surrey on receiving approval in principle from IFSCA (International Financial Services Centres Authority) to establish its International Branch Campus in GIFT City, Ahmedabad, India. This reflects the UK’s commitment to accessible, innovative, and inclusive education, but also demonstrates the positive impact of the National Education Policy 2020. Aligned with the shared ambition outlined in the India-UK Vision 2035, bringing Surrey’s expertise to India will create exciting new opportunities for students and equip them with the skills needed to thrive in the future.”

Surrey University

Image: 09/10/2025. Mumbai, India. Prime Minister Keir Starmer meets Indian Prime Minister Narendra Modi for a bilateral meeting at the Raj Bhavan. Picture by Simon Dawson / No 10 Downing Street

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Businesses get £2 million boost in Surrey

10 October 2025

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An economic boost worth millions, scores of new jobs and hundreds of local opportunities will be delivered thanks to funding awarded to dozens of businesses by Surrey County Council.

From vineyards and biotech to manufacturing and AI firms, a diverse range of organisations from across the county have been awarded grants in the first round of the Surrey Economic Growth Fund.

The scheme, launched by the council in April, brings together pooled funding streams including the government's UK Shared Prosperity Fund and Rural England Prosperity Fund. Following a highly competitive process, close to £2 million has been awarded to dozens of recipients, unlocking significant match funding and private investment.

The successful bids are collectively estimated to grow Surrey's economy by £9 million, create or safeguard 300 jobs and bring 1,350 residents into employment.

Local firms supported

Among those receiving funding is Aero Sensor, a technology firm at Dunsfold Industrial Park in Cranleigh, led by former F1 engineer Dr Barney Garrod. The company is one of only three globally developing new aerodynamic measurement probes for automotive and aerospace applications.

The grant will support the creation of a new wind tunnel facility to test its designs, creating highly skilled jobs in the process.

Dr Garrod said:
"The grant enabled us to fully kit out the wind tunnel with the tools and instruments we need. We'll also be hiring new staff and technicians. Having our own wind tunnel means we can halve our turnaround time and massively accelerate our development. It's moved the business forward by about a year."

Other successful bids include Woodlark Nurseries in Hersham, which is creating a new horticultural facility, while Upper Birtley Farm Partnership near Bramley will establish a premium glamping and outdoor education site in the Surrey Hills.

In Godalming, Sammi-Select will develop a 'practice interview' tool adapted from an AI platform to support marginalised jobseekers such as young people not in education or training and those who are digitally excluded.

County-wide initiatives

There are county-wide projects too, including the Surrey Venture Studio scheme, a collaboration between Surrey's three universities to support start-ups, and Source in Surrey, led by the county's Chambers of Commerce, encouraging larger businesses to 'buy local'.

Both are expected to complement existing work through the council's Business Surrey initiative.

Councillor Matt Furniss, Cabinet Member for Highways, Transport and Economic Growth, said:
"The new Economic Growth Fund has generated a huge level of interest from across Surrey, demonstrating the real appetite from our amazing business community to drive innovation, growth and job creation in our county.

"Round one was highly competitive and we've only supported the highest quality bids which fully met the criteria. This ensures every pound invested delivers genuine growth, meaningful jobs and positive outcomes for Surrey's communities.

"Our ambition is to position Surrey—which already contributes £50 billion to UK plc every year—as one of the UK's leading regional economies, and this fund is one of the ways we're building the foundations to achieve that."

Next round

Round Two of the Surrey Economic Growth Fund is due to launch in October, focusing on Business Growth Grants. Applicants can expect a streamlined, one-stage process supported by a guidance handbook.

For full details visit: businesssurrey.co.uk/innovate/economic-growth-fund

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Epsom and Ewell Times reporter adds Epsom winner Lesh Wear (or Lesh), is a maternity and nursing wear company focused on creating comfortable, leak-proof products for mothers, such as their FREEFLO nursing bra, aiming to reduce the use of disposable breast pads. The company, also known as Lesh Wear Ltd, was incorporated in March 2022 and is headquartered in Epsom, Surrey, with the primary goal of making the breastfeeding journey easier.

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Recipients of Round One funding

A total of £1,979,982 has been awarded to the following organisations:

- Dorking Distillery, Dorking
- Halt Glass, Guildford
- Emilia JH, Reigate
- Sammi-Select, Godalming
- Molecular Medical, Guildford
- Bonovate, Camberley
- Woven Bio, Woking
- Streetwise Technology
- The Good Bacteria Company, Farnham
- UKIOT, Weybridge
- Lesh Wear, Epsom
- Woodlark Nurseries, Hersham
- Aero Sensor, Dunsfold
- Rhizo PTX, Guildford
- Cambertronics, Cranleigh
- Misty Moon Cider, Farnham
- DIREK, Guildford
- Tiontech, Guildford
- Raw Honey Distillery, Fetcham
- Whitespace Work Software, Godalming
- LenzIQ, Horley
- GT Joinery, Molesey
- Source in Surrey (via Surrey Chambers of Commerce)
- Surrey Venture Studio
- Surrey Innovation Board (via the University of Surrey)
- Blakes Lane Farm, Guildford
- Upper Birtley Farm Partnership
- Ivelle Farm, Waverley

Image: Matt Furniss, Exec Member for Growth, with Barney Garrood of Aerosensor

Surrey County Council

SURREY COUNTY COUNCIL

Energy storage plan takes a battering from a Surrey Council

10 October 2025

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A bid to build a huge battery storage farm on green belt land in Shepperton has been thrown out after councillors decided it didn't pass the 'special circumstances' test needed to build on protected countryside.

Sunbury BESS Ltd wanted to install 50 industrial-scale battery units – each the size of a shipping container – on 3.5 hectares of land north of Charlton Lane, next to the Eco Park. The site, sandwiched between the M3 and the railway line, is designated green belt.

Objecting to the scheme, Nigel Spooner said: "We ask the committee to refuse this application and thus avoid inflicting on Charlton village, Shepperton and Sunbury an entirely inappropriate, unnecessary and hazardous blight for the next 40 years."

Officers had originally concluded the project's climate benefits – supporting renewable energy and cutting carbon – outweighed the harm to the green belt and local landscape.

But Spelthorne Borough Council's planning committee threw out the application on September 17, arguing there simply were not any "very special circumstances" to justify bulldozing into green belt land.

The scheme, designed to store energy for the National Grid and release it when demand peaks, was pitched as helping the UK hit its climate targets.

The battery site would store electricity when there is plenty spare and feed it back into the grid when demand is high to help balance the supply. The applicant's agent said at the meeting: "The project will actively contribute to decarbonisation by reducing renewable energy curtailment."

But Green Party Cllr Malcolm Beecher argued: "If we are still using fossil fuel power in our power stations to generate the electricity going into the batteries for storage, we are not reducing our carbon emissions.

"Unless we have a condition that only green energy can be stored in these batteries, there are no special circumstances to have it in the green belt."

The company halved the size of its original plans following strong objections, but locals still were not convinced. Residents wrote more than 40 letters objecting to the proposal, raising fears about fire risk, noise, health hazards and what they described as "the industrialisation" of Shepperton's countryside.

But in the end, it was the location that killed the scheme. Planning officers said the battery farm counted as "inappropriate development" in the Green Belt, causing a "significant loss of openness" and clashing with rules designed to stop urban sprawl.

Despite concerns about fire risks and safety, officials said there was no evidence to refuse the battery farm on these grounds. Surrey Fire and Rescue service as well as the Health and Safety Executive raised no objections.

A planning report stated: "The proposal would introduce a range of industrial plant within an open field, resulting in considerable harm to the openness of the Green Belt and encroaching into the countryside. These harms are not clearly outweighed by the benefits put forward."

The decision is a major blow for Sunbury BESS Ltd, which argued the project would provide vital infrastructure to balance renewable energy supply and demand.

Emily Dalton LDRS

Image: An example of a battery storage "farm": Invenergy Beech Ridge Energy Storage System at Beech Ridge Wind Farm in Greenbrier County, West Virginia. Author Z22. Licensed under the Creative Commons Attribution-Share Alike 4.0 International license.

Surrey Uni studies the climate friendly way to grow our lettuces

10 October 2025

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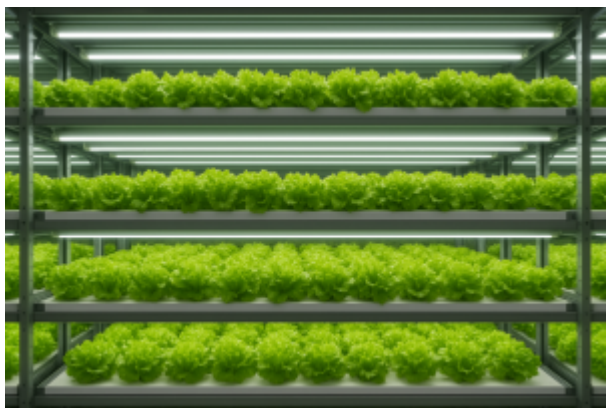

Vertical farming has been hailed as a futuristic answer to Britain's food security challenges – but a new study led by the University of Surrey suggests the picture is more complicated.

The research, published in *Food and Energy Security*, found that while vertical farms can deliver extraordinary crop yields and use far less water than traditional fields, their carbon footprint still exceeds that of soil-based farming.

What is vertical farming?

Unlike conventional agriculture, vertical farms grow crops indoors, often in stacked trays under carefully controlled light, temperature and humidity. Plants are usually grown without soil, using hydroponic or aeroponic systems that deliver nutrients directly to their roots. This means vertical farms can operate in cities, warehouses, or disused buildings – and, crucially, they are not dependent on weather or seasons.

Proponents argue that this approach could free up farmland for nature, cut transport emissions by producing food closer to consumers, and help guarantee supplies as climate change disrupts traditional growing regions.

The Surrey-led study

The University of Surrey team compared lettuce grown in a commercial UK vertical farm with lettuce from two UK field farms – one on mineral soil and one on peat – and with Spanish farms, which supply around 95% of Britain's winter lettuce.

They found that vertical farms can produce more than 20 times the yield of field farms: around 97 kilograms of lettuce per square metre, compared with just 3.3 kilograms outdoors. Water use is also dramatically lower, at 0.9 m^3/kg compared with up to 7.3 m^3/kg in Spain.

But the greenhouse gas emissions are still higher. Even when powered by renewable energy, vertically farmed lettuce produced about 0.93 kg of greenhouse gases per kilogram, compared with 0.57 kg from UK field farms.

Energy and materials the key hurdles

Much of the carbon burden comes from the heavy energy demands of lighting and climate control, as well as the jute fibre plugs used to support plant roots. Researchers estimate that swapping these for alternatives such as coconut coir could cut the land footprint of vertical farms by more than 95%.

Michael Gargaro, Postgraduate Researcher at Surrey's Centre for Environment and Sustainability and lead author of the study, said:

"Vertical farming has the potential to transform food security in the UK, particularly as climate change and seasonal drought place growing pressure on traditional agriculture. Our research shows that while the technology can bring far higher yields and reduce water use, it currently comes with a higher carbon cost. The challenge now is to make vertical farming more energy-efficient and better integrated with renewable systems, so that it can become a truly sustainable solution."

Dr Zoe M Harris, Director of the Centre and Co-Director of the Institute for Sustainability, added:

"With around 95 per cent of lettuce imported from Spain during the winter months, advances in vertical farming make it possible to secure a year-round supply of fresh produce while freeing up land for restoration. But to viably compete with field farming, vertical farms must cut their energy use and rethink the materials they rely on."

Can vertical farms really feed the UK?

The study concludes that vertical farms are not yet the most sustainable option for lettuce. But with further innovation – particularly in energy efficiency and material use – they could become an essential part of Britain's food system. For now, they remain a promising supplement to, rather than a replacement for, traditional farming.

The research was funded by the Biotechnology and Biological Sciences Research Council (BBSRC) and the Engineering and Physical Sciences Research Council (EPSRC).

Big improvements required of Epsom care home

10 October 2025

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An Epsom care home has been told it needs to make big improvements after inspectors found residents were being left to lead “very isolated lives.”

Fir Trees House, a residential home in Epsom for up to seven adults with learning disabilities, was inspected between October 2024 and July this year following concerns about the quality of care and facilities. At the time of the assessment, only four people were living there – most with long-term mental health conditions and several being assessed for autism.

The Care Quality Commission (CQC) said the home was “not always safe” and “not well-led,” warning that some residents were at risk of harm. Inspectors branded the care homes as ‘requiring improvement’ in key areas.

Inspectors said the service “wasn’t always meeting” standards set out under national guidance on supporting people with learning disabilities and autism. In particular, they found staff often focused on tasks rather than encouraging residents to live more fulfilled, independent lives.

One resident told inspectors they were happy at the home, but others described their care as “unsympathetic” and even disrespectful. One person told inspectors: “They went on to recall their first day at the service, saying, “Staff laughed at me as I tried to get up the stairs, I felt very unwell. I had to rest on the stairs, I thought I was going to lose consciousness, my head was spinning and they were laughing.”

The CQC also criticised the service for failing to learn from mistakes. In one case, a resident was moved out after a court ruled they weren’t getting the support they needed. But no managers investigated what went wrong.

The report highlighted a lack of staff at night, meaning people’s safety could not be guaranteed in an emergency. Staff also admitted they weren’t sure which outside organisations they should contact if they had safeguarding concerns.

On top of that, the report said residents were not being encouraged to eat meals together, socialise, or take part in the local community – leaving them at risk of isolation.

However, inspectors did note some positives. Medication was managed safely, refurbishment work had started – including installing a stair lift – and staff spoke positively about the management team.

Inspectors said the home itself needed work. Kitchens and bathrooms were not always clean, and some areas were in poor condition. Since then, refurbishments have begun, with new flooring, a wet room and plans for a stair lift to help people with mobility needs.

The Care Quality Commission said Fir Trees House remained in breach of legal rules around person-centred care and governance.

Fir Trees House has been approached for comment.

283 Fir Tree Road, Epsom, Surrey. (Credit: Google Street View)

Godstone’s gasworks fury while sinkhole not fixed

10 October 2025



Godstone residents are up in arms over suddenly announced gasworks on a ‘major cut through’’, warning the closures could turn traffic into a nightmare and hit local businesses – all while the High Street’s massive sinkhole still has not been fixed.

The works, due to be carried out by SGN, are set to start on September 29 and could last around 23 weeks. Water Lane has already been closed since September 1 for similar work.

But people say the timing is crazy. Charlie Mayall, who lives on Tilburstow Hill Road, called the plan “bonkers”. “I’m absolutely furious. I’m spitting feathers,” He said. “It’s adding insult to injury.”

“The diversion is going to be at least twice as bad,” he said. “Some of the side lanes aren’t wide enough for two cars, let alone a lorry.”

Things are made worse by claims from councillors that Surrey County Council and Tandridge District Council didn’t know about the works — though SGN insists the project has been in the pipeline for some time and agreed with the authorities.

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But residents remain unconvinced, claiming the council should have just told SGN to wait. People aren't stupid. We understand the gasworks need to be done but they clearly don't need to be done when the high street is also closed."

Carol Ward, who lives on the high street, said people feel ignored. She said: "It's ridiculous — no consultation, no signs, and no proper accountability. People feel walked over," she said.

She added that local businesses are already struggling, including the Fox & Hounds pub, which has been around since 1603.

"I feel like I'm living on a building site," Carol said, explaining the village has already put up with a road collapse in the high street. "I think most people have been very very patient …but there's a limit to the what people will put up with,"

A Surrey Highways spokesperson said: "We are sympathetic to the concerns of residents… Our Highways Officers are meeting with SGN on September 3 to fully understand the need for their works in Tilburstow Hill Road, their duration and timing. At this stage, only a 'provisional advanced authority' has been approved and an official permit has not been granted."

SGN defended the work, a spokesperson said: "It's essential we replace these 100-year-old mains to keep gas flowing safely. Delaying the work increases the risk of unexpected interruptions… We're reviewing with Surrey County Council whether temporary traffic lights could be used instead of full closures."

SGN says businesses will remain accessible and compensation is available for those affected. Bus services and refuse collections should continue, though residents are advised to check for updates.

Carol Ward on Godstone Green. (Credit: Emily Dalton/LDRS)

Related reports:

Godstone "Sink-hole" residents to return

Surrey sink-hole major incident

Surrey care home concerns

10 October 2025



The death of a 76-year-old man, who was found on the floor with fractured ribs, has led to concerns over safety of the remaining residents at a Surrey care home. Staff at Eastcroft Nursing Home in Woodmansterne Lane, Banstead, were notified that Stephen Lawrence had fallen on December 21, 2022, after his alarm was triggered. He had sustained multiple rib fractures but despite his complaints about abdominal pain and discomfort, was not admitted to St Helier hospital until Christmas Day. That was his only recorded incident at the home despite hospital scans later revealing older fractures, including to the spine, ribs and sternum.

Despite treatment, his condition did not improve and Stephen died on January 5, 2023. An inquest into his death was opened on February 16, 2023. It resumed on June 9, 2025, and concluded on June 13, 2025 with the court commenting on the delay between his fall and admission to hospital. It found the nursing home, which the Care Quality Commission judged as requiring improvement in 2023, was unable to explain how he had sustained the numerous old fractures which had all remained undiagnosed until his admission to hospital. It also found there to be deficient records on Mr Lawrence's condition after his fall.

The court also expressed concerns that Eastcroft Nursing Home's manager provided conflicting accounts over attempts to seek medical attention for Mr Lawrence after his fall – and for suggesting his rib fractures were sustained after he had been transferred to hospital. Coroner Anna Crawford said: "Mr Lawrence sustained significant unexplained injuries whilst he was a resident at Eastcroft Nursing Home. Nursing Home records were deficient in their recording of key events following his unwitnessed fall on December 21 2022. There was a delay in seeking medical advice following the unwitnessed fall on December 21 2022. The Nursing Home manager provided conflicting evidence about efforts to obtain medical advice and did not accept that the acute fractures leading to Mr Lawrence's death occurred whilst he was at the nursing home. In view of all of the above, (I am) concerned that there is an ongoing risk to current residents."

Eastcroft Nursing Home, which declined to comment at this stage, are under duty to respond to the prevention of future deaths report within 56 days. The coroner said: "Your response must contain details of action taken or proposed to be taken, setting out the timetable for such action. Otherwise you must explain why no action is proposed."

Eastcroft Nursing Home in Banstead (Google)

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No alcohol sales between 3am and 7am rules Epsom licensing committee

10 October 2025



An Epsom corner shop has been given the green light for longer trading hours – but stopped short of being allowed to serve alcohol 24/7.

Ruxley Food & Wine, an off-licence on a busy A-road junction at 427 Kingston Road, applied to extend its alcohol license sales to 24 hours a day. The plan included serving customers via a hatch after 11pm, with Uber Eats and delivery drivers able to collect goods through the window.

But at a meeting on August 13, Epsom and Ewell Borough Council's licensing committee agreed to a police-backed compromise: alcohol can be sold until 1am Sunday-Thursday, and until 3am on Fridays and Saturdays.

The store's consultant told councillors the business had traded without incident for three years. He said crime levels in the immediate area were low with "less than one offence a month" and argued serving alcohol, cigarettes and milk late at night "will not attract a disorderly crowd".

The consultant explained extending the corner shop's hours was to attract additional business. Currently the shop can sell alcohol between 8am and 11pm. He said: "Why should members of the public be denied service when most people go to bed at 10pm at night?"

After hearing Surrey Police and the council's Environmental Health department's concerns, the applicant decided to reduce its licence application operating hours to 7am-2am the following day Sunday to Thursday, and then 7am to 3am Friday to Saturday.

But at the meeting officers still stressed their worries have not been resolved. Environmental Health officers argued the importance of protecting residents from late-night disturbance and the safety of potential lone shop workers.

Both Surrey police and Environmental Health warned of potential noise and nuisance for nearby residents – those living on adjoining streets or above the parade of shops.

"If you open up later it does open up the area to potential crime and disorder," said a Surrey Police representative. She argued selling alcohol 24 hours a day or similar will increase the likelihood of such crimes such as anti-social behaviour.

The committee concluded that granting the full hours could undermine the licensing objectives of preventing crime and disorder, public safety, preventing public nuisance and protecting children from harm particularly during weeknights in a residential area.

Image: Ruxley Food and Wine shop on Kingston Road. (Credit Emily Dalton/ LDRS)

New Business Start-Up Surrey Programme

10 October 2025



Budding entrepreneurs and early-stage businesses across Surrey are set to receive a major boost with the launch of the Start-Up Surrey Programme, a dynamic new initiative funded by Surrey County Council and delivered by leading business support provider The IncuHive Group.

This pilot programme will offer free, tailored guidance and practical support to residents who are preparing to launch

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their own ventures, as well as businesses in their first year of operation.

It will guide founders step by step, with expert-led workshops, one-to-one mentoring, practical advice, and support from others on the same journey.

The programme is expected to engage a diverse range of businesses across Surrey and will cover key areas such as funding, marketing, finance, digital presence, and scaling strategies. 120 businesses are set to receive support in the next six months.

It's the latest initiative from the Council under its Business Surrey offer, which provides free accessible support to help businesses of all sizes to start, grow and thrive.

Matt Furniss, the Council's Cabinet Member for Highways, Transport and Economic Growth, welcomed the launch, adding:

"Surrey has a wealth of untapped entrepreneurial talent, and this programme provides a much-needed platform to turn ideas into action. It aligns strongly with wider efforts to boost inclusive economic growth, support innovation, and build resilience into our local economy – all of which provides benefits to our people and communities."

George Scott-Welsh, CEO of The IncuHive Group, said:

"IncuHive is delighted to bring this initiative to life. We've seen first-hand how the right support, delivered at the right time, can completely change the trajectory of a business. We're not just helping people start businesses, we're helping them build viable, resilient ventures that can generate a real income and contribute to the local economy. We are thrilled to be working with Surrey County Council to bring hands-on support and real opportunities to Surrey's start-ups."

The Start-Up SurreyProgramme is now open for registrations to all start-ups and businesses in their first year of trading across Surrey.

Participation in the Programme is free for businesses, as it is fully funded by Council via UK government Growth Hub funding.

Anyone interested is welcomed to register for the introductory webinar hosted by the IncuHive team on Wednesday August 27 from 11am to 12pm. Register via the Eventbrite event link.

For more information or to register for the programme, visit https://incuhive.co.uk/acceleration-investment/business-surrey.

Or you can contact the Business Surrey team via the website – https://www.businesssurrey.co.uk/advice-and-support/business-support-form/

IncuHive will deliver the new Startup Surrey programme for budding business founders

The IncuHive Group is a leading business support provider offering mentoring, funding guidance, flexible workspaces, and training across Hampshire, Wiltshire, and Surrey. Their hands-on, high-impact approach has helped hundreds of businesses grow, thrive, and succeed.

Business Surrey is a Surrey County Council initiative focused on economic growth, skills development, and entrepreneurial support to help businesses start, grow, and scale in the region. It's offer includes a Growth Hub service, which is funded by UK Government.

Garage Gives Ewell a Heart-Start

10 October 2025



A busy garage in Ewell that supports a prominent local charity now offers a rather special – and potentially life-saving – service.

Autotest MOT in Ruxley Lane recently celebrated its new car-servicing facility with an open day hosted by directors Stephen Hardie-East and Shelley Hofman, inviting customers, friends and neighbours. Guests enjoyed music, refreshments and a raffle, including a light-hearted competition to guess how many balloons were packed into a car. The event raised funds for the Epsom Medical Equipment Fund, a charity that since its launch in 1979 by Bess Harding has raised over £6 million to buy equipment for Epsom General Hospital that would not normally be funded by the National Health Service. Purchases have ranged from small items to major diagnostic machines.

As Autotest approaches its thirty-fifth year of trading, the charity has returned the gesture of support. It has donated a

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ZOLL brand defibrillator worth £2,300 to the garage. A defibrillator is a device that can deliver an electric shock to restart a person's heart in cardiac arrest. This model is designed for public use and gives clear spoken instructions, guiding an untrained person step-by-step through pad placement and giving real-time feedback on the quality of chest compressions. Bess Harding explained that it "verbally walks a rescuer through placing the pads and gives essential feedback on the quality of their compressions to give the best chance of surviving."

Stephen and Shelley, with Shelley being a qualified first-aider, said they were delighted to have the device on site and thanked the Epsom Medical Equipment Fund for providing it. The charity has also just purchased twenty-nine defibrillators for Epsom General Hospital.

Public access to defibrillators is seen nationally as a key factor in saving lives from cardiac arrest outside hospital. There are around 30,000 such incidents in the United Kingdom each year and fewer than ten per cent of people survive. Medical experts say the chances of survival more than double if a defibrillator is used quickly, ideally within five minutes, together with cardiopulmonary resuscitation. Each minute of delay can cut survival chances by up to ten per cent. Despite this, studies show that even when a defibrillator is located within 500 metres, it is only used in about one in ten cases, often because bystanders do not know where to find one or are uncertain how to operate it.

The UK's national database, known as The Circuit, maps the location of defibrillators so ambulance services can direct people to them during emergencies. There are now more than 70,000 devices registered, with a target of 100,000. Health charities estimate that if public awareness, training and willingness to use defibrillators were more widespread, an extra 1,000 lives could be saved in England each year.

In Epsom and Ewell, the borough council has worked with the Community Heartbeat Trust to install twelve public access defibrillators at locations including Ewell's Market Place, Horton Pharmacy and Ruxley Lane. The new unit at Autotest adds another publicly accessible location, well-placed in a busy part of the borough, and comes with the reassurance of staff familiar with first aid.

More information about EMEF on its website: emef.org.uk

Image: Bess Harding of EMEG gives defibrillator to Stephen Hardie-East of Autotest

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Hosepipe ban not reached Epsom and Ewell yet

10 October 2025



Frustration is growing towards Thames Water after it announced a hosepipe ban in parts of the South East just months after residents lived through a winter of "huge" leaks and sewage overflows. Thames Water has announced a hosepipe ban will kick in on Tuesday, July 22, covering all OX, GL, SN postcodes as well as RG4, RG8, and RG9, after the UK experienced one of its warmest and driest springs in over a century – followed by England's warmest June on record. Currently the ban only impacts towns bordering Surrey, but Thames Water has said it may need to add postcodes "if anything changes".

This year alone, residents in Surrey have endured water supply issues due to multiple pipe bursts, a report concluding water was "unfit for human consumption", and people putting up barricades to stop raw sewage flooding homes. For some, a hosepipe ban would be the last straw. Sir Jeremy Hunt, MP for Godalming and Ash, said: "Godalming and Ash is not included in the hosepipe ban so far, but I completely understand residents' frustration when they witness huge water leaks losing thousands of litres locally – Chilworth, Cranleigh, Ewhurst and Bramley in the last week alone – and yet Thames Water are asking us to use water sparingly brushing our teeth. I met with Thames Water CEO Chris Weston recently to press for investment locally because, although work is underway to improve water resilience, what is really needed is to connect our 'water island' area with the wider Thames water network – and to urgently replace those leaky pipes."

Thames Water says its drought plan is designed to ensure the taps keep running for customers' essential use while also protecting the environment. Water taken from the River Thames for the currently affected area is stored at Farmoor reservoir in Oxfordshire. If the warm, dry weather continues, the company anticipates reservoir levels will continue to drop. River levels are also below average, limiting how much can be drawn from the Thames while the hot weather also causes more evaporation.

Esher and Walton MP Monica Harding said: "The threat of a hosepipe ban shows how important investment in the basics is. Thames Water's current crumbling infrastructure can't protect us now, let alone in the future from climate change and population growth. Thames Water has failed miserably in providing the investment needed up to this point and have lost the public's confidence. The Government should grip the ongoing crisis at Thames Water, place it in special administration, make it a public benefit company, and replace Ofwat with a tough new regulator with teeth, to protect bill payers and give us the clean water we all need."

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Thames Water is also looking to secure future water supplies and said it was working on plans for a new reservoir in Oxfordshire, securing water supply for 15 million people across the South East, including Thames Water, Affinity Water and Southern Water customers. The company is also working on what it calls a vital drought resilience project in London which will be supported by water recycling.

A Thames Water spokesperson said: “Leakage is at its lowest ever level on our network, down 13.2% since 2020, but we know we have more work to do. The extended warm weather also brings increased risks of leaks and bursts due to pipe stress and shifting foundations in the ground. We’ve increased leakage teams in our region and we’re fixing 650 leaks a week with our engineers targeting leaks with the greatest impact to local water supplies. We’re also replacing 500km of water mains over the next five years to reduce leakage. We’re using innovative technology and data to find and fix leaks faster. So far, we have installed almost 40,000 acoustic loggers on our water network to help detect leaks and expect to have 100,000 in place by mid-2027. We’ve installed over 1 million smart meters, which are critical in helping us to locate leaks at our customers’ homes. We’ll continue to roll out smart water meters to households in our area, installing or upgrading a further c.1,200,000 smart meters to homes and businesses by 2030.”

King’s Award for Epsom based business

10 October 2025



Penta Consulting, an Epsom-based provider of global technology talent and managed solutions, has been awarded the King’s Award for Enterprise in International Trade 2025, one of the most distinguished honours for UK businesses.

The award recognises Penta’s exceptional growth in international markets and its proven ability to deliver secure, compliant, and scalable solutions across the globe. This prestigious recognition places Penta among a select group of British companies demonstrating innovation, resilience, and commercial success on the international stage. Winners of the award were invited to a royal reception at Windsor Castle and gain the right to use the official award emblem for five years.

“This award is a testament to our people, our partnerships, and our passion for delivering results for our clients,” said Paul Clark, Executive Chairman and Founder of Penta Consulting. *“It reflects our team’s dedication to delivering with expertise, integrity, and a global outlook.”*

Penta Consulting CEO Aminash Patel added:

“This has been our best year on record and we’re in a great position to keep this momentum. We’re proud of being recognised for our international business, but we also do everything we can to make an impact locally. We support Epsom Pantry, a local food bank, the Jigsaw Trust, and many other local causes. We’re on an exciting trajectory, so we’d encourage anyone interested in technology job opportunities to continue to check our website.”

The King’s Award win comes as the latest recognition in an incredibly successful year for the Surrey business. Penta Consulting has also been recognised with several other accolades in the first half of 2025:

- **Sunday Times Top 100** – recognising Britain’s fastest-growing companies
- **Sunday Times Best Places to Work** – medium-sized business category
- **London Chamber of Commerce and Industry SME Business Awards** – Best International Business and Overall Winner

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About the King’s Awards

The King’s Awards for Enterprise were previously known as The Queen’s Awards for Enterprise, and were renamed two years ago to reflect His Majesty The King’s desire to continue the legacy of HM Queen Elizabeth II by recognising outstanding UK businesses.

About Penta Consulting

Penta Consulting delivers bespoke technology resource solutions to the global ICT industry. With 12 international offices, the company supports over 1,000 technical resources across more than 80 countries. Specialising in digital transformation, cloud, and AI, Penta’s core services include Professional Services, Managed Solutions, and Managed Resource for leading global technology brands.

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Image: Paul Clark, Founder and Executive Chairman of Penta Consulting meeting His Majesty the King at Windsor Castle

Netflix to mainstream in Surrey

10 October 2025



A Surrey film studio used by Netflix, the streaming giant behind hit shows such as Stranger Things, Bridgerton and Adolescence, will be made permanent after full planning permission was granted. The site was originally approved on a short-term basis because of its green belt location, and Runnymede Borough Council's desire to see the area eventually become an office hub as part of its Longcross Garden Village plan. The cratering demand of office space, plus the growing rise of Netflix, saw the land be taken out of green belt – meaning the temporary restrictions no longer applied and its long-term future could be secured. Officers told the Wednesday June 25 meeting: "This building was erected in 2020 under a temporary permission and has been used continually since. Permission was granted originally for the building on a temporary basis for reasons of visual amenity and so as not to prejudice the ongoing phased redevelopment of the Longcross north site. Since then there has been a change in site circumstances in respect of the commercial redevelopment of the site. The building supports the existing studio use and therefore there are no reasons why the building can not remain on a permanent basis."

The site was previously occupied by the Defence Evaluation and Research Agency (DERA) with many of its old buildings used by Netflix as film studios including buildings within the Surrey Heath. The Longcross North site together with the former DERA land south of the M3 including Longcross Barracks, form the designated Longcross Garden Village and has been removed from the green belt through the 2030 Local Plan. The building is near to the northern boundary within the wider Longcross North site. The officer added: "The appearance of the building is appropriate in the context of the wider film studios site." The application was unanimously approved.

Longcross Studios (image Google)

Ewell students cruise to new careers

10 October 2025



Cruise industry giants have teamed up with three colleges to highlight the sector as an exciting, rewarding career pathway for school leavers. This included 12 Travel and Tourism students at Nescot college in Ewell, who have just completed their first Cruise Career Springboard programme, allowing them to dip their toes into a potential career in the cruise sector by visiting several incredible ships, hearing from industry leaders and seeing head office and shoreside roles in action.

The Cruise Career Springboard programme was developed and masterminded by Edwina and Matthew Lonsdale at Mundy Cruising and has been supported by key industry figures, who have come together to invest in the next generation. This includes representatives from the Cruise Lines International Association (CLIA) and leaders from numerous operators including Royal Caribbean, Celebrity Cruises, Silversea, Norwegian Cruise Line, Oceania, Regent Seven Seas, Cunard, P&O, Princess, Seabourn, MSC Cruises, HX Expeditions, Uniworld, AmaWaterways, Windstar and Viva. Former Managing Director and Vice President of Celebrity Cruises, Jo Rzymowska, an inspirational speaker and Non-Executive Director at Hays Travel joined the programme to mentor the Nescot students. Participants have also benefited from the wisdom of former Managing Director of Regent Seven Seas Cruises UK, Graham Sadler, and Debbee Dale, leading trainer for the sector.

The course, which took place over nine weeks and included students from St John Bosco College in Battersea and Itchen

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College in Southampton, also aims to improve diversity and inclusion, introducing learners from varied backgrounds to the wide range of on-board and shore-based opportunities. This could be anything from engineering to entertainment, HR to health and safety and destination management to deck duties.

This year the students visited six cruise ships and learnt about the product offer covering expedition, luxury, mainstream and river cruise liners. They also undertook classroom work, visited and heard about operations at company headquarters and prepared for a final presentation to industry professionals where they will pitch the opportunities for career pathways in the sector. Plans are already in place to embed the learning and experience into Nescot's future delivery and to launch a Level 4 qualification in Travel & Tourism with a pathway in the cruise industry from 2026.

Julie Kapsalis, Principal and CEO at Nescot said: "This programme is very close to my heart as a cruise addict – I've recently returned from my latest fantastic adventure. It's wonderful to share my love for this sector with my students. University isn't always the right route for everyone at eighteen, particularly once the cost is factored in. With that in mind, we aim to be innovative at Nescot, working closely with businesses to show students there are other exciting options out there. This includes apprenticeships and entry level roles which can be inspiring and fun with exceptional progression pathways. The Cruise Career Springboard has offered once-in-a-lifetime experiences, expert mentorship and the chance to learn about and try roles beyond the course. It's clear that the Cruise industry offers students a world of opportunity and we're working together to help them grab it."

Edwina Lonsdale, Managing Director of Mundy Cruising and Cruise Career Springboard creator said: "Many young people look at the cruise sector and don't realise it could be a career option for them, so we set out to change that. We want a diverse, enthusiastic workforce, both at sea and shoreside so linking up with colleges made perfect sense. I've been blown away by the continued industry reaction and how many individuals and operators have come on board to help us. We're incredibly grateful, as with their support, the Springboard programme can launch more careers than ever. I have also been struck by the enthusiasm and participation of the students – they have a great future ahead of them."

Eva Williams, Travel & Tourism Student at Nescot said: "Nescot's partnership with the Cruise Career Springboard programme has been amazing! We were so lucky to visit all the different ships and have big names in the industry chatting to us. I was genuinely surprised by how many people work behind the scenes to keep everything running – whole teams making things happen without ever stepping on deck. I'd never really considered the cruise industry as a career option before, but it's definitely on my radar now. I love the idea of playing a part in helping people's dreams come true."

Working in the cruise industry allows young people to access a wide range of careers and utilise skills that cover a range of jobs and functions. As a global industry, it also offers opportunity to work with colleagues around the world and to travel. Many who join the cruise line industry might begin on ships, but then pivot into shore-based roles as their career develops, or family commitments make travel more difficult. The industry can provide a lifelong, varied and dynamic career.

Industry professionals interested in finding out more about the Cruise Career Springboard can contact Edwina Lonsdale – edwina@mundycruising.co.uk

In addition to Travel and Tourism courses, Nescot offers a wide range of college courses for school leavers and adults, including Animal Care, Business, Computing and IT, Construction, Performing Arts, Childcare, Health & Social Care and Beauty Therapy. To find out more about studying at Nescot call 020 8394 3038, visit www.nescot.ac.uk or email adviceteam@nescot.ac.uk

Image: Students from Nescot, St John Bosco and Itchen Colleges are joined on Silver Spirit by Edwina Lonsdale – Mundy Cruising, Mentors Graham Sadler and Jo Rzymowska, Peter Shanks – Silversea Cruises and Julie Kapsalis – Nescot.

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