

HILLINGDON people

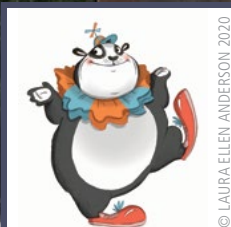
News from your council
July/August 2020

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Supporting residents during the pandemic



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COVER PHOTO: RACHAEL SHAILES FROM UXBRIDGE RECEIVES A FOOD DELIVERY FROM THE COUNCIL'S COMMUNITY SUPPORT HUB



Advertising deadline for next edition: **Friday 21 July.**

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Welcome



Welcome to the summer edition of *Hillingdon People*. As I approach my 21st year as Leader of the Council, whilst I am proud that Hillingdon is now recognised as one of the best run councils in the country my political coming of age is not quite what I was expecting.

The past three months have presented an unprecedented challenge for countries across the world. The outbreak of coronavirus (COVID-19) has been a worry for people around the globe, including communities across the UK. The lockdown in March also put restrictions on the freedom of the nation that have never been seen before.

I would firstly like to pass on my condolences to those Hillingdon families who are grieving and have lost loved ones to this awful disease.

Secondly, I would like to thank Hillingdon residents who have adhered to the lockdown and social distancing guidelines. By adopting these measures you are helping to prevent the country from losing more loved ones.

I have said many times at Council meetings that we have some of the best staff in local government working in Hillingdon and the past three months have really demonstrated that fact. From social care, refuse and recycling collectors, green spaces, the contact centre, housing, IT and finance to name just a few. I am immensely proud of them and we have received many favourable communications and thanks from our residents who are appreciative of the services being provided. I am also grateful to the Prime Minister, Boris Johnson, MP for Uxbridge and South Ruislip, for taking time to thank our staff via a video link, which I know was appreciated.

In response to the pandemic, the council mounted an extensive effort to continue to deliver all essential services for residents and businesses. We were able to increase our use of technology and found new ways of working to achieve this. A range of new services were also created, including a community support hub to support residents most at risk.

It is said that difficult times bring out the best in people and across Hillingdon very many residents have provided so many different forms of voluntary services to those in need of help or protection.

It is important for the physical and mental health and wellbeing of our residents of all ages that our parks and open spaces remain open and we hope to be able to safely reopen more of our services during the summer months. You can continue to keep up to date with the latest advice from the government on the council's website.

In this edition you can also read about some of the ways that our services have adapted to the pandemic or continued to operate. From commemorating three historical anniversaries virtually and running our annual Hillingdon in Bloom competition in a different way, to recruiting foster carers for children in need.

I hope you all continue to keep safe this summer.

Ray Puddifoot

**Cllr Ray Puddifoot MBE
 LEADER OF THE COUNCIL**

Summer Reading Challenge celebrates all things funny

Children aged four to 11 years old are being encouraged to enjoy reading funny books as part of this year's Summer Reading Challenge, which returned to Hillingdon in June.



This year's theme is Silly Squad, which celebrates hilarity, happiness and laughter.

The challenge, run by The Reading Agency, usually supports children to visit their local library and collect rewards for borrowing books. In light of COVID-19, children are instead being encouraged to complete individual reading challenges online to receive digital prizes.

Hillingdon libraries are also celebrating by running a range of digital

initiatives, including Funny Fridays, which sees hilarious new activities published online each Friday, such as crafts, quizzes and creative writing tasks.

Parents are encouraged to download the library service's BorrowBox app to help their children to complete the challenge.

BorrowBox allows users to access eBooks and eAudiobooks for free, using their library card. If you're not a Hillingdon Library member, you can join by registering online at www.hillingdon.gov.uk/joinlibrary.

Cllr Richard Lewis, Cabinet Member for Central Services, Culture and Heritage, said: "Last year's Summer Reading Challenge

proved to be more popular than ever in Hillingdon, with almost 11,000 children visiting our libraries to take part. "The challenge is a great way to continue to support children's reading throughout the summer holidays, particularly during the current pandemic, ensuring they do not fall behind when they can return to school. I hope families will sign up for free and make reading a fun part of their summer."

For more information visit www.hillingdon.gov.uk/summerreading.



ILLUSTRATIONS © LAURA ELLEN ANDERSON 2020



New members elected to UK Youth Parliament

Two pupils from schools in Hillingdon have been elected to represent the borough in the UK Youth Parliament.

Isra Sulevani, 16, from Bishopshalt School, and Maryam Malik, 17, from Swakeleys School For Girls (pictured), are now Members of the Youth Parliament (MYPs).

They will spend the next year organising events and projects, running campaigns, making speeches and holding debates to help ensure the views of young people are heard by decision makers.

Maryam said: "I wanted to run for the position of MYP to encourage young people to think 'I have a voice.' I want young people to know their voices are being heard, and they can use this voice to evoke the change they want to see."

Isra added: "There are key issues that aren't currently being represented. The position of MYP gives me a platform to meet and interact with MPs and local councillors and discuss these."

Cllr Susan O'Brien, Cabinet Member for Education, Children and Youth Services (pictured), met with the pupils. She said: "It's brilliant to see confident, intelligent young women who want to make a difference to society today and in the future."

Isra and Maryam are also members of Hillingdon Youth Council, which provides opportunities for young people to campaign on local topics. For more information, visit www.hillingdon.gov.uk/youthcouncil.

New clubhouse in Pinkwell

Works will be completed this summer on a £395,000 new clubhouse for Harlington Bowls Club.

The work forms part of a boroughwide programme to improve bowling clubhouse facilities and in turn attract more members and increase accessibility, as well as supporting the health and wellbeing of residents.

The clubhouse, located in Pinkwell Park, Hayes, originally consisted of a small open-sided brick structure and several sheds. One of the sheds was used as the club's meeting room, but it was uninsulated, dark and often too cold to hold meetings. This same shed was used as a makeshift ladies changing room when mixed sex matches were played. The club also lacked wheelchair access and a disabled toilet.

The refurbishment, which started in October 2019, will see the lacklustre

facilities replaced with a new, inclusive and fit for purpose venue, featuring male and female changing rooms, nappy change facilities, a disabled bathroom, kitchen area, wheelchair access and seating area. An external terrace will also be created to provide an additional seating space for socialising and viewing matches at a slightly higher level to the bowls green, providing an improved vantage point.

Leader of the Council, Cllr Ray Puddifoot, said: "Ensuring that sports and leisure activities are available and accessible for all ages to participate in is a key council priority. This refurbished bowling clubhouse will help more residents to socialise and improve their fitness."

For more information on bowling, including contact details if you'd like to become a member of a club, visit www.hillingdon.gov.uk/bowlinggreens.



Town project wins award

Eastcote town centre improvements have won this year's prestigious Institution of Civil Engineers (ICE) London People's Choice award, which recognises civil engineering projects that are transforming the lives of Londoners.

The category was voted for by the public in May, with the project receiving more than 4,000 votes for its innovative rain garden installation.

The eco-friendly gardens, which are planted along Field End Road, use carefully chosen plants and shrubs that aid the natural flow of rain water and prevent surface water flooding.

The scheme is part of a wider council improvement programme in Eastcote.

Cllr Douglas Mills, Cabinet Member for Community, Commerce and Regeneration, said: "I am delighted that Eastcote's rain gardens have been recognised by the public out of so many high quality entries submitted from across London. The impressive planting project has not only created a much more pleasant town centre for our residents to enjoy but is helping to tackle climate change and keep our borough green."



New playgrounds provide fun spaces for children

The council has refurbished three play areas in the borough as part of its playground refurbishment programme.

Outdated facilities were renovated at Napier Court, Yeading; Dawley Avenue, Botwell; and Sipson Meadow in Heathrow Villages to provide local children with new and more modern equipment to play on.

The council invested £152,000 in new equipment for the three sites, which included swings, roundabouts, springers, a multi-play unit and play panels for children to enjoy.

Former Mayor of Hillingdon, Cllr David Yarrow, welcomed local residents and ward councillors at official playground reopening ceremonies on Thursday 12 March before the playgrounds were temporarily closed as a result of the pandemic.

The council has plans to refurbish a further five playgrounds at Fassnidge Park in Uxbridge, Colham Green Recreation Ground in Hillingdon, Copthall Road in Ickenham, Brickfields Road in Heathrow Villages and St Clements in Cowley by March 2021.



Schools shortlisted for building excellence award

Vyners School in Ickenham and Hillside Infant and Junior Schools in Northwood were shortlisted earlier this year for a Local Authority Building Control (LABC) Building Excellence Award following works undertaken at the schools as part of the council's expansion and improvement programme.

The schools were shortlisted in the 'Best Public Service or Educational Building' category, which recognises new builds or extensions to buildings.

The LABC assessed the level of community involvement, the design of the buildings and how this supports its educational purpose, and the project management involved for both projects.

The council worked with Arcadis UK on each site. At Vyners we also worked with Farrans Construction and their architects Novium, and at Hillside Junior School we partnered with contractor Thomas Sinden Ltd.

Works at Vyners School included the construction of a two-storey teaching block with 12 classrooms,

a multi-use hall, library, sixth form study space, ICT suite, special educational needs classrooms, toilets and storage facilities.

Hillside Infant and Junior Schools previously resided within the same building, but each now has their own individual premises. The junior school has a new three-storey building and the existing building was reconfigured for the infant school.

Cllr Keith Burrows, Cabinet Member for Planning and Transportation, said: "We are delighted that these schools in the borough have been shortlisted for this building excellence award. The nominations are testament to the talented teams' vision to create high quality learning environments that also help to meet a growing demand for school places."

As a result of the pandemic, the London region award ceremony in May was cancelled and the council is awaiting the LABC's review of its awards programme.



Leading the way in inclusivity

Hillingdon has become the first local authority in London to achieve Disability Confident Leader status.

The borough was awarded the status by the Department of Work and Pensions in April after successfully demonstrating a commitment to hiring and supporting disabled employees, and also encouraging and supporting local businesses to also do this.

To become a Disability Confident Leader, an organisation must meet a set of criteria, which includes actively looking to attract, recruit and promote disabled people, while providing a fully inclusive and accessible recruitment and selection process. Once hired and during their employment, disabled employees should then be offered reasonable adjustments and access to support when required, and managers and employees must also have disability equality awareness.

Additionally, a culture where disabled staff are supported inside and outside the organisation must be promoted and feedback from disabled members of the team should



be valued and listened to. It should also be ensured that there are no barriers to the development and progression of disabled employees.

Further to this, Disability Confident Leaders should be instrumental in supporting other businesses to become disability confident.

Cllr Richard Lewis, Cabinet Member for Central Services, Culture and Heritage, said: "The council is committed to promoting and delivering a high standard of inclusivity in our recruitment process, ensuring employees with disabilities are fully supported and given every opportunity to succeed. We are also working closely with businesses in the borough to assist them in becoming Disability Confident employers."

To find out about employment opportunities at the council, visit www.hillingdon.gov.uk/jobs.



Apprenticeship scheme in the running for two awards

Our trailblazing apprenticeship scheme has been shortlisted for two national School Leaver Awards, further cementing its reputation as one of the best in the country.

Hillingdon Council has been nominated as 'top public sector employer', alongside five other councils and the Defence Science and Technology Laboratory. The council has also been shortlisted in the 'best team relationship' category, where it is joined by BP and McDonald's.

School Leaver Awards winners are based on the results of surveys completed by apprentices and school leavers at participating firms and training providers. Each person is asked to rate their experiences across a range of categories from work-life balance and salary, to company culture and team dynamic.

The council's apprenticeship scheme is recognised as one of the most successful in the UK, with more than 80 new apprentices and 145 existing employees trained in new skills in the past three years. The programme gives apprentices the real-world experience and training they need to gain qualifications and forge a career, while also being paid and working towards an accreditation.

The results of the School Leaver Awards 2020 are due to be announced at a five-star ceremony at Grosvenor House, London on Thursday 3 September, COVID-19 dependent. For more information, visit www.hillingdon.gov.uk/apprenticeships.

Top west London borough for school preferences

Hillingdon is ranked the top west London borough for giving parents their first primary school preference, and for families receiving an offer at one of their preferred secondary schools.

This year, the council offered 97.55 per cent of local children a place at one of their parents' top three preferred primary schools, with 94 per cent of pupils receiving one of their preferred secondary schools.

Hillingdon is also rated third in the capital overall for giving parents their first preference of primary school - well above the London average of 85 per cent.

Cllr Susan O'Brien, Cabinet Member for Education, Children and Youth Services, said: "We're delighted to see that so many children in our borough have received their parents' preferred local schools.

"Education is a priority for the council and for our families and we offer many 'good' and 'outstanding' rated schools throughout the borough.

"We continue to put families first with the continued investment in our school building and expansion programme, with £10.6 million in the budget for 2020/21. "Our high quality educational facilities are giving young people the best start in life, ensuring that academic attainment for children and young people in Hillingdon remains very positive."

For more information about school placements and admissions, visit www.hillingdon.gov.uk/schooladmissions.



Celebrate playing at home

Playday is a national day of play for children in the UK, and this year the council is encouraging families to celebrate at home on Wednesday 5 August.

Play is central to children's happiness and wellbeing, and the Playday campaign highlights the importance of giving children the freedom to play and have adventures.

Playing not only helps with a child's physical, mental and emotional health, but also contributes to their learning and development.

The council will be offering free videos and online sessions for children to play safely at home, including superhero fitness sessions, storytime, tennis coaching videos, and ideas for games and messy play.

Parents can find a range of play sessions, videos and fun ideas on the council's Facebook, Instagram and Twitter pages on Wednesday 5 August.

For more information, visit www.hillingdon.gov.uk/playday.

Success in our fight against Heathrow expansion

A coalition comprised of local authorities, including the council, together with Greenpeace, the Mayor of London, Plan B and Friends of the Earth were successful in defeating Heathrow expansion in the Court of Appeal on Thursday 27 February.

The Divisional Court had previously ordered that the various grounds of legal challenge should be divided up between the parties in order to streamline the process and save court time. It was decided that Plan B and Friends of the Earth should lead on climate change, with the full support of other members of the coalition.

The coalition persuaded the Court of Appeal that the Airports National Policy Statement (ANPS), which had been designated by the government in June 2018, was unlawful on climate change grounds.

The Paris Agreement is an international treaty and its intention is to bring about a stronger commitment to mitigating climate change. On 17 November 2016, the United Kingdom ratified this agreement.

The government conceded that it did not take the Paris Agreement into account in designating the ANPS. The Court of Appeal found that the agreement constituted government policy and the government's failure to take it into account was "legally fatal" to the ANPS.

Leader of the Council, Cllr Ray Puddifoot, said: "Hillingdon Council has been fighting against Heathrow expansion for the past 20 years and was part of a coalition that defeated the Labour government's expansion plan 10 years

ago and I am delighted that the Court of Appeal ruled that the ANPS designated by the government in June 2018 is unlawful.

"Our residents have had to live for far too long with the possibility of homes and communities being destroyed and the detrimental consequences to their health and the environment caused by the proposed expansion.

"The current government has a firm commitment to dealing positively with climate change issues and to equalising economic growth across the country and given that Heathrow expansion would damage both, I am pleased that the government has decided not to appeal the court's decision.

Hopefully the government will, in the near future, announce that Heathrow expansion is off the agenda once and for all."

Although the government has decided not to appeal, both Heathrow Airport Limited and Arora Holdings Limited applied to the Supreme Court for permission to appeal. The Supreme Court has granted such permission and a hearing has been fixed on 7 and 8 October 2020.

Although they are not strictly parties to the appeal, the council, together with the Mayor of London and Greenpeace and other local authorities have applied to the Supreme Court for permission to intervene in the appeal by making written and oral representations in support of the Court of Appeal's decision on climate change. It is not currently known whether such permission will be granted by the Supreme Court.

New street bins installed to increase recycling efforts

The council has invested £31,000 in the installation of dozens of new bins in a bid to increase the amount of waste recycled in the borough.

The 31 bins, which were installed in the spring, are on high streets and shopping parades in Uxbridge, Ruislip, South Ruislip, Hayes, Hayes End, Hillingdon, Yeading, Ickenham, Northwood, Cowley, Yiewsley and West Drayton.

The dual bins allow

residents to dispose of general waste in one section and recyclable items - plastic bottles, newspapers, magazines, mixed glass and tin cans - in the other.

They have replaced old and worn ones, giving residents easier access to recycling facilities while they are on the move.

Cllr Philip Corthorne, Cabinet Member for Housing and the Environment (pictured), said: "We recently declared a climate change

emergency and pledged to achieve 100 per cent clean energy across our



services by 2030. As part of that commitment, we are looking at ways to increase recycling, and these new bins will help us work towards that goal.

"We all have a part to play in keeping our environment clean and green, and we encourage residents to use our recycling facilities, whether at home or out and about."

For information about waste and recycling, visit www.hillingdon.gov.uk/rubbishandrecycling.

Secure your future in the UK via the EU Settlement Scheme

The council is reminding European and Swiss residents who would like to continue living in Hillingdon after the Brexit transition period that they need to apply via the European Union Settlement Scheme (EUSS).

The scheme allows European Union (EU), European Economic Area (EEA) and Swiss nationals to carry on living in the UK once current free movement rights expire.

Anyone who wants to apply must do so by Wednesday 30 June 2021.

In addition to EU (excluding Irish), EEA and Swiss citizens, family members of an EU citizen who are not themselves British or EU citizens, can also apply for a new immigration status. This also includes EU citizens married to British citizens, and even those who have lived in the UK for many years.

If your application is successful, the EUSS will grant either settled or pre-settled status, depending on how long the EU citizen

has lived in the UK.

To receive settled status, EU citizens must prove they have lived in the UK for five continuous years. This status is permanent and does not expire or need renewal.

Pre-settled status lasts for five years. It can be upgraded to settled status once the person can show evidence of five years of continuous UK residence.

EU citizens must apply online and provide evidence of their identity, length of residence in the

UK, and declare if they have a criminal history.

Statuses will not be automatically granted by the EUSS, so people need to apply. Those with indefinite leave to remain status do not have to apply.

EU citizens who do not apply will have no immigration status in the UK after Brexit and their future in the country may be at risk.

For more information about the scheme and to apply, visit www.gov.uk/eusetledstatus.

School crossing dedicated to the memory of patroller

A memorial plaque has been created to commemorate the dedicated service of one of the borough's school crossing patrollers who sadly passed away in October last year.

Henry John Haslett, known to his friends as John (pictured below), lived in Northwood and was a well-loved member of the local community. He started working as a patroller at Holy Trinity Church of England Primary School, also in Northwood and close to where he

lived, 24 years ago.

The idea for creating the plaque came jointly from the council's school travel and road safety team and the school's site manager Gary Hancock.

The plaque dedicates the crossing to John and also references his length of service at the school and features a school crossing patrol lollipop on it. It will be placed on the school's fence opposite the crossing John worked on.

Gary said: "John will be sadly missed. He was a very

knowledgeable man, and knew everything about horses and won many a horse show with his wife, even meeting Princess Anne once. He always had a great story to tell.

"Every morning I took his chair out and a cup of tea, and he sat outside and chatted to everyone who went past."

Sally Roscoe, Co-headteacher, said:

"To the families of Holy Trinity School, 'Lollipop John' was far more than a conscientious Road Crossing Patrolman, he was our friend. John had a profoundly sound work ethic and decent, honourable values.

"He appreciated and cared for our staff and families and shared wonderful conversations about his rich and interesting life."

Clare Rodenas, Co-headteacher, added: "John was always smiling, friendly and courteous. He carried out his duties with exceptional care for our community that he dependably and vigorously protected. He was a shining example of commendable service and dedication.

"The school staff and families miss John very much and we are grateful to the council for honouring him with the John Haslett Crossing and plaque that acknowledges our gratitude and conveys our affection for a richly-deserving friend and conscientious colleague."

Cllr Keith Burrows, Cabinet Member for Planning and Transportation, said:

"I was very sad to hear of the loss of one of our longest serving patrollers. John was a valued member of the community whose work ensured Holy Trinity's young people got to and from school safely each day."

Would you like to work as a school crossing patroller?

The borough's school crossing patrollers provide a valued service ensuring the safety of schoolchildren crossing the road before and after school. The council is currently recruiting more patrollers to fill various paid positions throughout Hillingdon. Full training is provided. For more information and to express your interest, email stars@hillingdon.gov.uk or call 01895 250484.



Gold award for extra-care development

Our Grassy Meadow Court complex has received a prestigious gold award for its innovative design which supports older people with additional needs and dementia.



The development in Grange Road, Hayes, was awarded a gold Dementia Design Accreditation Award earlier this year by the Dementia Service Development Centre (DSDC), an international centre of knowledge and expertise dedicated to improving the lives of people with dementia.

The complex offers older residents the opportunity to continue to live an independent life and comprises 88 extra-care flats, a dementia resource centre and an array of high quality communal facilities.

The building was specifically designed to create a living environment that would improve the quality of life for older people and people with dementia, with careful consideration given to design elements such as lighting, colour contrast, signage, textures and sensory stimulation.

Dr. Martin Quirke, Architect and Researcher at DSDC, said:

"We were very impressed with the design of Grassy Meadow Court, which eschewed a sense of a warm and welcoming place for residents to live. Residents particularly enjoy the social facilities of the building, often congregating in the lounges and open-plan café. The adaptive approach to managing the environment in tune with residents requirements is welcomed, where various fittings, technology, and other features are used flexibly -

installed or adjusted to suit residents' needs and personal preferences."

Each floor has been given a distinctive theme to help residents with dementia to navigate the building and recognise which floor they are on. Themes include gardens, the beach and music, and each floor has colour-coordinated furniture and accessories.

Natural daylight has been incorporated throughout the building to help residents with dementia to process visual signals to the brain. The use of natural light allows residents to identify signs and landmarks to navigate the building, helping to prevent falls and alleviate anxiety.

Rooflights in the dementia resource centre also provide more natural lighting, and outside spaces are designed to maximise exposure to natural daylight, with plenty of external space, including wide private terraces, angled winter gardens and a variety of communal roof terraces.

Outside areas include lawned gardens, courtyards and a water feature that enable residents to spend time outdoors at any time over the course of the day, helping to improve wellbeing.

The bathroom in each extra-care flat is specifically designed to promote greater independence with washing and personal hygiene. Dementia-friendly fittings have been installed and the colour of the toilet seat contrasts with other colours

in the bathroom so that residents are able to visually identify it.

Technology has been carefully used throughout the building, with the introduction of Tovertafel interactive light game tables to provide stimulation for residents, and warden-calling systems and CCTV offering added security.

Residents can also enjoy the social facilities of the building, such as lounges and an open-plan café.

Cllr Jane Palmer, Cabinet Member for Social Care, Health and Wellbeing, said:

"We are delighted that our Grassy Meadow Court development has received such a highly regarded award for its innovative and well thought out design, which will improve the health and wellbeing of residents living with dementia. The state-of-the-art complex allows older people to live a more independent life and offers peace of mind for residents and their families with exceptional facilities and 24 hour professional care on site."

For more information on the council's extra-care facilities, visit www.hillingdon.gov.uk/extracarehousing

Fostering is so rewarding



The council celebrated Foster Care Fortnight this year by highlighting the positive difference that fostering can make to young people's lives. *Hillingdon People* spoke to foster carer Zena to find out why it's such a rewarding role.

Foster Care Fortnight (11 to 24 May) is a national campaign to raise awareness of the importance of fostering. **Zena, aged 51 from Hillingdon (pictured),** has been fostering for the council for two years and has already made a huge impact on the lives of local children.

We asked Zena why she decided to foster children for the council. She said: "When I was at school we had a visit from a children's charity who taught us about different forms of child abuse, and since then I always wanted to help those children in need. I'm a single parent with three children of my own,

but by the time my children were teenagers, that urge and passion to foster children was still there.

"I've lived in Hillingdon my entire life and wanted to give something back to the community, so I discussed fostering with my children and my parents to make sure they were on board - and they were all so supportive of the idea."

Zena contacted the council's fostering team and underwent a six month training and approval process. Once she had been approved as a foster carer, she was contacted within days and asked if she could look after her first foster child. She said: "My

first placement was a two-week-old baby and I had mixed emotions as I had only just been approved to foster, but the fostering team was so supportive throughout the whole process. I turned up at the hospital to meet the baby, took one look at him and thought - this is what I'm here for, I'm going to give you the best start in life I possibly can.

"The baby's circumstances were upsetting. His birth mother had an alcohol addiction and an abusive partner, and the baby had been in hospital with several illnesses. After a few months in my care, I was informed that the birth father had been found,

and wanted to take responsibility for the baby on his own. He was a young man with no experience of children, so he came to meet his son and I showed him how to bath him and how to care for him. It was an incredible journey. I knew there and then that this little baby was going to be so loved and well looked after, and that was a wonderful feeling.

"My next placement was a 12-year-old girl, which was a bit of a shock after caring for a baby and suddenly everything was 'boring'. She was unresponsive and didn't want to do anything or get involved. So I had to learn to get down to her level and break down her emotional walls. Once we got to know each other, those bricks tumbled down very quickly. She'd never had a female adult to talk to or confide in before, but I gave her routine and boundaries and I earned her respect. Within five months she was like a different child!"

It is perhaps the child that Zena is fostering now who has had the biggest impact on her life as a foster carer so far. Saffron*, a 10-year-old girl, has been with Zena since October. Saffron's world fell apart when her mother died of cancer, and she was unable to live with her father. Saffron went to live with her grandma for a short while, but had to share the house with her sister and three young children which became unsuitable. Zena was asked to foster Saffron, and agreed to work together with Saffron's family to ensure they saw each other regularly.

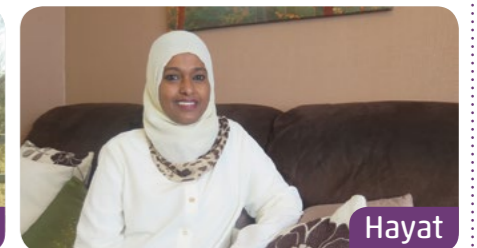
Zena said: "Saffron is an absolute superstar, but she's had a very, very hard time and our time spent together has been emotional. She has had so much loss in her young life, and shortly after she came into my care, her grandma was diagnosed with cancer. It was a huge challenge trying to explain to Saffron that her nan wouldn't recover when she'd already experienced so much loss, it was heartbreaking. I took her to

Read more...

To read more foster carer stories visit www.hillingdon.gov.uk/betheone



Lynne and Michael



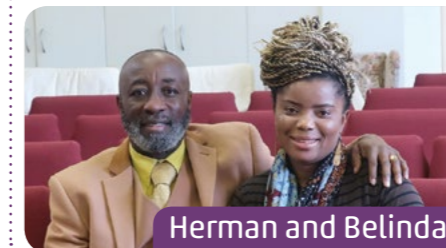
Hayat



Carla



Jayne and Ernie



Herman and Belinda



Sharon



"Watching each child grow and seeing the end result instils a real sense of pride, but the biggest reward is seeing a child happy and safe."

the hospice to say goodbye and she was sobbing, I held her hand and told her "I am with you". She never got to say goodbye to her mother so this was very important to her.

"Saffron is now undergoing bereavement counselling and we regularly talk about her mum and nan, and we pressed the funeral flowers together to keep in her room. Saffron fits in so well with our family and after her nan died, she asked if she could stay with me for good. I told her we'd already decided that she would stay with us long-term, and that I had promised her nan I would always look after her."

So what has Zena learnt about fostering so far? She said: "I've learnt that every child is different and they have varying needs. It's trial and error so patience is very important. I am learning all the time. These children don't come

with a manual but the support you receive is second to none and I've been on lots of training courses."

Zena would encourage others to try fostering. She said: "Watching each child grow and seeing the end result instils a real sense of pride, but the biggest reward is seeing a child happy and safe. There are so many children who need your support. Foster carers are just normal people who want to help - I was a mobile hairdresser before I did this. I always think, if something happened to me and my children were taken into care, I'd want someone caring to be there for them. I really wish I'd started fostering sooner!"

If you think you could look after a child in need, you can call the fostering team on 0800 783 1298, email fosteringrecruitment@hillingdon.gov.uk or visit www.hillingdon.gov.uk/betheone

*Name changed for anonymity

Tackle climate change and dispose of your food waste responsibly

Throwing away food can have a harmful effect on the environment. *Hillingdon People* explains how residents can make small changes to reduce food waste and use our food waste recycling service, which can in turn help to save money and tackle climate change.

Many of us do not realise how much food we throw away each week. Food waste disposed of within your general waste can produce a large amount of methane. This is more powerful than carbon dioxide. Excess amounts of gases such as methane and carbon dioxide heat up the Earth's atmosphere, causing global warming and climate change.

The Waste and Resources Action Programme (WRAP) estimates that around 7 million tonnes of food is thrown away by households in the UK every year, and most of it could have been eaten. Over a year, they state that the average family throws away around £700 of shopping, which is equivalent to an annual household utility bill.

Food waste makes up approximately 30 per cent of domestic waste.

If each west London household recycled just two kilograms of food waste per week, it would save 600,000 tonnes of harmful emissions a year.



Asha and Kal's story

Asha Brar, 51, from Yiewsley, lives with her husband Kal (pictured), 53, and daughters Kiran, 25, Savita, 24, and Eisha, 16.

Asha said: "Before the pandemic, we would have visited the supermarket often and been more likely to buy on impulse, so probably bought more than we needed, that may have ended up not always getting eaten. Now we try to be more organised and shop for two

weeks. We're also freezing what we don't need straight away to help us stay stocked up. This has all really helped us to save money and meant less is being thrown away.

"As a family we love to go out for family meals or get together for a takeaway, but the pandemic has made us get even more creative in the kitchen. If we fancy something that we normally would have ordered, we have a go ourselves."

Some of the ways that you can reduce the amount of food waste you produce



1) Tracking your waste and adjusting your food shop

Making a note of what you're throwing out may provide insight into how much and what type of food is going unused in your household. This can then help you to adjust what and how much you purchase.



2) Taking inventories and planning ahead

Once you've identified what you need less of, another way to further prevent waste is by carrying out an inventory of what you have before going out, so you don't double up. Making a shopping list can help. You could also make a plan of the meals you're going to make to help you write your list. You can also try and buy items that aren't going to spoil as quickly.



3) Storing food correctly and utilising your freezer

Storing your items as directed by their labels is the best way to preserve their shelf life, whether it's keeping something at room temperature, refrigerated or frozen straight away. Freezing items that may otherwise expire before you have time to use them is another way to reduce waste. You could also cook a large batch to make sure your items are used up and freeze them for another day. Leftovers can usually also be frozen.



4) Transforming your food scraps

Even after being very careful and taking the steps to reduce your waste, you may still end up with odds and ends that you're unsure what to do with or that are about to go off. But you could potentially turn them into something else. For example, stale bread could be toasted or turned into croutons and your wilting vegetables could be revived once soaked in ice water. Turning scraps into other dishes such as soups, stir fries and curries could be alternatives to throwing them out. If your scraps are unsalvageable and you have a garden, home composting could be another option to utilise items such as fruit and vegetables.

Recycle your food waste

By recycling your food waste you will improve the environment by creating useful products like compost and fertiliser. In Hillingdon, food waste is recycled into compost and fertiliser at a specialist site in Harefield.

All you need to do is sign up for the free service at www.hillingdon.gov.uk/food-waste.

You will receive a kitchen caddy to store the food waste, a roll of biodegradable caddy liners to insert into your caddy and an outside caddy to keep the bags until your waste is collected alongside your garden waste each week. You can also order more liners when you run out.



Cllr Philip Corthorne, Cabinet Member for Housing and the Environment, said: "If you aren't already recycling your food waste, why not sign up today and give it a go? It's really easy and we will provide you with two caddies and liners free of charge. Reducing the amount that you throw away and recycling is of vital importance in helping to protect the environment now and for generations to come."



Ali's story

Ali Hancox (pictured) and her fiancée Gemma Finn, both 28, live in Uxbridge.

Ali said: "Before lockdown we used to pop to the shops more or less every day to buy food for that evening, but now we tend to shop once a week. This has stopped us from frequently buying fresh food that was likely to go off and would have just been thrown away.

"We have always been good with planning our meals but now

we're making meals that are based around tins and frozen food, and using up what we already have.

"I have started turning our leftover vegetables into cooking stock and freezing it so it can be used another day. We've also used flour we had in the cupboard to make different types of bread. Gemma even cut open an orange carton to plant some seeds in, repurposing it as a seed planter, rather than just throwing it out."

A series of historical events

The council hosted a diverse programme of online activities in May and June to mark three major historical Second World War anniversaries so residents were still able to take part in events to mark these occasions from the safety of their homes.

Commemorating VE Day 75

On the afternoon of the 8 May 1945, citizens throughout Britain tuned into the radio as Prime Minister Winston Churchill announced Germany's surrender, officially ending the war in Europe. After years of city bombings, blackouts and intense rationing, Britain was finally ready to celebrate. Historically, the day was marked with people throwing outdoor parties with music and dancing in the streets. Handmade, colourful bunting would also have been seen lining the villages throughout the country, symbolising the patriotic mood felt across the nation.

This year was the 75th anniversary of Victory in Europe (VE) Day. The council had originally planned a series of events to pay tribute to this historically significant anniversary, featuring street parties, coffee mornings, arts and crafts, screenings, talks and more at the borough's libraries and Manor Farm, Ruislip.

Due to the coronavirus pandemic, adapted festivities were arranged so people could still get involved and hold a party while observing government guidance and staying at home. In the run-up to the day, the council's museums and performing arts service shared on their social media channels a wartime music playlist and guide to creating Union Jack bunting, which families could hang from their windows like those that did yesteryear for their party while listening to the popular songs of the time. The service also posted details on making a rationed carrot cake, a popular wartime recipe that was baked with the limited use of rationed items, such as sugar, eggs and flour, and a fitting party accompaniment in keeping with the theme.

On VE Day itself, the service also shared images from residents who participated in the online bunting activity and cake baking, and invited everyone to join the nationwide Nation's Toast to the war heroes at

3pm. The toast asked for people to stand up, raise a glass and toast with the words "To those who gave so much, we thank you."

The council also encouraged residents to take part in The Royal British Legion's two-minute silence recognising the service and sacrifice of the Second World War generation and reflecting on the devastating impact the coronavirus has had on so many lives across the world.

The museums and performing arts service continued to mark the event throughout the day, posting archive photographs and quotes from residents from when they celebrated VE Day 75 years ago. Coinciding with the anniversary, Dancing in the Streets, an online exhibition, also launched on the council's website, outlining how various parts of the borough celebrated VE Day.

On the original VE Day, parties carried on well into the night as people celebrated the end of seven long years of hardship. In order to keep the party going, bonfires and illuminations were made to light up the night sky. In London, famous landmarks including St. Paul's Cathedral, were lit up for the whole of the city to see.

With that in mind, the team also explained how residents could produce their own illuminations using recycled materials at home, so they too could continue their festivities like those that did so at the time.

To view the Dancing in the Streets online exhibition, visit www.hillingdon.gov.uk/VEDay75



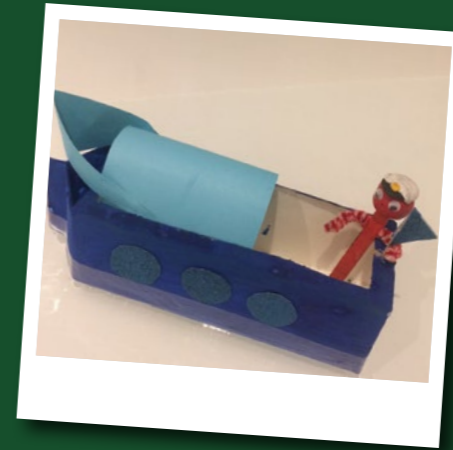
Remembering the Dunkirk evacuation

The evacuation of Allied soldiers during the Second World War from the beaches of Dunkirk in the north of France, took place between 26 May and 4 June 1940.

Initially, the Battle of Britain Exhibition and Visitor Centre in Uxbridge was set to host a range of activities in May to mark the 80th anniversary, including a film screening of *Dunkirk* (1958) and a new tour highlighting the bunker's role in providing air cover for the evacuation, code-named Operation Dynamo.

A variety of online activities were instead hosted, aimed at families and military history enthusiasts alike, in the lead up to the anniversary, and original photos and facts were posted on social media.

During Operation Dynamo hundreds of private boats assisted in evacuating troops across the English Channel, rescuing 338,000 British, French, and other Allied servicemen who were cornered along the beaches of Dunkirk. The patriotic tale of these smaller ships, some of which were captained by their civilian owners, was an important part of the



evacuation. To mark this, the bunker's education team shared a resource pack on social media with historical information and an activity inviting families to use recyclable materials to make their own little ship which could transport a toy soldier across their own bath or sink.

Short films were also shared on social media, highlighting the pivotal role the bunker played in the Dunkirk evacuation, and the importance of the fighter aircraft, controlled from RAF Uxbridge.

Leader of the Council, Cllr Ray Puddifoot, said: "The Battle of Britain Bunker played a crucial role in the defence of the United Kingdom throughout the Second World War, particularly during the Dunkirk evacuation and Operation Overlord. Hillingdon Council is proud of the borough's RAF heritage and I am delighted so many residents joined us in the online activities to honour such important historical occasions."

Marking D-Day 76

This year was the 76th anniversary of the Normandy Landings, originally code-named Operation Overlord - the largest military naval, air and land operation in history, which also marked a turning point in the war.

The bunker had organised a special event to mark the D-Day anniversary on Saturday 6 June. The day was due to feature special tours of the bunker, focusing on the activities that historically took place, and highlighting the bunker's important role in the invasion.

A re-enactment performance of Flt Lt Cecil 'Jimmy' Rawnsley, who was on duty in the bunker during the evening of 5 and 6 June 1944, family activities and a

film screening of *Saving Private Ryan* (1998) were also planned.

While residents were unable to visit the bunker, a series of videos produced by the team were shared via social media, featuring Rawnsley's re-enactment and highlighting the historical context for Operation Overlord.

Operation Overlord involved 156,000 troops landing on the beaches of Normandy. It was the largest seaborne invasion in history, and would eventually lead to the liberation of Western Europe from Nazi occupied forces. Thousands of paratroopers landed in France by parachuting into occupied territory, behind enemy lines.

Upcoming events



Open House Weekend

Enjoy a sneak peek behind the doors of some of the borough's heritage buildings and architecturally unique spaces as part of London Open House weekend this autumn.

During the weekend, which is set to take place on Saturday 19 and Sunday 20 September, residents will gain access to a number of historic sites around the borough, either virtually from the comfort of their own home or through venues putting provisions in place in line with government guidance so visitors can safely explore the sites in person.

The buildings taking part include Manor Farm, Ruislip (HA4 7SU); Eastcote House Gardens (HA5 2QS), Southlands Arts Centre (UB7 7PW) and Ruislip Lido Miniature Railway (HA4 7TY), as well as a range of other venues.

For more information, visit www.hillingdon.gov.uk/open-house



Faces of the Battle: A Local Perspective

A gallery commemorating local RAF airmen, from Hillingdon and the surrounding areas, who participated in the Battle of Britain launched on Friday 10 July on the council's website. The display, which features personal stories, military achievements and photographs highlights the bravery and sacrifices these men made during this pivotal moment in British history. The exhibition will also tour the borough's libraries once they are reopened.

For more information, visit www.hillingdon.gov.uk/history

Council supports residents by rising to COVID-19 challenge

The coronavirus pandemic has presented an unprecedented challenge for governments and public bodies across the globe. *Hillingdon People* details the council's response during the first two months of lockdown and how it increased its use of technology and found new ways of working to keep all essential services running.

The council mounted an extensive effort to support local residents and businesses since the outbreak of COVID-19.

New services, including a community support hub, were created to support residents most at risk, particularly those being 'shielded' following NHS advice due to underlying health conditions.

Between 23 March and 22 May, the hub, run by the council with some assistance from local charity organisation H4All, contacted 12,191 residents who were shielding or at risk, made more than 500 welfare visits and carried out 1,818 bespoke shopping and prescription collections for self-isolating residents.

In addition, officers contacted 414 residents who were previously registered to attend tea dances, exercise sessions, walks and dementia coffee mornings to check on their welfare.

Housing teams have been working with the Ministry of Communities, Housing and Local Government and local partners to find homes for the borough's rough sleepers, and the council has been prioritising new domestic abuse cases.

With employee safety also a priority, the council has joined a



new London-wide procurement scheme to provide more than 48 million items of Personal Protective Equipment (PPE) for frontline workers over three months. Schools are also being provided with PPE.

The council has also helped residents and businesses access financial support. By 22 May, it had handled 25,200 queries, hundreds of Universal Credit verification requests per week and issued support grants of more than £34 million to 2,500 businesses. Approximately £70 million more is set to be allocated as part of an extended business rates relief scheme.

Residents and key workers also benefited from a suspension of parking charges and time limits in council car parks and pay and display bays, as well as free emergency parking permits in residential areas.

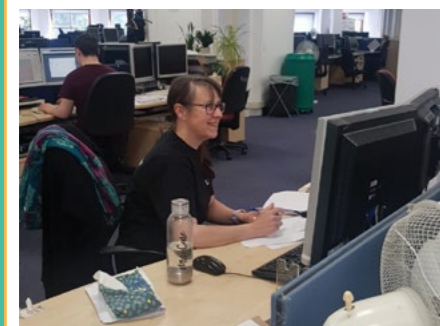
The council also mobilised employees to support the administration of a temporary mortuary at Breakspear Crematorium as part of the pan-London response to the virus.

Other council services have carried on as normal wherever possible, while operating within government guidelines:

- All of the council's parks and green spaces have remained open to allow residents to exercise outdoors while adhering to social distancing guidance
- Weekly waste and recycling services have been maintained, with collection teams changing the way they work to remain safe. The team collected a record 2,278 tonnes of green waste in April
- Street cleansing teams have continued to keep the borough's roads, pavements and town centres clean
- Essential highway and street lighting works have gone ahead
- Daily patrols by anti-social behaviour officers have continued
- More than 750 planning decisions were made
- Up to 100 essential repairs a day are carried out for council tenants
- The council supported 87 schools, child care providers and other educational settings to remain open for vulnerable children and children of critical workers, and has helped schools reopen since the beginning of June.

The council has harnessed online technology to transform the delivery of other services:

- Some consultations with residents, including those receiving children and adult social care support, have been taking place on the phone or online
- Libraries have offered online membership and access to a raft of virtual resources, with a 57 percent increase in the borrowing of e-books and e-audio books by 22 May



During the first two months of lockdown due to the pandemic (Monday 23 March to Friday 22 May):

We contacted **12,191** residents who were shielding or at risk



More than **one million** items of PPE were purchased for critical frontline workers



87 schools in Hillingdon remained open supporting **562** children of key workers

More than **500** welfare visits were made to shielding residents



Staff and volunteers made **1,818** bespoke shopping and prescription collections on behalf of residents who were self-isolating

We delivered **1,006** emergency food parcels to residents at risk

230 rough sleepers were given a safe place to stay

We received **3,855** new claims for housing benefit or council tax reduction

All of our 200+ parks and green spaces have remained open



754 residents have enrolled for our online adult learning courses

Borrowing of e-books and e-audiobooks from our online libraries increased by **57%**

2,562 local businesses received support grants totalling over

£34,550,000



Our trading standards team seized **8,000** items of fake hand sanitiser and detained **8 million** non-compliant PPE masks

We continued to deliver all waste and recycling services and collected more than **22,364** tonnes of waste and recycling

400 free emergency parking permits were issued

Our coronavirus information webpages were viewed **138,843** times



Our exchequer services team received **25,200** enquiries about financial assistance and advice

- A WhatsApp singing group has been set up for residents living with dementia and their carers
- Emergency and essential decision-making by the Leader and Cabinet has continued digitally. And in a UK first, a virtual planning committee was streamed live on YouTube with Google Meet on 7 May, followed by Cllr Teji Barnes' election as the new Mayor of Hillingdon at a virtual Annual Council meeting on 14 May.
- This year's Hillingdon in Bloom competition will be judged remotely
- The council's flagship Rural Activities Garden Centre has set up a delivery service where

- residents can order compost and plants and pay over the phone, with 380 orders completed by the beginning of May
- 85 per cent of adult learning qualification courses have now been adapted to run online, with 78 courses and 754 resident enrolments
- The council's Dancing in the Streets exhibition, originally planned as a touring exhibition, was launched online to help mark VE Day 75
- By the end of April, more than 400 hundred children had entered a road safety competition to design their dream bike
- A new coronavirus website

section, with key advice for residents and businesses, received a total of 138,843 views between 23 March and 22 May.





Expanding care services to support residents

Supporting older people and those with care needs is a key priority for the council, and new measures have been introduced to ensure that critical frontline care services were delivered during the pandemic.

More than 600,000 emergency supplies of PPE were distributed to social care providers in the first six weeks of the pandemic, including gloves, masks, aprons, eye protection and hand sanitisers. The council continues to ensure that care providers are adequately stocked with supplies of PPE and have enough carers.

There has been a significant increase in demand for care and support across the borough. During the first two months of lockdown, social care teams made more than 500 welfare visits to residents who were shielding, ensuring they can access food, prescriptions, basic care and ongoing social support.

The council has also expanded its social work teams to ease pressure on the local NHS health system. Many teams are now operating a seven day a week service to ensure that

patients are safely discharged from hospital at the appropriate time.

To allow more hospital beds to be made available for urgent cases, the council has set up 18 flats providing isolation care for recovering patients. The extra-care flats are located at the council's Park View Court facility in Yiewsley, and are allocated to patients leaving hospital for a period of rehabilitation and isolation for 14 days.

Additional residential care for older adults with more complex needs has been introduced at Merrimans Respite Care Unit in Uxbridge, with nine beds offering further support to recovering residents leaving hospital.

Care workers Ewa and Kerri are based at Merrimans Respite Care Unit. Ewa said: "During the pandemic, we've been caring for older residents who've been discharged from the hospital and helping with their recovery and rehabilitation. We've faced many challenges as a team with some colleagues needing to isolate or shield themselves, and we've had to work full shifts to meet increasing demand.

"It has been stressful at times with the fear that we might catch the virus or take it home to our families, but we've all pulled together to help one another as a team. It's very rewarding knowing that we are providing a service that relieves pressure on the NHS and supports people most in need."

Kerri added: "We've had to constantly adapt to the situation with changing guidelines from the government, and wearing full PPE constantly for tasks we'd usually do just with a pair of gloves is uncomfortable and hot! However, seeing the smiles on residents' faces when they receive the care they need makes it all worthwhile, and we are all supporting each other to keep going in the face of adversity."

Following funding from the Clinical Commissioning Group, the council's reablement service has also been expanded to support up to 40 residents each week with rehabilitation at home following hospital treatment. The council's contracted home care providers continue to deliver around 15,000 hours of care per week.

Supporting businesses and local high streets

The government announced a package of temporary measures to support businesses through the period of disruption caused by the coronavirus pandemic.

The council provided eligible smaller businesses with a one-off cash grant of £10,000 whilst larger premises were entitled to a cash grant of £25,000. Smaller businesses that were not eligible for this funding were able to apply for Local Authority Discretionary Funding.

Irene Hansford, Chairman of RSPCA Hillingdon, Slough, Windsor, Kingston and District Branch, said: "It has been the most difficult time for the charity in our 70 year history. We are completely self-funded, and with the closing of



our shops and all other sources of income ceased during lockdown, we were extremely grateful to Hillingdon Council, who were the first to step forward to help us and deliver a financial contribution, which has saved our Clinic and Homing operations during this dreadful time."

We are also offering a package of support for businesses to help

them to reopen safely. This includes providing a free street marking service, providing assistance with tables and chairs licence applications and support with Covid Secure Workplace Risk Assessments.

We would now like to encourage our residents to support the local economy and the borough's high streets by shopping locally.

The council is also giving businesses the opportunity to advertise their opening hours and any restrictions as they begin to reopen in a free directory on its website.

For more information visit www.hillingdon.gov.uk/guidance-and-support-for-local-businesses



Hub provides a vital lifeline for residents at risk

Our community support hub has helped hundreds of residents to receive food deliveries and a range of other services since it was created in March in response to the pandemic.

The council has been working with assistance from H4All and volunteers to provide a community support service for residents who were unable to leave the house because they're ill, caring for others or self-isolating due to coronavirus and did not have a friend, neighbour or family member available to support them.



Each day, the service delivered dozens of emergency food parcels containing essential grocery items, such as milk, bread and pasta. It was also able to deliver daily 30 prescriptions and carry out 50 paid-for food shopping deliveries. Other support included regular phone calls for those feeling lonely or struggling with their emotions, information and advice, dog walking and posting mail.

Mahendra Patel, 84, and his wife Sarla, 82, were self-isolating at their home in Hayes. Mahendra found out about the service after calling the council with an enquiry.

He said: "We asked if there were any other coronavirus services for elderly people - I have a heart condition and my wife is diabetic and has had

knee operations - and the person we spoke to was really helpful and told us about the community hub. We are just using the shopping delivery service and it is five star with a diamond!"

"We are deeply touched by this support and we would like to thank the council and H4All as this is a boost to our morale and confidence. Staying in is not for a lifetime and we are managing it nicely and peacefully with this support."

Rachael Shailes says a challenging situation was made easier by the lifeline she received through the hub. She was self-isolating at her home in Uxbridge as her 15-year-old son Harvey was being shielded. She said: "Harvey has juvenile arthritis, which requires regular chemotherapy infusions, and he also has a heart condition.

"We had just had a delivery of food cancelled when I was called about an emergency food parcel. They said they would like to offer me groceries and I asked 'how much do I have to pay?' They just said that it was free because of our situation! I was able to order 15/20 of the essentials like milk, bread and eggs. They dropped off my delivery on the doorstep. They were really good and the person wore gloves and a mask. This service is helping me keep Harvey safe."



For more information, visit www.hillingdon.gov.uk/community-support

Leader of the Council, Cllr Ray Puddifoot, said: "We have continued to put our residents first by ensuring the delivery of key services.

"The local response has been unparalleled, with a range of new services created from scratch or adapted to meet the needs of residents and businesses.

"I would like to thank employees right across the council, many of whom are working remotely, and our community partners for their tremendous drive and energy in rising to this unprecedented challenge.

"I have no doubt that we will continue to adapt as we move to safely reopen some of our services. In the meantime, I would also like to thank residents for the many words of appreciation we have received."



Keep up to date with the latest advice and guidance

The council is prioritising frontline services and taking all appropriate measures to support residents and businesses during the pandemic.

For all of the latest news on council services, facilities and support available visit www.hillingdon.gov.uk/coronavirus. You can also follow our social media updates at www.facebook.com/LondonBoroughofHillingdon and Twitter @Hillingdon.

The government has launched a NHS Test and Trace service to help identify, contain and control coronavirus, reduce the spread of the virus and save lives. Anyone with a new, continuous cough, high temperature or change in their sense of smell/taste is asked to self-isolate immediately, and report these symptoms and book a test at www.nhs.uk/coronavirus.

Improving your local environment

The council is committed to protecting the local environment and has introduced several initiatives to help to reduce pollution and address climate change.

Hillingdon is one of the greenest boroughs in London, and the council has ambitious plans to tackle climate change by achieving 100 per cent clean energy across services by 2030. More trees are being planted in schools and parks, litter pick events will be held later in the year, and residents are being encouraged to pledge to help their local environment.



Environmental tree barriers continue to be created at schools

The council is installing 'green screen' tree barriers to improve air pollution around schools, by planting hedges and trees in school playgrounds that are located next to busy roads.

The council is investing £69,000 in barriers at five schools in the borough at Cherry Lane Primary School (West Drayton), Newnham Infant and Nursery School (Ruislip), Minet Infant and Junior Schools (Hayes), Holy Trinity Church of England Primary School (Northwood), and Yeading Infant and Junior Schools. The green screen fencing will be planted throughout the summer and autumn months.

Although Hillingdon schools don't exceed the recognised pollution limit, the introduction of green screens at schools near heavy traffic will provide a form of protection from exposure to pollution at the school site and create a healthier environment for children.

Schools have been selected for their close proximity to a busy road, and the council has already successfully implemented three green screen tree barriers at other sites. In 2019, green screen projects were completed at Uxbridge Early Years Centre, The Young Ones Nursery in Uxbridge and St Andrew's Primary School in Uxbridge.

Reduce your household smoke emissions

Smoke from open fires and wood burners can cause air pollution and serious health issues, and it is an offence to emit smoke from a domestic chimney in Hillingdon.

The council is urging residents to ensure that they are using the correct fuels and appliances in their households, as failure to comply with smoke control laws can lead to a hefty £1,000 fine.

Residents may only burn authorised fuels when using an open fire, and appliances such as ovens, wood burners and stoves can only be used if they have been approved by DEFRA.

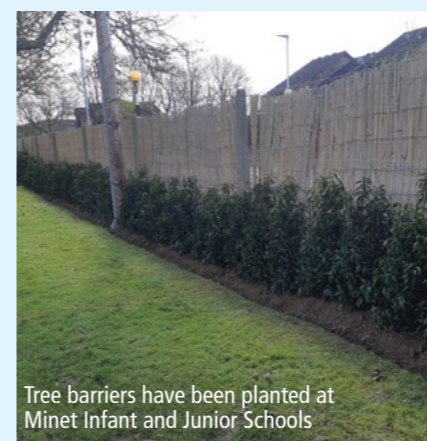


Approved appliances have been tested to ensure that they are capable of burning fuel without emitting smoke, and a full list of authorised fuel and exempt appliances is available on www.hillingdon.gov.uk/smoke.

Cllr Jane Palmer, Cabinet Member for Social Care, Health and Wellbeing, said:

"Hillingdon is a smoke control area and we would like to remind residents to check that they are using the correct fuels and appliances at home. It is particularly important to adhere to these rules during the coronavirus pandemic, as smoke can make respiratory conditions worse.

"We also ask residents to be considerate of neighbours when lighting barbeques and outdoor burners."



Tree barriers have been planted at Minet Infant and Junior Schools

Cllr Jonathan Bianco, Cabinet Member for Finance, Property and Business Services, said: "We are committed to improving Hillingdon's local environment and our tree planting projects will have significant health benefits for residents. The installation of green screens at schools will protect children from fumes and pollution from busy roads, and the thousands of trees we continue to plant across the borough will help to improve air quality for our residents."

Join the Great British Spring Clean

The Great British Spring Clean environmental campaign, run by the Keep Britain Tidy charity, which was postponed in March because of the pandemic, is expected to be rescheduled for 11 to 27 September (COVID-19 dependent).

As part of this campaign, the council is encouraging residents, schools, community groups and businesses to make a pledge to do something to help the environment, such as safely picking up litter, promising to recycle more, reducing energy consumption, introducing reusable products, or travelling in a more environmentally friendly way.

Cllr Bianco added: "The council will continue to protect and maintain its award-winning parks and open

spaces, whilst looking for ways to be more sustainable and energy efficient.

"There are a multitude of things that residents can do to help the local environment, whether it's taking part in litter picking, pledging to reduce your plastic use or reusing more products. However big or small, you can help make a difference in Hillingdon and protect the environment for generations to come."

Residents can make a pledge by visiting www.hillingdon.gov.uk/environment-pledge - which will show how many people are taking part in the campaign. Pledges can also be shared by mentioning @Hillingdon on Twitter and using the hashtag #environmentpledge

Thousands of new trees are planted

Three tree planting ceremonies were held earlier this year, as part of the council's plan to plant more trees across the borough.

Trees help to reduce global warming by trapping pollution and producing oxygen to clean the air, improving air quality for residents.

Pupils from Laurel Lane Primary School, West Drayton, joined the council at a tree planting ceremony on Thursday 13 February at The Closes Recreation Ground, situated adjacent to the school.



Planting trees in The Closes

Pupils planted 12 trees as part of a project to enhance the landscape and combat pollution, including sweet gum trees, lime trees and crab apple trees. A wildflower meadow was also created within the park to encourage more pollinators to the areas, including bees, beetles and birds.

Queteba, aged 10, said: "We plant tomatoes and carrots in pots at home, but this is important because we can't live without trees and it is good to be around green spaces like this."

Chloe, aged 9, was also keen to take part. She said: "I really enjoyed it, especially being able to put the trees in the soil which will help them to grow and provide us with oxygen."

Ella, aged 9, added: "It has been great to plant these trees as they are good for our health and the environment."

A second tree planting ceremony was held at Field End Recreation Ground, South Ruislip, in partnership with national charity Trees for Cities on Saturday 29 February.



Cllr Douglas Mills and Cllr David Simmonds MP plant a tree in Ruislip

Residents helped to plant more than 20 flower and fruit species of trees, including hop hornbeam, crab willow and black walnut, and educational workshops were held at local schools as part of the joint initiative with Trees for Cities.

A total of 5,000 trees were planted to provide a valuable habitat for urban wildlife and a food source for birds, mammals and insects. They will

also add splashes of colour to the landscape throughout the seasons.

This tree planting project was sponsored by a private donation, and it will become a memorial woodland. A walkway will be installed through the middle of the trees and around the edge of the planting area.

A third tree planting ceremony was held in Ruislip on Friday 13 March, with 15 new cypress trees planted by Cllr David Simmonds MP for Ruislip, Northwood and Pinner and Cllr Douglas Mills, Cabinet Member for Community, Commerce and Regeneration to create a green 'avenue' at the Waitrose gateway into the town centre.

Planting new trees and tree pits is part of the council's improvement programme for Ruislip town centre, aiming to create a thriving, green and sustainable environment. A new water fountain was also installed to encourage residents to refill their reusable bottles for free and discourage the use of single-use plastic bottles.



Last chance to enter Hillingdon in Bloom



The council's popular 'in Bloom' horticultural competition will be judged virtually this year, with residents being asked to submit entries by email.

Hillingdon in Bloom encourages residents to keep fit and active outside, whilst keeping front gardens and neighbourhoods looking bright and attractive. The free competition is open to residents of all ages and abilities.

This year, the council has also introduced a 'best rainbow display' category to celebrate and thank all Hillingdon's key workers, which can include a colourful display in the garden, balcony, plant pot or window box.

A new 'park and bloom' category will reward residents who have created a front garden with plants and flowers alongside a space for a car, and other categories include 'best hanging basket', 'best balcony' and 'best first time entrant'.

Gardening videos are available on the council's social media pages, providing tutorials on topics such as planting seeds and creating hanging baskets to encourage beginners to get involved.

Winners will receive gardening centre gift vouchers and a certificate.

To enter, photos should be sent by email to inbloom@hillingdon.gov.uk and should include the category you wish to enter, a brief description of your entry plus your name, address and contact details. The deadline for entries is Friday 31 July.

Residents can also start preparing for the council's annual Autumn Show on Saturday 19 September, which encourages residents to exhibit locally grown fruit and vegetables (see advert on page 29).

Cllr Jonathan Bianco, Cabinet Member for Finance, Property and Business Services, said: "During these unprecedented times, we'd like to encourage residents to take pride in their front gardens and balconies to help keep their neighbourhoods looking bright and attractive.

"Whether you've never planted anything before or you're a seasoned gardener - there's a category for everyone! We're really looking forward to seeing all your colourful entries online this year."

Categories

- **Best rainbow display**
- **Best first time entrant**
- **Best window box** - boxes must be on, or attached to, the house window sill and not a free standing container.
- **Best hanging basket**
- **Best balcony** - best display on an open fronted balcony.
- **Best display (including novelty display)** - for an exhibit within a garden that incorporates temporary planting and/or garden ornaments and structures.
- **Roome Cup** - the garden that is judged to be making the greatest contribution to wildlife conservation.
- **Best residential garden** - this can include rear gardens that can be viewed by the passing public.
- **Park and bloom** - front garden with plants and room for a car.

For more information, visit www.hillingdon.gov.uk/bloom



Wildflowers bloom across the borough

The council has introduced a new wildflower initiative to transform grass verges.

These have received a range of compliments from residents via social media during the pandemic.

Wildflower seeds were planted alongside roads in September 2019 at 19 locations, including Harefield, Eastcote, Ickenham, South Ruislip, Uxbridge, Hayes and West Drayton.

The wildflower initiative adds a splash of colour to the borough whilst encouraging more pollinators to the areas, such as bees and butterflies. This work also reduces the use of diesel mowers and lowers the cost of maintenance.

A 'bee happy' themed roundabout display was also installed at Harvil Road in Harefield, which features lavender and an artificial bee hive.

Celebrating 10 years of local community Chrysalis projects

We are celebrating the tenth year of our Chrysalis programme, which has provided £9.7 million funding for 250 improvement works since 2010.



AN EXCITING PLACE TO PLAY
Bessingby Playground was refurbished in 2019 thanks to the programme

Our Chrysalis programme is designed to enhance local communities through improvements to council-owned assets, and encourages requests from Hillingdon residents.

This year the council has committed an investment of £964,000 on 14 projects across the borough, which will be implemented once it is safe to do so (COVID-19 dependent).

Here are some of the next sites that will be improved...

Playgrounds

In response to several requests from local residents, the playgrounds at Cowley Recreation Ground, Parkfield Crescent in Ruislip and the wooden play area at Barra Hall Park in Hayes will be refurbished, and a brand new playground will be installed at Yiewsley Recreation Ground.

The total investment of £365,000 for these playground works will include new equipment such as swings, roundabouts and multi-play units.

Outdoor gyms

Outdoor gyms will be installed at Harefield Village Green, Greenway Open Space in Barnhill, and Lake Farm Country Park in Botwell to allow residents to keep fit and healthy free of charge.

The total investment in these brand new gyms will be £120,000, and equipment will include cross trainers, bicycles and a chest press.

Another outdoor gym will be installed at Northwood Recreation Ground, which will include an upgrade to its existing basketball court. **Local resident Niranjana Patel** applied for the facility, which will cost £58,000. He said: "The two big private gyms in Northwood are very expensive so not everyone can afford to use them. Lots of young mothers and grandparents bring children to play at the nice park on Chestnut Avenue, so an outdoor gym will be very useful and beneficial to all age groups."

Community hubs

Local residents have requested the extension and refurbishment of the tea hut at Station Road allotments in Hayes, to create a more enjoyable experience for people spending time on their allotment. The tea hut is used as a communal meeting place at the centre of the allotment site, and a larger space will help improve the experience and morale of members and visitors. The improvement works and expansion will cost £95,000.

Chrysalis funding of £45,000 has been designated to Hillingdon Manor Cricket Club to replace its

worn-out cricket practicing facilities. **Local resident and club member Matthew Read** applied for the funding. He said: "A new cricket net practice facility would benefit a wide variety of groups within the community, ranging from those already regularly playing cricket to children wanting to learn about and participate in the sport."

Resurfacing and town improvements

The Chrysalis programme will fund the refurbishment of the Civic Square in Ruislip High Street, in addition to the council's wider project to improve the area. Improvement works include new seating, a drinking fountain and a water feature, at a total cost of £100,000.

Following a request from Hayes End Community Association, £25,000 of Chrysalis funding has been allocated to resurface the car park at Hayes End Community Park to improve access for residents and visitors.

The council has allocated £63,000 of Chrysalis funding to reconstruct the riverside pathway to the rear of Hoylake Crescent in Ickenham to improve conditions for residents along the Celandine walking route.

Cllr Douglas Mills, Cabinet Member for Community, Commerce and Regeneration,

said: "Our Chrysalis programme has delivered an outstanding number of improvement works to local facilities over the past 10 years, which have benefited communities across the borough. The scheme continues to engage local residents to have a say in improving their local amenities and I look forward to seeing the results of this year's projects."

For more information about the Chrysalis programme, visit www.hillingdon.gov.uk/chrysalis or call 01895 277309



Introducing the new Mayor of Hillingdon and farewell to our outgoing Mayor

Cllr Teji Barnes became Mayor at the council's Annual General Meeting on Thursday 14 May replacing the retiring Mayor, Cllr David Yarrow. *Hillingdon People* chats to them both, as we take a look back at the last mayoral year and ahead to the next.

Reflecting on his year as Mayor of Hillingdon, Cllr Yarrow said the time flew by in what he called an exciting role, which saw him attend hundreds of diverse events and meet many residents from across the borough.

Cllr Yarrow felt honoured to have had the opportunity to take up the position for a second time, having previously served in 2010/11, as it provided another opportunity to support the meaningful work happening in the local community.

During the year he was also keen to ensure that the Mayor's Charity Appeal partnered with Hillingdon charities, so that local residents would directly be able to benefit. £100,000 was raised via a range of activities including the Mayor's popular country-themed quiz nights, and a donation from the council. This money is split between the two Hillingdon-based organisations chosen by Cllr Yarrow.

They were Hillingdon Autistic Care and Support and Hillingdon Brain Tumour and Injury Support Group.

Cllr Yarrow nominated the charities as he had seen first-hand how both groups put donations to such good use in the local community. During his first Mayoral appointment 10 years prior he supported Hillingdon Autistic Care and Support and Hillingdon Brain Tumour and Injury Support Group and thought it would be nice to support them again 10 years on.

During the busy appointment, Cllr Yarrow also had many memorable experiences that he regarded as highlights. These included supporting Hillingdon's young people at the London Youth Games, the celebratory tree planting to commemorate the 550th birthday of Guru Nanak Dev Ji, the 40th anniversary of Ruislip Lido Railway, Hayes Community Family Fun Day at Barra Hall Park

in Hayes, Playday at Hillingdon Athletics Stadium and the Scythe Festival at Pinn Meadows, Ruislip.

Cllr Yarrow also enjoyed visiting a variety of green spaces to host Green Flag raising ceremonies.

Additionally, Cllr Yarrow was privileged to have been involved in military events, including the Armed Forces Day flag raising, Remembrance Sunday and Battle of Britain Day, where he had the pleasure of meeting our war veterans and commemorating these major historical milestones.

A large part of the Mayor's work involved visiting schools which was one of his favourite aspects of his role. He remembered how many school children are extremely inquisitive, ask many questions about his position and are fascinated by his ceremonial outfit. He remembered Hillside Infants School in Northwood giving him a particularly warm welcome and how the children were very interested to find out the significance behind his robes and chain.

There were also many opportunities to see the borough's incredibly talented performers at Hillingdon's theatres.

Cllr Yarrow said: "Most of the shows I got to go to were a standout highlight. I saw incredible performances by many local choral societies and amateur dramatics groups."

Summing up his time as Mayor, Cllr Yarrow said: "It has been an extremely interesting and diverse year, where no day has been the same. I have welcomed so many schools, Guides, Beavers, Cubs and Scouts to the Mayor's Parlour where they learned the history of the mayoral position, and also awarded hundreds of deserving volunteers for their years of service in borough."

"I have loved seeing all the different groups and communities that make Hillingdon such a great place to live. During my year of office I have opened playgrounds, guides and scout huts and visited many different places, including schools,

care homes, retail outlets, theatres, voluntary organisations to name but a few. I have also celebrated many 100th birthdays with local residents. It's all been so wonderfully varied and I enjoyed every minute."

Cllr Barnes was elected Mayor of Hillingdon at the council's Annual General Meeting in May after serving as Deputy Mayor last year. She is looking forward to a busy year ahead in this prestigious role where she will be able to promote the positive work taking place throughout the borough.

The Mayor will open events, performances and exhibitions, and welcome schools and community groups to the Mayor's Parlour and Council Chamber, when the coronavirus restrictions are lifted and it is safe to do so. She has chosen her three children to accompany her during her Mayoral obligations. Roma Bell and Elouisa Bell will be this year's Mayoresses, and Cameron Bell will be the Mayor's Escort.

Cllr Barnes was first elected as a councillor for Cavendish ward in 2014. As well as being a councillor, she continued her day jobs as a driving instructor and life coach, working with people from a variety of backgrounds between the ages of 17 and 92.

Cllr Barnes has also served as a member on a number of committees, including the Residents, Education, Environmental Service Policy Overview Committee; Social Care, Housing and Public Health Policy Overview Committee; External Services Select Committee; Pensions Committee; and the Corporate Parenting and Children's Education Committee. In addition, she has previously chaired the Conservative



NEW MAYOR
Cllr Teji Barnes

Group Meetings and was Vice Chair for the Licensing Committee.

Outside of the council, Cllr Barnes was a member of, and chaired the London Road Safety Council, and is currently a trustee board member for the Hillingdon Shopmobility charity.

Cllr Barnes was born in Tanzania and moved to Hillingdon when she was a baby with her parents and two sisters. She grew up in West Drayton and Hayes and attended Hayes Park Primary School, and then Mellow Lane School, now known as Hewens College.

She began her career working in the accounts department of an industrial firm in Hayes, before embarking on a 15-year career at Barclays Bank, working in the West Drayton and Baker Street branches. Cllr Barnes then moved out of the borough to work at the Edinburgh branch, which looked onto the iconic Holyrood Palace.

After leaving the bank, she moved back to the borough and juggled

raising her children while being part of parent-teacher associations, governing bodies and volunteering with the Samaritans charity.

Cllr Barnes later went on to work as a teaching assistant and life coach at the primary school she originally attended, and others in and around the borough. To support her work in teaching people to drive, Cllr Barnes gained the Professional Driver Coach Diploma and a diploma in counselling banned drink and drug drivers. She also taught classroom sessions on the benefits of safe driving for life for the IAM Roadsmart charity.

Cllr Barnes is looking forward to the year ahead serving the whole community as Mayor of Hillingdon.

"The role will utilise many of the skills I have gained over the years, including teaching, owning my own business, working in finance, volunteering with the Samaritans, and of course, my role as a councillor. The highlight of the year will be meeting all the different residents and helping to improve their quality of life," she said.

This year's Mayor's Charity Appeal will support the Ruislip-based Centre for ADHD and Autism Support. Cllr Barnes was first introduced to this charity in 2016 and was taken aback by how important and necessary they are in today's society and for residents.

She added: "The charity is so beneficial to local residents and the staff are wonderful at empathising, engaging, educating and supporting individuals and their families who live with the difficulties of these conditions."

In her spare time, Cllr Barnes enjoys yoga, spinning classes, art and reading.

The Deputy Mayor is Cllr Roy Chamdal and his Deputy Mayoress is Reeta Chamdal.



SCHOOL VISITS
Cllr Yarrow talks to pupils at Guru Nanak Sikh Academy in Hayes



THE MAYORESSES AND MAYOR'S ESCORT
Cllr Barnes' three children will accompany her to events this year

If you would like the Mayor to attend your activity virtually call 01895 250763 or email mayor@hillingdon.gov.uk.

To find out more about the Mayor's Charity Appeal and donate, visit www.hillingdon.gov.uk/mayor


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Cracking down on fly-tipping and anti-social behaviour

A range of measures have been introduced to tackle fly-tipping and anti-social behaviour in the borough.

Taking a zero tolerance approach to fly-tipping

Fly-tipping is an issue that is widely seen across the UK. It blights local environments whether it is the street scene or green spaces.

We know that the vast majority of households correctly dispose of their waste and unwanted household furniture. However, on occasion, incidents of fly-tipping are reported to the council.

Fly-tipping is a criminal act and anyone caught faces a fine of £400.

We want residents to feel proud of where they live and for our streets and open spaces not to be blighted. Removing fly-tipped waste can also prove costly for local authorities and diverts council funding that could be used to support vital services.

Council officers visit fly-tipping hotspots across Hillingdon to inspect illegally dumped rubbish for evidence and issue fines to those proven to be responsible.

The council will be sending a letter to households in areas where fly-tipping is a particular issue, to inform residents of the correct ways to dispose of unwanted items.

The council is also working closely with Thames Valley Police and the

Metropolitan Police to target and seize vehicles believed to be used in illegal commercial fly-tipping.

Enforcement action will be taken against identified individuals caught collecting rubbish on a commercial scale without a valid waste carrier licence. Action could include seizing their vehicle and prosecution in court.

Residents considering using waste disposal companies should always request to see their waste carrier licence - as any fly-tipping activity that incriminates a household or individual will incur a fixed penalty notice.

From 1 October 2019 to 28 May 2020, the council issued 62 fines for the unauthorised deposit of waste.

Ways to dispose of your waste

The council provides weekly, free and easy-to-use waste and recycling collections. These include household waste, dry mixed recycling, food waste, garden waste and textiles. For more information visit www.hillingdon.gov.uk/rubbishandrecycling.

We also offer a low-cost bulky waste collection service, for up to six items every three months. The service is free for over-65s and those in receipt of Personal Independence Payment. If you have an item that

needs collecting you can book a slot by calling us on 01895 556000.

You can also take your household waste to Harefield Civic Amenity Site at New Year's Green Lane, Harefield, UB9 6LX or our Waste Weekends at Tavistock Road, West Drayton, UB7 7QT.

For more information visit www.hillingdon.gov.uk/waste-and-recycling-centres.

Protecting you from anti-social behaviour

The council has invested in new environmental enforcement officers who are patrolling Hillingdon's parks and open spaces to prevent and enforce against anti-social behaviour.

Since their introduction they have issued 50 fixed penalty notices for offences, including dog fouling, commercial dog walking without the correct licence, littering and engine idling.

The council has public spaces protection orders (PSPOs) in place for all parks and public places. The orders impose conditions on the use of the area and ban a range of anti-social activities, so the majority of people can safely use these spaces.

Failure to comply with a PSPO is an offence and fines for non-compliance are £80. Failure to pay could result in a fine of up to £1,000.

For more information visit www.hillingdon.gov.uk/pspo.

Help us document the pandemic

COVID-19 has had a huge impact on daily life. We have seen communities come together and families forced apart. Hillingdon is no different.

The council wants to capture evidence of this unique time from local residents and workers - to help future generations understand the impact coronavirus has had on our local area.

Visit www.hillingdon.gov.uk/document-the-pandemic to find out more.



www.hillingdon.gov.uk



Leader of the Council, Cllr Ray Puddifoot, said: "Residents and commercial waste carriers must dispose of rubbish responsibly and violations of Public Space Protection Orders can have a detrimental effect on local communities. We will not tolerate anti-social behaviour and fly-tipping in Hillingdon and non-compliance carries a considerable fine."

To report incidents of anti-social behaviour or fly-tipping anonymously, visit www.hillingdon.gov.uk/doitonline



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Entry deadline:
Friday 4 September
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Refuse and Recycling

August Bank Holiday 2020

Normal collection day	Revised collection day
Monday 31 August	Tuesday 1 September
Tuesday 1 September	Wednesday 2 September
Wednesday 2 September	Thursday 3 September
Thursday 3 September	Friday 4 September
Friday 4 September	Saturday 5 September

Please leave your rubbish out for collection by 6am.
Please leave your rubbish near your front gate, but not on the pavement.
Separate arrangements are in place for flats and business premises.
If you have any queries, or would like to report a missed collection, visit www.hillingdon.gov.uk/ recycling or call 01895 556000.

HILLINGDON LONDON
www.hillingdon.gov.uk/recycling

An update from the London Fire Brigade Borough Commander

As the Borough Commander for the London Fire Brigade (LFB), I wanted to update the people of Hillingdon on our response arrangements during the pandemic. The LFB has made changes to our operations during this time, reducing both non-critical training and by necessity some of our community safety work. This has enabled us to maintain our operational resilience, with all of Hillingdon's fire engines remaining 'on the run' and available.

I have been extremely proud of how my firefighters have responded to these challenging times. The firefighters from the borough's fire stations have supported our colleagues in the London Ambulance Service and Metropolitan Police Service, volunteering to drive ambulances and become members of the Pandemic Multi-Agency Response Team.

Although we have reduced our community safety work, we have continued to deliver Home Fire Safety Visits to the most vulnerable where there is a considerable risk of fire. To ensure that we minimise the risk to the public and our own staff, we have changed the way we carry out these visits. We have a dedicated page on our website (www.london-fire.gov.uk/safety/coronavirus) which gives valuable safety advice during the pandemic.

I had hoped to announce in this issue the launch of Hillingdon's Fire Cadet Unit, however the pandemic response has pushed this back. The Fire Cadets is an amazing scheme for young people to gain a real qualification, and develop their confidence and personal skills. The scheme also provides an opportunity for adults to volunteer as instructors. I can't wait to welcome them to the borough!

Finally, I would like to take this opportunity to say thank you to two recently retired LFB Officers. Both Martin Wilson (former Borough Commander) and Barry Drake (Heathrow Station Commander) gave dedicated and loyal service to the borough throughout their 30 year careers and I wish them every success in their retirement.

Alan Taylor



Update from the West Area BCU Superintendent

It's very difficult writing a magazine column in May for release in summer when so much is uncertain. I certainly did not foresee the extent of the effects of the COVID-19 pandemic and genuinely cannot predict where we will be when you read this. However two things are certain – my dearest wish that you are all safe and the reassurance that the police are still working as hard as we can to keep you safe.

What I also did not predict was the huge increase in community spirit throughout the borough, with neighbours checking on neighbours, lots of calls in to police for welfare checks, food deliveries and the like, including some great examples of care shown by my officers in looking after the more vulnerable members of society. It's been brilliant to see, genuinely, and I hope it continues.

Crime has also dropped quite significantly, and we are currently visiting a large number of known criminals and vulnerable youths who are, in effect, furloughed, and encouraging them into diversionary projects. At the moment the take up is around 20 per cent and could see a huge future shift in crime trends.

We haven't sat back and let COVID-19

do our work for us though, there has been a huge amount of effort by my officers, and I hope you read the news in May of the £1 million drug seizure our local crime squad made in Hillingdon. The territorial support group have also been posted to the borough and, pre-COVID-19, analysis shows that with their help violence was down by 24 per cent and robbery by 28 per cent.

If you've read my column before though you know I hate to sit on our laurels. Domestic violence has not seen a huge rise so far, and we are genuinely concerned that this is due to underreporting. Please, if you have any concerns regarding your friends or neighbours, let us know by calling 0800 555 111. Crimestoppers is free and completely anonymous and we will act on the information received.

Only recently we received an email asking for help, no contact details, and by the end of the day the suspect had been located and arrested.

May saw the launch of the Violence Suppression Unit, a dedicated taskforce of officers that will focus on our hotspots to continue our reduction in violence. These are additional officers to the borough, part

of our uplift. They will be assisted by the drugs focus desk, a model that has now been rolled out throughout London, such is the impact it has had on crime, with a 55 per cent increase in charges for possession with intent – so be warned, if you are dealing drugs we will be coming after you.

Stay safe, stay alert, and keep helping each other. We're here to help you.



Supt Richard Watkinson

Hillingdon GP practices now offer online consultations

Did you know that the majority of Hillingdon GP practices are offering consultations online? This means you can now contact your GP or the practice online and get a reply within one working day.

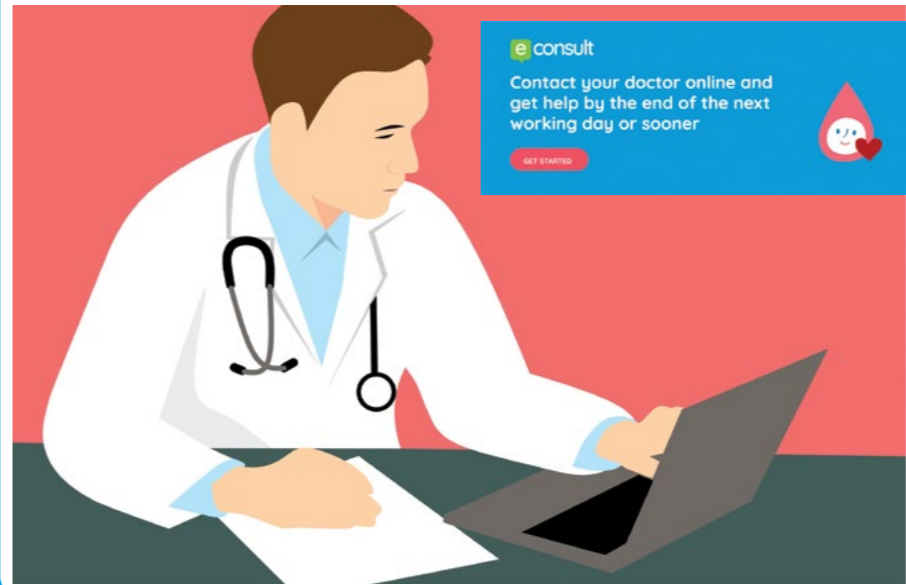
How does it work?
Using eConsult, which is free for all NHS patients, allows you to consult with your own GP practice online. After completing a quick form this is sent and reviewed by your practice. You can use this to ask your GP surgery about your health symptoms,

conditions or treatment. You can even request things like sick notes and GP letters. This form can be completed on your computer or your smartphone. Once completed and submitted, your practice will respond to you by phone or email with advice or an appointment to come into the practice, usually by the end of the next working day.

Where do I find this form?
For practices offering this service the form can be found on their practice website or via the NHS

website (previously called NHS Choices) under the practice details (the NHS website is www.nhs.uk).

Why does this benefit me?
The form can be completed online anytime day or night. In many cases your concern could be dealt with over the phone without the need to attend the practice. You will be contacted by phone or email usually by the end of the next working day. It could save you time waiting for an appointment.



What if I do not have online access?
Not a problem. Your practice has not changed how you can contact them. You can still call the practice directly as you always have or book an appointment online through the NHS App. eConsult is just an additional way to get in contact with your practice and does not replace any of the previous ways you contacted them.

How do I find out more information about eConsult?
For more information on what eConsult can offer, visit their website at www.econsult.net.

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- Environment and roads**
Animal Welfare ▶ Food, Health and Safety
01895 250190
- Abandoned Vehicles ▶ Environment and Anti-Social Behaviour ▶ Flytipping ▶ Graffiti ▶ Parks and Green Spaces ▶ Pest Control ▶ Roads and Pavements ▶ Special Collections ▶ Street Lighting and Cleansing ▶ Waste and Recycling
01895 556000
- Learning**
Adult Learning
www.hillingdon.gov.uk/adultlearning
01895 556455
- Library Information Desk
01895 250714
- School Admissions
www.hillingdon.gov.uk/schooladmissions
01895 556644
- School Transport
01895 250008
- Truancy Hotline
01895 250858
- Leisure**
Battle of Britain Bunker Exhibition and Visitor Centre
battleofbritainbunker.co.uk
01895 238154
- Botwell Green Sports and Leisure Centre
020 8561 0956
- Haste Hill Public Golf Course
01895 250777
- Highgrove Pool and Fitness Centre
01895 630753
- Hillingdon Sports and Leisure Complex
0345 130 7324
- Hillingdon Theatres
www.hillingdontheatres.uk
01895 250615
- Queensmead Sports Centre
020 8845 6010
- Uxbridge Public Golf Course
01895 556750
- William Byrd Pool
020 8897 9390
- Local democracy**
Council Meeting Dates and Agendas
01895 250636

- USEFUL SERVICES AND AGENCIES**
- Advice and support**
Addiction, Recovery, Community, Hillingdon (ARCH)
01895 207777
- Age UK Hillingdon
020 8756 3040
- Alzheimer's Society Hillingdon
01923 823999
- Asphaleia Action
01895 272478
- Carers Trust Hillingdon
01895 258888
- Centre for ADHD and Autism Support
020 8429 1552
- Communicare Counselling Service
01895 256056
- Citizens Advice Consumer Helpline
03454 04 05 06
- Citizens Advice Hillingdon
0344 848 7903
- Disablement Association Hillingdon (DASH)
020 8848 8319
- HD Carers Support Group
07752 169849
- Healthwatch Hillingdon
01895 272997
- Hillingdon Autistic Care and Support (HACS)
020 8606 6780
- Hillingdon Brain Tumour and Injury Group
01895 713205
- Hillingdon Carers
01895 811206
- Hillingdon Independent Domestic Violence Advocacy (HIDVA)
020 8246 1745

HILLINGDON CONTACTS

- Electoral Services and Registrars
01895 558250
- Conservative Group Office
01895 250316
- Labour Group Office
01895 250780
- Mayor's Office
01895 250763
- Planning**
www.hillingdon.gov.uk/planning
- Building Control, Inspections and Dangerous Structures
01895 558170
- Dangerous Structures (out of hours)
01895 250111
- Local Land Charges
01895 556115
- General**
Adoption and Fostering
www.hillingdon.gov.uk/fost-adopt
0800 783 1298
- Brown Badges
01895 277277
- Council Tax and Benefits
www.hillingdon.gov.uk/counciltax
0300 123 1384
- Families' Information Service
www.hillingdon.gov.uk/ffis
01895 556489
- Fraud Hotline
www.hillingdon.gov.uk/reportfraud
0800 389 8313
- Hillingdon First Card
www.hillingdon.gov.uk/hillingdonfirst
01895 556677
- Hillingdon Social Care Direct (adults and children) ▶ Blue Badges ▶ Freedom Passes ▶ Meals Service ▶ TeleCareLine
01895 556633
- Housing Services
www.hillingdon.gov.uk/housing
01895 556666
- Substance Use and Misuse or Sexual Health
01895 250721
- Trading Standards
www.hillingdon.gov.uk/tradingstandards
01895 250164

All other council enquiries (not listed above)
01895 250111

- Hillingdon Mind
01895 271559
- Hillingdon Parent Carers Forum
www.hillingdonpcf.com
- Hillingdon U3A
07532 268002
- Hillingdon Women's Centre
01895 259578
- Home-Start Hillingdon
01895 252804
- P3 Navigator Advice Centre
01895 436114
- Samaritans
116 123 (freephone)
- Victim Support
08 08 16 89 111 (freephone)
- Environment and street scene**
Affinity Water
0345 357 2407
- Hospitals**
Harefield Hospital
01895 823737
- Hillingdon Hospital
01895 238282
- Mount Vernon Hospital
01923 826111
- Northwick Park Hospital
020 8864 3232
- Watford General Hospital
01923 244366
- NHS
111
- Police and Fire**
Metropolitan Police
Non-emergency 101
Textphone 18001 101
- Hillingdon Neighbourhood Watch
020 8246 1869
- Hillingdon Fire Station
020 8555 1200

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