

# HILLINGDON people

News from your council  
July/August 2024

[www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)

## New electric vehicle chargers

Delivering new and  
improved homes

Revitalising your  
town centres

Summer fun  
for families



HILLINGDON  
LONDON



NEW COURSES



RECYCLING SURVEY



DIGITAL LIBRARY

## August Bank Holiday 2024

# WASTE AND RECYCLING COLLECTIONS

**To minimise disruption to waste and recycling collections over the August Bank Holiday, we will be working on Saturday 31 August.**

Please leave your waste and recycling out by 6am on the day of collection by your front gate but not on the pavement.

Separate arrangements are in place for flats and business premises.

Normal collection day	Revised collection day
Monday 26 August (Bank Holiday)	Tuesday 27 August
Tuesday 27 August	Wednesday 28 August
Wednesday 28 August	Thursday 29 August
Thursday 29 August	Friday 30 August
Friday 30 August	Saturday 31 August




[www.hillingdon.gov.uk/rubbishandrecycling](http://www.hillingdon.gov.uk/rubbishandrecycling)

## Support for all the family in the heart of your community

Our family hubs offer a wide range of services for all expectant parents and children 0-19, and up to 25 with Special Educational Needs and Disabilities.

Find out more at [www.hillingdon.gov.uk/family-hubs](http://www.hillingdon.gov.uk/family-hubs)





[www.hillingdon.gov.uk/family-hubs](http://www.hillingdon.gov.uk/family-hubs)

## Contents

July/August 2024

### ▶ Cover stories

- 10 D-DAY 80th anniversary commemorations**  
Discover how the bunker marked the historic occasion.
- ▶ 12 Digital library just a click away**  
Find out how you can unlock a range of free resources.
- ▶ 14 Summer activities for families and children**  
Read about the council's action-packed programme.
- ▶ 18 Supporting sustainable travel**  
Initiatives help to promote healthier, cleaner, active travel.
- ▶ 20 Tackling the housing shortage**  
The council is delivering new and improved homes.
- ▶ 22 Putting town centres on the map**  
Investment secures their viability and supports businesses.

### Regulars

- 4 Hillingdon News**    **28 What's on?**
- 26 Partner columns**    **31 Contacts**

COVER PHOTO: RUISLIP RESIDENT SARAH BROWNE CHARGING HER ELECTRIC CAR AT HIGHGROVE POOL AND FITNESS CENTRE

We've aligned stories in this magazine to our Council Strategy to keep you updated on our progress. Below is a key to explain the graphics.



Advertising deadline for next edition: **Friday 2 August.**

### Editorial and advertising enquiries

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**For a copy in large print or as an audio version call 01895 556903**

# Welcome



It will not have escaped your notice that it continues to be a challenging time for public services and local government.

It is clear our new government must embark on a fundamental review of local authority funding. The financial pressure on councils is unrelenting, with government funding consistently failing to keep up with inflation and growth in demand for services.

Hillingdon, like all authorities, is facing these challenges but the government needs to do its bit and increase its share of funding for councils to support the delivery of vital services. However, we cannot simply wait for the government to act, we are continuing to deliver efficiency savings while maintaining and investing in frontline services.

The council's strong record of sound financial management and our cross-cutting transformation programme saw the delivery of £14.8 million savings in 2022/23, with £16.6 million banked in 2023/24.

This included reviewing how we are using our buildings to ensure maximum productivity, resulting in the creation of our family hub programme to bring together a range of support services in one place; the ongoing refurbishment of our Civic Centre to deliver even more joined up services within a community hub; commissioning specialist providers with expert knowledge to run services on the council's behalf; delivering better, more targeted outcomes for some of our most vulnerable residents; and our digital transformation programme to introduce new systems and operating models and encourage more residents to access services online.

But we now need to go even further and make some even more difficult decisions.

The council will continue to offer the same level of services – there will be no service reduction – instead we will change how some are delivered to make them even better, more efficient, reduce running costs and ensure value for money for you, our residents.

There are various examples of this transformative approach in this edition of *Hillingdon People*, from our creative approaches to tackling the national housing crisis locally, to supporting adult and children's social care services in new ways.

**Cllr Ian Edwards  
LEADER OF THE COUNCIL**

## Celebrating our remarkable family of foster carers



The council marked Foster Care Fortnight, an annual national event run by The Fostering Network, from Monday 13 May to Sunday 26 May with a host of activities to celebrate its dedicated foster carers and encourage more people to consider looking after a child in need.

To start the celebrations, Emma Kavanagh, Assistant Director of Fostering, held 'Tea with Emma' at the Battle of Britain Bunker in Uxbridge (pictured right), offering more than 20 new and existing foster care families a chance to have an informal chat about fostering.

Foster carers, children in care and residents also joined members of the fostering team on a walk around Ruislip Lido, to learn more about the day-to-day life of a foster carer.



The team also held information stands at the Hillingdon Business Expo at Brunel University, and at Starbucks in Uxbridge.

In addition to the series of events, foster carers Mobeena and Wajid were interviewed about their experiences as foster carers on BBC London News, and young people Boy and Alex spoke about how fostering supported them to achieve their aspirations in work and education.

**Wajid** said: "There's a lot of help and support available, and training ... Not only are you providing a safe and comfortable home for a young person, but you're giving them stability and a bright future. That's something that you can't put a price on."

Earlier this year, the council introduced an unprecedented new payment and benefits package for foster carers, offering up to £1,500 per week and a 25 per cent reduction in council tax when looking after a child in care. With an additional £1,000 off utility bills, a winter fuel allowance and a family Merlin and leisure pass, the package equates to an annual salary of up to £72,000.

Find out more at [www.hillingdon.gov.uk/fostering](http://www.hillingdon.gov.uk/fostering).

## New councillor for Hillingdon East

Cllr Kelly Martin has been elected to represent Hillingdon East ward following a by-election on Thursday 2 May on the same day as the Mayoral and Greater London Assembly elections.

Cllr Martin, of the Conservative Party, received 2,911 (58%) votes during the poll, which saw 46.58% of eligible voters turn out to have their say.

The UK General Election took place as *Hillingdon People* went to print – for the full results visit [www.hillingdon.gov.uk/elections](http://www.hillingdon.gov.uk/elections).



Cllr Kelly Martin



## Library service staff win national award

Two library employees have been recognised for their work in creating a dedicated space for young people at Botwell Green Library.

Gemma McCaffery, area manager for the libraries in the south of the borough, and Franka Aichour, the library's branch manager, were presented with a Libraries Connected Award on Tuesday 4 June (pictured above).

The national awards celebrate the achievements of library workers who have had an exceptional impact on their library service, users, or their local communities, and the pair were recognised in the 'Children's Promise'

category for improving services for young people by providing them with a safe space for activities and socialising.

Last spring, after speaking to young people about what they would like to see, an under-utilised office space at the library was transformed into an area for teens to relax, socialise and take part in activities. This followed a successful bid for £10,000 community grant funding from the Greater London Authority.

In April this year alone, there were more than 430 visits to the space, and sessions are also held specifically for girls in partnership with the council's youth detachment team.

## Creating two new homes for borough's children in need



The council is continuing to provide outstanding support to vulnerable children by creating two new residential homes in Hillingdon.

Each of the properties provides accommodation and bespoke, wraparound support for one child in a local, safe, supportive, and comfortable environment, with the homes specifically for young people, up to the age of 18. It means that

they can remain within the borough, continue to attend their schools or colleges, and maintain links to their family, friends and support network.

Each property, inspected and registered by the regulator, Ofsted, has a large living and kitchen space, a garden and bathrooms, along with bedrooms for both the young person and staff, and dedicated office space.

At least two specialised workers from the council's Children's Services team are in the homes 24 hours a day to provide a stabilising and supportive environment where, through specialised intervention, they aim to work with the young people to support their progression into independent accommodation.

Recognising the importance of providing highly-specialist, local services for young residents in need of extra support, the council is continuing to plan the development of more children's homes.

**Cllr Susan O'Brien, Cabinet Member for Children, Families and Education**, said: "I'm delighted to see these new homes which have been designed to be safe and welcoming places to live, and spaces young people needing more support can make their own and have opportunities to thrive.

"Every child is different, and our staff are on hand to meet their individual needs, provide personalised support, and help them meet their full potential."



Deputy Mayor, Cllr Philip Corthorne, Cllr Heena Makwana and the Children's Services team

## Delivering more special educational needs facilities



Expansion works have been completed at Ruislip Gardens Primary School creating an additional 32 school places for children with special educational needs and disabilities (SEND).

On Friday 21 June, Cllr Susan O'Brien, Cabinet Member for Children, Families and Education and Cllr Jonathan Bianco, Deputy Leader and Cabinet Member for Property, Highways and Transport visited the school to see its new, bespoke specialist resource provision (SRP) and the borough's first assessment centre for three to five-year-olds.

The SRP provides tailored support for 16 primary-aged children with autistic spectrum conditions who are also benefitting from being part of mainstream classes.

The assessment centre offers 16 full-time places (32 part-time) for nursery-age children who have severe developmental delays and other complex needs. Each child will receive personalised support and have the option of remaining at the centre until they transition to Reception.

The new facilities are spread across two floors within the existing building

and include group therapy and sensory rooms, SRP and assessment centre classrooms, accessible toilets, store facilities and a kitchen.

**Headteacher Nicky Bulpett** said: "I am excited to be the first school in Hillingdon opening an assessment centre for nursery-age children. There are few across the country, and they aim to ensure that young children are assessed much earlier in life and have their needs identified."

**Cllr O'Brien** said: "We want to make sure that every child or young person has access to a high-quality education near their home and community.

"As part of our commitment to creating thriving, healthy households, our school improvement and expansion programme is delivering much-needed additional school places in the borough for our children with SEND."

Find out more at [www.hillingdon.gov.uk/send-local-offer](http://www.hillingdon.gov.uk/send-local-offer).



Cllr Bianco, Nicky Bulpett and Cllr O'Brien

## Playground brings history-themed fun to Cranford Park

A uniquely-themed new playground was officially opened by the council at Cranford Park in April.

The new play area is themed around historical figure, Mary Cole, the Countess of Berkeley, with various play features that pay homage to her intriguing story.

Equipment includes a climbing net trail, tower unit with slide and fireman's pole, and a nest swing, as well as an 'ice house' shelter and tunnel, both intricately weaved from live willow branches earlier this year with the help of skilled volunteers, as well as two small wooden horses and a wooden horse and chariot.

For 300 years from 1618, Cranford Park was owned by the Earls of Berkeley, and Mary Cole became the Countess of Berkeley in 1796 after marrying the 5th Earl, Frederick Augustus Berkeley.

The playground equipment reflects the story that following her husband's death, Mary Cole feared for her life, so had a trapdoor in her bedroom floor, leading down to a tunnel, where she could escape on horseback. Young visitors emulate her actions by shooting down the slide and scampering through the wicker tunnel before escaping on the horse.

The new playground and café, are the most recent additions as part of the council's £4.6 million restoration



Cllr Bianco and Cllr Lavery in the new playground

project, supported by the National Lottery Heritage Fund, with works already complete to restore the main stable building and the cellars.

The playground was also part-funded through the UK Shared Prosperity Fund, as part of the government's Levelling Up agenda.

**Cllr Eddie Lavery, Cabinet Member for Residents' Services,** said: "Cranford Park is one of our top heritage sites and this playground pays appropriate tribute to its rich history while remaining in keeping with the natural backdrop of this wildlife-rich site.

"While we had hoped to have our new café open this summer, the unique nature of this historic site has caused some difficulties in connecting all of the required utilities. We thank residents for their patience while these works complete, which we now expect to be in the new year.

"This facility is a key part of the council's investment in the site, enhancing the overall experience and drawing in many more visitors for years to come."

To find out about events at Cranford Park this summer, see page 14.

## Have your say on council's proposed youth justice plans

The council is seeking residents' and partner's views on its draft Youth Justice Service Strategy 2024-2029.

The five-year strategy has been drafted by the council which builds on the success of its Youth Justice Service setting out its vision and key priorities to ensure it continues to be responsive and meet changing demands.

The vision is to "take a child first approach to understanding the challenges faced by children and families, including social deprivation, discrimination, trauma and unmet health needs, and actively empower children and families to improve outcomes by providing opportunities for every child to succeed, while taking a 'justice for all' approach by supporting victims, protecting the public, and engaging communities to divert children from entering the criminal justice system."

The plan has five priorities, which are:

- **Prevention and early intervention** – addressing the root causes of offending behaviour and intervening at an early point to prevent escalation and reduce the risk of future harm, ensuring the safety and security of communities.
- **Over-representation and disproportionality** – addressing disproportionality in youth justice to ensure fairness, equity, and justice to reduce the barriers that prevent children from accessing support and promote trust in the system.
- **Child-centred practice** – recognising children as active participants in their own lives and advocates for their rights, wellbeing, and development, creating nurturing environments where every child can thrive.

- **Reducing re-offending** – providing rehabilitation, support, and positive development opportunities to break the cycle of offending and promote the reintegration of children into society.
- **Victims and restorative justice** – giving victims a voice and an active role in the justice process, empowering them and providing them with an opportunity to heal and recover from the harm they have experienced.

To view the draft strategy and have your say visit [www.hillingdon.gov.uk/YJSS](http://www.hillingdon.gov.uk/YJSS) by Sunday 11 August.

Your feedback will help to shape the final document which will be considered by the council's Children, Families and Education Select Committee, Cabinet and Full Council.

## New community noticeboard installed in Dowding Park

In June a new noticeboard was installed in Uxbridge's Dowding Park, as part of the council's ward budget initiative.

The installation followed a request from St Andrew's Park Residents' Association (SAPRA) to their Hillingdon West ward councillors, Reeta Chamdal and Adam Bennett.

The noticeboard, which was no longer needed at another site in the borough, was relocated to the park.

It will serve as a useful community asset, keeping residents informed about council updates, SAPRA news, police information, and local activities.

The council's ward budget scheme plays a key role in supporting the efforts of community groups and organisations across the borough.

The initiative can be used to fund a wide range of community projects. To apply for ward budget funding, contact

your local ward councillor with your proposal. For more information, visit [www.hillingdon.gov.uk/wardbudgets](http://www.hillingdon.gov.uk/wardbudgets).



Cllr Bennett and Cllr Chamdal with the noticeboard

## Check your blood pressure reading at one of our libraries

A fixed blood pressure monitor at Botwell Green Library in Hayes has recorded 3,000 readings since the introduction of monitors in libraries in February.

Monitors are also available for loan, free of charge, from Botwell Green, Ruislip Manor and Uxbridge libraries, with fixed monitors also in each library to help residents determine if they would benefit from the loan scheme.

The scheme is being delivered in partnership with NHS West London and the Confederation Hillingdon.

It's open to adults who are over 18-years-old, Hillingdon library members and Hillingdon registered patients.

Eligible residents can borrow the kits for up to two weeks to carry out regular blood pressure checks at home.

There have been more than 4,200 readings taken at the fixed monitors, and 50 kits borrowed since the scheme launched.

**Cllr Jane Palmer, Cabinet Member for Health and Social Care,** said: "This important initiative has made access to a blood pressure monitor easier for our residents, and I'm delighted to see how well used the fixed monitor in Botwell Green Library is already.

"High blood pressure is a major cause of diseases, such as heart

attacks and strokes, so it's crucial to identify the signs early."

Find out more at [www.hillingdon.gov.uk/blood-pressure-kits](http://www.hillingdon.gov.uk/blood-pressure-kits).



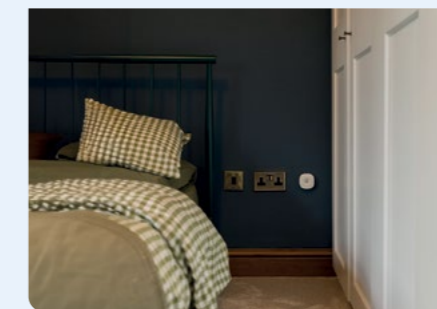
One of the monitors at Uxbridge Library

## Sensor pilot supports residents to stay safe at home

In May, the council started trialling innovative technology to support residents recovering from a hospital stay, while enabling them to live independently in their own homes.

Intelligent Lilli non-intrusively monitors the patterns of people's daily living within their house using sensors. They are fitted with the resident's consent, and by observing the patterns and trends of everyday life they can help health and social care providers identify when abnormalities occur which may indicate a change in condition.

The idea is to automatically register improvements in



personal independence within the home or flag up activity that might highlight an issue.

It means carers, loved ones and health practitioners can be better informed in between care visits of how and when they need support,

and means providers can more efficiently manage resources.

The year-long project will see more devices rolled out over the coming months, with the £194,000 initiative jointly funded by the council and Intelligent Lilli.

**Cllr Jane Palmer, Cabinet Member for Health and Social Care,** said: "We're excited about trialling this new technology to see the difference it can make. This innovative project supports our commitment to fostering thriving, healthy households by helping residents live independently and providing peace of mind to their families and loved ones."



Smooth newt (female)



Smooth newt (male)



Large red damselfly (male)

## 'If you build it, they will come'

In 2022, the council's green spaces team worked with the Friends of Northwood Recreation Ground to create two new wildlife ponds in the park.

It is fabulous to now see that two years later the wildlife has quickly adopted them and following some 'pond dipping' earlier this year nature was found to be thriving.

Many thanks to Neil Shepherd from 'the Friends', for sharing with us these fabulous photos of some of the highlights.

Now that summer is in full swing, why not visit some of our award-winning parks and green spaces this weekend and see what wildlife you can discover?

Find your nearest park at [www.hillingdon.gov.uk/local-parks](http://www.hillingdon.gov.uk/local-parks).



Dragonfly larva



Broad bodied chaser (male)



Azure damselfly (male)

## Tell us how you recycle to help us increase recycling rates

The council is asking residents to share their household recycling habits via an online survey to support the creation of a campaign to further reduce the borough's contamination levels.

The key aim for the survey is to identify and help address barriers which might prevent households from recycling, whether it's the time pressures of a busy family life, language barriers or simply a lack of knowledge about which items can be recycled.

Contamination occurs when items which can't be recycled are placed in the clear recycling sacks, but it's also an issue when items that can be recycled are put in general household waste.

The survey asks where people go for information on what to recycle and what drives their decision-making at home when it comes to what does and doesn't get recycled.

The council's ambition is to halve the borough's current contamination rate by the end of 2025.

**Cllr Eddie Lavery, Cabinet Member for Residents' Services,** said: "We're committed to being a green and sustainable borough, so recycling as much as possible and reducing the overall waste we produce will be a key focus of this.

"We know most residents play their part and recycle what they can but putting non-recyclable items into your recycling bags contaminates the load which can incur a cost for disposal. So, recycling better is more cost effective for everyone.

"It's imperative residents can easily access the information they need about what can and can't be recycled

in Hillingdon, so please take a few minutes to fill out our survey to help us see what changes we can make to help residents improve their recycling."

The most common contaminating items in Hillingdon are food waste, clothing and hygiene products.

Take part in the survey by Sunday 21 July at [www.hillingdon.gov.uk/recycling-survey](http://www.hillingdon.gov.uk/recycling-survey).



# Serving the community and forming some new friendships

New Mayor, Cllr Colleen Sullivan shares with *Hillingdon People* her pride at being elected as the borough's ceremonial and civic head for the forthcoming year.

**A**t the council's Annual General Meeting on Thursday 9 May, Cllr Colleen Sullivan was formally elected as the new Mayor of Hillingdon.

Cllr Sullivan has been a Hillingdon resident for more than 40 years and was first elected as a councillor in a mid-term by-election in Hillingdon East in 2020, and in May 2022 was re-elected to represent the same ward.

Speaking of her appointment, she said: "I am excited about serving the community as Mayor of Hillingdon. I am looking forward to a busy and exciting year ahead full of wonderful vibrant events.

"My aim during my Mayoral year is to form new friendships, partnerships and highlight the fascinating history of this great borough and how we can all play a part in its past and its future."

She believes her strong local community connections will ably equip her for the year ahead and show how she's fully invested in the borough and its people.

She added: "I have always enjoyed getting involved with local initiatives and events and have a close connection with the

local residents' associations, local shopkeepers and am very much embedded in the community.

"I am the Neighbourhood Watch co-ordinator for my area and a member of the local Ward Panel and Safer Neighbourhood Board and I am a regular worshipper at All Saints Church, Hillingdon."

Cllr Sullivan has chosen two charities to fundraise for during her mayoral year: Radio Hillingdon and Royal Brompton & Harefield Arts (Hillingdon Branch) which supports young people from the borough diagnosed with lung and breathing problems and their families through music. To find out more about the Mayor's Charity Appeal and donate, visit [www.hillingdon.gov.uk/mayorcharity](http://www.hillingdon.gov.uk/mayorcharity).

In her leisure time, Cllr Sullivan enjoys music, reading and is an avid sports fan, following rugby, cricket, football and motor racing.

Cllr Sullivan will be accompanied during official duties by the new Mayoress, Anne Robinson.

At May's Annual General Meeting, Cllr Philip Corthorne was also voted to the position of Deputy Mayor.



rb&h Arts



If you'd like the Mayor to attend your activity, visit [www.hillingdon.gov.uk/mayor](http://www.hillingdon.gov.uk/mayor) or email [mayor@hillingdon.gov.uk](mailto:mayor@hillingdon.gov.uk)



Meeting stallholders at the Hillingdon Business Expo



Laying a wreath to mark the 80th anniversary of D-Day

# D-DAY 80TH ANNIVERSARY MARKED AT HISTORIC BUNKER

The remarkable anniversary of one of the Second World War's most pivotal days was commemorated in June with a range of fun and informative events at the council's Battle of Britain Bunker and Exhibition and Visitor Centre.

The bunker in Uxbridge is intrinsically connected with D-Day, as the airborne support was orchestrated from there and because one of the Women's Auxiliary Air Force (WAAF) officers stationed in the top-secret headquarters issued the secret orders for Operation Overlord to commence.

Operation Overlord (D-Day) was the largest amphibious invasion in history, which landed thousands of Allied troops on the Normandy coast to help liberate Europe from Nazi occupation. It began on 6 June 1944.

The 80th anniversary of D-Day took place on Thursday 6 June, with a pop-up exhibition and themed events held at the bunker and visitor centre until Sunday 9 June. During the course of the four days, more than 1,000 people visited to attend

events and tours, pay tribute and browse the exhibits and artefacts.

The visitor centre also played host to a variety of musical performances, from brass bands and vintage singers to choirs performing wartime favourites.

In addition to the permanent D-Day exhibition, there was also a pop-up 'D-Day 80' exhibition to mark the anniversary. This included a fascinating diorama of the infamous beach landing which was painstakingly recreated by the bunker's volunteers.

Special talks from military authors and themed bunker tours to the Operations Room (pictured below) kept visitors entertained, while for children, a pop-up climbing wall proved very popular, and themed crafting sessions helped them learn about the historic event while having fun and getting creative.



## D-Day 80



### WAAF OFFICER'S DAUGHTER VISITS MUM'S TOP-SECRET WORKPLACE

Renee Chrem (née Shalom) was a communications officer stationed at the bunker.

Born in Manchester to a Jewish Orthodox family, while working at the bunker she was the officer who was tasked with sending the top-secret, coded message on 5 June 1944, for Operation Overlord to begin.

It was not until the next day, when the encampments of officers stationed on the lawns of RAF Uxbridge had vanished overnight, that she realised what the message she had sent had instructed.

And it was many decades later before she told her daughter, Denise Brujis (pictured right), that this was her involvement in that key day in history.

Denise flew to the UK from her home in Washington, in the United States, as one of the bunker's VIP guests at one of the events to mark the D-Day anniversary.

While visiting the site, she took time to speak with *Hillingdon People* and BBC London (who hosted their 6 June evening news programme from the bunker) about her visit, her mum's role in the bunker and its significance to both history and her family.

She said: "I really can't believe I'm here. To think that my mum was here planning and thinking and doing things for the war, it's very special. I am more than proud, for us, for me and my brother, and our family, she's our hero."

"The whole situation [being in the bunker] was transporting me to those times, and I just could not believe that that's where she had been."

Denise said her mother was incredibly modest and rarely spoke of her role in the bunker. It wasn't until many years later, when Denise was at university, she told her family what she'd done.

Denise said: "She gave us this talk about her role, these very high-ranking officials come in and they say you need to send this coded



message and not make any mistakes. So, of course, when she told us the story, she said: "I got very nervous" but apparently the message got through and then the next day was 6 June, D-Day and she realised what she had actually done was send the instructions for the launching of D-Day.

"You know she really did not speak a lot about it. She was either very modest, or they say that that's natural for people who had been working and involved [in the war]. There was an American Jewish soldier who she would meet at a club and I found out through him, he told me that my mum told him – which she had not told me – that when she was off [shift] she would volunteer with the ambulances to pick up the wounded."

"She was very strong and very courageous. She was a force of nature, I used to call her 'Mother Nature'."

Renee's was one of three WAAF officers whose images have been used by the council as part of its recent publicity campaign to promote the bunker.

Denise was thrilled to find out that as well as Renee appearing on the banners and information boards at the visitor centre that her mother's image had been used on advertising sites and on the sides of buses across west London – she even features on a label badge for sale in the bunker gift shop.

Denise, added: "I'm really proud, the emotion is just beyond. I kind of have to block myself so I don't become too emotional."

"I am very happy, I feel very proud and I think that for all that mum did, this is the best way that she could be honoured."

### Cllr Eddie Lavery, Cabinet Member for Residents' Services,

said: "It was brilliant to see so many visitors commemorate one of the most important moments in history in one of our borough's most unique settings."

"It's a difficult skill to be able to both entertain and educate about events as sobering as the D-Day landings, but it's something our bunker team excels at."

"We're committed to preserving and sharing the borough's rich history and welcome visitors young and old to come and experience this once top-secret site which played such a crucial role in the Second World War and the liberation of Europe."

For more information on the bunker and to book tickets, visit [battleofbritainbunker.co.uk](http://battleofbritainbunker.co.uk)



# Digital library – just a click away

Did you know that Hillingdon library members can unlock a range of reading materials, reference resources, databases, e-learning tools and articles via our online digital library for free?

Sign up to the council's library service and join the thousands of residents already benefiting from the wide range of online resources from the comfort of their own homes.

You can learn a language, prepare for your driving theory test, Life in the UK Test or sign up for an educational course.

Theory Test Pro is a highly realistic online simulation of the UK's driving theory tests for all vehicle categories.

Transparent Language is a web-based language learning platform offering more than 110 languages, including regional dialects and English as a second language.

Universal Class is an online educational service providing a range of learning courses for residents interested in the lifelong pursuit of knowledge. There are hundreds of courses – from accounting and bookkeeping to yoga.

There are also e-books and audio books, newspapers and magazines, interactive stories for children, and guides to authors.

With the BorrowBox app you can borrow up to five e-books and five e-audiobooks for 21 days and renew them twice.

PressReader boasts a selection of more than 6,000 newspapers and magazines, from 120 countries in 60 languages, on your computer or mobile device. You can explore the titles free of charge on demand.

With your membership you can also access a range of encyclopaedias, dictionaries and research materials for people of all ages. New resources added include the Oxford Reference Library, Oxford English Dictionary, Oxford Dictionary of National Biography and Who's Who and Who Was Who, a directory of noteworthy and influential people who impact British life, plus more than 100,000 entries from the archives dating back to 1898.

You can also access our digital offer via the council's public computers across our network of libraries, which members and guests can book, and there's also free Wi-Fi available.

For more information, visit [www.hillingdon.gov.uk/book-library-computer](http://www.hillingdon.gov.uk/book-library-computer).

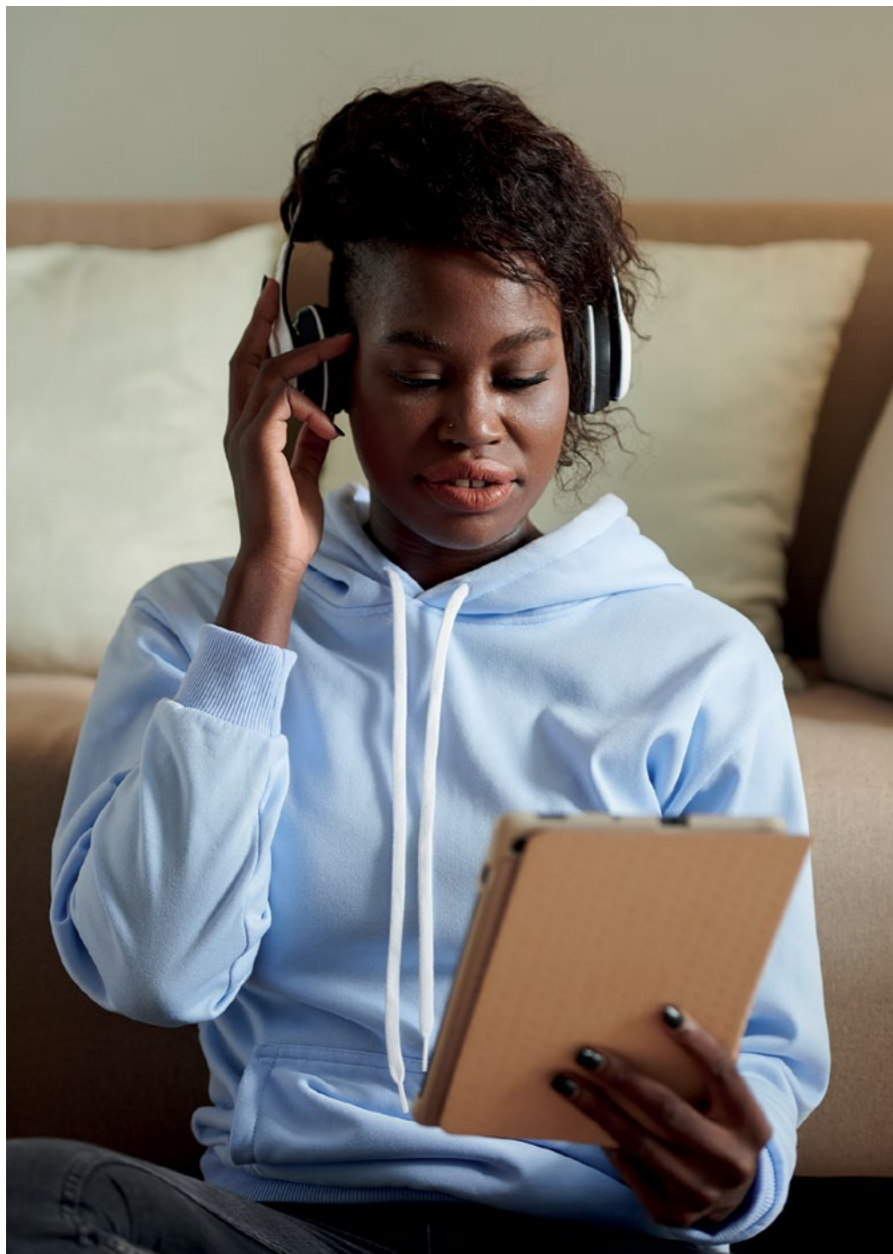
To see the full range of resources available and use them, visit [www.hillingdon.gov.uk/digital-library](http://www.hillingdon.gov.uk/digital-library)

## Become a library member

If you're not already a member, it's easy to sign up. You can also upgrade to a full library membership with your HillingdonFirst card. Find out how at [www.hillingdon.gov.uk/libraries](http://www.hillingdon.gov.uk/libraries).

### Cllr Eddie Lavery, Cabinet Member for Residents' Services,

said: "Our libraries have so much on offer and are far more than just books. It's free to join, so if you haven't done so already, sign up now and start enjoying the digital benefits your library membership provides."



## Library spaces available to hire

Spaces are now available to hire online at a reasonable cost at Botwell Green, Charville, Harefield, Hayes End, Ickenham, Oak Farm, Ruislip Manor, South Ruislip and Yeading libraries.

There are a range of small, medium, and larger spaces offering a comfortable environment for business,

hobby and community meetings, as well as learning and training.

Others are suitable for fitness and wellbeing groups, such as yoga and Pilates, with a large space available at Harefield Library for parties and events.

Take a virtual tour of the spaces and book at [spacehire.hillingdon.gov.uk](http://spacehire.hillingdon.gov.uk).

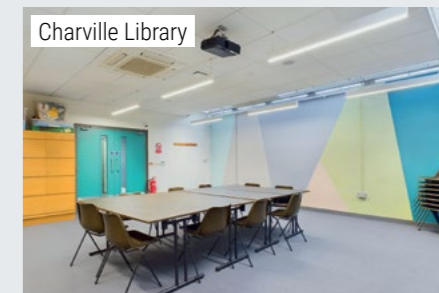
## Helping residents get online

As part of the National Databank project, the council's libraries are working with the Good Things Foundation to provide SIM cards and/or monthly mobile top-ups (from providers Virgin Media 02, Vodafone and Three) for eligible residents, with more than 150 handed out so far.

To receive free data through the partnership, users must be aged 18 and over and live in a low-income household with no access to the internet at home, or insufficient access elsewhere.

If you meet the criteria, visit one of the participating libraries – Botwell Green, Charville, Harefield, Northwood Hills, Oak Farm, Uxbridge, Yiewsley and Yeading – taking proof of your age, and speak with a member of staff, who will be able to help. Collections from Charville Library are by appointment only, so please contact the branch directly in advance.

Find out more at [www.hillingdon.gov.uk/national-databank](http://www.hillingdon.gov.uk/national-databank).



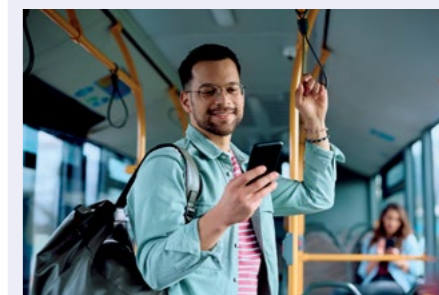
## Download the Hillingdon Libraries app today

Access Hillingdon Libraries from your phone or tablet – manage your account, search the catalogue, renew, reserve and issue books.

It's easily downloadable on your phone from the App Store for iOS or Google Play Store for Android, and you can access it from anywhere.

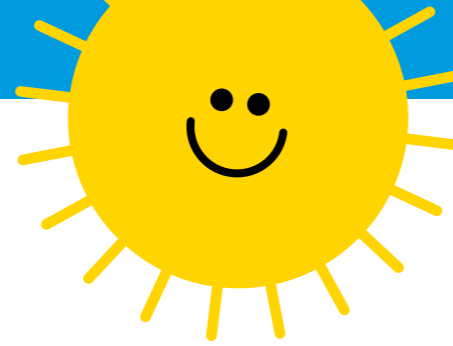
All you need to do is:

- on your device's app store, search for and download the 'Hillingdon Libraries' app
- log in with your library card number and PIN.



A digital-enabled, modern, well-run council

# Summer activities for children and families



The council is hosting an array of events across Hillingdon for families with children of all ages, including archaeological digs, crafts and stories, and the annual Holiday Activities and Food programme for children in receipt of benefits-related free school meals.

## Activities at local heritage sites

Hillingdon is home to a wealth of heritage sites and historical places of interest, and there will be plenty of activities and events to entertain residents young and old throughout the summer.

### Follow the audio trail Every day

An audio trail which guides visitors around Cranford Park's 144 acres of historic parkland and woodlands launched this summer, showcasing the site's historical and wildlife highlights. The one-mile trail takes about an hour to complete and includes a narrated script covering the site's walled garden, orchard, meadow and riverside, as well as historic

structures like the 'ha-ha' and the location of the ice house. An introductory panel can be found on the western wall of the new café building, and the guide is accessed by scanning the QR code on this panel to download the phone app.

### Medieval Manor Farm Saturday 13 July, 11am to 4pm

The Tudor Manor Farm House Visitor Centre, Ruislip, is hosting a medieval event for people of all ages to learn about its rich heritage through hands-on activities and displays. Families are invited to meet a medieval medicine man and musician, listen to a costumed storyteller, and have a go at silk braiding, heraldry and more. The event is free and there is no need to book.

### Stables Open Day Sunday 14 July, 10.30am to 2.30pm

Staff at Cranford Park will be offering free guided walks around the park between midday and 1pm, and visitors can explore the Secret Garden and fully restored 18th century stable. Free bike health checks will also be on offer throughout the day. There is no need to book.

### School holiday activities Friday 26 July to Saturday 31 August

The Battle of Britain Bunker in Uxbridge is offering a wide range of activities for under-16s this summer.



Drop in for free activities at the mezzanine between 10am to 4.30pm, including crafts such as colouring and origami, and an 'animal allies' trail where children can follow the clues to find furry friends around the museum. There will also be various workshops available from 11am to 3pm on selected dates.

### Cranford Park Family Day Sunday 28 July, 10am to 4pm

Cranford Park's free Family Day will return this year with a medieval theme, offering games, reenactments, falconry and stalls for all ages. You can turn up on the day.



### Festival of Indian art and dance Thursday 1 August, 11am to 3pm

Families are invited to take part in a range of free Indian art and dance activities, including an art trail, dance performances and author events at Cranford Park. No booking required.

### Pipsqueaks! toddler story sessions Selected Fridays and Saturdays in August, 10.30am to 11.30am

Children aged 18 months to three years can join pilot Tally-Ho and friends for storytime and sing-a-long sessions, with entry to the visitor centre included. The cost is £2.50 per child and needs to be booked. For more information on events at the Battle of Britain Bunker and to book sessions, visit [battleofbritainbunker.co.uk/whats-on](http://battleofbritainbunker.co.uk/whats-on).

### Community archaeological dig Saturday 10 to Sunday 25 August

Delivered alongside AOC Archaeology Group, this year's community archaeology project at Cranford Park will focus on Iron Age structures, the Icehouse, and other mysteries of the park. The project is an exciting introduction to the work of archaeologists, is open to everyone and no prior experience is required. Booking is essential.

### Animals of Eastcote House and Gardens Tuesday 13 August, 10am to 11am

Join the storyteller of animal tales. Follow him on a wildlife trail around the gardens getting ready for the bunnies' party as you go. Suitable for ages five to eight. Free of charge, but booking is essential.

### Classic car rally and heritage day Thursday 5 September, 10am to 4pm

Families can enjoy the 17th century dovecote and stables at Eastcote House and Gardens, set in 10 acres of parkland with a stunning walled garden. Along with the classic car rally, there will be live music, sales of plants, crafts and local history books, and a tea garden. Visitors can follow the tree trail and the wildlife images trail into Long Meadow – a Site of Importance for Nature Conservation. No booking required.

### Race around Cranford Park Saturday 7 September, midday to 4pm

Visitors of all ages are invited to a race around the park in 80

minutes (or fewer if you're quick), with challenges to complete and prizes to be won.

## Sessions at your local library

Libraries across Hillingdon will be offering various activities for primary-aged children, and the Summer Reading Challenge is now open for sign-ups.



MARVELLOUS MAKERS ILLUSTRATIONS BY NATELLE QUEK AND © THE READING AGENCY 2024

### The Jolly Lolly Sticks Story Show Tuesday 30 July

Botwell Green and Uxbridge libraries are hosting an event with writer and performance poet Justin Coe. Families with children over the age of four are invited to rhyme, rap, recite, sing, draw, dance and act out their own stories, poems and jokes.

### Summer Reading Challenge Saturday 6 July to Saturday 14 September

The Summer Reading Challenge is a national initiative to encourage children to continue reading during the summer holidays. Children aged four to 11 can sign up at any Hillingdon library or online to set a reading goal and collect rewards for reading anything they enjoy. This year's theme is 'Marvellous Makers' and focuses on creativity through the power of reading, with activities including arts and crafts and junk modelling. For more information, visit [discover.hillingdon.gov.uk/summer-reading](http://discover.hillingdon.gov.uk/summer-reading).



CREDIT: SUZY CORKER

### Lego Makers Various dates in July

Children aged seven to 11 are invited to join in with games and story prompts at Lego maker workshops at Manor Farm, Uxbridge and West Drayton libraries and create a Lego masterpiece. Several libraries will also be running regular relaxed Lego play sessions.

More activities overleaf >>>

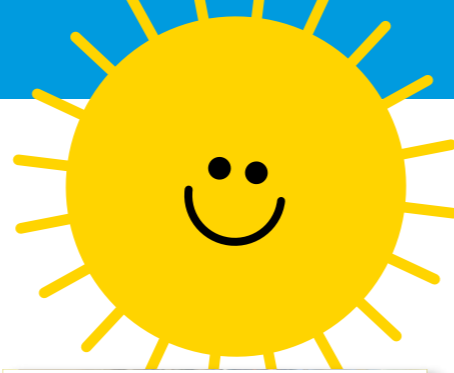




**Dragon Makers**  
**Various dates in July and August**  
 Botwell Green, Hayes End and Oak Farm libraries will be hosting sessions for four to 11-year-olds to learn recycling skills by making a junk model dragon.



**The Imagination Station**  
**Thursday 15 August, 10am to 4pm**  
 This free drop-in event at The Great Barn at Manor Farm is aimed at children aged four to 11 and their families, offering art activities, crafts, story times, and fun with fitness.



**Create your own park**  
**Thursday 19 September, 4pm to 5pm**  
 A creative crafting activity for families at Botwell Green Library, to design and build your own outside area. Booking is essential.



**Keeping fit and healthy**

**For family fun, just add water!**

Swimming pools are not just a place to cool off during hot summer days but also a great place for families to bond and create lasting memories. Whether you have young children, teenagers, or grandparents, swimming pools offer a great opportunity to spend quality time together and have fun as a family. During the summer, your local Better swimming pools offer a number of sessions, from Swim For All, Fun Family Swims which includes floats and toys, plus lido sessions at Hillingdon Sports and Leisure Complex. Find out more at [better.org.uk/hillingdon](http://better.org.uk/hillingdon).

**Free weekend tennis sessions**

Tennis players of all ages and abilities can sign up to hour-long social tennis sessions and play tennis for free at Harmondsworth Recreation Ground, Northwood Recreation Ground and Rosedale Park. Booking is essential at [www.hillingdon.gov.uk/tennis-programmes](http://www.hillingdon.gov.uk/tennis-programmes).

**Soft play for under-10s**

A new soft play area is available at Botwell Green Sports and Leisure Centre, designed for children aged 10 and under and offering four floors of climbing, sliding and crawling activities. There is also a dedicated

area for children under three to play safely, and a café offering a wide range of refreshments. For more information, visit [better.org.uk/botwell-play](http://better.org.uk/botwell-play).

**Holiday Activities and Food Programme (HAF)**

**Monday 29 July to Friday 30 August**  
 The council's HAF programme is open to school-aged children (Reception to Year 11) in receipt of benefits-related free school meals. The programme is funded by the Department for Education and has more than 20,000 places available for local children at 60 locations across the borough. Activities include netball, Taekwondo, canoeing, arts and crafts, dance, drama, musical theatre, film making, remote control car racing, coding and SEND specific sessions for children with more complex needs. For more information, visit [www.hillingdon.gov.uk/HAF-programme](http://www.hillingdon.gov.uk/HAF-programme).



For more information on these events and activities, and to book, visit [discover.hillingdon.gov.uk/events](http://discover.hillingdon.gov.uk/events)



# Keeping residents safe: Food safety prosecutions in action

Council officers regularly carry out food safety inspections to protect residents from harm, and where necessary, strict punishments are sought for those flouting regulations.

**Chinese takeaway prosecuted for food safety breaches**

On Tuesday 16 April, two brothers and their companies were prosecuted at Uxbridge Magistrates' Court for breaching food and safety regulations, with the pair receiving fines totaling £6,843.52. Imtiaz Zazay and his company Yumchi Zazay Ltd were convicted of one charge each, while Mukhtar Zazay and his company Zazay Foods Ltd were convicted of three charges, all for breaches to the Food Safety and Hygiene (England) Regulations 2013. During an unannounced inspection in March last year, the council's environmental health officers found that the Uxbridge business, that provided a Chinese cuisine takeaway service, posed a significant public health risk as it had no potable water supply, which is necessary to ensure that foodstuffs are not contaminated and for staff to maintain personal hygiene.

Following the inspection, the business ceased trading upon realisation of the significant risk of contamination and environmental health officers uncovered evidence from the water company and third party delivery services that Yumchi Zazay Ltd had traded without water for two days. Further inspections found additional breaches, including inadequate procedures in place to control pests and a failure to ensure all staff had the required training or supervision for food handling and preparation. After the council served the business with a poor food hygiene rating of one and began legal proceedings, multiple new business registrations were received as the owners attempted to evade taking responsibility for their actions. The court ordered Imtiaz Zazay to pay £1,153.63, comprising a

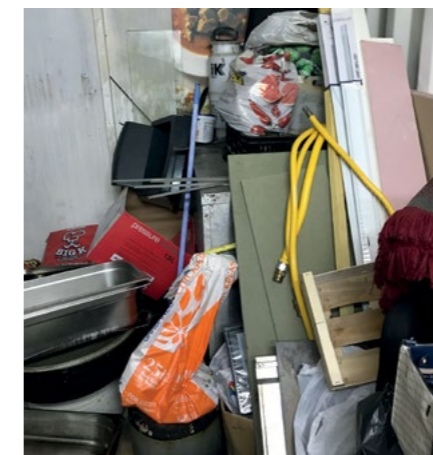


personal fine, victim surcharge and prosecution costs, and Yumchi Zazay Ltd was ordered to pay £1,943.63. Mukhtar Zazay was ordered to pay £1,802.63, including a personal fine, victim surcharge and prosecution costs, and Zazay Foods Ltd was ordered to pay £1,943.63.

**Takeaway fined more than £8,000 for poor food hygiene**

In April, the council successfully prosecuted an Uxbridge takeaway which put residents' health at risk by failing to comply with food safety and hygiene standards. Mashal Norani, of Taste of Afghanistan, and his company, Aikon Ltd, were convicted of four offences each and sentenced at Uxbridge Magistrates' Court on Tuesday 16 April. During a routine inspection in January last year, a council environmental health officer found a number of breaches and immediate health risks, including evidence of structural disrepair, unclean premises, a lack of facilities for food handlers to wash their hands, a wastewater pipe leak, strip lighting hanging from the ceiling, poor food handling and no evidence of staff food hygiene training.

Norani was ordered to pay £4,445, comprising a personal fine, victim surcharge and prosecution costs, while the company was ordered to pay £4,100, which included a fine, victim surcharge and prosecution costs – fines and costs totaling £8,545.



**Cllr Eddie Lavery, Cabinet Member for Residents' Services,**

said: "It's shocking to see multiple cases where basic standards of cleanliness and food preparation training were not carried out, despite warnings for required improvement, and they must now pay the price for their actions. "Had it not been for the diligent work of our food safety team, it was only a matter of time before a member of the public became seriously ill (or worse) from eating food produced by these establishments."

Report food-related complaints or issues with food premises at [www.hillingdon.gov.uk/food-hygiene](http://www.hillingdon.gov.uk/food-hygiene)



# Supporting sustainable travel

As part of the council's commitment to creating a green and sustainable borough, *Hillingdon People* highlights some of the latest projects being delivered to promote healthier, cleaner, active travel.

In August 2023, the council announced its Electric Vehicle Infrastructure Strategy, an integral part of the council's strategic objectives, delivered as part of its Climate Action Plan. The aim of the strategy is to deliver a full, accessible electric vehicle (EV) charging network across the borough by 2030, and in May the first tranche of brand-new charging points, which use the latest technology, went live in 32 locations, with 14 more set to follow soon.

The rollout follows the council's new partnership with providers, APCOA, and will continue with the additional delivery of 14 rapid-charging points and funding sourced to provide a further 36 charging points in a second phase of delivery. Feasibility and planning work is already underway to determine and finalise these locations.

The initial phase of 46 charging points includes 24 in completely new locations as well as 22 which have replaced existing EV charging points that had reached their end of life.

The rollout means residents who own, or are thinking of getting an EV, have more options for charging away from the home, and it's even better



news for Hillingdon *First* cardholders who will get a discounted rate when using the chargers, of 60p p/kwh, rather than 65p p/kwh.

Electric car owner, **Sarah Browne from Ruislip (pictured above)**, said: "It's great to hear that the council is investing in renewable energy across many public spaces by installing solar panels, heat pumps and EV charging points."

"The EV charging points are a real plus for me, and the fact that residents can obtain discounted rates with their Hillingdon *First* card is an added bonus. I really value how the borough puts its residents first."



**Cllr Jonathan Bianco, Deputy Leader and Cabinet Member for Property, Highways and Transport (pictured left)**, said: "Our new network of EV charging points uses the very latest technology to make them simple and easy to use and helps us future-proof our facilities to meet growing demand as more residents make the switch."

"Not everyone has a driveway or the option to charge their cars at home, so our expanding network will enable residents, and visitors, to top-up their vehicles in a convenient and affordable way."

## The new charging points are located at:

- Botwell Green Car Park, Hayes (x4)
- Brandville Road Car Park, West Drayton (x4)
- Fairfield Road Car Park, Yiewsley (x4)
- Green Lane Car Park, Northwood (x4)
- Highgrove Pool car park, Ruislip (x2)
- Hillingdon Sports and Leisure Complex car park, Uxbridge (x2)
- Pump Lane Car Park, Hayes (x4)
- Ruislip Lido Willow Lawn Car Park, Ruislip, (x8)

## Coming soon:

- Civic Centre car park, Uxbridge (x6)
- Pembroke Gardens Car Park, Ruislip (x5)
- St Martin's Approach Car Park, Ruislip (x3)

## Rapid charging points coming soon:

- Green Lane Car Park, Northwood (x4)
- Ruislip Lido Willow Lawn Car Park, Ruislip (x4)
- Devonshire Lodge, Eastcote (x6)

The council is currently developing a bid to the government's Local Electric Vehicle Infrastructure (LEVI) Fund which will further increase the number of EV charging points throughout the borough.

For more information on the strategy, visit [www.hillingdon.gov.uk/electric-vehicles](http://www.hillingdon.gov.uk/electric-vehicles).



Pupils from Newnham Infant and Nursery School

## Cycle and scooter training proves popular

Residents have been quick to take up free training to help them make short, sustainable transport journeys by improving their bike and scooter skills.

In April, the council launched this year's round of monthly Cycle Skills Saturday training sessions, for adults and children.

Held on the second Saturday of each month, the sessions teach the basic bike handling skills and riding knowledge to help people stay safe when cycling around the borough.

To make it easier for residents, both bikes and helmets are provided where needed.

**One of the attendees from the first session in April**, said: "My daughter was able to go from not being able to balance to riding her bike around the track in one hour."

"There were lots of encouraging instructors to help each kid learn how to ride. It was an invaluable experience."

Find out more at [www.hillingdon.gov.uk/cycle-skills-training](http://www.hillingdon.gov.uk/cycle-skills-training).

For school pupils, scooter-specific safety training for five to seven-year-olds was recently organised by the council's School Travel and Road Safety (STaRS) team and is being delivered by specialist trainers 'for2feet'.

To date, the sessions have been thoroughly enjoyed by all the children from the six schools that have received it. The course enables pupils to scoot safely and independently and is key to helping encourage the use of more sustainable travel options for short journeys, particularly reducing pressure on roads during school drop-offs and pick-ups.

## Schools win sustainable travel awards

Two Hillingdon schools have been recognised for going the extra mile to champion active travel.

From a field of more than 200 schools, Belmore Primary Academy and Guru Nanak Sikh Academy in Hayes each won their respective categories in the Transport for London (TfL) Travel for Life Top School Award, held at the Kia Oval in May.

Belmore Primary scooped 'best newcomer' for incorporating messages around road safety and sustainable travel into its school ethos, having only joined the Travel for Life programme in 2022.

Guru Nanak Sikh Academy won the 'mode shift impact' award for reducing car use proactively by pushing the sustainable

transport message out to the wider school community.

**Martina Botros, School Travel Plan Lead at Guru Nanak Sikh Academy**, said: "The TfL pioneer team at Guru Nanak Sikh Academy was very proud to have won the prize for mode shift impact as this is what we have been striving for since the initiative started seven years ago."

"There has always been concern about the amount of traffic at the start and end of the school day, which not only causes severe congestion but also pollution and road safety issues."

"This year we devised a weekly 'Footloose Friday' campaign and there is a marked difference in traffic and we see a lot more students walking and cycling to school!"



Towpath improvements deliver better access

Two projects to improve access to the Grand Union Canal for everyone, including cyclists, were completed in May.

The works at Packet Boat Lane and Benbow Way included resurfacing the towpath to enable smoother access for cycles, scooters and wheelchair users. While Benbow Way is now fully accessible, steps had to be retained at Packet Boat Lane, however a 'cycle wheeling channel' has been included so cyclists can get their bikes up and down with ease.

The £40,000 works began in May and were funded via the Department for Transport's 'active travel' fund.

In May and June, residents were asked to offer their feedback on the council's draft Cycling Strategy, a 10-year vision for increasing uptake and enabling more residents to move around the borough safely and healthily.

Part of the council's vision includes using the borough's wealth of green spaces, including parks and towpaths, to create routes for people to cycle that avoid roads, which can be hostile to new or inexperienced riders.

Feedback from residents will be taken into consideration to help shape the finalised strategy which will be published later this year.

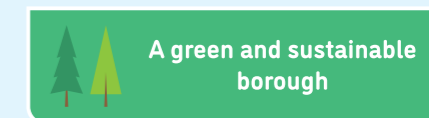
Read more about the council's Cycling Strategy and riding in the borough at [www.hillingdon.gov.uk/cycling](http://www.hillingdon.gov.uk/cycling).

## 'Cycle Sundays'

TfL has launched a new initiative to help get people cycling. 'Cycle Sundays' includes special routes, designed specifically to cater for a leisurely Sunday ride, and avoid busy roads and traffic to help encourage more people to get riding this summer.

Two Hillingdon-based routes feature: The Uxbridge Lido Cycle and Town to Country Adventure.

Find out more at [tfl.gov.uk/modes/cycling/cycle-sundays](http://tfl.gov.uk/modes/cycling/cycle-sundays).



# Creating new affordable homes and improving existing ones

The council is working hard to create new and improve existing homes for residents to ensure they have access to high quality and affordable housing in safe and strong communities.

**D**emand for housing across the country is continuing to increase, especially because of rising purchasing, renting and living costs, more landlords deciding to sell their properties, and builders stalling in their supply of new homes.

This has put increased pressure on local authorities, including Hillingdon, to address this complex challenge.

Our last annual audit of planning data showed that while planning permission has been granted for 1,774 new homes on large sites work has not yet commenced by the developers, and the council is lobbying for more powers to stop the practice known as land-banking.

The council's budget for 2024/25 also included a commitment to increasing the number of homes it purchases for affordable renting for the year from 100 to 300.

Additionally, the council is moving forwards with the delivery of new social housing, with building work well underway at the Hayes Town Centre and Avondale Drive estates to deliver 740 new homes (50 per cent affordable) and 34 homes on the site of the former Maple Day Care Centre and Poplar Care Home in Hayes.

The council's approach has been to deliver vital housing by building on brownfield sites near town centres, with plans in place for the delivery of 95 affordable homes at the former swimming pool in Yiewsley, and former garage sites in Uxbridge, Harefield and Hillingdon.

On Tuesday 11 June, Cllr Jonathan Bianco, Deputy Leader and Cabinet Member for Property, Highways and Transport, and Cllr Eddie Lavery, Cabinet Member for Residents' Services, visited new council homes at Petworth Gardens in Hillingdon East (pictured above right).

The newly completed development, part funded by the Greater London Authority, has created four brand-



new family-sized four-bed homes on a former unused garage site.

To address housing demand and homelessness, the council is also:

- **continuing its home expansion programme**, extending some of the authority's existing council houses with rear extensions or loft conversions, which offers a more cost-effective way of bolstering the houses available.
- **boosting supply by running a Housing Buy-Back Scheme** to buy or lease private homes which have become vacant, and by offering incentives for tenants to downsize, freeing up larger homes.
- **repurposing buildings to create vital temporary accommodation** to support the growing number of people being made homeless.
- **encouraging residents to access housing advice early** to prevent them from being made homeless. This includes educating them on their legal rights, encouraging negotiations with landlords, providing financial support where eligible and assisting in securing alternative housing if needed.
- **offering short-term accommodation** with floating support through its Rough

Sleepers Accommodation Programme which is designed to help individuals gain skills to manage a tenancy independently.

### Kamleshkumar Nayee

was recently supported by the Rough Sleepers Accommodation programme. He said: "I am a barber by trade, it's my passion, passed down through many generations of my family, however a long-term health condition currently prevents me from doing what I love.

"Not being able to work and becoming homeless made me feel lost and was impacting my physical and mental health. "The support provided by the council has been a lifeline, not just for providing me with a safe and secure home but also helping me to access and apply for other benefits like the Personal Independence Payment.

"I'm incredibly happy in my new home and it means I can focus on my health."

If you, or someone you know, is at risk of becoming homeless, find out more at [www.hillingdon.gov.uk/risk-of-homeless](http://www.hillingdon.gov.uk/risk-of-homeless).



**Cllr Eddie Lavery** said: "We are continuing to take innovative approaches to tackling the national housing crisis locally in Hillingdon.

"By buying and building more properties, expanding homes, providing a range of incentive schemes and supporting residents at the earliest opportunity to prevent them from becoming homeless, we are reducing the reliance on costly temporary accommodation placements.

"Despite our work, the escalating demand for support means that we do not have enough homes for everyone on our housing register. Available homes will be allocated based on need but in many cases, residents will be supported in securing a home in the private rented sector."



### Residents help shape our services

On Thursday 13 June, the council hosted its first Tenants' and Leaseholders' Conference, which saw more than 100 residents attend with more watching online at home.

It was an opportunity for residents to find out about the housing service and the new standards the council must comply with as a social housing landlord.

It also gave them the opportunity to provide feedback that will help to shape our services.

### New tenant newsletter

The council has launched a new quarterly e-newsletter for tenants which will share important news and information, including updates about ongoing improvement works.

### Improving our homes

The council has approximately 13,000 affordable homes for rent and is committed to providing residents with safe, quality homes and delivering a good repairs service.

This year, the council is conducting a boroughwide building condition survey to log the condition of every residential property it owns and identify homes where energy efficiency improvements can be made.

Visit [www.hillingdon.gov.uk/stock-condition-survey](http://www.hillingdon.gov.uk/stock-condition-survey) for details.

Every year, the council upgrades approximately 500 kitchens and bathrooms in council homes. This work includes upgrading appliances, addressing any damp and mould issues, and ensuring there are adequate safety measures.



### Ahmad Javed from Yiewsley

recently had his kitchen upgraded. He said: "We are delighted – it makes such a difference to our home.

"The council staff were brilliant, really patient with all my questions, and the fitters did a fantastic job."



### Elma C Edwards (pictured above), a tenant from Hayes, said:

"It was great to see so many other residents engaged, and it provided us with a good opportunity to discuss our similar concerns and share ideas on how the council could make improvements that benefit us all.

"I'd encourage others to get involved and have their say, if the council don't know about your concern, they can't work on fixing it."



If you are a tenant or leaseholder and would like to get more involved, email [customerengagement@hillingdon.gov.uk](mailto:customerengagement@hillingdon.gov.uk).

Don't forget to register for a MyAccount to help you view and manage your rent. Sign up at [www.hillingdon.gov.uk/myaccount](http://www.hillingdon.gov.uk/myaccount).

Find out more at [www.hillingdon.gov.uk/housing](http://www.hillingdon.gov.uk/housing)



# Revitalising and future-proofing the borough's town centres

Investing in Hillingdon's town centres to ensure their long-term viability and supporting local businesses is one of the council's key commitments. By focusing on infrastructure improvements and initiatives which enhance their appeal, the aim is to help these areas withstand the challenges of an ever-evolving retail landscape.

Last year, the council installed a new permanent light and sound feature at the Blyth Road underpass in Hayes. To date, more than £8.5 million has been invested in improving Hayes town centre's infrastructure, including part of Transport for London's (TfL) new Elizabeth Line station development, supported by contributions to the council from land and property developers (otherwise known as Section 106 agreements). These contributions facilitated the funding of the underpass transformation. On Friday 31 May, Cllr Eddie Lavery, Cabinet Member for Residents' Services and Cllr Janet Gardner, Hayes Town ward councillor (pictured below) attended the official opening of the new 'Sound of Hayes' underpass with the new tunnel lining constructed from steel, aluminium and natural pigmented mineral panels.



Cllr Eddie Lavery and Cllr Jonathan Bianco at Blyth Road car park

The tunnel installation plays with textures, sound and light and echoes the stereo sound of local people passing through Hayes on their daily commute. In May, the council also completed its £141,000 refurbishment works at nearby Blyth Road car park which included a fresh coat of paint, new pedestrian walkways, column protection, a new electric shutter, the re-lining of parking bays and the installation of mesh to deter pigeons.



## North Hyde Road

Works have completed on phase one of the improvements to North Hyde Road following a successful bid to the Greater London Authority (GLA) as part of TfL's Green and Healthy Streets programme. The council received £172,000 funding for the first phase of works from North Hyde Gardens to Cranford Park Road. These are designed to reduce congestion and improve walking and cycling links from the residential areas to Cranford Park and Hayes and Harlington Station. Highlights include widening the footpaths to make walking and cycling easier and planting new trees to help improve air quality. The council is currently working on designs for the second phase of the works towards North Hyde Road's junction with Fairey Avenue.



## West Drayton Station

Last autumn, the council started work to improve the public areas and car park at West Drayton Station despite the ongoing closure of Station Approach to buses. This investment, in conjunction with TfL, has seen attractive improvements to the station environment, including additional cycling stands, new paving, seating, and landscaping outside the entrance (pictured above and below). Works undertaken by the council to the main section immediately in front of the new station concluded in March. On Thursday 25 April, Leader of the Council, Cllr Ian Edwards, met with representatives from Network Rail and the Department for Transport on site to secure timescales for the overdue completion of

Network Rail's works to Station Approach and the surrounding area. In August, Network Rail is due to commence works to repair and replace the sub-surface drainage on the road outside the station which they own and are responsible for repairing. This follows the council's repeated lobbying of Network Rail and the government to ensure Network Rail carries out its repairs to a quicker schedule as this has been a prolonged inconvenience for residents. Resurfacing works are due to start on the junction of Station Approach with West Drayton High Street in October and the drainage and resurfacing works are scheduled to complete in November, with bus services resuming outside the station in December.



Cllr Lavery said: "Reviving our town centres is key part of our Council Strategy and we're committed to supporting them to ensure that they thrive for generations to come. "The improvements at Blyth Road, North Hyde Road, Mulberry Parade and West Drayton Station are four recent examples of the high-quality infrastructure projects we're continuing to deliver for residents and businesses across Hillingdon."



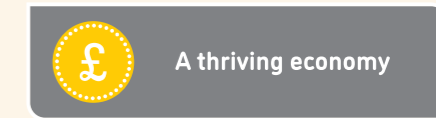
## Mulberry Parade

Works are underway on Mulberry Parade in West Drayton to enhance the area for residents and businesses. The distinctive character of the parade will be celebrated with unique branding which includes a wall mural, shutter art and footpath graphics.



Other highlights include new paving and street lighting, and a zebra crossing and footpath featuring a vibrant leaf design to link the shopping parade with Stockley Recreation Ground. Works are scheduled to complete this summer.

For more information on town centre improvements, visit [www.hillingdon.gov.uk/towncentres](http://www.hillingdon.gov.uk/towncentres)





# Learn skills for the jobs you want with our new courses

Our Learn Hillingdon Adult and Community Education classes for 2024/25 are now available to sign up to – find a course to help you prepare for work or get promoted, gain a qualification or learn new skills. Discover how we can help you start your self-development journey today.

With the new academic year just around the corner, our Learn Hillingdon adult education centres are now taking bookings for classes which start in September. We offer hundreds of part-time day and evening courses for people aged over 19. Delivered at our centres, in the community and virtually, many of our courses are fully funded by the government. Speak to one of our advisors to find out more. If your vocation in life is to care for others, we offer courses to provide you with the knowledge and skills to progress towards careers in a range of professions, including

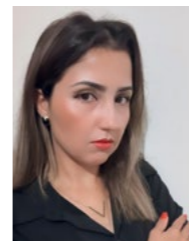
community mental health services, residential care, home-based care and healthcare support services. If you'd like to support children with their early development, we have a range of courses to help you embark on a career as an early years practitioner in nurseries or pre-schools, or a support role in primary

and secondary schools, including learning support assistants, teaching assistants or learning mentors. A highlight this year is our introduction to childminding course, which will help prepare you to set up home-based childcare or be employed in a home-based role as a childminding assistant.

**CLlr Susan O'Brien, Cabinet Member for Children, Families and Education**, said: "We want to ensure that residents of all ages have the chance to learn new skills in high quality learning environments to aid their personal and professional development. "All of the courses have been designed to offer great value for money and unlock new job opportunities – so start your learning journey with us today!"

## Meet Daiane

When **Daiane Goncalves de Brito**, 36, from Hayes, arrived in the UK from Brazil, she could barely speak a word of English.



She made the decision to pursue fluency in English and discovered the opportunity to study at Learn Hillingdon. With the support of teachers and dedicated study, she started to make progress. She now runs her own jewellery business and is embarking on a new venture in cosmetics and perfumery sales. Additionally, she has plans to obtain a degree. She's grateful to Learn Hillingdon and the wonderful teachers she had. She said: "Thanks to them, I'm now fluent in English and able to navigate various aspects of my life independently. This newfound confidence in the language has opened up doors for me, and I'm now pursuing my dreams with vigour. "I want to emphasise that if you believe in yourself and are willing to put in the effort, anything is possible. Even if you've come to this country without knowing a word of English, there are resources like Learn Hillingdon that can support you on your journey to fluency and success."

## Meet Hatice

**Hatice Cavus**, 41, from Ruislip, a former finance manager in Turkey, moved to the UK with her family, facing language barriers and childcare responsibilities.



After completing an ESOL course with Learn Hillingdon, she decided on a career transition, choosing to become a teaching assistant. Starting with the Preparing to Work in Schools Level 1 course, Hatice found it instrumental in building key skills for the Supporting Teaching and Learning Level 2 course. She also completed the Safeguarding and Prevent Level 2 course which helped enhance her understanding of core school subjects, and find employment, leading to a job offer from a primary school. Thanks to Learn Hillingdon, Hatice has enhanced her IT skills and improved her English. She said: "I strongly recommend these courses and Learn Hillingdon for those who'd like to start a career or expand their knowledge in education in a safe, friendly, and supportive environment."

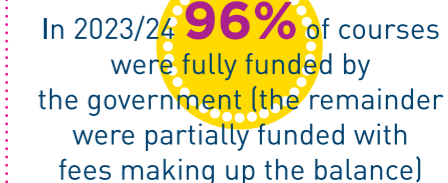
## Courses for adults with additional needs

The council also offers around 70 courses for Adults with Learning Difficulties and Disabilities (ALDD), with experienced staff on hand to provide a nurturing and supportive environment. All courses are designed to help learners develop

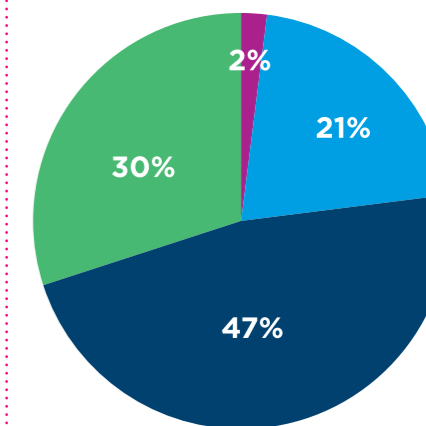
their English, maths and digital skills. The classes can help students prepare for work and the future, stay healthy, and there are also creative activities available. Find out more at [www.hillingdon.gov.uk/aldd-courses](http://www.hillingdon.gov.uk/aldd-courses).



## Learn Hillingdon in numbers



## Enrolments by age range



- 18 to 24 years
- 25 to 34 years
- 35 to 49 years
- 50+ years

For more information about the courses on offer and to enrol, visit [www.hillingdon.gov.uk/adultlearning](http://www.hillingdon.gov.uk/adultlearning)



## Update from the Detective Superintendent

I have now been in post for six months, and during this time I have been amazed at the dedication of my officers and their professionalism.

I have set my team the challenge of reducing crime and am pleased to say that this target has been achieved across most types, including theft from motor vehicles and residential burglaries.

There is clearly more that we can achieve, and I am determined to ensure this is done. I also continue to meet with my local authority partners, faith leaders and other key partners to look at different methods to prevent and reduce crime.

### A New Met for London

The Metropolitan Police's 'A New Met for London' plan represents a comprehensive approach to modern policing, designed to address both immediate and long-term challenges.

For Hillingdon, this means a safer, more connected community with a robust and responsive policing framework.

On Tuesday 26 March, we held our third 'A New Met for London' event in Uxbridge. It was primarily aimed at the youth of Hillingdon where we ran a questions and answers session.

The questions from the audience were both insightful and challenging, covering a range of issues from violence against women and girls to how to become a police officer.

Our fourth event took place on Tuesday 25 June at The Compass Theatre in Ickenham. This was a further chance for us to explain the Commissioner's direction and give an update on the progress made to date on the plan.

I am happy to confirm that since my last update I now have four inspectors (increasing from two) and 15 sergeants in post (increasing from 11). This has improved the supervision ratio substantially and has allowed me to give the inspectors geographical responsibility and the sergeants fewer wards to manage, improving the local focus on specific crime types.

There are now at least two dedicated ward officers and one police community support officer (PSCO) per ward. The reintroduction of dedicated ward officers who understand the intricacies of their specific localities will be a cornerstone of this initiative.

Additionally, we have set up a Ward Panel Improvement Group run by Police Sergeant Paul Whitcomb which is intended to work more closely with Hillingdon's numerous neighbourhood watch schemes and residents' associations. By creating a more open dialogue, the police hope to gain a better understanding of the specific concerns within different parts of the borough, ensuring that their strategies are finely tuned to local needs.

To find out more about the 'New Met for London Plan', visit [www.met.police.uk](http://www.met.police.uk).

**Detective Superintendent  
Pete Thackray**

## Update from the London Fire Brigade (LFB)

Hillingdon is blessed with beautiful large areas of green spaces, wildlife and water expanses.

Now that summer is in full swing, LFB wants to protect these areas and make communities and residents as safe as possible.

Prolonged hot dry weather or extreme heat can increase the risk of fire in homes, businesses and outdoors.

Below are some top tips and considerations for the potentially hot weather.

### Wildfires

Lengthy periods of hot dry weather cause dry grass and foliage, and it only takes a spark to cause a wildfire. These are uncontrolled and unpredictable and can spread very quickly.

- don't throw cigarettes out of car windows, they may land on dry grass by the roadside
- don't have barbecues in parks and public open spaces
- take all your litter home, including glass bottles.

If you discover a wildfire:

- ensure you are in a safe location (away from vegetation and smoke)
- stay calm – call 999 immediately
- if you are in your car, close all windows and vents
- be as specific as you can about the location, the size and any other relevant information. Apps like what3words can help fire crews to get there quickly
- do not attempt to tackle the blaze yourself.

Stay up-to-date on our latest advice by visiting [www.london-fire.gov.uk/safety/grass-and-wildfires](http://www.london-fire.gov.uk/safety/grass-and-wildfires).

### Water safety and drowning prevention

We want you to enjoy the water safely, but drowning in the UK is one of the leading causes of accidental death. Whilst it may be warm, our waterways can still be very cold.

Jumping into cold water can cause your body to go into shock. This can cause you to gasp for air resulting in water being inhaled.

### Float to live

If you do find yourself in difficulty in water, remember to:

- take a minute – the initial effects of cold water pass in less than a minute. Don't try to swim straight away
- relax and float on your back to catch your breath
- try to get hold of something that will help you float
- keep calm then call for help or swim to safety if you are able.

For more information on water safety, watch the Royal National Lifeboat Institution's (RNLI) 'Float to live' video at [rnl.org.uk/safety/float](http://rnl.org.uk/safety/float).

**Borough Commander  
Paul Eastland**

## Whooping cough vaccination programme now underway

### What is whooping cough and why is it so dangerous for newborn babies?

Whooping cough (also known as pertussis) is a serious infection causing long bouts of coughing and choking, making it hard to breathe. Rates are currently high, not only in London, but locally in Hillingdon.

Parents and families should stay alert and be aware of the common symptoms as the infection spreads very easily. Babies who are too young to start their vaccinations are at greatest risk. In severe cases whooping cough is fatal.

### How can I protect my baby against whooping cough?

The best and only way to protect a newborn baby in their first few weeks of life is for mum to have the whooping cough vaccination while pregnant. The vaccination

produces antibodies to protect against whooping cough, which are passed from mum to unborn baby.

If you are pregnant, please speak to your midwife or GP about having the vaccination, they will also be able to answer any questions you may have.

Ideally the vaccination is given from 16 weeks up to 32 weeks of pregnancy – often at the 20-week scan in hospital.

Once your baby is eight weeks old, they should have their routine childhood vaccines, including the six in one vaccine which provides further protection against whooping cough.

### Treatment

If whooping cough is diagnosed within three weeks of the infection, you'll be given antibiotics to help stop it spreading to others.

Hospital treatment is usually needed if you have severe whooping cough, or if your baby is under six months old.

Pregnancy and childhood vaccinations provide the best possible protection for your family from whooping cough and other childhood illnesses. Find out more at [www.nhs.uk/conditions/whooping-cough](http://www.nhs.uk/conditions/whooping-cough).

**NHS**

**Whooping cough cases are rising**

**Babies are at greatest risk as they are too young to start their vaccinations**

**Book your vaccine through your GP surgery or local maternity service**

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**Autumn Show**

[www.hillingdon.gov.uk/autumnshow](http://www.hillingdon.gov.uk/autumnshow)  
Closing date: Friday 30 August

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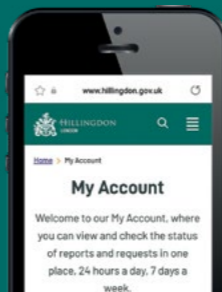
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<b>Births, deaths and ceremonies</b> <a href="http://www.hillingdon.gov.uk/births-deaths-ceremonies">www.hillingdon.gov.uk/births-deaths-ceremonies</a>	<b>Council tax</b> <a href="http://www.hillingdon.gov.uk/counciltax">www.hillingdon.gov.uk/counciltax</a>

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**Health and wellbeing**  
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**Housing Services**  
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**Hillingdon Social Care Direct (adults) (including TeleCareLine and Meals Service)**  
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**Leisure (including parks, leisure centres, theatres and events)**  
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**Planning and Building Control**  
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**School admissions**  
[www.hillingdon.gov.uk/schooladmissions](http://www.hillingdon.gov.uk/schooladmissions)

**Stronger Families Hub**  
[www.hillingdon.gov.uk/stronger-families](http://www.hillingdon.gov.uk/stronger-families)

**Transport, roads and parking**  
[www.hillingdon.gov.uk/transport](http://www.hillingdon.gov.uk/transport)

### Mental health support

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**Samaritans**  
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