

# HILLINGDON people

News from your council  
January/February 2025

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

## Learn new skills



**Creating a greener future**  
**Preventing homelessness**  
**Keeping you safe**



HILLINGDON  
LONDON



ENHANCED PARKS



HEART MONTH



GET ACTIVE



Hillingdon Community Awards

## Nominate unsung heroes

### Celebrating people who make our borough special

Submit your nomination by Monday 17 February 2025  
at [www.hillingdon.gov.uk/community-awards](http://www.hillingdon.gov.uk/community-awards)




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

## Get support this winter and stay warm and healthy

- ▶ Apply to our fund for older residents and get help to heat your home.
- ▶ We're working with Age UK to help pensioners entitled to Pension Credit submit a claim.
- ▶ Visit our Warm Welcome Centres for a free hot drink.

Find out more and apply at  
[www.hillingdon.gov.uk/winter-support](http://www.hillingdon.gov.uk/winter-support)




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



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COVER PHOTO: EDWARD SMITH AND LEIA RAMDHANNY FROM LEARN HILLINGDON.

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 14 February**  
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## Welcome



Happy New Year and welcome to the January edition of *Hillingdon People*. As a new year begins, councils continue to face a challenging economic environment because of a combination of soaring demand and rising costs for services, particularly relating to adult and children's social care, special educational needs in schools, and housing.

The local government finance system is broken and the continued failure of central government to provide local authorities, including Hillingdon, with fair and adequate funding and a guaranteed multi-year funding settlement creates uncertainty rather than helping to meet the needs of residents. The sobering reality is that during the past 15 years central government funding for local authorities has declined by 77 per cent, and the council is continuing to call on the government to take decisive action.

We do not want to be unable to balance our budgets or ask for exceptional support, and this is why our budget for 2025/26 includes a high level of efficiency savings as we will speed up our rigorous savings and transformation programme.


It will not be easy and the scale of the challenge increases year on year, especially as Hillingdon is already a low spending authority receiving less core funding on average than other similar outer London local authorities but we are trying to keep more of our residents' hard-earned money in their pockets.

You can read on page 10 how we're continuing to review how the council operates to address the funding shortfall by cutting costs, identifying further efficiencies and new income generation opportunities while continuing to invest in services and ensuring residents don't pay as much as others through our commitment to being a low fee and council tax charging borough.

The council will continue to provide excellent services, including free weekly waste and recycling collections, high quality leisure facilities, resurfaced roads and pavements, town centre improvements and additional homes and school places.

You can see the council's approach to reshaping services in some of the stories in this edition, including how we've found a new operator for the Beck Theatre in Hayes to secure a more sustainable future for the facility (page 5), the sale of Barra Hall to Harrow, Richmond and Uxbridge Colleges to not only protect the historic building but also create more essential learning places in the borough for young people with special educational needs and disabilities (page 6), a new campaign to reduce recycling contamination (page 12), and the delivery of new, affordable housing and how we're supporting residents to prevent homelessness (page 18).

As usual, you can have your say on the council's 2025/26 budget proposals until Sunday 26 January at [www.hillingdon.gov.uk/budget-consultation](http://www.hillingdon.gov.uk/budget-consultation).



**Cllr Ian Edwards**  
LEADER OF THE COUNCIL

## Annual Christmas card competition winners revealed

The council's Christmas card competition returned at the end of 2024, with 30 residents submitting their festive designs with the prize of having their artwork featured on our digital corporate cards.

There were adult and child categories, and the winning entries were selected by Leader of the Council, Cllr Ian Edwards.



**Persie Ardouin**, aged 10 from Ruislip, won the children's category with a vibrant drawing of a snowy Christmas scene set against the backdrop of the Civic Centre in Uxbridge.



The runner-up was **Neriah Fernandes**, aged six from Hayes, with her colourful collage of a Christmas tree and presents.

**Sue Munro**, from Ickenham, was selected as the winner of the adult



category with her depiction of the exterior facade of Uxbridge tube station beautifully adorned with a colourful Christmas tree.

Runner-up, **Velancy Azavedo**, from West Drayton, captured a serene scene of a perfect winter's evening.



**Cllr Edwards** said: "Choosing the winners for our 2024 e-cards was no easy task due to the high quality submissions we received!

"Congratulations and thank you to everyone who entered – it was wonderful to see your incredible artwork."

## Look after your health and wellbeing

To mark Heart Month in February, the council is hosting a range of events and activities in libraries, designed to encourage a healthier lifestyle and heart.

The British Heart Foundation's annual campaign aims to educate residents about vital lifesaving skills and how to spot the signs of heart disease.

For those worried about their blood pressure or cholesterol levels, free workshops are being held with our health partners, H4All and MyHealth Hillingdon, at Botwell Green on Monday 3, Oak Farm on Friday 7 and Harefield on Monday 10 February, between 11am and midday, to provide you with the latest information on how to manage

these conditions. To book, email [myhealth@h4all.org.uk](mailto:myhealth@h4all.org.uk) or call 01895 543437.

Additionally, some of the children's storytimes will focus on themes of healthy eating. View the full list of events at [discover.hillingdon.gov.uk/heart-month](http://discover.hillingdon.gov.uk/heart-month).

**Cllr Jane Palmer, Cabinet Member for Health and Social Care**, said: "Controlling your blood pressure and cholesterol is vital in helping to keep your heart healthy."

"The support and advice we're providing for Heart Month is aimed at helping residents make healthy lifestyle changes or get the required medical advice from a doctor well before serious symptoms occur.

"This is a great example of partnership working to help residents live healthier lives."

Did you know our blood pressure monitor loan scheme has now expanded to include three more libraries: Harefield, Hayes End and West Drayton? These join the existing locations at Uxbridge, Botwell Green and Ruislip Manor, with blood pressure monitor kits available for loan, as well as an onsite monitor for health checks. Find out more at [www.hillingdon.gov.uk/blood-pressure-kits](http://www.hillingdon.gov.uk/blood-pressure-kits).



Cllr Palmer at Ruislip Manor Library

## Pop-up library for Northwood

The council has reached an agreement to open a new, temporary library at the Kate Fassnidge Community Hall in Northwood, so residents can continue to access services locally while its existing building remains closed.

Located on High Street, the pop-up facility will come into operation in the next few months and offer a range of services, including book lending, computers and an activities programme aimed at older residents.

**Cllr Eddie Lavery, Cabinet Member for Community and Environment**, said: "The decision to temporarily close Northwood Library was made by the council to facilitate extensive surveys and structural assessments into the building's slow progressing subsidence.

"In the interim, residents have been using nearby Northwood Hills Library, and the mobile library has been making weekly visits to Dene Road.

"Unfortunately, the surveys have revealed that the council will be unable to reopen the existing library in its current form, so we have decided to open this pop-up to provide a temporary solution while we are actively exploring various options for an alternative permanent library in Northwood."

Find out more about library services at [www.hillingdon.gov.uk/libraries](http://www.hillingdon.gov.uk/libraries).

## Closer collaboration between NHS and council teams



Tony Zaman, Chief Executive; Keith Spencer, Managing Director Hillingdon Health and Care Partners; Claire Eves, NHS Service Director; Cllr Palmer and Sandra Taylor, Corporate Director for Adult Social Care and Health

The council is delivering more joined-up services and maximising the use of council assets with the relocation of key NHS North West London teams this month to the Civic Centre in Uxbridge.

The new approach to healthcare delivery supports the council's strategy of optimising resources by co-locating key services within the building to transform it into a central community hub.

Approved by the council's Cabinet in October, the relocation also forms part of the NHS's new community-based operating model for Hillingdon, which is designed to provide care closer to residents' homes with a focus on early intervention, self-management, and patient choice.

By working alongside the council's adult social care team, both teams will be able to work more collaboratively, and the new model aims to reduce

unnecessary hospital admissions and support quicker discharges into the community.

The teams now located at the Civic Centre include: CNWL corporate teams, the CNWL senior management team, the CNWL clinical service leads, the CNWL contact centre, Hillingdon Health Care Partners, the Integrated Hub management team, Clinical Community Collaborative Leads, and the Integrated Care Board team. The teams have relocated from nearby Beaufort House and Boundary House in Uxbridge, ensuring a more centralised approach to healthcare delivery for the borough.

**Cllr Jane Palmer, Cabinet Member for Health and Social Care**, said: "We are delighted to welcome our NHS partners to the Civic Centre.

"This move not only makes more efficient use of our corporate estate, generating income for the council, but also strengthens our collaboration with the NHS, supporting improved outcomes for our residents.

"By working more closely together, we are ensuring that health and care services are more accessible and responsive to local needs."

## Council finds a new operator for the Beck Theatre in Hayes

In December, the council announced it had found a new operator to take on the running of the Beck Theatre in Hayes.

The new agreement will see a 15-year lease agreed with Parkwood Theatres, with the possibility of a further extension by up to 10 years.

The good news for residents continues, as the deal means there will be a seamless transition following the end of the council's partnership with Trafalgar Theatres on Monday 13 January, with no need for the Beck to close.

The deal was struck after the council brought in specialist consultants, Blue Horizon, to source a new operator and avoid a period of closure for the theatre following Trafalgar Theatres' announcement in September that it intended to end its partnership with the council.

Negotiations with Trafalgar for a renewed contract fell through in October and following Blue Horizon's involvement, six interested parties came forward and were soon shortlisted to a recommendation for Parkwood Theatres.

As part of the selection process, Parkwood Theatres were shortlisted



for how they aligned with the council's priority objectives to maintain the Beck Theatre's cultural identity and deliver a financially sustainable model with no need for public subsidy.

**Cllr Ian Edwards, Leader of the Council**, said: "Our aim was always to retain and preserve the Beck Theatre as part of our valued cultural offer whilst we continue our drive to deliver value for money services for residents.

"We said we were committed to keeping the theatre open, as we recognise the importance of this theatre for the local community and beyond, particularly for the many

generations that have visited and hold those memories dear.

"We now look forward to working with Parkwood on creating new memories for theatre-goers for many years to come."

**Tony Doherty, Managing Director of Parkwood Theatres**, said: "We are delighted to be working with the council to secure a long-term future for the Beck Theatre and look forward to preserving its legacy while bringing fresh and exciting opportunities to the stage.

"Our commitment is to make this venue a vibrant hub for creativity, community and unforgettable performances."

## Successful Blue Badge amnesty



The council's Blue Badge amnesty in November, which gave residents an opportunity to hand in badges they are not entitled to with no questions asked, resulted in 14 badges being returned.

The two-week initiative was carried out to reduce incidents of disabled parking permit fraud, and residents were encouraged to return any badges that had expired, belonged to another person, or were no longer needed, to the collection boxes in the reception areas at the Civic Centre, Uxbridge, and Botwell Green and Northwood Hills libraries.

**Cllr Martin Goddard, Cabinet Member for Finance and Transformation**, said: "Blue Badges help those with disabilities and health conditions park closer to their destination but sadly they can be abused which is unfair on those that rely on the exemptions and dedicated parking spaces.

"We're pleased to see these badges taken out of circulation and would encourage anyone else with one they don't need to return it. Details of how to do this are on our website."

If you suspect that someone is committing fraud against the council, you can report it directly to us in confidence at [www.hillingdon.gov.uk/reportfraud](http://www.hillingdon.gov.uk/reportfraud) or by calling 0800 389 8313.

You can apply for a Blue Badge for yourself, on behalf of someone else or an organisation which transports people that need a Blue Badge.

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

## Delivering 70 new SEND places

The historic Barra Hall former manor house in Hayes will remain a key community asset after the council completed its sale of the vacant building in October to Harrow, Richmond, and Uxbridge Colleges (HRUC).

It will enable the college to create more than 70 new education places for pupils with special educational needs and disabilities (SEND).

HRUC, one of the largest further education colleges in England, will refurbish the Grade II listed building to create a facility for special educational use for young people over the age of 16, as part of the wider expansion of Uxbridge College.

The sale benefits the local community by providing essential SEND learning places, protecting the heritage site and saving taxpayers' money.

**Cllr Jonathan Bianco, Deputy Leader and Cabinet Member for Corporate Services and Property**, said: "We have always sought to ensure that this historic

building would remain a key asset for the local community and our partnership with HRUC achieves that goal.

"HRUC will be able to provide vital additional SEND education places for pupils with severe and moderate learning difficulties and offer more local placements for post-16 students."

**CEO of HRUC, Keith Smith**, said: "HRUC is really proud to be able to work with the building, invest in it and secure its future, very much for the purpose of supporting the local community.

"We think it's such an important opportunity to provide really high-class, high quality provision for the benefit of local people, and we're really proud to be working with the council in making those plans come into play."

The building, overlooking Barra Hall Park, was one of the council's previous children's centre sites and had been vacant since February 2024, when the new Hayes Family Hub was completed.



Keith Smith, CEO of HRUC, and Cllr Bianco

## Hillingdon's park enhancement programme well underway



Refurbished bandstand at Barra Hall

Improvements to green spaces in the borough continue as part of a £1 million council investment in local parks.

The enhancement programme, which began in 2024, will carry out upgrades to Barra Hall Park, Hayes; Bessingby Park, Ruislip Manor; Churchfield Gardens, Ruislip; The Closes, West Drayton and Fassnidge Park, Uxbridge.

At Barra Hall, the bandstand has been restored through sandblasting and repainting, with repairs also carried out to the underside of the roof cladding.

At The Closes, old timber posts around the car park have been replaced with steel posts and rails and named entrance arches to the park are being installed.

Iron gates in Bessingby Park are also being refurbished, and footpaths resurfaced. At the entrance to the park on Whitby Road, wooden planters have been installed and new plants will be introduced in the spring.



Wooden planters at Bessingby Park

Entrance improvements are being carried out at Churchfield Gardens, including new signage and refurbishment of its historic gates and ornate timber fencing.



Bulb planting at The Closes

Bulb planting also took place across each site before Christmas to ensure a bright spring bloom.

Other planned works include improvements to the car park at Barra Hall, resurfacing of the paths in Churchfield Gardens, lighting improvements in The Closes and new bins, benches and noticeboards at all five sites.

Works are scheduled to complete by the end of the financial year.

Find your nearest park or discover new ones to explore at [www.hillingdon.gov.uk/local-parks](http://www.hillingdon.gov.uk/local-parks).

## Major investment in school buildings across the borough

The council has invested more than £3 million to replace the roofs of five schools to improve insulation and prevent future water damage.

Work started in the summer, with the roof at Whitehall Infant School in Uxbridge now complete and the others at Newnham Infant School and Whiteheath Infant School in Ruislip, Bourne Primary School in South Ruislip, and Hayes Park School, nearing completion.

Cllr Jonathan Bianco, Deputy Leader and Cabinet Member for Corporate Services and Property, and Cllr Susan O'Brien, Cabinet Member for Children, Families and Education, were shown the new roofs on Wednesday 4 and Thursday 5 December. They were joined by the headteachers, council officers, and representatives from contractors CWG Group.

The council's continued investment in its Schools Condition Building Programme means



Cllr Bianco, headteacher Rebecca Broadhurst, and Cllr O'Brien on the new roof of Hayes Park School

the replacement works could be undertaken before any potential impact on their daily operations and followed surveys of the buildings.

An additional benefit is better insulation of the buildings, which in turn will deliver energy savings and a reduction in each of the schools' carbon footprint.

**Cllr Bianco** said: "This important investment will futureproof these five

schools, ensuring they continue to be welcoming places for learning.

"We want our children to thrive in education, with opportunities for learning at all ages, and part of this means providing high quality buildings where they can reach their full potential.

"The refurbished roofs mean the schools are more energy efficient, supporting our ambition for a green and sustainable borough."

## More efficient equipment introduced for handling waste at Harefield site



Two new loading shovels

New machinery has been introduced at Harefield Civic Amenity Site to enable the facility to work more efficiently and with a reduced carbon footprint.

The introduction of two new loading shovels and a new materials handler at the site in New Year's Green Lane will help reduce waiting times and decrease the numbers of lorry journeys to and from the site.

The Develon DL420 shovels are effectively tractors with larger buckets which scoop and funnel dry recyclables into the site's various containers. With bigger buckets they take fewer loads to fill each

lorry, reducing loading and waiting times for hauliers taking the materials onwards for recycling.

The new materials handler, a Develon DX230, compacts waste into containers and is also used for loading waste, such as mattresses or green waste. It has more powerful rams, allowing it to compact the waste into containers more effectively, reducing the number of loads required and, in turn, lowering the carbon footprint of the site.

Find out more about our waste and recycling centres at [www.hillingdon.gov.uk/waste-and-recycling-centres](http://www.hillingdon.gov.uk/waste-and-recycling-centres).

## New milestone for tree scheme

More than 300 trees have now been sponsored in Hillingdon through the council's tree sponsorship scheme.

The partnership with the 'Trees for Streets' programme, run by national charity Trees for Cities, launched in 2021 and invites residents to apply to get a tree planted outside their home or in a local school, favourite park or green space.

There's also an option for residents to club together for a tree, or trees, to be planted in their area through a crowd-funding feature.

Additionally, residents can sponsor a 'celebration' tree to mark a special happy occasion, which will be planted in one of the borough's parks or green spaces.

Trees are planted from a range of popular species, including lime, maple, birch and cherry and the remaining trees of the 300 are expected to be planted by the end of March.

New applications will be considered by the council and, if approved, planted during the next planting window, which will commence in winter 2025.

The sponsored trees are in addition to the 50,000 trees the council has planted across the borough during the past four years, including 770 'whips' and 82 'standard' trees that were planted as part of a community planting day at The Closes, West Drayton in November, also in partnership with Trees for Cities.

For more information, or to request for a tree to be planted, visit [www.hillingdon.gov.uk/sponsor-a-tree](http://www.hillingdon.gov.uk/sponsor-a-tree).



Kathleen planted a tree in memory of her late mother

## Traders fined for illegal vape sales

Four shopkeepers and two businesses have been ordered to pay more than £5,500 for selling vapes to children following successful prosecutions by the council's trading standards team.

The hearings took place at Ealing Magistrates' Court on Monday 25 November, and followed a test purchasing operation carried out by the council in January this year where vapes were sold to young volunteers under the age of 18.

Abdul Baratali, aged 42, of Drayton Gardens, West Drayton, and Ahmad Kazeemi, aged 41, of Yew Avenue, West Drayton, who run Yiewsley Food Centre in High Street, West Drayton, were both fined £250, ordered to pay costs of £500 each, and victim surcharges of £100 each.

Krushil Patel, aged 28, of Cornwall Avenue, Southall, who works at Yeading Convenience Store in Yeading Lane, Hayes was fined £250, ordered to pay costs of £500 and a victim

surcharge of £100. The company, Yeading Convenience Store Ltd, was also fined and ordered to pay the same amounts.

Siddharth Bhatt, aged 24, of Albert Road, Harrow, who works at H T Food and Wine, in High Street, Ruislip, was fined £150, ordered to pay costs of £300 and a £60 victim surcharge.

The company which runs the store, A S Patel Food & Wine Ltd, had been fined £440, costs of £1,000 and a victim surcharge of £176 at a previous hearing at the court in September.

**Cllr Eddie Lavery, Cabinet Member for Community and Environment**, said: "These cases send a strong message that we will take robust action when retailers flout the law and sell vapes and other age-restricted products to children."

If you suspect a business is selling age-restricted products to under-18s, email [tradingstandards@hillingdon.gov.uk](mailto:tradingstandards@hillingdon.gov.uk).

## Hayes brothers sentenced for illegal tobacco possession

Two brothers involved in an illicit tobacco operation in Hayes have been prosecuted following an investigation by the council's trading standards team.

Sonu, aged 29, and Tajinder Grover, aged 31, of York Avenue, Hayes, pleaded guilty to 18 offences related to the possession of illicit tobacco products with the intent to sell on Tuesday 26 July 2022. The sentencing took place on Monday 28 October at Isleworth Crown Court.



Packets of illegal cigarettes

Sonu received a 12-month community order with a requirement to undertake 600 hours of unpaid work. He was also ordered to pay £5,039 in costs and a victim surcharge.

Tajinder landed a 12-month community order with a stipulation to undertake 140 hours of unpaid work. He was also ordered to pay £5,000 in costs and a victim surcharge.

As part of 'Operation CeCe', a nationwide effort to target the supply of illicit tobacco products, trading standards officers searched a self-storage facility on Nestles Avenue, Hayes in March 2021. Using tobacco detection dogs, they uncovered £126,000-worth of illegal tobacco, including more than 225,000 cigarettes and 54 kg of rolling tobacco. Some of the products were counterfeit, while others were intended for markets outside the UK.

Under the Proceeds of Crime Act, both men were served confiscation orders to recover funds made from their



Boxes of rolling tobacco

illegal activities. Tajinder was ordered on 31 January 2024 to repay £1,605.95, while Sonu was ordered to repay £125,000 on 12 September 2024.

To report a business or individual suspected of selling illegal products, email [tradingstandards@hillingdon.gov.uk](mailto:tradingstandards@hillingdon.gov.uk).

## Council action sees buses return to West Drayton Station

This month, bus services will once again be able to service West Drayton Station after the council stepped in to ensure planned repairs were carried out by Network Rail.

Network Rail's resurfacing works to repair collapsed drainage in Station Approach were due to have completed earlier in 2024 but had been hampered by delays.

The hold-up was causing frustrations for Transport for London, whose buses had been unable to properly serve Station Approach for more than a year, which meant residents had to instead board or alight bus services on Yiewsley High Street.

Throughout 2024, the council repeatedly lobbied Network Rail on behalf of residents to chase updates on progress and ensure the works didn't slip further. The council even wrote to the government insisting they ensure Network Rail carry out their repairs to a quicker schedule.

In April 2024, Leader of the Council, Cllr Ian Edwards, attended a site visit where he met with representatives from Network Rail, then local MP, Cllr Steve Tuckwell, and the Department for Transport in an effort to secure timescales for completion of the overdue works.

As part of the station improvement works linked to the creation of the

Elizabeth Line, the council stepped in to make improvements to the Network Rail-owned public areas immediately outside the station entrance. Those works, which began in autumn 2023, included the delivery of additional cycle stands, new paving, lighting, seating, and landscaping outside the entrance. The council completed these works in March 2024.

Repairs by Network Rail to replace the sub-surface drainage, for which it and Thames Water



Cllr Tuckwell outside West Drayton station

share responsibility, were originally scheduled to follow immediately after the council's works but were delayed by six months. Resurfacing works on the junction of Station Approach with West Drayton High Street finally began in October and completed on Friday 13 December.

**Cllr Steve Tuckwell, Cabinet Member for Planning, Housing and Growth**, said: "This has been a frustrating affair that impacted negatively on the many hundreds of residents and commuters who rely on these bus services each day, as well as causing knock-on delays in the local high street."

"The council constantly pushed to get this work done in a timely manner, which has at times been an uphill battle, but thanks to some real tenacity on behalf of residents we've finally got the desired result."

"I appreciate these repairs can sometimes be very complicated, especially with multiple stakeholders involved, but this could and should have been a quicker and better communicated job by Network Rail."

"I'm delighted that after meeting with them several times they agreed to prioritise the works, and I thank them for their engagement. It is now important that TfL gets buses back into the station as quickly as possible."

# Creating a sustainable council

Councils nationwide are continuing to face significant budget pressures. Hillingdon is calling on the government to provide additional funding for local authorities, while working hard to ensure its services are value for money, sustainable and residents continue to pay amongst the lowest levels of council tax in outer London.

Local government finances remain under huge strain as a result of various factors, including population growth, higher inflation, failing markets and a prolonged lack of government funding. Major contributors are the rise in demand and cost of adult and children's social care and housing support. Despite the ongoing financial pressures for local

authorities nationally, the council continues to minimise the tax burden on residents by reshaping service delivery and achieving efficiency savings. This has generated a savings target of £65.2 million for 2025/26 to 2029/30.

**Key efficiency objectives include:**

- delivering value for money services

- maintaining low council tax and fees and charges
- reducing bureaucracy, as well as creating efficiencies in management
- investing in new facilities and affordable housing
- stimulating economic growth and building financial reserves
- lobbying for more adequate government funding.



Creating new homes



New, unrivalled fostering payment introduced



Supporting families in their local communities through our family hubs

## Council tax and fees and charges for 2025/26

Core council tax will increase by 2.99 per cent and a levy of 2 per cent to fund residents' adult social care will also be charged. In practice, this equates to a total of 4.99 per cent – £1.33 a week for a band D property, with residents continuing to pay amongst the lowest levels of council tax in outer London. Fees and charges will typically rise by 5 per cent but with some targeted uplifts above this. This includes parking, which will bring charges closer to those of neighbouring boroughs while maintaining a substantial parking discount for residents through their Hillingdon First card.

## Investing in services

The council's capital programme will see investment of £342 million in services and facilities, and £745 million in extra housing stock and stock improvements from 2025/26 to 2028/29.

Investment in services will also continue, including:

- better parks and play areas
- new leisure facilities
- town centre improvements
- road resurfacing
- new homes
- school places.

**Cllr Martin Goddard, Cabinet Member for Finance and Transformation,** said: "We are prioritising the delivery of our savings programme to cut costs and identify efficiencies and ensure that residents don't pay as much as residents in other boroughs, but it is becoming more and more challenging."

"There is little doubt that the system of funding for local government has failed, and we urge the government to deliver meaningful change in government funding for councils to stabilise the situation nationally."

## The demand challenge in numbers

### Housing

£9.2 million increase in homelessness costs in Hillingdon during the past 5 years

Record high of **183,000** Londoners living in temporary accommodation (TA)

**1,213** homeless households in Hillingdon living in TA (end of March 2024) – 58% higher than previous year



London boroughs spend **£114 million** a month (£4 million daily) on TA – 68% increase in past year

Hillingdon experiencing **24%** increase in housing enquiries annually as demand for affordable rented housing rises

### Adult Social Care

£20 million increase in adult social care costs in Hillingdon during the past 5 years

**9.5%** increase in spending per adult 2023/24 in Hillingdon compared to previous year

### Children's Social Care

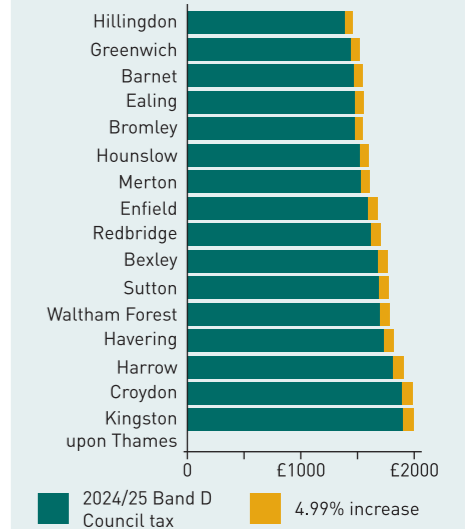
£14.4 million increase in children's social care costs in Hillingdon during the past 5 years

Cumulative national Dedicated Schools Grant deficit of **£2.4 billion** by end of 2023/24

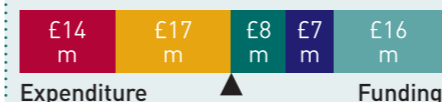
**29%** increase in demand for help and support locally post-COVID

## Value for money in Hillingdon

- Hillingdon's core funding for 2024/25 (business rates, revenue support grant and council tax) is **£21 per person lower** (£38 million in total) than the average of other similar outer London local authorities.
- Hillingdon is a low spend authority, spending on average **£118 per person less** in 2024/25 than other similar outer London local authorities.
- Hillingdon's band D charge for 2024/25 is **£1,392.51 (increase of 25% in 10 years)** whereas for other similar outer London local authorities it's risen to **£1,637.86 (increase of 45%)** (see chart below).

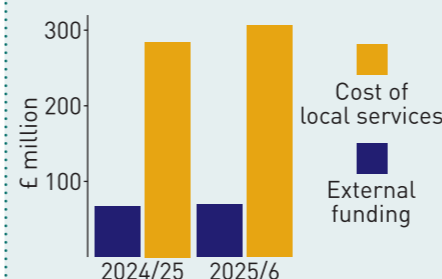


## Movement in budget 2023/24 to 2024/25

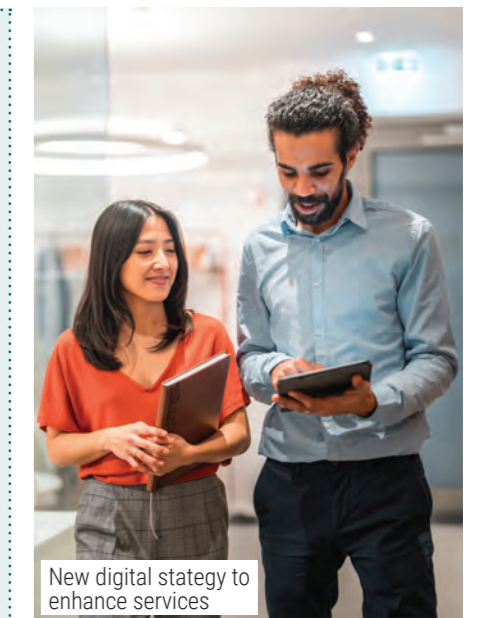
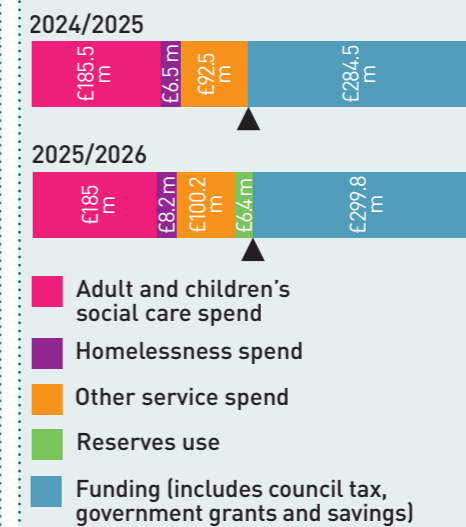


- Rising cost of local social care services (inflation and growing population)
- Rising cost of other local services (inflation and growing population)
- Council tax
- External funding (such as government grants)
- Savings being delivered

## Funding the rising cost of services



## How we spend our funding



New digital strategy to enhance services

## Sign up for paperless bills

You can help to protect the environment by signing up to manage your council tax information online at [www.hillingdon.gov.uk/counciltax](http://www.hillingdon.gov.uk/counciltax).

Visit [www.hillingdon.gov.uk/budget-consultation](http://www.hillingdon.gov.uk/budget-consultation) before Sunday 26 January to have your say on the proposed budget

A digital-enabled, modern, well-run council

# Inspiring the borough's next generation of recycling heroes

Last year, the council launched a campaign to further reduce recycling contamination and as part of this we're now encouraging children to take part.

The 'That's not my recycling' concept uses imagery and wording inspired by the popular 'That's not my' series of children's books from Usborne Publishing and encourages youngsters to ask grown-ups to check they're only putting items the council can recycle in their clear bags. It includes a short video of the top five contaminating items in dry, mixed recycling collections presented in the style of the 'That's not my' books, as well as digital learning resources which will be sent to primary schools across the borough.

Schools and children will be encouraged to use the resources to talk about recycling at school and home.

The contamination rate in Hillingdon is currently around 15 per cent, which matches the average rate for London, however the council's ambition is to improve on this.

Contamination occurs when an item which can't be recycled via the council's recycling collections, such as clothing, is put in residents' clear bags. Too many contaminating items can lead to good recycling being rejected at the sorting facility and the whole load instead being treated as general waste, which is bad for the environment.

## New recycling video



Watch our latest video and take two seconds to check what you can and can't put in your clear recycling bags in Hillingdon at [www.hillingdon.gov.uk/dry-mixed-recycling](http://www.hillingdon.gov.uk/dry-mixed-recycling).



## Cllr Eddie Lavery, Cabinet Member for Community and Environment, said:

"We've had positive engagement with the 'Top of the Contaminants' part of our campaign and we hope this next phase captures the imagination of our younger residents in the same way.

"The actions we take now to reduce waste and help protect the planet will benefit future generations.

"This campaign will hopefully inspire residents to talk about recycling the right items and encourage some people to change their habits for the better – small changes from everyone can make a big difference."



Bailey, aged six, ensures her family is recycling the right way

## Small electricals recycling success

A recent initiative to promote recycling small electrical items has resulted in a fantastic increase of almost 40 per cent in tonnages deposited by residents.

The 'Recycle your electricals' programme, run by the council in partnership with the not-for-profit organisation, Material Focus, invites residents to drop their unwanted, or broken electrical items, such as mobile phones, electric toothbrushes and charging cables into the bright pink bins in the council's libraries.

The ability for residents to recycle e-waste is a key part of achieving the council's goal in reducing contamination in dry mixed recycling collections and minimising overall household waste.

Find out more at [www.hillingdon.gov.uk/small-electricals-recycling](http://www.hillingdon.gov.uk/small-electricals-recycling).



## Have you signed up for your automatic recycling bag deliveries?

Many thanks to the 8,000 plus residents who have already signed up to our revised automatic recycling bag delivery service.

As part of efforts to make our services more efficient and reduce the carbon impact of our operations, we have moved to a system that delivers the amount of bags you'll need for the year in one delivery.

The scheme is the easiest way for residents to access free, clear mixed recycling bags and food caddy liners, and the most efficient and cost-effective method for the council to deliver them.

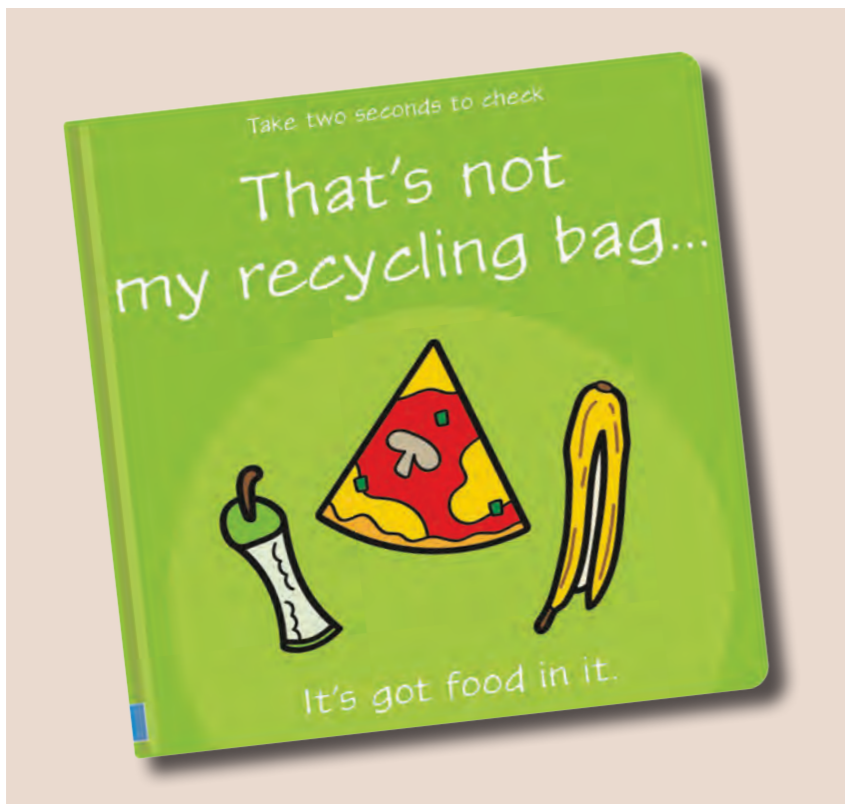
Deliveries are scheduled on zones, varying per ward, so check your month before signing up to see when your first delivery will be.

Don't worry, you can still make an order for an ad-hoc delivery, or collect a roll from your local library, if you think you might run out before your first delivery is due.

To sign up or re-register, visit [www.hillingdon.gov.uk/automatic-bag-deliveries](http://www.hillingdon.gov.uk/automatic-bag-deliveries).



Find out more about waste and recycling at [www.hillingdon.gov.uk/rubbishandrecycling](http://www.hillingdon.gov.uk/rubbishandrecycling)





### Staying fit and active in the great outdoors

Spending time outdoors can boost your health and wellbeing. A variety of activities are available across the borough, including:

**Free led walks:** held daily in many of Hillingdon's award-winning parks. Find out more and book at [discover.hillingdon.gov.uk/led-walks](http://discover.hillingdon.gov.uk/led-walks).

**Couch to 5K Programme:** helps beginners gradually work towards running five kilometres. Sign up at [discover.hillingdon.gov.uk/couch-5k](http://discover.hillingdon.gov.uk/couch-5k).

**Outdoor gyms:** located in 37 parks and open spaces across the borough, these free facilities cater to all ages and fitness levels. Equipment varies by site and may include cross trainers, leg presses, seated rows and big shoulder wheels. For locations, visit [www.hillingdon.gov.uk/outdoorgyms](http://www.hillingdon.gov.uk/outdoorgyms).

**Free exercise classes:** run by Our Parks, these include boxercise, circuit training and bootcamp-

style sessions in selected parks. Find out more at [www.ourparks.org.uk](http://www.ourparks.org.uk).

**Book a tennis court:** enjoy one of the council's 10 tennis sites. Find a court near you and book by visiting [www.hillingdon.gov.uk/tennis](http://www.hillingdon.gov.uk/tennis). Free park tennis and a coaching programme is also available. Find out more and volunteer at [www.hillingdon.gov.uk/tennis-programmes](http://www.hillingdon.gov.uk/tennis-programmes).

**Explore the borough by bike:** the council has plotted out cycle routes to and from Uxbridge town centre using quieter roads. There's also a selection of off-road cycling facilities. Learn more at [www.hillingdon.gov.uk/cycling](http://www.hillingdon.gov.uk/cycling).

**Botwell Green Junior Parkrun:** next month, children aged four to 14 can take part in a parkrun at Lake Farm Country Park. Find out more and volunteer at [www.hillingdon.gov.uk/parkrun-volunteers](http://www.hillingdon.gov.uk/parkrun-volunteers).

Now is a great time to get more active, improve your fitness and start thinking about getting healthier. The council and its partners have lots of activities to help you embark on your 2025 fitness journey.

Regular exercise can significantly reduce your risk of major illnesses, and being physically active can help you live a healthy and fulfilling life as well as benefitting your mental health.

The important thing is to take that first step towards fitness. Set small, achievable goals, and focus on the wider benefits of improved wellbeing.

Why not start your journey by signing up to one of the council's leisure centres? They offer a range of facilities and classes for everyone, regardless of age or ability.

Botwell Green Sports and Leisure Centre's gyms in Hayes are equipped with cardio and strength equipment, and its fitness studio hosts more than 35 fitness classes per week. There are also two swimming pools and 3G pitches.

Boasting a gym with more than 120 exercise stations, Highgrove Pool and Fitness Centre in Ruislip

provides a comprehensive range of equipment and facilities to suit all fitness levels. Two studios offer more than 80 fitness classes, including yoga, Pilates, dance, as well as a dedicated group cycle studio hosting 28 bikes. The centre also has a 33-metre main swimming pool.

Hillingdon Sports and Leisure Complex in Uxbridge features a modern gym across two floors with almost 90 pieces of state-of-the-art equipment. There's a 50-metre indoor main pool, and the sports hall hosts a variety of activities, including badminton and basketball.

South Ruislip's Queensmead Sports Centre offers a gym with 90 stations, floodlit tennis and netball courts, and a multi-purpose sports hall for activities such as badminton, football, basketball and handball.

For more information and to sign up, visit [www.better.org.uk/hillingdon](http://www.better.org.uk/hillingdon).

### Fitness activities for older residents

For residents aged 65 and over, staying active, maintaining core strength and balance are key to healthy ageing.


The council offers free swimming at its indoor pools, chairbics (gentle chair-based exercises), and beginner-friendly tea and dance classes. For more information, visit [www.hillingdon.gov.uk/moves](http://www.hillingdon.gov.uk/moves).

Book a free swim session or a class at Hillingdon Sports and Leisure Complex, Botwell Green Sports and Leisure Centre and Highgrove Pool in person, or online. Find out more at [www.hillingdon.gov.uk/swimming](http://www.hillingdon.gov.uk/swimming).

Our strength and balance exercise programme is designed to help older residents stay strong, feel steadier on their feet, retain their mobility and/or reduce their risk of falling. Find out more at [discover.hillingdon.gov.uk/strength-and-balance-programme](http://discover.hillingdon.gov.uk/strength-and-balance-programme).

Sessions are also on offer for residents in the early to mid-stages of dementia and their carers, providing an opportunity to meet others living with the condition and take part in activities. To book, visit [www.hillingdon.gov.uk/dementia-activities](http://www.hillingdon.gov.uk/dementia-activities).



 Thriving, healthy households





Students enjoying a flower arranging class at South Ruislip Adult Education Centre

## Get started on your 2025 self-development journey

Our Learn Hillingdon adult and community education classes for the new year are now available. Take a look at the programme and sign up to reap the benefits.

Learn Hillingdon offers classes that help with everything from improving maths, English and digital skills, to securing a job in the childcare and social care professions. They also allow students to learn creative and fun new skills that support emotional health and wellbeing.

The council has hundreds of part-time, day and evening classes for local people aged 19 and above. Low-cost sessions are available at our

three adult education centres, in the community, and online – most are fully funded by the government.

The new year is a great time to explore what's on offer and think about how you could start a new career, advance in your current role, or learn a new skill.

### Learn Hillingdon courses

Highlights of this year's programme include courses to help you pursue

a career in childcare. We have a range of options for beginners to experienced practitioners. Our early years courses are ideal for those wanting to work with children up to five-years-old in nurseries and playgroups.

If you are interested in working with children in schools (aged five to 19), we offer a variety of courses starting in February, from beginner to advanced levels.

We also have a new eight-week course, Introduction to Childminding, if you would like to become an Ofsted registered childminder.

Have you ever thought about a career in health and social care, and the flexible working it offers? Our courses provide in-depth knowledge and training, covering everything from understanding mental health to getting started in the broader health and social care sector.



Lidia Tsegaye

**Lidia Tsegaye, from Hayes,** undertook a Health and Social Care Level One course to pursue a career as a care assistant or support worker. She shared: "It's been life-changing for me because I'm really interested in working in health and social care. I have a passion to help people and have a positive impact on people and their community."

"I've gained essential skills and practical knowledge which I can use in my personal life to help my family and friends, but also for work. I really enjoyed the course, and our teacher helped us a lot."

Lidia is now planning to take Level Two to progress in the sector.

**Debbie Roome, from Hayes,** recently completed the Digital for Life: Using the Internet course, which is designed to improve basic digital skills and online confidence.

Having completed a digital skills course in 2022, she wanted to enhance her knowledge to make life easier and discover local events, opportunities and support.

She said: "I wanted to be more confident using the computer and internet. I go on it sometimes at home and say to my daughter 'I don't understand what's happening here.'



Debbie Roome

"Instead of me pestering her, by coming here I can only gain from it. I'd say taking the course was an advantage. I was with a varied bunch of people, you learn from others, and our tutor had time to answer any questions."

### Courses for adults with learning difficulties and disabilities

We also offer around 70 courses for adults with learning difficulties and disabilities (ALDD), with experienced staff on hand to provide a nurturing and supportive environment.

They are designed to help learners develop new skills and become more independent. Find out more at [www.hillingdon.gov.uk/aldd-courses](http://www.hillingdon.gov.uk/aldd-courses).



Josh Arends

**Josh Arends and Hayley Woolfries** took part in a cooking course where they made a roasted vegetable salad.

Josh, from Northwood Hills, said the course was beneficial for

him as he works towards independence.

He said: "When I live independently, I'll know how to make things for myself. My mother signed me up for the course and she usually helps me. I can cook some things myself, like a pasta bake."

Hayley, from South Ruislip, said: "For me it's being confident with pots, pans and cooking. My favourite bit is eating it."

"I do some cooking at home and help my mum, and I think the course has given me the confidence to cook more."



Hayley Woolfries

**Cllr Susan O'Brien, Cabinet Member for Children, Families and Education,** said: "The new year is the perfect time to think about retraining, upskilling, or starting a new hobby or activity."

"Our adult education centres are welcoming places to start your learning journey with us. Each year we help thousands of residents develop new skills, return or get into work, live more independently or advance in their careers."

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



A thriving economy

# Working to prevent homelessness



Cllr Edwards, Declan Higgins, Cllr Corthorne, Cllr Bianco and Cllr Tuckwell at the Hayes estates topping out ceremony

The council is continuing to address the growing demand for housing by supporting residents to prevent homelessness and create much-needed new homes in the borough.

Each week, the council receives more than 100 new housing applications and has seen a 55 per cent increase in the use of temporary accommodation in the past year, placing a significant strain on resources and residents' lives.

With 3,500 applicants on the council's housing register, and annually an average of 450 council homes let each year, many applicants may never receive a social housing offer. Priority is given to those in greatest need due to the limited availability of council homes.

To help residents understand their likelihood of securing social housing, and the time it could take, the council has refreshed its Social Housing Allocation Policy. The updated document provides a clearer framework for prioritising applications, clarifying the council's rehousing

priorities, giving increased priority to the most vulnerable residents and those who have lived in the borough for more than 10 years, and allowing more overcrowded households to bid for properties below their assessed bedroom need.

Additionally, as part of a new campaign, the council is encouraging residents to take control of their own housing situation.

The best chance of finding a secure home (and not potentially spending years in temporary accommodation) is by looking for an affordable home in the private rented sector. Residents in lower housing priority bands who are unlikely to secure social housing in the foreseeable future can receive support from partner organisations and the council to find affordable private properties.

Cllr Tuckwell said: "We're aiming to create safe and strong communities and prevent homelessness.

"While we are actively increasing our housing supply by building new homes, realistically large-scale developments take time to complete. Unfortunately, many residents who join our housing register could wait more than 10 years to receive an offer.

"If you are worried about your housing situation or feel at risk of homelessness, it's vital to act immediately – don't wait until you are homeless to seek support. We are here to provide support and help you find an affordable property."

## Creating new homes

Another way in which the council is tackling the housing shortage is by building more affordable housing for residents on brownfield land near our town centres and revitalising some of our housing estates.

On Friday 15 November, the council celebrated reaching a major milestone in the first phase of its Hayes estates redevelopment project with a topping out ceremony (a traditional builders' event marking the installation of the final beam or brick in a new structure) which for residents means modern, new homes are closer to completion.

Leader of the Council, Cllr Ian Edwards, was joined by Cllr Jonathan Bianco, Deputy Leader and Cabinet Member for Corporate Services and Property; Cllr Steve Tuckwell, Cabinet Member for Planning, Housing and Growth; Deputy Mayor, Cllr Philip Corthorne and Declan Higgins, Chief Executive Officer at Higgins Group, who the council is working with to build the properties.

The first phase of construction includes 110 new homes, with 80 located at Hayes Town Centre and an additional 30 at Avondale Drive. The delivery of the site's affordable homes has also been prioritised in phase one.

The project will transform the two estates through the creation of 740 new homes in total (50 per cent affordable) and public spaces for the community.

As part of the redevelopment process, more than 100 households have been moved into permanent



The Hayes Town Centre development

new homes elsewhere that meet their housing needs, and 110 residents are on track to move into their new homes on the estates in 2025.

Rote Keflom, a resident of Avondale Drive, who has recently been moved as part of the process to Cavenham Court, also known as HPH3, in Hayes, said: "The support provided by the council's regeneration team has been fantastic, they presented us with a range of housing options that will meet our needs.



Rote with her son Levi

"They talked us through the information very clearly and arranged viewings around our schedule. Moving on from the estate has massively reduced our overcrowding issues."

Construction work will soon start on 45 homes on the former Yiewsley Swimming Pool site at Otterfield Road, and a further 50 on nearby Falling Lane (both 100 per cent affordable). This scheme will be delivered with the support of grant funding from the Greater London Authority, with Bugler Developments appointed to carry out the works. A new larger library and community facility will also be created, and a range of improvements carried out at Yiewsley Recreation Ground.

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

Last year, work also completed on the former Maple and Poplar day care centre and care home site in Hayes, creating 34 modern social homes.

## If you are concerned about your housing situation



**Act immediately:** Don't wait until you are homeless.



**Know your rights:** do not give up any accommodation without first understanding your legal rights and options.



**Take control:** the quickest way to finding an affordable new home is by looking for one in the private rented sector. You can easily search online and book viewings.



**Be more flexible:** in your choice of area, you might need to widen your search outside of the borough.



**Check your benefits:** you could be entitled to a range of support that will assist you financially with paying rent or household bills.



**Reach out for support:** there are a range of organisations such as Citizens Advice, Shelter, or Crisis that can offer advice and support alongside the council.

## Tackling homelessness

Cllr Tuckwell recently shared why it's important that anyone at risk of becoming homeless seeks support and advice at the earliest opportunity.



Watch the video at [www.hillingdon.gov.uk/homelessness-assistance](http://www.hillingdon.gov.uk/homelessness-assistance).

Find out more about the council support available at [www.hillingdon.gov.uk/housing-advice-support](http://www.hillingdon.gov.uk/housing-advice-support)



Safe and strong communities

# Creating safer communities



Students from Uxbridge College at the council's hate crime awareness event

Keeping residents safe takes many forms, from standing up to hate and clamping down on anti-social behaviour, to tackling domestic abuse and violence against women and girls.

## Standing up to hate

The council marked National Hate Crime Awareness Week (Saturday 12 to Saturday 19 October) by highlighting the impact of hate crimes on victims and why incidents should always be reported.

A hate crime occurs when someone commits a crime against

someone else because of an actual or perceived difference, such as a disability, transgender identity, race, religion, or sexual orientation.

The council's stronger communities team visited Uxbridge College and Uxbridge Library, running educational sessions for students and residents. Students were invited to share their



Artwork created by local schools at Uxbridge Library

thoughts and reflections on how to combat hate crime by leaving written messages and pledges. Throughout the year, the council provides hate crime awareness workshops for young people, with 16 delivered in schools since April 2023.

To conclude the week, council staff and local police officers gathered with residents and community groups for a remembrance event and minute's silence for all victims of hate crime at the Civic Centre in Uxbridge and online.

Even if you're not the target, you can report hate crimes you witness or on behalf of someone else. Find out more at [www.hillingdon.gov.uk/hate-crime](http://www.hillingdon.gov.uk/hate-crime).



Clr Eddie Lavery, local police officers and the council's stronger communities team at the Civic Centre remembrance event and minute's silence

## Clamping down on anti-social behaviour

Each year, Anti-Social Behaviour (ASB) Awareness Week (Monday 18 to Sunday 24 November) encourages communities to take a stand against ASB and highlight the actions that can be taken by those experiencing it.

During the week, the council's community safety and street scene enforcement teams led action days in Hayes, Uxbridge and Eastcote, alongside local police officers.

These events help to increase the visibility of the council's enforcement officers and police in hotspot areas to crack down on offending behaviour, such as fly-tipping, or businesses not using a licensed waste carrier and dumping waste illegally.

Importantly, action days also give residents and businesses the opportunity to share their concerns about issues in their area so further investigations can be carried out or preventative measures put in place.

For a full list of ASB issues investigated by the council, visit [www.hillingdon.gov.uk/safety](http://www.hillingdon.gov.uk/safety) and report issues at [www.hillingdon.gov.uk/report](http://www.hillingdon.gov.uk/report).

Report criminal activity to the police at [www.met.police.uk](http://www.met.police.uk). If someone is in immediate danger, or a serious offence is occurring, call 999. For non-emergencies, dial 101.

## Ending violence against women and girls

The '16 days of activism', Monday 25 November to Tuesday 10 December, is a global campaign to end violence against women and girls.

Starting with White Ribbon Day on Monday 25 November, it unites communities to combat abuse and challenge harmful attitudes and behaviours contributing to gender violence.

Each year in Hillingdon, more than 3,000 incidents of domestic abuse are recorded by the police.



Staff from the Asian Women's Resource Centre

On Wednesday 4 December, the council's White Ribbon Day event at the Winston Churchill Hall in Ruislip brought together staff, local support groups, and survivors to understand and combat violence in the borough.

To raise awareness of domestic abuse and gender-based violence, including the support services available, members of the council's

Hillingdon Domestic Abuse Advocacy Service (HDAAS) also hosted an information stall at West Drayton station on Friday 6 December.

HDAAS plays a vital role in supporting domestic abuse victims by performing risk assessments and developing bespoke safety plans to protect them and their children.

The council also hosted a women's safety 'walk, talk and do' session in Hayes on Tuesday 10 December. Joined by Elizabeth Line staff and British Transport Police, they listened to residents' suggestions on improving women's safety on local public transport.

## Clr Jane Palmer, Cabinet Member for Health and Social Care

said: "Domestic abuse and gender-based violence is everyone's business. We must all play our part in tackling it. It destroys the lives of too many children, families and individuals.

"I want to encourage all men and boys to call out and speak up to prevent violence and abuse against women and girls.

"HDAAS provides vital support to domestic abuse survivors, and we remain committed to enhancing this support for all those impacted."

## You are not alone

If you are experiencing domestic abuse and live in Hillingdon, HDAAS can provide you with advice to help you make informed choices about your situation and help you leave an abusive relationship safely. They can be reached by calling 07874 620954 or emailing [hdaas@hillingdon.gov.uk](mailto:hdaas@hillingdon.gov.uk).

If you are a victim of domestic abuse, or know someone who is, and there's an immediate danger or ongoing emergency, call 999 right away. For non-emergency situations, visit [www.hillingdon.gov.uk/abuse](http://www.hillingdon.gov.uk/abuse) to learn more about local support.



Local police officers and the council's community safety team patrol Uxbridge town centre



# BETTERPOINTS HILLINGDON

## EARN VOUCHERS FOR HEALTHY ACTIVITIES

Download the app today!

3 simple steps!

- 1 Download Betterpoints app
- 2 Complete activities (e.g. walking) and collect BetterTickets
- 3 Win BetterPoints and spend them on high street vouchers or donate to charities

**REDEEM POINTS FOR:**

- High street vouchers
- Donations to charities

**DOWNLOAD TODAY!**

**EARN REWARDS FOR:**

- ✓ Cycling
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Earn up to £50 in BetterPoints for quitting smoking

# Adult Social Care commended



Adult social care council staff and Cllr Palmer celebrate at the Civic Centre

Our Adult Social Care services have been rated one of the best-performing in London and nationally\* following an inspection by the CQC.

A Care Quality Commission (CQC) inspection conducted in July judged the service to be 'good', with an overall score of 73 per cent, according to a report published on Friday 13 December. Inspectors praised the council's work with partners, focus on addressing the root causes of care needs and commitment to promoting independence and wellbeing. The report commended the council for having a clear focus to "achieve the best outcomes for people who lived there" and noted that most residents could access care and support services easily.

It also highlighted the council's collaboration with the voluntary, community and social enterprise sectors to enhance wellbeing, including job clubs and support for people with a mental health condition. The council was recognised for being "committed to early intervention and prevention," with a focus on reducing, delaying, and preventing long-term care needs, which is "effective." Inspectors also praised Hillingdon's senior leadership team as "visible, engaged and compassionate", and noted that staff are "very proud to work there and felt valued and supported!"

"Providers told us the partnership approach the local authority took with them resulted in improved outcomes for individuals."

"Most people we spoke with who had care needs had a choice and were satisfied with the care and support they received."

"Preventative services provided by the local authority and partners had a positive impact on wellbeing outcomes for people who might have care and support needs."

"Interventions such as reablement and short-term packages of care, resulted in a significantly better than average proportion of people being able to remain independent for longer when they returned home."

## Findings from the report

**Care Act assessments:** consider the needs and preferences of the person requiring care and support, and any carer supporting them.

**Carer support:** local carers described the carers' support service, commissioned by the council, as "gold standard."

**Emergency carer support:** carers surveyed in Hillingdon can access support or services which allow them to take a break from caring at short notice or in an emergency. This is almost twice the England average.

**Safeguarding:** effective systems, processes and practices are in place to ensure residents are protected.

**Hospital discharges:** most people have positive experiences of being discharged from hospital.

**Commissioning team:** the council has a "robust" commissioning team which works with providers to ensure high quality provisions are available.

**Community engagement:** the report acknowledged the council's engagement with the local community – people are listened to, and their ideas shape services.

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

"I'm delighted with this report and the CQC's 'good' rating, which reflects the commitment and dedication of our fantastic staff, leadership team and partners working to improve outcomes for residents.

"Despite the increasing demand for adult social care, we continue to deliver joined-up services to meet the health, care and support needs of our residents."



## Council updates straight to your phone

Follow our new WhatsApp Channel to stay up to date about council news, useful information, exciting events and safety updates.

**Quick steps to get set up:**

- 1 Scan the QR code
- 2 Click 'Follow' and unmute the bell icon to turn on notifications

## Council Tax

### Sign up for e-billing

Help protect the environment by signing up to manage your council tax account online.

**It's fast, free, reliable and secure.**

Once you're registered, you can download your bill, check how much you owe, set up direct debit payments and keep us up-to-date with any changes in your circumstances.

To sign up, visit [www.hillingdon.gov.uk/register-your-account](http://www.hillingdon.gov.uk/register-your-account)

## Have your say on specialist community palliative care



NHS North West London is inviting residents to share their views on proposed improvements to adult community specialist palliative care. The aim is to ensure compassionate, high quality support for those facing serious or life-limiting illnesses.

### Their proposal includes:

- 12-hour, seven-day specialist palliative care nursing teams in all north-west London boroughs
- a 24/7 telephone advice line for immediate support
- expanded 'Hospice at Home' care services
- specialist outpatient clinics in each borough
- improved access to psychological and bereavement support

- enhanced Lymphoedema care services (a long-term condition where a build-up of lymph fluid in your body's soft tissues causes swelling)
- creating 46 new, enhanced end-of-life care beds across north-west London
- maintaining the existing 57 hospice inpatient beds.

### Consultation options:

- Option A (preferred):** Implement the new model and add 46 enhanced end-of-life care beds without reopening Pembridge Palliative Care Centre Inpatient Unit beds.
- Option B:** Implement the new model, add 46 enhanced end-of-life care beds, and reopen Pembridge

Palliative Care Centre Inpatient Unit beds. This requires reducing hospice beds elsewhere.

Have your say by completing the online questionnaire, emailing your feedback, or attending a public event or drop-in session. Find out more at [www.nwlondonicb.nhs.uk/cspcevents](http://www.nwlondonicb.nhs.uk/cspcevents).

The consultation is open until **Monday 24 February**. For more information, visit [www.nwlondonicb.nhs.uk/cspc](http://www.nwlondonicb.nhs.uk/cspc) or email [nhsnwl.endoflife@nhs.net](mailto:nhsnwl.endoflife@nhs.net).

## Setting out new vision for safer communities

Hillingdon's police teams are embracing the A New Met for London plan, centred on trust, high standards, and community-focused policing.

With a strong emphasis on crime prevention and public engagement, A New Met for London aims to ensure every resident feels safe, supported, and connected to their local officers.

### Winter burglary prevention: simple steps, big impact

As the winter months often bring an increase in burglaries, Hillingdon police are taking proactive measures to keep homes and families safe.

We're encouraging simple actions like double-locking doors, securing windows, and using timer lights to give the impression that someone is home. These small steps can significantly deter opportunistic burglars.

To further protect the community, police are deploying high-visibility patrols in burglary hotspots, supporting Neighbourhood Watch schemes, and providing vulnerable residents with video doorbells. Join a

Neighbourhood Watch scheme near you at [www.ourwatch.org.uk/support-our-work/find-my-local-scheme](http://www.ourwatch.org.uk/support-our-work/find-my-local-scheme).

**Tackling vehicle crime head-on**  
Vehicle crime – whether thefts of or from cars – remains a challenge in Hillingdon. To combat this, officers are ramping up their efforts to educate residents while cracking down on offenders.

Drivers are urged to never leave valuables on display, park in well-lit areas or secure garages and use steering wheel locks and immobilisers.

### Retail theft: a zero-tolerance approach

Retail theft is a growing issue nationwide, and Hillingdon is no exception. Local police are stepping up efforts, working closely with retailers to identify offenders, secure arrests, and push for Criminal Behaviour Orders (CBOs) to limit repeat offending.

Recent successes include:

- Arresting a shoplifting gang in Northwood, with three

individuals charged with multiple offences.

- A major operation in Ruislip that resulted in six arrests, with five individuals charged.
- Securing a five-year CBO against a prolific offender in Northwood Hills, significantly reducing offences in the area.

These cases highlight our commitment to protecting local businesses and ensuring offenders know we are on to them.

### Know your local officers

Hillingdon Police is committed to making sure everyone knows their local officers and how to reach them. This connection is vital for building trust and ensuring communities feel empowered to voice their concerns.

To find your local officers, visit the Metropolitan Police website, enter your postcode, or navigate to the 'Your Area' section at [www.met.police.uk/area/your-area](http://www.met.police.uk/area/your-area).

**Inspector Sarah Fox**  
Safer Neighbourhood Inspector

## Funding boost for communities

We are delivering a range of improvements to the borough's leisure facilities, public spaces, and supporting volunteer opportunities thanks to £1.3 million funding from the UK Shared Prosperity Fund.

The UK Shared Prosperity Fund (UKSPF) is funding a range of projects across the borough delivered across several areas of work: communities and place, capital programmes, supporting local business, people and skills, and supplier readiness.

Delivered under the 'communities and place' arm of the scheme, the council has made improvements to several of the borough's parks and open spaces.

Children's play areas in Cranford Park, Stockley Recreation Ground, Fassnidge Park and Ruislip Lido have been upgraded with the latest modern equipment, including accessible facilities where possible, and in Cranford Park wooden equipment was used to match the woodland setting. Similar improvements to Shenley Park, in Ruislip Manor, and Hayes End Community Park, are due to be completed by March.

The council's tree-planting programme has also been boosted,



Volunteers from the Woodlarks and Waders group

with more than 700 young trees planted in the borough, including in Hillingdon Court Park and Harvey Road open space in Uxbridge.

Rewilding projects and the sowing of wildflower meadows across the borough have enhanced biodiversity and created colourful landscapes for residents to enjoy.

In Hayes, the funding is being used to identify improvements to the

area around Hayes station. This will specifically look at finding safe and enjoyable walking routes from the station to the canal and Old Vinyl Factory.

And, in West Drayton, as part of the delivery of the Platinum Jubilee Leisure Centre, which is set to open in September, the funding is being used for the development of the site's rooftop astro turf football pitch.

### Volunteering in action

The fund has also helped support local opportunities for volunteering. In total, 36 volunteer positions have been created across the borough, with more opportunities identified for 2025.

One of the groups involved is the Woodlarks and Waders, which helps to look after Highgrove Woods in Eastcote and nearby waterways.

**Jess Lee**, who has been a member for more than 20 years, said: "We get a tremendous buzz from seeing the difference after helping to clear a path or restore a section of river. We love what we do: you can't put a price on helping people in our communities connect with nature."

"But, we can't do it by love alone. We really appreciate the partnerships and grants, such as the UKSPF, that

pay for staff time to coordinate projects and get the tools we need and protective equipment.

"This funding is not just paying for a rake, or a pruning saw or a pair of gloves, they are providing the magic wand that puts a little sparkle into everybody's lives."

Another initiative, the 'Enhance our Waterways' volunteering project delivered in partnership with Groundwork London, has helped deliver a wildlife survey, conservation work, including coppicing, and the removal of invasive species, like pennywort and Himalayan balsam from Frog's Ditch in Cranford Park and Harmondsworth Moor.

### Cllr Steve Tuckwell, Cabinet Member for Planning, Housing and Growth, said:

"The UKSPF funding has enabled the council to build on work already being delivered to improve our parks and open spaces.

"Figures have already shown increased visitor numbers in many of the areas where we've made improvements, which has been brilliant to see and demonstrates the value of these works."

Find out more about the UKSPF at [www.hillingdon.gov.uk/ukspf](http://www.hillingdon.gov.uk/ukspf)



Funded by  
UK Government



A green and sustainable  
borough



# UXBRIDGE Town Centre Vision

A long-term plan to unlock more opportunities for local residents and businesses, and ensure Uxbridge continues to thrive.

Have your say and help shape the future of Uxbridge by Friday 28 February



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



# Funding community projects which make a difference

The council's ward budget scheme continues to support local community groups and organisations. *Hillingdon People* takes a look at some of the recently funded projects.

Whether they are planting trees, buying vital equipment, holding an event or helping to renovate a building, community groups can get financial support from the council's ward budget scheme. There have been 17 successful applications so far in 2024/25, and here are two stories which showcase their impact...

## Radio Mount Vernon, Northwood ward

In 1969, man took that first step on the moon, The Beatles played their last concert and Mount Vernon Hospital launched its own radio station.

The station entertains patients and staff with news, as well as the latest hits and timeless classics. They were granted £1,000 to purchase headsets for patients to use with their bedside radios and an air conditioning unit for the station's broadcasting room.



**Station volunteer, Jean Gillen,** (pictured above) said: "We are so pleased to have headsets we can loan to patients so that they can enjoy the music, Sky news and the live programmes we present every day."

"We hope that listening to us helps to relax the mind and body, relieving any tension or worries. "The grant also provided funds for an air conditioning unit, crucial to keep the equipment in the studio, and the presenters, functioning well. Thank you."

Find out more about volunteering opportunities at [www.radiomountvernon.org.uk](http://www.radiomountvernon.org.uk)



Mhairi Taffs and Tina Durkin

## Jazzercise Ruislip & Pinner, Ruislip ward

Jazzercise Ruislip & Pinner, which has been meeting regularly for 20 years, runs 11 classes a week, including cardio, strength work, stretch sessions and monthly yoga classes and currently has approximately 150 members aged between 20 and 75.

The club received £750 to purchase a microphone, sound system, exercise bands, weights, mats, and signage to support their members and expand their reach.

**Mhairi Taffs, co-owner of Jazzercise,** said: "We are both passionate about improving people's health and fitness, along with their mental health and general wellbeing."

"Thanks to the ward budget scheme, we have been able to purchase a new microphone and additional headsets so we can cue moves and direct our customers correctly and safely during their workouts."

"We would love to invite Hillingdon residents to try out one of our classes for free by coming along to any class and bringing a copy of this magazine."

Find out more about Jazzercise Ruislip & Pinner by calling 07904 221191/07877 976738 or emailing [jazzexerciseruislippinner@gmail.com](mailto:jazzexerciseruislippinner@gmail.com).

## Cllr Eddie Lavery, Cabinet Member for Community and Environment, said:

"Our ward budget scheme has been instrumental in funding projects which make significant improvements to our local areas."

"Whether it's enhancing community facilities or funding essential equipment, this initiative empowers residents to have improvements delivered on their doorsteps."

# Stamp out fraud

If you suspect someone is committing fraud against the council – Report it!

Report it in confidence:  
 ☎ 0800 3898313  
 @fraud@hillington.gov.uk  
 🌐 [www.hillingdon.gov.uk/reportfraud](http://www.hillingdon.gov.uk/reportfraud)



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



To apply for ward budget funding, contact your local ward councillor. For more information, visit [www.hillingdon.gov.uk/wardbudgets](http://www.hillingdon.gov.uk/wardbudgets)



# HILLINGDON WHAT'S ON?

Find out about more events happening locally at *discover.hillingdon.gov.uk/events*.



## CHILDREN AND FAMILIES

### RUISLIP MANOR LIBRARY FAMILIES ROADSHOW

**Wednesday 5 February, 10am to 3pm**

Pop along to the library to find out more about our offer for families as well as the opportunity to meet some of our partners, including staff from the council's children's centres and Families' Information Service, and the NHS.

There will be a number of free activities for under-5s, plus information stalls for parents/carers.

Cost: Free. Just drop in. Find out more at *discover.hillingdon.gov.uk/families-roadshow*.

### BATTLE OF BRITAIN BUNKER

### HALF-TERM CRAFTS AND TRAILS

**Monday 17 to Sunday 23 February, 10am to 4pm**

Try your hand at seasonally-themed Mess Hall crafts or follow the trails around the museum.

Cost: Included within the price of an admission ticket, booking not required.

### PIPSQUEAKS! TODDLER STORY SESSIONS

**Friday 21 and Saturday 22 February, 10.30am to 11.30am**

Join Pilot Tally-Ho and friends as they go on adventures, make new friends and sing along to your favourite nursery rhymes. Session includes entry to the visitor centre.

Cost: £2.50 per child – two accompanying adults go free.

### FAMILIES TOUR

**Friday 21 February, 11am to 11.45am**

This half-term, the team at the bunker is running a family-friendly tour. It will be relaxed, shorter in length, and specifically geared towards younger minds. The suggested age range is seven to 11 years, but younger visitors are welcome.

Cost: £12 / free for under-16s. Find out more and book at *battleofbritainbunker.co.uk/whats-on* or call 01895 238154.

### WOODLAND CENTRE HALF-TERM ACTIVITIES

**Friday 21 and Saturday 22 February**

Join us for family woodland walks from 11am to 12.30pm. In the afternoons, from 1pm to 3pm, participate in craft-making sessions designed for families with children aged four and above.

Cost: Free.

To book, call Diana on 07736 974497 or Lucy on 07961 157215.

### VIEWSLEY LIBRARY

### TINY TALES

**Wednesdays, 10.30am to 11am**

Parents and carers of children aged 18 months to 5-years-old are invited to come along and enjoy stories and rhymes with library staff.

Cost: Free.

To book, visit *discover.hillingdon.gov.uk/tiny-tales-yeading*.

### HAYES FAMILY HUB

### GIRLS DROP-IN YOUTH CLUB

**Tuesdays, 4.45pm to 6.45pm**

Take part in our girls-only youth club and enjoy a range of fun activities and learning

opportunities which include sports, cooking, arts, gaming, music, and much more. Open to school years 7 to 13.

Cost: 50p per session, registration required.

Find out more and register at *discover.hillingdon.gov.uk*.



Stickfest

### CRANFORD PARK STICKFEST!

**Saturday 22 February, 11am to 3pm**

A family nature event. The humble stick as you've never seen it before! Join us for stick games, stick craft and stick adventure. Suitable for families with children aged three years and above.

Cost: Free. No booking required.

Find out more at *discover.hillingdon.gov.uk/stickfest*.

## THEATRE

### WINSTON CHURCHILL THEATRE

### SLEEPING BEAUTY

**Thursday 16 and Friday 17 January, 7.30pm, and Saturday 18 January, 2pm and 6.30pm**

The award-winning Argosy Players are back with another rip-roaring and hilarious panto, guaranteed not to make you fall asleep!! This year, let Argosy rock you with *Sleeping Beauty* written by experienced panto writer Ben Crocker.

Cost: £13.50 / Under-16s and over-65s £11. A booking fee of £1.50 per transaction applies.

To book, visit *www.ticketsource.co.uk/argosyplayers*.

Find out more at *discover.hillingdon.gov.uk/sleeping-beauty* or call 01895 250615.

### ANNIE, THE MUSICAL

**Thursday 13 to Friday 14 February, 7.30pm, and Saturday 15 February, 2.30pm and 7.30pm**

KLOS presents *Annie* (based on the comic strip *Little Orphan Annie*) about a brave orphan girl who dreams of finding her parents and escaping the clutches of her evil orphanage mistress. The show is full of well-known songs, comedy, and a heartwarming plot.

Cost: £18 / under-16s £12 / other concessions £16 only on Tuesday, (Wednesday and Saturday matinée.)

To book, visit *www.ticketsource.co.uk/klosmusicaltheatre* or call 07825 199096.

Find out more at *discover.hillingdon.gov.uk/annie*.

### THE MAGIC OF DANCE

**Saturday 15 March, 7.30pm**

Hillingdon Philharmonic Orchestra invites you to a wonderfully eclectic concert of music for different styles of dance. From 1940s American Big Band and Jive to the Latin rhythms of South America, with European waltzes, musicals, ballet and disco too. There's something for everyone to enjoy!

Cost: £15 / Under-18s free.

Book online at *discover.hillingdon.gov.uk/magic-of-dance* or call 01895 250615/01895 674223.

## LEISURE

### UXBRIDGE LIBRARY

### OPEN MIC NIGHT

**Friday 10 January, 7pm**

Singers, poets, songwriters, spoken word artists, comedians and actors – your six-minute performance segment awaits. Potential performers can email *library-events@hillingdon.gov.uk* in advance, to participate.

Cost: Free, but booking is essential.

To book, visit *discover.hillingdon.gov.uk/open-mic*.

### CRANFORD PARK

### WINTER WALKS

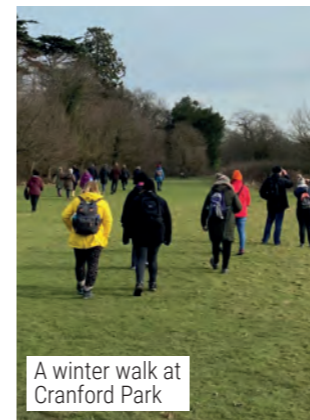
**Saturday 11 January, Sunday 9 February and Sunday 9 March, midday to 1pm**

Blow off the cobwebs and learn a little about the history and nature of Cranford Park. The walk is over rough terrain and weather dependent.

Cost: Free.

To book, email *pmcgarrity@hillingdon.gov.uk* or just turn up on the day.

Find out more at *discover.hillingdon.gov.uk/cranford-walk*.



A winter walk at Cranford Park

### GREEN SKILLS VOLUNTEER SESSIONS

**Thursdays 16 January, 13 February and 13 March, 11am to 1pm**

Come and learn about nature and horticulture, with these green-fingered volunteer sessions at Cranford Park.

Cost: Free, but booking is essential.

To book, email *pmcgarrity@hillingdon.gov.uk* or call 01895 250702.

Find out more at *discover.hillingdon.gov.uk/green-skills*.

### YIEWSLEY LIBRARY

### BOARD GAMES DROP-IN

**Tuesdays, 11am to midday**

Come and play classic games you know and love, such as chess, checkers, and Scrabble. This is a wonderful opportunity to meet new people, relax, and enjoy some friendly competition.

Cost: Free.

No need to book, just turn up on the day.

## EXHIBITIONS AND TALKS

### UXBRIDGE LIBRARY

### SURVIVING THE HOLOCAUST AND STALIN

**Wednesday 29 January, 7pm**

Author Vanessa Holburn tells the story of the Seilers, a Jewish family from Hungary, who suffered the horrors of Auschwitz and Belsen.

Cost: Free, but booking is essential.

To book, visit *discover.hillingdon.gov.uk/surviving-the-holocaust*.

### MANOR FARM LIBRARY

### THE STORY OF ERIC STRACH

**Friday 31 January, 2.30pm**

To mark Holocaust Memorial Day, Angela Strach tells her father's story and his family's fate.

Cost: Free, but booking is essential. To book, visit *discover.hillingdon.gov.uk/eric-strach*.

### OAK HALL

### HORTICULTURAL SPRING SHOW

**Saturday 15 March, 2.30pm to 4pm**

Join Eastcote Community Association for an afternoon of horticultural delight at their Spring Show. The event will showcase a variety of exhibits, including homegrown fruits, flowers, baking, handicrafts, and photography.

Enjoy tea and homemade cake while browsing the displays and visiting the plant stall. The event will culminate with the prize presentation by the Mayor of Hillingdon at 4pm.

Cost: Free.

Find out more at *www.succulent-plant.com/eastcote* or email *eastcotehorticultural@yahoo.co.uk*.



Twilight yoga at the Bunker

## HEALTH AND FITNESS

### BATTLE OF BRITAIN BUNKER

### TWILIGHT YOGA

**Mondays, 7pm to 8pm**

An evening of engaging, challenging and fun yoga taking place in the visitor centre overlooking the main exhibition. Find your inner peace in calm surroundings with impressive aircraft flying overhead. Suitable for adults (over-16s only).

Cost: £6 per session.

To book, visit *battleofbritainbunker.co.uk/whats-on* or call 01895 238154.

No need to book, just turn up on the day.

### OAK FARM LIBRARY

### MEN'S CANCER SUPPORT GROUP

**Fridays, 1pm to 2pm**

Find information and health advice at our friendly support group. Open to adults.

Cost: Free. No need to book, just turn up on the day.

## VENUES

### BATTLE OF BRITAIN BUNKER EXHIBITION AND VISITOR CENTRE

Wren Avenue, Uxbridge, UB10 0BE

### CRANFORD PARK

The Parkway, TW5 9RZ

### HAYES FAMILY HUB

College Way, Hayes, UB3 3BB

### MANOR FARM LIBRARY

Bury Street, Ruislip, HA4 7SU

### OAK FARM LIBRARY

Sutton Court Road, Uxbridge, UB10 9PB

### OAK HALL

Southbourne Gardens, Eastcote, HA4 9SQ

### RUISLIP MANOR LIBRARY

Linden Avenue, Ruislip Manor, HA4 8TW

### UXBRIDGE LIBRARY

High Street, Uxbridge, UB8 1HD

### WOODLAND CENTRE

Ruislip Lido, Reservoir Road, Ruislip, HA4 7TY

### WINSTON CHURCHILL THEATRE

Pinn Way, Ruislip, HA4 7QL

### YIEWSLEY LIBRARY

High Street, Yiewsley, UB7 7BE

If you wish to publicise an event, please email details to *hillingdonpeople@hillingdon.gov.uk* or send to Hillingdon People, 3S/05 Civic Centre, High Street, Uxbridge, UB8 1UW. Events are selected at the editor's discretion.

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

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Please mention Hillingdon People when responding to adverts

**Become a Parent Carer Champion**

Are you a parent or carer who wants to make a difference?

Could you offer support to other families facing the challenges of raising children at risk of serious youth violence, exploitation, or grooming?

Hillingdon's Parent Carer Champions are volunteers with lived experiences who want to support other parents who are struggling.

This peer-to-peer network provides emotional and practical support by helping parents and carers to navigate the education, criminal justice and social care systems.

All volunteers will receive full training and ongoing support.

Find out more at [www.brilliantparents.org/parent-champions](http://www.brilliantparents.org/parent-champions) or call Sarah/Raj on 07495 024 449






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

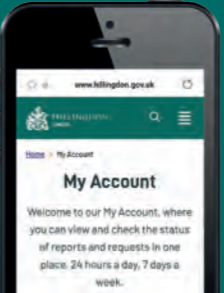
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Sign up today at [www.hillingdon.gov.uk/myaccount](http://www.hillingdon.gov.uk/myaccount).

You can:

- tell us about a problem in your road
- report fly-tipping or anti-social behaviour
- request recycling bags
- order a new Hillingdon First card and much more...



**USEFUL CONTACTS**

<p><b>Adult education</b> <a href="http://www.hillingdon.gov.uk/adultlearning">www.hillingdon.gov.uk/adultlearning</a></p> <p><b>Benefits</b> <a href="http://www.hillingdon.gov.uk/benefits">www.hillingdon.gov.uk/benefits</a></p> <p><b>Births, deaths and ceremonies</b> <a href="http://www.hillingdon.gov.uk/births-deaths-ceremonies">www.hillingdon.gov.uk/births-deaths-ceremonies</a></p>	<p><b>Businesses and licensing</b> <a href="http://www.hillingdon.gov.uk/business">www.hillingdon.gov.uk/business</a></p> <p><b>Councillors, meetings and consultations</b> <a href="http://www.hillingdon.gov.uk/council">www.hillingdon.gov.uk/council</a></p> <p><b>Council tax</b> <a href="http://www.hillingdon.gov.uk/counciltax">www.hillingdon.gov.uk/counciltax</a></p>	<p><b>Families' Information Service, fostering and adoption</b> <a href="http://www.hillingdon.gov.uk/families">www.hillingdon.gov.uk/families</a></p> <p><b>Fraud Hotline</b> <a href="http://www.hillingdon.gov.uk/report-fraud">www.hillingdon.gov.uk/report-fraud</a> 0800 389 8313</p> <p><b>Health and wellbeing</b> <a href="http://www.hillingdon.gov.uk/health">www.hillingdon.gov.uk/health</a></p> <p><b>Housing Services</b> <a href="http://www.hillingdon.gov.uk/housing">www.hillingdon.gov.uk/housing</a> 01895 556666</p> <p><b>Hillingdon Social Care Direct (adults) (including TeleCareLine and Meals Service)</b> <a href="http://www.hillingdon.gov.uk/socialcare">www.hillingdon.gov.uk/socialcare</a> 01895 556633</p> <p><b>Leisure (including parks, leisure centres, theatres and events)</b> <a href="http://www.hillingdon.gov.uk/leisure">www.hillingdon.gov.uk/leisure</a></p>	<p><b>Libraries</b> <a href="http://www.hillingdon.gov.uk/libraries">www.hillingdon.gov.uk/libraries</a></p> <p><b>Planning and Building Control</b> <a href="http://www.hillingdon.gov.uk/planning">www.hillingdon.gov.uk/planning</a></p> <p><b>School admissions</b> <a href="http://www.hillingdon.gov.uk/schooladmissions">www.hillingdon.gov.uk/schooladmissions</a></p> <p><b>Stronger Families Hub</b> <a href="http://www.hillingdon.gov.uk/stronger-families">www.hillingdon.gov.uk/stronger-families</a></p> <p><b>Transport, roads and parking</b> <a href="http://www.hillingdon.gov.uk/transport">www.hillingdon.gov.uk/transport</a></p>
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**Mental health support**

**Hillingdon Mind**  
01895 271559

**Samaritans**  
116 123 (freephone)

Are you looking for good quality furniture or electricals?

Or do you have some you want to donate?



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Hayes: 020 8797 9505

[www.wearetrinity.org.uk](http://www.wearetrinity.org.uk)

[facebook.com/trinityfurniturestore](https://facebook.com/trinityfurniturestore)

**Get online today**

We offer a range of support to help you gain access to the internet, improve your digital skills and do everyday tasks online.

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




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

**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)




**HILLINGDON LONDON**

**HILLINGDON FAMILY HUB NETWORK**

Thriving healthy households

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



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COLLEGE

Uxbridge College is part  
of Harrow, Richmond  
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