

HILLINGDON people

News from your council
November/December 2020

www.hillingdon.gov.uk

**Most Green Flags
in the UK**

**Keep Hillingdon
Safe**

**Fly-tipping
crackdown**

**Continuing to provide
festive cheer**



HILLINGDON
LONDON



WINNERS



GIVEAWAY



NEW COURSES



Primary school admissions

Do you have a child born between **1 September 2016 and 31 August 2017?**
If so, you must apply for a school place by **15 January 2021**

For more information, key dates, how to apply and advice, visit www.hillingdon.gov.uk/schooladmissions or call 01895 556644

HILLINGDON LONDON

www.hillingdon.gov.uk/schooladmissions

Christmas and New Year Refuse and Recycling

To minimise disruption to waste and recycling collections over Christmas and New Year, we will be working on Bank Holiday Monday 28 December, Saturday 2 January and Saturday 9 January.

DON'T FORGET!

Christmas Eve to New Year's Day	
Normal collection day	Revised collection day
Thursday 24 December	No change to collections
Friday 25 December	Monday 28 December
Monday 28 December	Tuesday 29 December
Tuesday 29 December	Wednesday 30 December
Wednesday 30 December	Thursday 31 December
Thursday 31 December	Saturday 2 January
Friday 1 January	Monday 4 January

First week of January 2021	
Normal collection day	Revised collection day
Monday 4 January	Tuesday 5 January
Tuesday 5 January	Wednesday 6 January
Wednesday 6 January	Thursday 7 January
Thursday 7 January	Friday 8 January
Friday 8 January	Saturday 9 January

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

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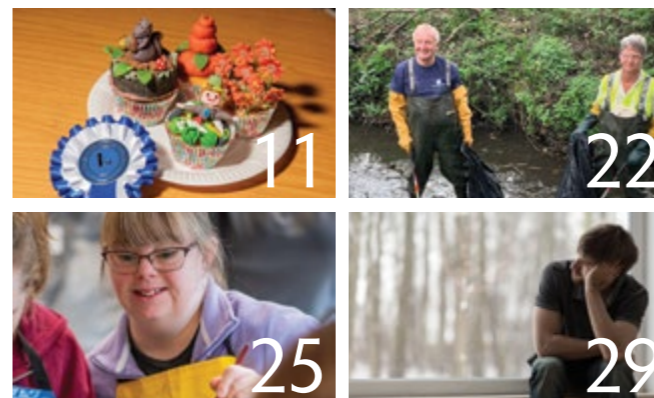
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Advertising deadline for next edition: **Friday 27 November.**

Editorial and advertising enquiries

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Published by London Borough of Hillingdon © 2020
Hillingdon People, 35/05 Civic Centre, High Street, Uxbridge, UB8 1UW.
Design Corporate Communications Printed by Paragon Service Point
Products and services advertised in this magazine are not necessarily endorsed by the council.

For a copy in large print or as an audio version call 01895 556289

Welcome



As we near the end of 2020, I know that the outbreak of the coronavirus pandemic this year has had a major impact on many people's lives. With cases rising across the country and the implementation of a second national lockdown I urge residents and businesses to keep Hillingdon safe by continuing to follow the government guidelines.

Thank you to all of you who are adhering to the rules and regulations as this helps to control the spread of the virus and protect lives.

Despite the challenges presented by the pandemic, our ability year after year to deliver sound financial management has meant that we remain financially stable and able to put our residents first and continue to provide good services as well as introduce measures to help deal with the issues raised by the pandemic.

We have needed to adapt and provide some services differently and you can read various examples of this in this edition of *Hillingdon People*. Virtual offerings have included delivering youth activities on social media, celebrating the Day of the Older Person online, creating filmed tours of the borough's historic sites for Open House weekend, providing digital activities to commemorate the 80th anniversary of the Battle of Britain, and running more of this year's adult learning courses online.

Our Hillingdon in Bloom competition also took a different format this year, with a record number of residents entering and submitting photographs of their displays.

There were many impressive entries - congratulations to all of the winners. Additionally, well done to those who won prizes in our annual Autumn Show competition.

I am pleased that Hillingdon has once again been awarded more Green Flags than any other local authority in the UK for the eighth year running. The total number of Green Flags has increased to 60 and I would like to thank everyone who has helped the borough to achieve this.

As we approach the festive season, it will certainly feel a little different this year without light switch-on events and parties. However the council will, as in previous years continue to provide colourful lighting displays across the borough and free bank holiday and weekend parking, for residents, in council-owned car parks. I hope that everyone is still able to enjoy Christmas safely and if we all work together as individuals, families and communities to deal with the coronavirus pandemic, 2021 should, hopefully, be a better year for us all.

Stay safe.

Ray Puddifoot
Cllr Sir Ray Puddifoot MBE
LEADER OF THE COUNCIL

Youngsters enjoy funny-themed Summer Reading Challenge



More than 800 children aged between four and 11 took part in this year's Summer Reading Challenge, ranking Hillingdon in the top five of participating London boroughs.

This year's theme, Silly Squad, celebrated hilarity, happiness and laughter and encouraged young people to read as many books as they could.

The challenge, which is run annually by The Reading Agency, usually encourages children to visit their local library and collect rewards for borrowing books. In light of COVID-19, children completed reading challenges online to receive digital prizes.

Hillingdon libraries hosted a variety of online initiatives for young residents to join in with at home. This included Funny Fridays, which saw author-themed activities posted weekly via the libraries' social media channels. Tasks ranged from arts and crafts to creative writing.

The service also ran a series of online events via Zoom. Renowned authors took part, including Margaret Bateson-Hill, who read her tale *The King Who wanted to Touch the Moon* and ran a related arts and crafts activity; and Caryl Hart, who held story and song activities for her picture books *Mini Monsters - Can I Play?* and *When a Dragon Goes to School*.

Cllr Richard Lewis, Cabinet Member for Central Services, Culture and Heritage, said: "The Summer Reading Challenge is a great way to continue to support children's reading throughout the summer holidays. Despite the format changing, it's great that so many in the borough participated. I hope that it helped young people to stay engaged with reading and prepared them for their return to school for the new academic year."



HAVING FUN
George Crookham, aged 2, at Moorhall Recreation Ground

Two playgrounds refurbished

The council continues to invest in high quality playground equipment for young people to enjoy as part of its ongoing playground refurbishment programme.

A total of £106,000 was allocated to the refurbishment of Browngraves Road playground in Heathrow Villages and Moorhall Recreation Ground playground in Harefield.

The playgrounds were identified as requiring work following a routine council inspection, and the pre-existing equipment was deemed beyond economical repair.

Both playgrounds reopened in July with COVID-19 guidelines in place.

The refurbished facilities cater for children of a range of ages and abilities, and new equipment includes swings for toddlers and older children, a basket swing, a multi-play climbing frame with a slide, spring items, a roundabout and play panels.

Leader of the Council, Cllr Sir Ray Puddifoot, said: "We know that residents really value free and accessible leisure facilities for families, and we will continue to invest in the improvement of playgrounds across the borough."

Council powers renewed to protect residents' quality of life

In September, the council's Cabinet approved the renewal of the council's boroughwide public spaces protection order (PSPO) to tackle anti-social behaviour and nuisance issues.

To ensure that Hillingdon remains a safe and welcoming place to live, the council has powers to introduce restrictions and prohibitions within designated areas so that the law-abiding majority can enjoy public spaces.

Following a public consultation in August,

the council renewed its existing PSPO in October. The PSPO has various conditions, including prohibiting spitting in a public place, using a drone, leaving vehicle engines running and graffitiing.

Three new conditions were also approved to prohibit the use of public car park spaces for the purpose of instructing learner drivers and engaging in fishing or dredging without the council's consent.

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

"The majority of those living in or visiting the borough do keep the area clean and safe, but we will not hesitate to use the relevant legislation to fine those who break the rules and make life unpleasant for others."

Non-compliance can result in fines of up to £1,000.

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



Parking machines to benefit residents and environment



Brand new pay and display parking machines are being installed across the borough, giving residents and visitors the added option of paying by credit or debit card.

The state-of-the-art machines, which are part of a £1.4 million five-year investment, will also be better for the environment, with the vast majority powered by solar energy.

All 273 of the council's current pay and display machines will be replaced. The new machines will continue to accept

HillingdonFirst cards, allowing residents to receive preferential parking rates in council car parks and on-street parking bays.

Cllr Keith Burrows, Cabinet Member for Planning and Transportation, said: "Our new machines will operate in much the same way but will offer additional functionality

by accepting contactless card payments, as well as the usual coins if people prefer.

"This will provide more modern and convenient payment options for residents."

The council is also planning to introduce a 'pay by phone' option soon.

To find out more visit www.hillingdon.gov.uk/parking.

Extra-care flats still available

Park View Court, our extra-care development in Farriers Close, Yiewsley, was opened a year ago in October 2019, and there are only a few remaining flats available.

The building consists of 60 flats which are designed to promote independent living and provide extra support to residents with additional needs. Close attention was paid to the colour and design of the building, to enable tenants with cognitive decline to navigate around with ease.

Ms Denise Brooker (pictured), age 64, has a neurological brain disorder that affects her daily life, so she moved into Park

View Court in January to receive extra-care. She said: "I love living at Park View Court, my apartment is beautiful. Prior to living here, I wasn't functioning well and my daughter was caring for me - it was a very worrying time for her."

"Despite COVID-19 restrictions, I love living here as there's a great bunch of people - we all help each other out. I have good days where I am completely able, and bad days where I could pass out and be unable to communicate, so having care available around the clock is perfect for me. The most important thing to understand is that this is not



a care home! It's a beautiful place for over-50s who are independent but may have additional needs, and just need the peace of mind that someone is on hand should you need help."

Cllr Jane Palmer, Cabinet Member for Social Care, Health and Wellbeing, said: "Our modern extra-care facilities

support older people who want to continue to live a fulfilling and independent life, with the added benefit of on-site care support to provide peace of mind for those with care needs."

For more information on the extra-care housing available, visit www.hillingdon.gov.uk/extracarehousing.

Master Brewer development plans halted by the government

Plans opposed by the council for 514 new homes on the Master Brewer site in Ickenham have been put on hold by the government.

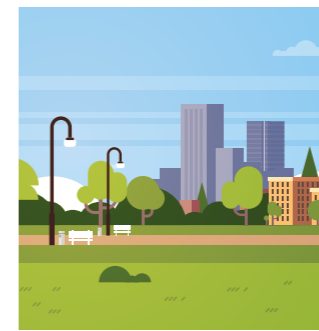
The council refused a planning application from Inland Homes in March due to concerns about the inappropriate scale of the development, which involves buildings up to 12 storeys, and its impact on the surrounding area.

However, the Mayor of London, Sadiq Khan, exercised his right to call in the planning application and determine it himself.

The Mayor held a virtual hearing on Thursday 3

September where he indicated he would like to approve the application.

However, before the hearing, the Secretary of State for Housing, Communities and Local Government, Robert Jenrick MP, issued a direction preventing the



Greater London Authority from granting permission while a decision is reached on whether the Secretary of State will determine the application himself.

Cllr Keith Burrows, Cabinet Member for Planning and Transportation, said: "We decided to refuse the planning application by Inland Homes to redevelop the Master Brewer site for eight different reasons.

This included the adverse impact that would arise from the excessive height, massing and density of the proposed tower blocks on the visual appearance

of the surrounding area, which is characterised by low-rise suburban buildings and green belt land.

"We are very disappointed with the Mayor's decision to approve the application and we urge the Secretary of State to take the planning application off the Mayor of London to enable further consideration of the harmful impacts of the development proposals.

"We will continue to put the impact on residents and the environment at the heart of our planning decisions."

It is not yet known when the Secretary of State will make his decision.



New inclusive work scheme

The council has partnered with charitable organisation DFN Project Search to provide young people with supported work placements at its Civic Centre in Uxbridge.

The Transition to Work programme, which is open to 17 to 24-year-olds with a learning disability or autism, launched in September and will see 12 participants work across a variety of departments and gain experience.

The aim of the initiative is to change the lives of young people with learning disabilities or autism by supporting them to achieve employment.

During the year-long programme, the interns will have the opportunity to work in three different departments as they gain 800 hours of transferable skills while studying for an employability qualification.

The scheme, which is also being run in partnership

with Orchard Hill College and Hillingdon Autistic Care and Support, provides an on-site tutor and full-time job coach employment specialists to support the participants in making their transition from education into full-time employment.

Dhirain Beghi (pictured centre front), 22, from Uxbridge, is one of this year's intake. He said: "The programme is fun because you get to learn new things in a real workplace and meet new people."

Daisy Hudson (pictured centre), 22, from Uxbridge, said: "DFN Project Search is helping me to develop my skills, confidence and work ethic."

At the end of their placements, the interns will be encouraged to apply for roles within the council or supported in applying for jobs in the local community.

For more information, visit www.hillingdon.gov.uk/transition-to-work.

Open House weekend 2020

Thousands of residents enjoyed a sneak peek behind the doors of some of the borough's heritage and architecturally unique spaces as part of London Open House weekend.

The annual festival, which took place on Saturday 19 and Sunday 20 September, offered a new digitally-focused format in response to the coronavirus pandemic, with visitors gaining free access to a number of Hillingdon's heritage sites either virtually by viewing behind-the-scenes videos and educational resources, or through venues putting social distancing measures in place.

More than 1,000 people visited the participating venues across the two days, which included Manor Farm in Ruislip, Eastcote House and Gardens, Cranford Park and Ruislip Lido Railway.

While many more enjoyed the digital content posted on the council's website.

Popular videos during the weekend included historical tours of some of the borough's war memorials, Ickenham House which is located in the grounds of the Compass Theatre and Harmondsworth's Great Barn.

Cllr Richard Lewis, Cabinet Member for Central Services, Culture and Heritage, said: "I am delighted that the new-look Open House festival proved so popular with visitors, whether it was in person or by watching online. I also enjoyed finding out more about so many of our heritage sites during the weekend."

For more information about Open House weekend and to watch the videos and view the resources, visit www.hillingdon.gov.uk/open-house.



The Tashan Daniel Award

The council is launching a bursary award scheme for young people in memory of Hillingdon resident Tashan Daniel, aged 20, who was tragically killed in an unprovoked attack at Hillingdon Underground station in September 2019.

Tashan was a keen photographer, footballer and athlete with an ambition to compete in the



Olympic Games as a world-class sprinter.

The Tashan Daniel Award will support young residents to achieve their ambitions in sport, culture and education.

Funding will be allocated to successful applicants for requests, including sports equipment, sports training and competing opportunities, qualifications in the arts,



and vocational courses in further education.

The memorial bursary is available to Hillingdon residents up to the age of 21 years old, with support up to the value of £2,000 per person, per



year. Individual applications will be assessed by a panel, including Cllr Jane Palmer, Cabinet Member for Social Care, Health and Wellbeing and a member of the Daniel family.

Further information is available on the council's website at www.hillingdon.gov.uk/tashan-daniel-award.

Tashan Daniel trained at Hillingdon Athletic Club, and the council will also work with the Daniel family to arrange for the installation of a plaque at the Athletics Stadium at Hillingdon Sports and Leisure Complex in his memory.



Uncooperative HS2 Ltd hampers decision making

HS2 Ltd's failure to work collaboratively, to share information and remove a veil of secrecy over their works has continued to hamper the council's ability to secure improvements to the project to protect residents, secure a less harmful design of the Colne Valley Viaduct and threatened the relocation of Hillingdon Outdoor Activity Centre (HOAC).

Leader of the Council, Cllr Sir Ray Puddifoot, said: "HS2 Ltd has repeatedly failed to be honest with the council and its residents in relation to the impacts of the HS2 project on the borough and this lack of transparency is severely hampering its ability to secure improvements to the project and make long-term commitments on HOAC.

"For example, the council has repeatedly asked for important information to allow it to determine planning applications but HS2 Ltd has consistently refused to provide it. This has forced the council to refer the matter to the courts, and on Friday 31 July, the Court of Appeal ruled in its favour and decided that the council does not have to determine these applications unless and until such time that HS2 Ltd has provided it with sufficient information.

"HS2 Ltd's uncooperative manner has also led to the council refusing to determine a planning submission from HS2 Ltd in relation to the design and external appearance of the Colne Valley Viaduct. HS2 Ltd failed to disclose important information

that will demonstrate the true environmental impacts, particularly in relation to the sensitive water environment in the Colne Valley; nonetheless HS2 Ltd expected the council to simply approve their submission. The council's decision not to determine the submission is in line with the Court of Appeal ruling. The matter is currently before a Planning Inspector, the council will monitor the situation very closely, and if necessary we will go back to the courts to request an honest and commonsense approach from HS2. We will continue to stand up for the environment and our residents.

"Similar information is required from HS2 Ltd in relation to HOAC. The council has written to HS2 Ltd repeatedly requesting this information, which to date has not been provided. Until such time as this information is made available to the council, it is unable to determine whether HOAC can be safely and effectively relocated.

"Thankfully, following the council's persistence in challenging for a better managed project and with interventions from senior ministers, who do understand the council's position, HS2 Ltd is starting to show some willingness to remove the veil of secrecy over the project. However, I hope that HS2 Ltd will now work more collaboratively with the council and come to understand that they need to work with others from outside their organisation to ensure the project is delivered responsibly."

Transforming passenger transport services and lives

An independent travel training service introduced by the council in partnership with passenger transport experts has been credited with changing the lives of young people in Hillingdon.

Sean McDonald (pictured), 13, was diagnosed with a brain tumour at the age of four and has scoliosis, which requires regular surgical interventions. He wanted to be treated as an individual and not as someone with a disability, and his father Albert wanted to prepare him for a new life in high school and boost his self-confidence.

The council identified the need to provide bespoke, structured, one-to-one travel training for Sean and other young people, and decided to work with specialists at Edge Public Solutions to help manage the programme.

Sean's training, which involved learning how to make a journey from home to school independently over four weeks, has had far-reaching consequences for him, and he is now enjoying travelling unaccompanied since

starting his second year at Vyners School in Ickenham.

His training was a five-stage process, starting with understanding what he needed, developing his travel routes, then walking him safely from home to the bus stop, learning the highway code, and preparing him for typical scenarios he might expect to encounter on the bus.

Over the period, assessors gradually accompanied him less and less until eventually he did the routes all by himself – fully independent.

Sean said: "I have the courage to take on anything in life now."

Hillingdon's Passenger Transport Service looks after 844 children and 70 vulnerable adults on 231 separate routes across the borough, using 33 council-owned vehicles. The service also provides 72 parents or carers with the funds, a personal travel budget, to organise their own transport arrangements.

The council's travel training team helped many more young people like Sean to become independent last year.



Online sessions support children and young people

In August, in response to the coronavirus pandemic, the council launched a new online activities programme for young people in Hillingdon to help them to stay engaged and connected.

While youth centres remain temporarily closed, children and young people in Years 4 to 13 and those up to the age of 25, with special needs or those undertaking the Duke of Edinburgh's Award, have been able to take part in digital activities six days a week, including arts and crafts, Irish dancing, CV writing, interview skills, cooking, vocal training and fitness.

The sessions are delivered by youth workers via various social

media channels, including Facebook, Instagram, Twitter, TikTok and Zoom. They have proven to be popular among young residents, with viewers particularly enjoying the cooking, how to prepare for a job interview, CV writing and arts and craft sessions. In addition, weekly Youth Council meetings have also been held online.

Cllr Susan O'Brien, Cabinet Member for Education, Children and Youth Services, said: "The pandemic has changed some of the ways we deliver our services. It is vitally important to continue to support our young people so they don't feel isolated or left out. By going digital we have been able to deliver a varied online programme of activities to keep engagement and being connected high. The team has done an outstanding and innovative job delivering youth work in this way for the first time."

For more information and to book a session for your child, visit www.hillingdon.gov.uk/online-activities.



ONLINE CRAFTS
Making bird feeders.



Stay safe and be considerate

It's that time of the year where many of us enjoy firework displays.

COVID-19 restrictions have led to the cancellation of planned displays across the country but you may instead be thinking of setting off fireworks in your garden.

Whether you're planning to hold your own display for Bonfire Night, Diwali or New Year – we want you to enjoy yourselves and be safe.

Please adhere to COVID-19 restrictions and be considerate of your neighbours.

It's against the law to set off fireworks between 11pm and 7am, except on certain occasions. Bonfire Night fireworks must end at midnight, and fireworks on New Year's Eve and Diwali must end at 1am.

For some people (and pets) loud noise and smoke from fireworks can affect health and wellbeing.

If you experience noise nuisance and it's affecting you, you can report it to us at www.hillingdon.gov.uk/fireworks.

However, before reporting noise nuisance, please talk to your neighbours to find out if they're affected as well; talk to the person causing the problem, they may not realise how it is affecting you and you may be able to reach a compromise; if you are a private tenant, contact your landlord or residents' association.

Guidance on handling fireworks safely is available at www.london-fire.gov.uk.

Vyners School works receive building award recognition

The council's improvement works at Vyners School, Ickenham were highly commended in this year's

Local Authority Building Control (LABC) London Building Excellence Awards.

The secondary school in Warren Road was honoured in the Best Public Service or Educational Building category, which recognises new buildings or extensions to buildings.

The commendation was announced at a digital awards ceremony in August.

The Vyners School project was carried out as part of the council's £53.6

million school expansion and improvement programme. It saw the construction of a two-storey teaching block with 12 classrooms, a multi-use hall, library, sixth form study space, ICT suite, special educational needs classrooms, toilets and storage facilities.

The judges took into account the level of community involvement, the design of the buildings and how they support

their educational purpose, as well as how the project was managed.

The council fully managed the scheme, from its initial inception to final completion. Building work was particularly challenging because it took place while the school was open, meaning disruption to pupils and teachers had to be kept to a minimum. The expansion works were completed in December 2019.



Recycling and reusing raises more than £4,000 for charity

Our popular waste weekends at West Drayton have helped to raise more than £4,000 for Harlington Hospice thanks to donations from residents visiting the site and taking home unwanted items that are still in a good condition.

Through the Powerday charity shop at the site in Tavistock Road (UB7 7QT) a range of items, from tables and chairs, to storage boxes and toys, all of which have been brought to the site for recycling and where residents are happy for us to add these to the sell pile, have found new homes.

While there are no prices on individual items, residents are encouraged to make a donation each time they take an item away. The



money generated is helping to support residents at Harlington Hospice.

John McKenna, Waste Weekend Manager, said: "Powerday would like to thank the residents of Hillingdon for their kind generosity. At the end of January this year we started taking charity donations. The

idea started when someone came to the site with a car full of garden ornaments and I asked him if I could put them on display and raise some money for a local charity. The nearest one was Harlington Hospice.

"When he saw where the proceeds of the sale of his items were going he told me

that he had recently become a widower and was moving down to the coast. The new occupants didn't want the garden ornaments, so he brought them here. His wife had been looked after by Harlington Hospice for the last few weeks of her life."

Waste weekends run every weekend between 9am and 4pm (up to 5pm during summer). The site is free to use to dispose of waste and all you need to do is show your Hillingdon First card or proof of address.

For more information about our free waste and recycling services, including our weekly kerbside collections and our bulky waste collection service, visit www.hillingdon.gov.uk/rubbishandrecycling.

Subscribe to follow the Mayor's new YouTube channel

The Mayor of Hillingdon, Cllr Teji Barnes launched a YouTube channel in August to share her mayoral experiences.

Residents can now subscribe to view her weekly updates, which offer a behind-the-scenes look at her diary events, a glimpse of what life is like in her role as Mayor, and a chance to learn more about the borough.

The channel, which features appearances from her children - Mayoresses Roma and Elouisa Bell and the Mayor's Escort Cameron Bell, will publicise the work of some of Hillingdon's charities and community organisations, mark notable occasions, and deliver historical content about the mayoral role and the borough.

The Mayor hopes that the videos, which cover events and activities involving residents of all ages, will reach and engage with as many

people in the borough as possible; especially as this year there has been a reduction in in-person mayoral engagements and opportunities to meet residents due to the ongoing coronavirus pandemic.

So far, the videos have celebrated this year's Playday campaign with a segment teaching British Sign Language; commemorated Battle of Britain Day and Victory in Japan Day; launched this year's Mayor's Charity Appeal which is supporting the Centre for ADHD and Autism Support; and detailed a range of other official appearances the Mayor has undertaken.

Future videos will include segments on the Mayor's official car, tours of Hillingdon's green spaces and heritage sites, and features on the borough's mace bearers.

Cllr Barnes said: "In light of the changing times,



being able to connect with people online via the YouTube channel is another new norm that will become part and parcel of the mayoralty.

"As we adapt to further restrictions it will help us to safely meet, greet and enjoy interactions with others, even if this is only via an online platform.

"I do hope residents of all ages subscribe, like

and comment on the YouTube videos that are already there and enjoy the weekly updates that will keep coming throughout the year."

To view the channel visit www.youtube.com and search for 'The Mayor of Hillingdon'.

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

Celebrating and supporting Hillingdon's older residents

A series of free online events and activities brought older residents from across the borough together to mark the annual Day of the Older Person.



The Day of the Older Person is an internationally recognised day which aims to celebrate older people and their contributions to local communities.

Usually the council marks the occasion by holding an event in Uxbridge but due to the coronavirus pandemic, the day was celebrated online between Thursday 1 and Sunday 4 October, allowing people to join in with festivities via the online Zoom platform.

The virtual activities included a seated exercise class, yoga, meditation, a football-themed reminiscence session, a poetry performance, and singing and dancing with the Bus Pass to Broadway musical group.

Residents at Franklin House Care Home in West Drayton (pictured above) made up some of the participants taking part in a seated exercise class.

Lola Krasser, the home's Activity Coordinator, said: "The residents at Franklin House enjoyed the virtual experience, and watching [instructor] Mick showing them exercises to help with keeping fit and healthy. This was a really useful class for them, especially with the winter fast approaching where going out into the garden is not an option."

On Sunday 4 October, the Mayor of Hillingdon, Cllr Teji Barnes, also joined a virtual lunch to mark Silver Sunday, the UK's national day of the older person, which saw many residents logging in to celebrate the day while enjoying lunch together.

Cllr Barnes said: "I was delighted to be part of the council's activities which recognised the annual Day of the Older Person and Silver Sunday. I was quite excited to meet and to have a virtual lunch with lots of our

Leader of the Council, Cllr Sir Ray Puddifoot, said: "The online events organised for The Day of the Older Person and Silver Sunday have enabled some of Hillingdon's older residents to stay connected and celebrate with each other from the safety of their homes.

"These events complement the support and activities we are providing for older people throughout the borough, including those living with dementia, in response to the ongoing pandemic while our usual sessions are unable to take place."

residents, many of which were regular attendees of the Zoom meet-ups that have been happening in place of the borough's dementia coffee mornings, usually held at our libraries.

"The group said they really appreciated the time and effort put in to organise all these activities and were grateful there were fun events like this to help them all stay connected."

One attendee said: "This Zoom meeting means a lot to us, as it gives us the opportunity to chat with others and share happy memories from the past."

For more information about activities for older people, visit www.hillingdon.gov.uk/olderpeople and to find out more about dementia support in Hillingdon, visit www.hillingdon.gov.uk/dementia

Heater loan scheme returns

Homeowners aged 65 and over can apply to the council for a short-term loan of electric heaters during the winter if their heating breaks down.

The scheme provides residents with heaters to borrow for up to two weeks while they are waiting for their heating to be repaired plus a small one-off grant to cover the heater electricity costs.

Mrs Felgate, 75, from Yiewsley, recently accessed the

scheme after finding out about it from her daughter-in-law.

She said: "I called the council and someone came to help me straightaway. I was really impressed with the service and would recommend it to anyone who might need it."

For more information, or to request a heater, call 01895 556633 (Monday to Friday, between 8am and 6pm) or 01895 250111 (evenings and weekends).



Our Autumn Show displays award-winning produce

Residents of all ages from across the borough entered their homegrown produce into this year's competition, with prizes awarded for a range of entries including giant pumpkins, marvellous marrows and delicious homemade jam.

The council show, now in its seventh year, commends residents for growing flowers, fruit and vegetables, with additional prizes for pieces of art and homemade produce.

Popular categories included best homegrown strawberries, apples, tomatoes, carrots, herbs and jams, with 311 exhibits entered across 52 categories.

This year's Autumn Show was held at The Great Barn, Ruislip on Saturday 19 September. The latest government guidelines and Test and Trace procedures were in place to allow for the staging and viewing of the exhibits throughout the day. This included strict social distancing and the wearing of face coverings.

The competition was judged by Gerry Edwards, FRICS CHort MCIHort, Chairman of the Royal Horticultural Society's Fruit Group and Vice Chairman of the Royal Horticultural Society's Fruit,

Vegetable and Herb Committee; Cllr Jonathan Bianco, Cabinet Member for Finance, Property and Business Services; the Mayor of Hillingdon, Cllr Teji Barnes and the Mayor's Escort, Cameron Bell. All winners received garden centre vouchers.

Peter Wilson (pictured right), aged 72, from Hayes, won prizes in 18 categories, including 'Heaviest Pumpkin'. He said: "I was so delighted that the Autumn Show went ahead this year as it's such a buzz and gives me a competitive edge when growing my fruit and vegetables.

"I really enjoyed the competition this year as it was so well organised, and I'd spent months growing my perfect pumpkin! Growing your own fruit and veg is very satisfying and it's a great form of exercise and fresh air - I'm already preparing for next year!"

David Saunders, aged 61, from Ickenham, won prizes in seven categories as well as 'Best in Show' for his exceptional exhibit of parsnips.



He said: "This is the second year I've entered the competition and I was ecstatic to win Best in Show - just over the moon! I've always grown my own vegetables but it's very different entering a competition, but I really enjoyed it. I still can't believe I won so many categories."

James Diggins, aged five, from Uxbridge, was the youngest winner on the day, winning first prize in the 'Children's Under-9s Art' category.



PRIZE BASKET
Peter Clements took first prize for his basket of vegetables



BEAMING
James Diggins with his trophy and certificate.

Cllr Bianco said: "The Autumn Show is a wonderful celebration of homegrown produce and creativity, and it was fantastic to see so many proud residents entering their prized fruit and vegetables. I was particularly impressed with the art entry from our youngest entrant on the day - well done to everyone involved."

A full list of winners is available at www.hillingdon.gov.uk/autumnsow

Hillingdon in full bloom!

For an eighth year, the borough has been recognised for the high standard of its parks and green spaces, and this year's Hillingdon in Bloom gardening competition received a record number of entries.

Flying the Green Flag

Hillingdon has been awarded more Green Flags than any other local authority for the eighth year running for its parks and open spaces.

On Wednesday 14 October, it was announced that the borough's total number of flags had increased to 60 (59 of which are maintained by the council), which is the most flags held both nationally and internationally.

Fairway Recreation Ground, Stonefield Park and Field End Recreation Ground (South Ruislip

ward), Highgrove Woods (Eastcote and East Ruislip ward) and Hale Field Park (Yiewsley ward) received a Green Flag award for the first time.

The Green Flag Award scheme, run by Keep Britain Tidy, recognises well-managed green spaces and is considered the benchmark national standard for publicly accessible parks.

Each space must meet stringent criteria, proving that they are clean, community-oriented and environmentally friendly.

For more information on Hillingdon's parks and green spaces, visit www.hillingdon.gov.uk/greenspaces



A NEW PARK WINS (LEFT)
The opening of Hale Field Park in November 2019.

FLYING THE FLAG (BELOW)
The Mayor of Hillingdon, Cllr Teji Barnes and the Mayor's Escort, Cameron Bell with Stuart Hunt, Green Spaces Service Manager at Field End Recreation Ground.



Cllr Jonathan Bianco, Cabinet Member for Finance, Property and Business Services, said:

"Green Flags are the highest honour that a park or open space can receive, and we are delighted to have been awarded a further five flags to add to our growing collection. "We have more than 200 green spaces across the borough for residents and visitors to enjoy, and they provide significant physical and mental wellbeing benefits. This was particularly evident earlier this year during the lockdown period, particularly for those without gardens.

"Community groups, volunteers and council staff work hard to keep the borough looking so welcoming and attractive, and I'd like to thank everyone involved."



Key workers honoured with rainbow displays

The council's annual horticultural competition, Hillingdon in Bloom, received more entries than ever before this year, with 169 submissions across 10 categories.

Residents took pride in cultivating, maintaining and photographing their gardens in an attempt to win garden centre vouchers.

For the first year in its history, all entries were submitted online due to the coronavirus pandemic, and the competition was judged virtually by Cllr Bianco.

Maxine Coleman, aged 56, from Uxbridge, won first place in the 'Best Rainbow Display' category (pictured top), designed to honour key workers during the pandemic, with her multi-coloured floral displays and rainbow heart tribute.

Maxine said: "I am an inexperienced gardener, but I wanted to enter the competition to say thank you to Hillingdon's key workers. I've been suffering from ill health, so it took a huge amount of effort to create the display, both physically and mentally.

"I reached out to my local community, family and friends to donate plants and lend equipment, and my cousin made a rainbow heart from a recycled pallet. I have such a sense of achievement and wellbeing knowing that I am showing

my appreciation to key workers - which makes it all worthwhile."

The competition attracted a fantastic 66 first-time entrants in categories including 'Best Hanging Basket' and 'Best Window Box'.

A new 'Park and Bloom' category was also introduced this year to tackle the issue of vanishing front gardens, rewarding residents who have created a front garden with plants and flowers alongside space for a car.

Lyn Sutherland, aged 67, from Uxbridge, won the 'Park and Bloom' category (pictured below). She said: "My garden is a source of solace, frustration, enjoyment and above all fun. It keeps my mind occupied and gives me something to focus on. I am lucky in having a garden, it is something I simply could not do without."

The council also created gardening video tutorials including 'how to grow your own vegetables' and 'how to make a hanging basket', encouraging beginners to take part and cultivate new skills. These were shared on the council's website and social media accounts.

A full list of winners and photos of displays from Hillingdon in Bloom are available at www.hillingdon.gov.uk/bloom



Cllr Bianco said: "We were delighted to receive a record number of entries to our ever-popular Hillingdon in Bloom competition, and we were touched to see so many residents commending our local key workers during the pandemic with colourful displays in their gardens. Thank you to everyone who took part."



Taking a zero-tolerance approach to tackling fly-tipping

The council has seen a decrease in fly-tipping incidents this year, following a concerted effort in raising awareness of the correct ways to dispose of waste and issuing fines to those committing the crime.

Fly-tipping is a criminal act and anyone caught faces a fine of £400. It is an issue that is widely seen across the UK, including London. Fly-tipping blights the environment, creating unsightly streets or open spaces, and can prove costly for councils who are left to foot the bill to remove the waste.

In Hillingdon, we regularly remind residents about the correct ways to dispose of unwanted items, and this year we have also started to send letters to households in areas where fly-tipping has been a particular issue.

Between April and September 2020, we saw nearly a 20 per cent reduction in fly-tipping incidents in comparison to the same period in 2019.

The council takes enforcement action to crack down on those committing the crime. A hotspot team was created in late 2019 and has seen success in carrying out regular patrols of streets and parks where fly-tipping has been predominant and inspecting waste for evidence before issuing fines to those proven to be responsible.

In August, September and October three weeks of action were carried out by council officers resulting in the issuing of 336 fines totalling £134,400.

Fly-tipping was found in more than 100 streets across the borough, with the most incidents in Coldharbour Lane, Hayes; Station Road, Hayes; Uxbridge Road, Hillingdon and Hayes; East Avenue, Hayes; and Blyth Road, Hayes.



Cllr Philip Corthorne, Cabinet Member for Housing and the Environment, said: "We are pleased to see that incidents of fly-tipping have decreased and that the majority of people are disposing their waste in the correct way.

"We will not hesitate to issue fines where a minority continues to flout the rules by creating an eyesore.

"There really is no excuse for fly-tipping as we provide free, weekly kerbside waste and recycling collections that are easy to use, a low cost bulky waste collection service, and a civic amenity site in Harefield and waste weekends at West Drayton."

"We will not hesitate to issue fines where a minority continues to flout the rules by creating an eyesore.

Please remember when disposing of waste:

- Fly-tipping is illegal, and if caught you could face a fine of £400.
- Do not leave household waste by street litter bins or outside charity shops – this is fly-tipping and you could also be fined £400.

If you see a fly-tip or have evidence of someone fly-tipping, you can report it anonymously at www.hillingdon.gov.uk/flytipping

For more information on waste and recycling in Hillingdon, visit www.hillingdon.gov.uk/rubbishandrecycling

How to dispose of waste correctly

- We collect general household rubbish, dry mixed recycling, food and garden waste, and textiles for free each week. Only place correctly bagged waste outside your property, and bags must be placed outside your premises before 6am on your collection day but no earlier than 5.30pm the day before collection.
- Residents can access Harefield Civic Amenity Site (New Years Green Lane, UB9 6LX) daily between 8am and 4pm (6pm in summer) and the West Drayton waste weekends (Tavistock Road, UB7 7QT) each weekend between 9am and 4pm (5pm in summer) for free with their HillingdonFirst card or driving licence and a household bill.
- If you have any unused or unwanted household items that are

- too large or heavy for our normal waste collection service you can use our low cost bulky waste collection service. Up to six items can be collected from outside your property for the small charge of £25. For residents aged over 65 and those in receipt of Personal Independence Payment the service is free. Book a collection by calling 01895 556000.
- You can also donate items to a charity or community group.
- If you're buying a new household product, check first with the company you're buying from as many will collect your old one for free when delivering the new item.

Creating town centres you can feel proud of

Hillingdon People provides an update on improvement schemes in Uxbridge and Eastcote.

The second phase of the Uxbridge town centre regeneration project saw new paving stones laid in Vine Street and the Civic Centre end of the high street in July. Vine Street was also given a new bus shelter, providing passengers with somewhere dry to wait during bad weather.

Changes to the kerb alignment outside the Civic Centre have also been completed, allowing buses to manoeuvre more easily down the high street and provide a more driver-friendly turning circle for cars.

Yorkstone salvaged during the works is being used to replace existing red block paving along the pedestrianised areas of the high street as part of a third phase of the project, expected to be completed in the autumn. The excellent quality of yorkstone makes it the material of choice for use in streets of historic and civic importance, and is particularly suitable for shopping areas.

Attractive new benches, which are wooden with modern-style metal trim, are also being installed between the corner of Vine Street and Uxbridge Underground Station. Similar benches were put in outside The Pavilions shopping centre and Tesco last year and are proving popular with residents. The benches will replace the old fashioned back-to-back seating, making it easier for visitors to maintain social distancing.

In addition, lamp columns and the permanent traffic bollards are being repainted, and tree beds are being relaid with more flexible



paving to stop roots breaking through and causing damage.

Once complete, the council will have invested £2 million in town centre improvements in Uxbridge in the past two years. The first phase of improvements, completed last year, saw new paving, street lighting, trees and seating between the town square and Fasnidge Yard. Fasnidge Yard itself also underwent a major transformation, with a new children's climbing frame and intricately designed illuminated signs. A painted mural dedicated to the late Kate Fasnidge was also created on the nearby Cedars building.

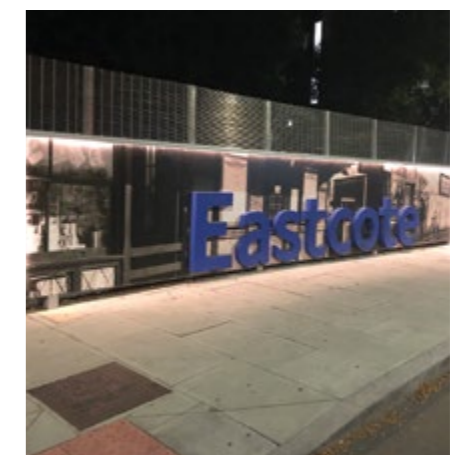
In Eastcote, a two-year project to revitalise the town centre has also drawn to a close following the completion of new decorative LED lighting on the landmark 'Eastcote' sign on the railway bridge. The decorative lighting, which is switched on every night until midnight, helps to enhance the striking railway image that sits

behind the sign, while complementing the new street lights that were installed on the bridge last year.

It is the final element of the £2.1 million Eastcote town centre improvements project, which has seen a raft of enhancements including brighter lighting, new paving and street furniture, and upgraded pedestrian crossings.

The council has also drawn praise for its innovative 'rain garden', installed during the summer last year. The feature, which is planted along Field End Road, uses carefully chosen plants and shrubs that aid the natural flow of rainwater and prevent surface water flooding. The project won the Institution of Civil Engineers London Civil Engineering People's Choice Award, which recognises the civil engineering projects that have transformed the lives of Londoners. The rain garden was hailed as a great way of combating the effects of climate change and protecting the town centre from flooding, while increasing biodiversity.

The award-winning scheme has now been shortlisted in the prestigious Landscape Institute Awards in the category of Excellence in Flood and Water Management. The awards ceremony, which will be held online due to the coronavirus pandemic, is due to take place in November.



Cllr Douglas Mills, Cabinet Member for Community, Commerce and Regeneration, said: "I am delighted to see these town centre projects come to fruition, bringing a range of practical and cosmetic enhancements to residents and visitors alike.

"We recognise the benefits that our town investment programme brings to high streets to ensure they are modern, attractive and pleasant places to live, work and visit."

Wishing you a safe and happy Christmas in Hillingdon

The council will continue to provide festive cheer to residents this November and December with colourful lights, trees, free parking and a virtual theatre performance.

With a variety of COVID-19 measures and guidelines in place, we will unfortunately be unable to spread Christmas tidings through light switch-on events or our usual free festive activities at libraries this year – but colourful lighting displays will continue, as will free parking for HillingdonFirst card holders during the festive period. Trees will once again be on sale at the Rural Activities Garden Centre and even a digital panto performance will be on offer for young people.



Festive light displays on the way

You'll begin to see sparkling Christmas lights appear in some of our shopping parades and high streets from late November.

This year the council is investing £333,965 in 31 Christmas lighting displays across Hillingdon.

There will be festive light columns in Uxbridge, Eastcote, West Drayton, Harefield, Harlington, Harmondsworth, Hayes, Hillingdon East, Kingshill Avenue, Ruislip, Sipson, South Ruislip, Yiewsley, Yeading Lane and along Uxbridge

Road. Four schemes in Ickenham, Northwood, Northwood Hills and Ruislip Manor are community led.

The council lighting scheme has been extended this year to include three additional parades - Kingsway and Crescent parades, Uxbridge Road; and North Hyde Road, Hayes.

Christmas trees will also be on display on the Civic Centre forecourt, Uxbridge; Uxbridge town centre; Sipson; Hayes; Harmondsworth, Harlington, Harefield and Eastcote.

A range of displays, which had reached the end of their lifespan, have also been upgraded.

Due to the ongoing coronavirus pandemic and restrictions on holding events there will be no switch-on events.

Christmas trees for sale

If you want to purchase a real Christmas tree this year these can be selected from our Rural Activities Garden Centre in Yiewsley. There will be a wide selection of Nordman non-drop cut trees and homegrown potted trees of various varieties available from early December.

Please call 01895 443445 and talk to a member of staff who will be able to book your visit and advise on site protocol.



The show goes on - virtual pantomime

Our theatres remain temporarily closed due to social distancing restrictions - however is our annual panto completely cancelled? Oh, no it isn't!

Using the stage at the Compass Theatre and an empty auditorium, DK ProDuKtions, has been filming *Jack and the Beanstalk*. The performance will be made directly available to schools in Hillingdon so that young people can watch the show online, either in their homes or at school.

All our schools should expect to receive this extra Christmas gift from the council in mid-December, just before the Christmas break.



Leader of the Council, Cllr Sir Ray Puddifoot, said: "This has been a challenging year for everyone, and although this Christmas will be a little different with COVID-19 restrictions still in place - I hope that everyone is still able to enjoy the festive season safely.

"The council has continued to invest in Christmas light displays for you to enjoy, provide Christmas trees for purchase, and if you are shopping for gifts I encourage residents to shop locally (COVID-19 restriction dependent) and make the most of our free weekend parking to support the borough's high streets.

"Most importantly, I urge residents to follow the latest government coronavirus measures and guidance during the festive period to keep each other and Hillingdon safe."

Free parking to help shopping

To support the borough's high streets, and to make your shopping experience easier and more enjoyable (COVID-19 restriction dependent), car parking will once again be free on weekends in the lead up to the festive period.

Residents can use their HillingdonFirst card to enjoy free parking in our council-owned car parks and on-street parking bays on:

- Saturday 5 and Sunday 6 December
- Saturday 12 and Sunday 13 December
- Saturday 19 and Sunday 20 December
- Saturday 26 and Sunday 27 December
- Monday 28 December (substitute bank holiday)
- Saturday 2 and Sunday 3 January 2021

Remember to take your card with you and follow the instructions on the machines when getting your ticket to ensure no charge is applied.

On Christmas Day, Boxing Day and New Year's Day it will be free for all residents and visitors to park at each of the council's car parks and on-street parking bays.

Our HillingdonFirst card also offers discounts at a range of local businesses, which can help reduce the cost of Christmas shopping. For more information and to apply for one, visit www.hillingdon.gov.uk/hillingdonfirst.



Festive guide to recycling

Throughout Christmas and New Year, most households generate more waste – much of which can be recycled or reused in order to protect the environment.

Here's what you can do with your festive waste:

Dry recycling

You can recycle cards, wrapping paper, books, magazines and catalogues, cardboard, paper, tin cans, glass bottles, jars, cartons, plastic bags, trays and bottles.

However, glitter and foil cannot be recycled and will contaminate materials during the recycling process. If something has glitter or foil on it, put it in your general household black waste bag.

Food waste

Before you throw away your leftovers, why not try out a new recipe to create a new dish or freeze it to have another time?

Food waste can be recycled using your free kitchen caddy provided by the council. Line the kitchen caddy with bio-degradable bags or newspaper, which will help keep it clean and stop the food freezing to the inside of the caddy during the cold winter months.



Christmas trees

You can recycle trees with our usual garden waste collections in January. The tree should be placed at the edge of the property boundary and visible for our crews.

If you live in a flat, call the council on 01895 556000 to request collection from Monday 4 January. Trees should be placed next to your bin store or collection point for waste bins, without blocking access to the bins.

All decorations and pots must be removed and trees taller than six foot should be cut in half. Artificial trees should be taken to Harefield Civic Amenity Site or our West Drayton waste weekends, or a pick-up arranged via the council's bulky waste collection service.

+ KEEP HILLINGDON SAFE +

We are urging residents to adhere to the government's national coronavirus (COVID-19) restrictions to protect themselves and others.

In response to rapidly rising coronavirus cases across the UK, the government introduced new national restrictions on Thursday 5 November to reduce the spread of infection.

The measures require people to stay at home, except for specific purposes, and order the closure of all non-essential shops, restaurants, entertainment venues and some leisure facilities.

The restrictions allow essential shops, including supermarkets, to remain open, and children and young people can continue to attend school, colleges, universities and childcare settings. The council will continue to deliver essential services.

We understand that this continues to be a worrying time for many residents, and there is a variety of support available, including the

NHS Volunteer Responders, local volunteer schemes and the council's COVID-19 Community Hub.

The NHS Volunteer Responders service is open between 8am and 8pm by calling 0808 196 3646. There is support available for individuals who may be experiencing financial difficulties and are unable to purchase food. Please call our Community Hub on 020 3949 5786 or email COVID19hub@hillingdon.gov.uk (9am to 5pm Monday to Friday). For more information visit www.hillingdon.gov.uk/community-support.

We all have a part to play in combating this deadly virus. By staying at home, remaining vigilant and pulling together to adhere to the restrictions, you will be protecting the NHS and saving lives.

Staying safe inside and outside of your home

Residents are urged to stay at home as much as possible. You may go out for a limited set of reasons, including:

- childcare or education
- work - if you cannot work from home
- exercise and recreation outdoors alone, with your household or support bubble, or on your own with one person from another household
- all medical reasons, appointments and to escape injury or harm
- shopping for food and essentials, as infrequently as possible
- to provide care for vulnerable people, or as a volunteer

You must not meet socially indoors with family or friends unless they are part of your household or support bubble (where a household with one adult joins with another household).

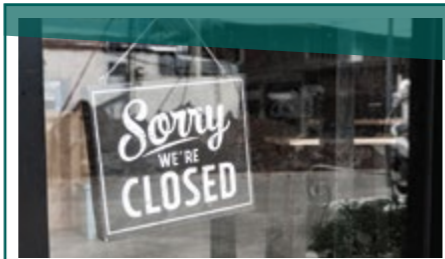
You can exercise or visit outdoor public places (such as parks, allotments and playgrounds) alone, with the people you live with, your support bubble, or one person from another household.



Funerals can be attended by a maximum of 30 people and it is advised that only close friends and family attend. Weddings and civil partnership ceremonies are not permitted to take place except in exceptional circumstances. Places of worship are only open for funerals, individual prayer and some limited exempted activities.

If you are aged 60 or over or clinically vulnerable, you could be at higher risk of severe illness from coronavirus and should take extra care to follow the rules. Those who are clinically extremely vulnerable are advised to work from home but encouraged to go outside for exercise.

For more information on the restrictions, visit www.gov.uk/coronavirus.



Business updates

The government has ordered certain businesses and venues to close, including:

- all non-essential retail
- indoor and outdoor leisure facilities such as leisure centres, sports facilities and golf courses
- entertainment venues such as theatres, cinemas and museums
- personal care facilities such as hair, beauty and nail salons

Food shops, supermarkets, garden centres and other retailers providing essential goods and services remain open. Essential retail should follow COVID-secure guidelines to protect customers, visitors and workers.

Non-essential retail can remain open for delivery to customers and click-and-collect, and hospitality venues can still provide takeaway and delivery services. Hotels, hostels and other accommodation should only open for those who have to travel for work purposes and some other exemptions.

Some venues are allowed to remain open for specific exempt activities, like childcare and support groups.

If you have any concerns about COVID-19 secure requirements in any Hillingdon businesses, email COVID19hub@hillingdon.gov.uk or call 020 3949 5786.

The Coronavirus Job Retention Scheme continues until December, with employees receiving 80 per cent of their current salary for hours not worked, up to a maximum of £2,500.

Business premises forced to close in England can apply for grants worth up to £3,000 per month under the Local Restrictions Support Grant. For more information, please visit www.hillingdon.gov.uk/support-for-businesses.



The Prime Minister donned his face covering during his visit to Uxbridge Library.

Remember Hands, face, space

It remains vitally important to follow the rule of 'Hands. Face. Space' by washing your **hands** regularly for at least 20 seconds with soap and water or sanitiser, wearing **face** coverings when required, and making **space** by keeping two metres apart from others who aren't in your household.

You should also avoid touching your face and cover your mouth and nose with a tissue or your sleeve when you sneeze.

Residents are reminded to wear something that covers both their nose and mouth when in public indoor spaces, such as shops, hospitals and public transport.

The penalty for failing to wear a face covering is £200 for a first offence, doubling for further breaches up to a maximum of £6,400.

There are some exceptions, which are available to view at www.gov.uk/coronavirus.



Protect your loved ones and download the NHS COVID-19 app

Residents are encouraged to download the free NHS COVID-19 app, which is the fastest way to see if you're at risk from coronavirus.

The app, which also allows you to report symptoms and book a test, uses technology from Apple and Google, designed to protect every user's privacy. You will be using the app anonymously. Nobody will know who, or where, a particular user is. The app is designed to track the virus, not the user.

To download the app, search for 'NHSCOVID-19' in the App Store/Google Play Store on your mobile phone. For more information, visit www.covid19.nhs.uk.

Got symptoms?



A high temperature



A new and continuous cough



A change to or loss of smell or taste

Protect yourself and others and self-isolate and get a test now

You can book an appointment for a test or order a home testing kit via the NHS COVID-19 app, the government's website www.gov.uk/get-coronavirus-test or by calling 119.

You are eligible to take a free NHS test if:

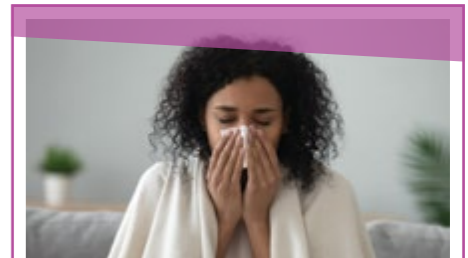
- you have one or more of the above symptoms
- you have been asked to take a test by the NHS Test and Trace service or the council
- you have been told to take a test before you go into hospital, for example, for surgery
- you are taking part in a government pilot study

To be effective, tests need to be done in the first eight days from the start of symptoms and any home testing kit would need to be ordered by 3pm on the seventh day since symptoms appeared.

Leader of the Council, Cllr Sir Ray Puddifoot, said:

"With coronavirus cases rising across the country and the implementation of a second national lockdown, it is now more important than ever to follow the rules to protect each other and save lives.

"We will continue to deliver essential services and support those most in need, but I urge residents to stay at home as much as possible and play their role in preventing the spread of infection."



What to do if you have coronavirus symptoms

If you, or anyone you live with, develops coronavirus symptoms, the household must immediately self-isolate and a test must be booked as soon as possible for anyone with symptoms.

Self-isolating means staying at home and not letting anyone else come to your house. You should also organise shopping deliveries for the period you're isolating.

If the person or people in the household who had symptoms get a negative result, you can all resume activities as usual, within the current restrictions. However, the whole household has to stay isolated if anyone tests positive or is still waiting for their result.

Anyone who tests positive must continue to self-isolate for 10 days from when they started to have symptoms. Their household should also complete self-isolation for 14 days from when the person or people who tested positive started to have symptoms.

You are now required to self-isolate by law if you test positive or are contacted by the NHS Test and Trace service. Where people fail to comply they face a fine of £1,000. Fines go up to £10,000 for those who offend repeatedly.

Those on lower incomes who cannot work from home and have lost income as a result of self-isolating may be eligible for a Test and Trace Support Payment of £500. For more information visit www.hillingdon.gov.uk/individual-financial-support.

More information about self-isolating is available at www.gov.uk/coronavirus.

For more information

For the most up-to-date coronavirus guidance, localised infection rate data and information on council services and support visit www.hillingdon.gov.uk/coronavirus.

You can also follow our social media accounts - [@Hillingdon](https://twitter.com/Hillingdon) and [f](https://www.facebook.com/LondonBoroughofHillingdon) 'London Borough of Hillingdon' - or sign up for our regular email newsletters at www.hillingdon.gov.uk/enews.

COMMEMORATING 80 YEARS SINCE THE BATTLE OF BRITAIN

The council hosted an array of virtual events during August, September and October to commemorate the 80th anniversary of the Battle of Britain (10 July to 31 October 1940), and a new display has been installed in the Battle of Britain Bunker.

The Battle of Britain Bunker in Uxbridge played a pivotal role in the UK's air defence throughout the Second World War, and to mark its significant role, a range of virtual events were on offer to mark the 80th anniversary of the Battle of Britain, including online presentations from three well-renowned historians and a film of a special wreath-laying ceremony.

The ceremony, filmed in the bunker's memorial garden, featured speeches from Prime Minister and MP for Uxbridge and South Ruislip, Boris Johnson; Polish Ambassador, Arkady Rzegocki and the Mayor of Hillingdon, Cllr Teji Barnes. The event was also attended by Leader of the Council, Cllr Sir Ray Puddifoot; Group Captain Nick Worrall, the Station Commander RAF Northolt; and representatives

from the Royal Air Force, Polish Air Force Memorial Committee, the Polish Airmen's Association and the Friends of No. 11 Group.

Virtual lectures included discussions on the iconic Hawker Hurricane aircraft from military historian and display pilot, Howard Cook, and a lecture on the legacy of the Supermarine Spitfire from aviation historian, broadcaster and writer, Paul Beaver. Battle of Britain historian and author, Stephen Bungay, also discussed the development of the world's first integrated air defence system, and how it led to victory.

Online educational resources for families were also available, and a behind-the-scenes film exploring unseen rooms within the bunker itself. The virtual events received more than 200,000 views.

The Battle of Britain Bunker Exhibition and Visitor Centre reopened in September, before temporarily closing again in November because of the second national lockdown. Visitors enjoyed a new display with an accompanying soundscape recreating the hectic scene from the morning of the 15 September 1940, commemorated as Battle of Britain Day.

New measures were introduced at the bunker and its exhibition and visitor centre (Wren Avenue, UB10 0GG) to ensure the health and wellbeing of staff and visitors, including a pre-booking system, additional signage, and hand sanitising stations.

The bunker operated at a reduced capacity, with visitors needing to wear a face covering throughout the exhibition, unless exempt.



Cllr Sir Ray Puddifoot, said: "The council is proud of its close links with the RAF and to own the Battle of Britain Bunker, which played such a crucial role in the defence of the United Kingdom. "It was an honour to attend the special wreath-laying ceremony to mark the 80th anniversary of Battle of Britain Day, and by capturing this occasion on film it meant that residents could also watch this special moment.

"We are pleased that there has been an extremely positive response to our online commemorative events and that we were able to offer a wide range of digital activities, including a variety of interesting talks from some of the best historians in the field.

"The bunker started to welcome back visitors on tours before being temporarily closed in November. I hope visitors enjoyed our new soundscape display, which is located deep underground in the Controller's Cabin. The new installation replicates the decisions made on the morning of 15 September 1940 and recreates the intense atmosphere experienced 80 years ago."



WREATH LAYING
Leader of the Council, Cllr Sir Ray Puddifoot; Prime Minister and MP for Uxbridge and South Ruislip, Boris Johnson; and Polish Ambassador, Arkady Rzegocki.



To watch the online events and activities, visit battleofbritainbunker.co.uk

Play your part in creating a greener Hillingdon for everyone

The council is committed to protecting the local environment and helping to reduce pollution.

Residents pledge to protect the environment

In September, we hosted three litter pick sessions across Hillingdon in support of Keep Britain Tidy's Great British September Clean environmental campaign.

More than 70 volunteers joined the council's green spaces team at the socially distanced events at Pinn Meadows in Ruislip, Hillingdon House Farm in Uxbridge and Cranford Country Park, with councillors Cllr Corthorne, Cabinet Member for Social Services, Housing, Health and Wellbeing; Cllr Ray Graham and The Mayor of Hillingdon, Cllr Teji Barnes, also joining in to help keep the borough's parks clean and tidy.

Waste and recycling bags, litter pickers and PPE were all provided. More than 100 bags of rubbish were collected, together with bulky waste, weighing nearly one tonne in total.

Natalie, 34, from Hayes, attended the Cranford Park litter pick event. She said: "My son Luke and I had never been to Cranford Park before, so thought this would be a great opportunity to explore new places but also to help the local community. As a group we collected lots of litter and made a real difference. We'll be back to Cranford regularly now, thank you to Hillingdon and the Cranford Friends."

The council is continuing to encourage residents, businesses, schools and



community groups to consider pledging to protect the environment as part of a collective drive to tackle climate change.

Pledges could include reducing energy consumption, promising to recycle more, or travelling in a more environmentally friendly way.

Dr Srilekhini Kadari, aged 27, from Ruislip,

made her pledge in July. She said: "Since the global pandemic began, my husband and I gained more insight into the ways in which we could better contribute to help our environment."

"We noticed that we could do more to save energy, water and reduce our carbon footprint, and



pledging to help the environment has set a goal for us to achieve.

"Seeing the Hillingdon community come together to make pledges to protect the environment inspired us to become involved, and we are now focusing on recycling more, saving water, planting more often, opting to use public transportation rather than using our car, and trying to reuse or donate items more often. I would definitely recommend that other residents pledge to help and set a goal for themselves."

Residents can make a pledge by visiting www.hillingdon.gov.uk/environment-pledge - which will show how many people are taking part in the campaign.

Pledges can also be shared by mentioning @Hillingdon on Twitter and using the hashtag #environmentpledge.

Planting trees to protect future generations

Following our successful free tree giveaway last year as part of National Tree Week, the initiative will return once again from Saturday 28 November.

We will be giving away 1,000 saplings from the Rural Activities Garden Centre in Yiewsley. Varieties include: Whitebeam, Hawthorn, Rowan, Crab Apple, Hazel, Cherry and Downy Birch, and you will be able to collect up to a maximum of five saplings per person while stocks last. Please call ahead on 01895 443445 to book a collection slot.

National Tree Week marks the start of the winter planting season and we'd encourage residents to help to green the borough by planting saplings in their gardens.

Trees are vital for the environment and tackling climate change. They absorb harmful carbon dioxide emissions that are driving global warming and produce oxygen to improve air quality. Trees also reduce wind speed, cool the air, stabilise the soil and prevent soil erosion, counter flooding, create shade from solar radiation, reduce noise and benefit wildlife.

Trees for key workers in Hillingdon

The council is once again working in partnership with Trees for Cities –

Cllr Corthorne attended the litter pick session at Pinn Meadows in Ruislip. He said: "It was fantastic to see so many volunteers taking part in our litter pick events, and we all enjoyed working together to clear the area of rubbish at a safe distance. Hillingdon is one of London's greenest boroughs and we will continue to strive to protect our award-winning open spaces - so thank you to all those who got involved."

"We know that many people want to do more to address climate change, so we'd like to encourage residents to make a pledge online to protect their local environment. Whether you decide to introduce reusable items to your household or pledge to recycle more – let us know how you plan to make a difference in Hillingdon."

"I am also pleased to see the return of the council's tree giveaway initiative and that more trees are being planted across the borough. Trees do such an important job in trapping pollution and cleaning the air to reduce global warming. Increasing the number of trees in the borough and protecting existing stock will not only help us all to breathe more easily, but create more pleasant greener areas."

and also for the first time Ecosia – to plant new trees in Hillingdon. Around 3,000 trees will be planted including 14 fruit trees, and once they bloom they will provide a valuable habitat for local wildlife and add splashes of colour to Colham Green.

This year, tree planting is dedicated to hospitals as a long-term living memorial for key workers and their response to the COVID-19 pandemic. The project hopes to support the mental health and wellbeing of frontline NHS workers who have been working tirelessly throughout the global crisis.

The initiative will also include work to connect two areas of Colham Green – the recreation area and the existing wooded area. The work will improve public access to the woodlands and make better use of the spaces. A new woodland will be created in the recreation area which will also extend the existing wooded area.

As well as providing a new look and feel to the area, there will also be significant environmental benefits including improved air quality, increased biodiversity and habitats for wildlife.

The trees will begin to be planted in November, and there will also be opportunities for the local community to learn how to grow and harvest food. The project will endeavour to use historically grown species to connect Colham Green to its horticultural past.



Whitebeam



Hawthorn



Rowan



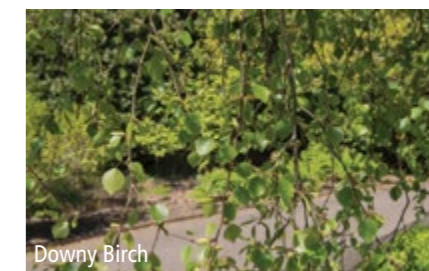
Crab Apple



Hazel



Cherry



Downy Birch



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Apply online www.hillingdon.gov.uk/freechildcare



www.hillingdon.gov.uk/freechildcare

New programme of courses

The council has launched a new programme of enriching courses and qualifications for adult learners, with an increased focus on online classes.

Residents can choose from a wide range of classes, including floristry and horticulture, arts and leisure, foreign languages, digital skills and bookkeeping.

Adult learning centres are based in Uxbridge, Harlington, Hayes, Ruislip Manor and South Ruislip, but courses are also offered in the community.

Najlaa Bajaber, age 45, from Uxbridge, enrolled on the Level 1 Award in Creative Craft (Floristry) including an employability course at Brookfield Adult Learning Centre in Uxbridge last year. She said: "Our tutor just made me fall in love with the flowers and this course. We learned a lot about flowers, their names and lovely arrangements for different occasions. The tutor explains things very clearly and advises everyone equally, and she is always there to support us. I feel like part of a family."

Najlaa is now planning to open her own online floristry shop in the future.



Adele Tintinger, aged 47, from Uxbridge, is a full-time carer for her autistic son. She originally enrolled on a Learn to be Well

Mixed Media Art course with one of the council's community learning projects for parents of autistic children in June 2017.

Adele said: "It felt really nice to paint and take my mind off any worries so once the community project had finished, I decided to join a Drawing and Painting course at South Ruislip Adult Learning Centre."

"The art classes came at a time when I was finding it stressful dealing with my son's condition, and I found that working on art projects was a good distraction to overcome my low moods. I looked forward to meeting new friends and being part of a group, and it changed my outlook on life by giving me the confidence and motivation to do things differently. I've now painted pictures for the local coffee shop and for family and friends, and one day I hope to sell paintings to the public."

The council is also offering free emotional health and wellbeing courses to residents who may suffer from anxiety, stress or sleep problems.

Rekha, aged 63, from Hayes, was finding it difficult to come to terms with events in her life, which caused her to become stressed and unable to relax or sleep.



Rekha enrolled on the Stress Busting and Relaxation programme at Brookfield Adult Learning Centre in Uxbridge in March, and then completed a five week Destress with Yoga online course during the first lockdown.

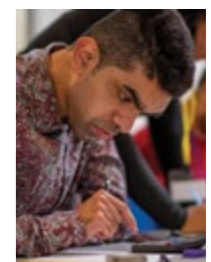
She said: "I found that the wellbeing class tutor had a very welcoming nature and engaged everyone in the class discussions. She taught me a range of relaxation techniques that complemented each other, and the meditation aspect was very relaxing."

"Since completing the course, I have continued to meditate daily and I am starting to feel a bit more relaxed and able to deal with my life events."



The council also offers a programme of courses specifically for adults over the age of 19 with learning difficulties and disabilities.

Shiraz Hussain, aged 30 from West Drayton, has worked hard to gain a qualification in Business Administration and is currently studying maths.



He said: "I find the subject difficult, but I really enjoy it and it is my favourite subject."

Shiraz also enrolled on the Preparation for Work course, which helped him to improve his interviewing technique, practice filling in job applications and discuss different situations in the workplace.

In the future he would like to work in an office or a shop and live in his own flat. He said: "Studying at the college has helped me make friends. Classes are fun and the staff are very kind."

For more information about the courses on offer and to enrol, visit www.hillingdon.gov.uk/adult-courses or call 01895 556455

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Local
Pharmacy

Update from the West Area BCU Superintendent

I would like to start by thanking you all for the support shown after the tragic shooting of PS Matt Ratana, with whom I used to work at Paddington Green. Matt was a truly inspirational officer and is a massive loss to his family, friends and the service.

Also lost to us, but in less shocking circumstances, is PCSO Maxine Ward, who most recently covered Townfield but has patrolled many parts of Hillingdon. Sadly in September Maxine lost her brave battle against cancer and will be, it goes without saying, sorely missed.

It may not be the done thing to start a newsletter with such news, but policing is a family, and what affects one part of it affects us all. We too are subject to COVID-19 restrictions and were not able to put in a guard of honour for Maxine in order to not break the law.

The new Neighbourhood Tasking Team has started, with already a

series of arrests made in Hayes and West Drayton in our fight against violence and drugs. We now have extra officers available to support policing in Hillingdon, in addition to the team funded by the council. Our flow of new recruits continues and some newer officers are learning their skills by being attached to my neighbourhood teams, which means more officers out on patrol where we need them. Please remember that you can influence our local policing priorities by joining your local ward panel, details are available on www.hillingdon.gov.uk/snb or you can ensure you keep up to date with what we are doing by signing up to Owl, our online news update platform at www.owl.co.uk/met.

Our seasonal anti-burglary drive is well underway with additional officers out on plain clothes patrols. Please help us to help you – leave lights on if you can, lock doors and windows, and if you've made a big purchase try not

to leave the packaging on the drive for all to see, break it down instead and put it in your waste or recycling bags.

More and more cars are being stolen from driveways by the keyless entry method, and we are working hard with car manufacturers to prevent this. One simple way is to keep your car keys away from the front of the house to prevent thieves picking up the signal. As always our local policing teams can offer crime prevention advice if required, please do ask as they are always happy to help.



Supt Richard
Watkinson

An update from the London Fire Brigade Borough Commander



Since my last update in July, the pandemic has continued to provide challenges at all four fire stations in the borough. However, I have once again been extremely proud of how my firefighters have responded and adapted to these challenges.

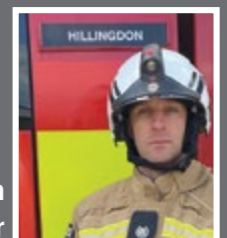
The firefighters that volunteered to drive ambulances to assist our colleagues in the London Ambulance Service have now returned to their fire stations and I'd like to thank them for their amazing work.

You might have seen in the media recently that the London Fire Brigade has a Transformation Delivery Plan, setting a new vision, strategy and purpose. This includes work after the Grenfell Tower Fire to improve leadership, training and equipment; making changes to help improve fire safety in all buildings, including high rise; and preparing for major incidents, such as acts of terrorism.

As part of our continuing improvement in our ability to deal with high-rise incidents, Hayes Fire

Station is about to receive a new aerial ladder that is more responsive to drive, faster to set up and has greater rescue capabilities. The new aerial ladder will be highly visible on Hillingdon's streets with its bright yellow ladder, bumpers and fenders.

As we move into autumn and winter, the use of candles, fireworks and bonfires become some of our most common causes of fires in Hillingdon. Information on using these safely and responsibly is available on our website at www.london-fire.gov.uk/safety.



Alan
Taylor

Could you foster a child?

Join us online to find out about fostering:

Tuesday 8 December 2020
2pm to 3pm

Tuesday 12 January 2021
2pm to 3pm

The event will take place on Microsoft Teams and we will contact everyone who has registered before the session with the joining details.



Find out about fostering

For more details
www.hillingdon.gov.uk/betheone
0800 783 1298



www.hillingdon.gov.uk

Supporting those who are finding it difficult to cope

Hillingdon People finds out about the valuable work of Hillingdon's Samaritans branch during the coronavirus pandemic, and how residents can receive support or volunteer.



Hillingdon Samaritans has had a presence in the borough for more than 40 years. The volunteer-led charity, based in Press Road, Uxbridge, has 70 listening volunteers who ensure there is someone available to answer calls and emails from anyone experiencing feelings of stress or despair, 24 hours a day, seven days a week. The council assists Hillingdon Samaritans' work by providing funds for the charity via its corporate grant scheme.

Samaritans volunteers support people dealing with a multitude of issues, including relationship problems, bereavement, financial difficulties, loneliness, depression and suicidal feelings.

The charity partnered with Shout, Mind, Hospice UK and the Royal Foundation of the Duke and Duchess of Cambridge to launch Our Frontline, a free, round-the-clock support service for mental health, emergency and adult social care workers.

Samaritans volunteers support people dealing with a multitude of issues, including relationship problems, bereavement, financial difficulties, loneliness, depression and suicidal feelings. With many people feeling anxious and stressed as a result of the uncertain and challenging times brought on by the coronavirus pandemic, the team has seen an increase in residents accessing their services. Since the start of lockdown in March and the end of September, the borough's branch has provided emotional support for people on 12,000 occasions.

Samaritans also launched an online self-help app which aims to reach people who find it difficult to discuss their feelings with someone else. The charity said: "We can't predict the impact of coronavirus, but our experience indicates that our service will remain of critical importance in the coming months... We are working hard to minimise disruption to our helpline, and our volunteers are always still there for those who are struggling to cope at this crucial time."

Many getting in touch with worries relating to coronavirus have also mentioned other issues impacting them as a knock-on effect, including isolation, mental ill-health and unemployment.

Since March, many volunteers have been going above and beyond



If you need support

You can call Samaritans for free on 116 123, email jo@samaritans.org or write a letter to Chris, Freepost, RSRB-KKBY-CYJK, PO Box 9090, Stirling, FK8 2SA.

Would you like to volunteer?

Hillingdon Samaritans relies entirely on volunteers for all of their work, which ranges from supporting people and fundraising, to administrative tasks, management and governance. Their 80 volunteers fall into two groups.

Listening volunteers are asked to complete 45 shifts throughout the year, some of which take place during the night. During the shift a volunteer answers calls and emails, as well as providing support and training to other volunteers. Support volunteer roles focus on administrative and fundraising tasks. Anyone aged 18 or over can volunteer and full training is provided, including a mentor.

To find out more about volunteering, call 01895 255987 or email recruitment@hillingdonsamaritans.org.uk

Cllr Jane Palmer, Cabinet Member for Social Care, Health and Wellbeing, said: "The coronavirus pandemic is having a huge impact on people's lives, with many people experiencing furloughing and job loss. Job loss is often connected to a downturn in wellbeing and a critical point when emotional support needs to be offered. I encourage residents to seek support if they are finding it difficult to cope."

New Brexit changes to come into force from January 2021

The transition period from Brexit is due to end on Thursday 31 December and some changes are planned to come into effect from Friday 1 January.

These will affect you if you are travelling to the European Union (EU); staying in the UK if you are an EU citizen; living and working in the EU; and if you are travelling for business or trading.

Travelling to the EU

From Friday 1 January there will be new rules on travelling to the EU, Switzerland, Norway, Iceland or Liechtenstein.

You may need to check your passport; get travel insurance that covers your healthcare; ensure you have the right travel documents; and if you're taking your pet, you will need to contact your vet at least four

months before travelling to get the latest advice.

There are also additional requirements if you are travelling for business, which can be found at www.gov.uk/transition.

Staying in the UK if you're an EU citizen

If you are an EU citizen, you should check if you need to apply for the EU Settlement Scheme (EUSS). This applies if you or your family are from the EU, Switzerland, Norway, Iceland or Liechtenstein. You should apply for the EUSS by Wednesday 30 June 2021 if you want to continue to live and work in the UK.

If your application is successful, the EUSS will grant either settled or pre-settled status depending on how long you have lived in the UK.

Settled status is given to people who have lived in

the UK continuously for five years or more. You will then be able to remain in the UK indefinitely and apply for British Citizenship after 12 months.

Pre-settled status is given to those who have not lived in the UK for five years continuously. You will be able to apply for settled status once you have been in the UK for five years continuously.

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

Find out more and apply by visiting www.gov.uk/eusettledstatus.

Continue living and working in the EU

Living and working in an EU country depends on the rules in that country. You may need to register or apply for residency. You should also check that you're covered for healthcare. Additionally, you may need to exchange your UK driving licence for a licence issued by the EU country where you live.

Businesses that import and export goods

The process for importing and exporting goods will change from Friday 1 January. If you are importing or exporting goods from the EU you must check the new rules and regulations.

Full details on the transition and all of the changes can be found online at www.gov.uk/transition

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Abandoned Vehicles ▶ Environment and Anti-Social Behaviour ▶ Flytipping ▶ Graffiti ▶ Parks and Green Spaces ▶ Pest Control ▶ Roads and Pavements ▶ Special Collections ▶ Street Lighting and Cleansing ▶ Waste and Recycling
01895 556000

Learning

Adult Learning
www.hillingdon.gov.uk/adultlearning
01895 556455

Library Information Desk
01895 250714

School Admissions
www.hillingdon.gov.uk/schooladmissions
01895 556644

School Transport
01895 250008
Truancy Hotline
01895 250858

Leisure

Battle of Britain Bunker Exhibition and Visitor Centre
battleofbritainbunker.co.uk
01895 238154
Botwell Green Sports and Leisure Centre
020 8561 0956
Haste Hill Public Golf Course
01895 250777
Highgrove Pool and Fitness Centre
01895 630753
Hillingdon Sports and Leisure Complex
0345 130 7324
Hillingdon Theatres
www.hillingdontheatres.uk
01895 250615
Queensmead Sports Centre
020 8845 6010
Uxbridge Public Golf Course
01895 556750
William Byrd Pool
020 8897 9390

Local democracy

Council Meeting Dates and Agendas
01895 250636

HILLINGDON
CONTACTS



Electoral Services and Registrars
01895 558250
Conservative Group Office
01895 250316
Labour Group Office
01895 250780
Mayor's Office
01895 250763

Planning

www.hillingdon.gov.uk/planning
Building Control, Inspections and Dangerous Structures
01895 558170
Dangerous Structures (out of hours)
01895 250111
Local Land Charges
01895 556115

General

Adoption and Fostering
www.hillingdon.gov.uk/fost-adopt
0800 783 1298
Brown Badges
01895 277277
Council Tax and Benefits
www.hillingdon.gov.uk/counciltax
0300 123 1384

Families' Information Service
www.hillingdon.gov.uk/fis
01895 556489
Fraud Hotline
www.hillingdon.gov.uk/reportfraud
0800 389 8313
Hillingdon First Card
www.hillingdon.gov.uk/hillingdonfirst
01895 556677
Hillingdon Social Care Direct (adults and children) ▶ Blue Badges ▶ Freedom Passes ▶ Meals Service ▶ TeleCareLine
01895 556633
Housing Services
www.hillingdon.gov.uk/housing
01895 556666
Substance Use and Misuse or Sexual Health
01895 250721
Trading Standards
www.hillingdon.gov.uk/tradingstandards
01895 250164

All other council enquiries (not listed above)
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Affinity Water
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Age UK Hillingdon
020 8756 3040

Alzheimer's Society Hillingdon
01923 823999

Asphaleia Action
01895 272478

Carers Trust Hillingdon
01895 258888

Centre for ADHD and Autism Support
020 8429 1552

Communicare Counselling Service
01895 256056

Citizens Advice Consumer Helpline
03454 04 05 06

Citizens Advice Hillingdon
0344 848 7903

Disablement Association Hillingdon (DASH)
020 8848 8319

HD Carers Support Group
07752 169849

Healthwatch Hillingdon
01895 272997

Hillingdon Autistic Care and Support (HACS)
020 8606 6780

Hillingdon Brain Tumour and Injury Group
01895 713205

Hillingdon Carers
01895 811206

Hillingdon Independent Domestic Violence Advocacy (HIDVA)
020 8246 1745

Hillingdon Mind
01895 271559

Hillingdon Parent Carers Forum
www.hillingdonpcf.com

Hillingdon U3A
07532 268002

Hillingdon Women's Centre
01895 259578

Home-Start Hillingdon
01895 252804

P3 Navigator Advice Centre
01895 436114

Samaritans
116 123 (freephone)

Victim Support
08 08 16 89 111 (freephone)

Hospitals

Harefield Hospital
01895 823737

Hillingdon Hospital
01895 238282

Mount Vernon Hospital
01923 826111

Northwick Park Hospital
020 8864 3232

Watford General Hospital
01923 244366

NHS
111

Police and Fire

Metropolitan Police
Non-emergency 101
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Hillingdon Fire Station
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