

**Minutes of Hillingdon's Older People's Assembly**  
**27 March 2018**  
**Council Chamber, Civic Centre, Uxbridge**

<b>1.</b>	<p><b>Welcome</b></p> <p>Marion Finney from the Customer Engagement Team opened the meeting by welcoming everyone to the first meeting of the year. She went through the agenda and explained the purpose of the Older Peoples Assembly which is to hear about services and activities that partners and the Council provide and a forum for people to ask questions. Marion informed the assembly she would be chairing the meeting and gave apologies for the Leaders absence. Marion gave details about the council being in a period of "Purdah", which is the time period of pre election until the election, where activity of executive leaders are restricted, therefore the Leader of the Council could not be in attendance. Marion went through some housekeeping and moved on to introducing the speakers for the day.</p>
<b>2.</b>	<p><b>Presentation 1 - Dalton Cenac, Highways &amp; Traffic Manager</b></p> <p>Dalton introduced his team who were in attendance and went through their job responsibilities, they were on hand to answer any questions:</p> <ul style="list-style-type: none"><li>• Isaac Kawakye - Highways Delivery manager</li><li>• Wayne Greenshields - Network Operations Manager</li><li>• Poonam Pathak _ Highways Programme Manager</li><li>• David Knowles - Transport Project Manager</li></ul> <p>Dalton explained the function of the team which is split into three categories of Highways Delivery Team, Network Operations Team and Roads and Pavements.</p> <p>Dalton went on to talk about the challenges of highway maintenance and their priorities. He spoke about planned maintenance and improvements and the regulatory functions they deal with on a day to day basis. In addition to the programme of works they also manage reactive maintenance, highway inspections, pavements and uneven surfaces such as tree root damaged surfaces, pot holes and rechargeable works to third parties who have caused damage to footways. Additionally there is a programme of works for the replacement of street lighting, cyclic cleaning of road gullies and winter</p>

gritting for roads and footways. Dalton spoke about current schemes and projects taking place in Hayes Town Centre, Eastcote Town Centre, Ickenham Pump, Hayes Parade and Ruislip Lido.

**3. Presentation 2 - Sue Furzer, Community Development Officer**

H4ALL - Hillingdon 4 All, Wellbeing service

H4All is a free service working with Health and Community Services. A non profit community interest company launched by the Clinical Commissioning Group (CCG) in 2016. H4All is a collaboration of 5 third sector charities:

- Disability Advice Service Hillingdon ( DASH)
- Hillingdon Carers
- Hillingdon Age UK
- Harlington Hospice
- Hillingdon Mind

H4All serves individuals that are 65+ living with long term health conditions. They take referrals from hospital community teams, social care and self referrals. They are also a sign posting service sharing information about services in the borough, providing greater opportunities for access to services. They work very closely with carers, giving general advice about services and assist with transport for appointments. Their services include home visits, practical and emotional support, counselling and befriending, knowledge on services and clubs, education on long term health conditions and volunteering opportunities.

They are currently working with 3,400 clients and some have gone on to be volunteers. Loneliness and isolation is one of the biggest issues with their service users. They have a befriending service where volunteers take their clients out to clubs and they also have a service called 'Just to talk' telephone service that their clients can have verbal contact with someone.

**Natasha Aman, Volunteer Development Officer - Volunteer Hub**

Natasha spoke about the benefits of volunteering in addressing social isolation and an opportunity to meet friends. She described situations which increased isolation such as language barriers which is one of the barriers

throughout the borough.

Benefits of volunteering are,

- Get out and about
- Making a difference
- Try something new
- Give back to the community
- Make new friends
- Learn new skills

Natasha went on to explain there are a number of volunteer roles which are advertised on their website which you can access at [www.h4all.org.uk](http://www.h4all.org.uk)

Email:[info@h4all.org.uk](mailto:info@h4all.org.uk)

Telephone: 01895 543 434

#### 4. **Questions and Answers**

The following questions were asked and answers given:

**Q1.** What is going to happen to all the medial centres and hospitals? Has the Customer Engagement Team looked into it? Hillingdon Hospital is in a bad state of repair and is falling to pieces, it needs attention.

**A1.** This question has been addressed in a previous meeting. We will extract the information from the previous minutes and ensure the outcome is brought to the next assembly.

**Q2.** A resident raised a concern about the condition of the pavement on Long Lane Hillingdon. They have raised this to both officers and MP's and to date works have not been addressed. Attention was drawn to the condition of the grass verges which is being used as a pavement and parking for vehicles, sometimes people have to walk on the road.

**A2.** If we are able to identify the offending vehicles in question for the parking team then action can be taken and enforcement notices issued.

**Q3.** Is it possible to inspect the surface of pavements with a spring less electric scooter?

**A3.** Inspections are undertaken by officers walking around identified areas.

**Q4.** A concern was raised about the pavements in North Hillingdon. For 10 years Hurst Road, Sweetcroft Lane and Park Way to the doctor's surgery have been in a terrible state. The condition of the pavements are really bad, there are tree roots pushing up the pavements which can be tripped over very easily. If you carry out surveys why are they still in that condition?

**A4.** Large areas have already been identified in this area for improvement.

**Q5.** The Eastcote and Harrow mentions the work programme however there was not much mentioned about Yiewsley & West Drayton. Also, what are the associated costs with changing the light fittings to the new LED? How does this compare to the cost of installation? How long will it take?

**A5.** The overall cost is 5.2m to replace 24k units; LED lights use 40% less electricity. Feedback from the residents for the new lights is, some are happy with the change and others say it's too dark. However, all new lighting is being implemented to British standard. The work is being carried out in phases to replace the 24,000 units.

**Q6.** There is a lot of heavy traffic in South Ruislip, it is getting very dangerous because of the HGV vehicles, are there any plans to do something about this? Will any surveys be undertaken in this area?

**A6.** Surveys for traffic levels in South Ruislip have been undertaken, there is an industrial estate in that area of which there is no evidence of increased traffic or HGV vehicle use. If you would like further support in this matter speak to your local ward Councillors.

**Q7.** What is being done about upgrading the area around Station Road Hayes, towards Asda? The road has been narrowed and is in a terrible state including increased pollution. There is likely to be more traffic and it will get worse.

**A7.** A questionnaire was sent out to 6000 people who wanted the opening up of the Town Centre which was pedestrianised before. Works on Station Road to Asda will be done in the programme of works, this has not yet

started. There is also a 7.5 ton weight restriction which is planning to be imposed.

**Q8.** Harmondsworth High Street has not been resurfaced for 18 years. We had an event with 200 guests where we had to fill in the pot holes with sand. Two years ago we put in a petition about the condition of the road, we also attend monthly meeting with the Councillors where the issue has been mentioned many times but completely ignored. Villages don't get anything they need. The pot holes have been filled badly and are coming back due to the bad quality of workmanship.

**A8.** Harmondsworth surveys have been carried out and Harmondsworth High Street has been put forward for the 2018/2019 programme. We can carry out ad hoc inspections where dangerous defects can be repaired. There is a structured process to prioritise our programme of works.

**Q9.** Mature times Magazine wrote about the issue of there being fewer seats being available for older people to use when out and about in the high street and supermarkets, particularly Iceland.

**A9.** Natasha explained she does not represent the voice of the businesses; however the point raised was a good one and is something she can raise with the businesses and bring to their attention to make them more aware.

**Q10.** Some of the things that have been suggested by H4All can be dealt with by NHS, Council, Social services etc. Are you suggesting I should self assess?

**A10.** H4All are not a medical service but a support system to make people aware of the services available to them in the community. It's about putting people in touch with other people. We give information and sign post to local services and do not take the place of your GP.

**Q11.** I am worried about the people who have not been able to attend today because the meeting is being held here, ones that may have mobility issues. Some of these people have issues with the council as services are being cut which is decimating people's lives.

**A11.** Services have not been cut, H4all has been formed and put together from existing services within the borough.

**Q12.** Hillingdon East, Redwood Close and The Larches, the pavement is broken because lorries are parked outside. The council should act as there is a double yellow line going round the corner and they are parking on the grass verge. Additionally the silver LED street lighting is in the wrong places, they are too far apart at the The Larches and Brampton Road which makes visibility poor.

**A12.** The details will be passed on to the enforcement team regarding the mentioned house. Also we can do an ad hoc inspection of the pavement. Regarding the LED lighting it is more directional and complies with British Standards.

**Q13.** There is an issue of the weight of traffic on the slip road that leads off the A40 at the Polish War memorial towards South Ruislip. Can you put yellow markings or a camera on the roundabout? We will do a petition to get things moving.

**A13.** There is an issue with traffic in this area, but this is the responsibility of Tf Transport For London (TFL) as this road belongs to them. They also have priorities and a programme of works. The petition will have to go to the Mayor of London as we do not have responsibility for this road.

**Q14.** A resident from Towcross Road who is visually impaired raised an issue with the lighting as she says the pavements are pitch black and she is unable to navigate the pavements when it gets dark, this prevents her from going out at night. Additionally she highlighted utility vehicles parked over the grass verge and it has churned up all the mud. Will the grass be replaced once the vehicles have left?

**A14.** As previously mentioned all new LED lighting complies with British Standards. Regarding the grass verge it will be top soiled and seeded once the work is completed.

**Comment:** Rapid response Ickenham is a very good service which should be publicised. A good exercise I can suggest for people to take up is bowls; it is a great activity which comes highly recommended.

**Response:** Rapid Response is a good service run from the hospital which some people may not know about.

<b>5.</b>	<b>A.O.B.</b> <ul style="list-style-type: none"><li>• Item for next agenda - Official removal of rubbish from the streets.</li><li>• Marion thanked everyone for attending and the officers for their presentations.</li></ul>
<b>6.</b>	<b>Date of the next Assembly:</b>  Tuesday 26 <sup>th</sup> June 2018 From 2pm to 3.30pm (registration from 1.30pm) The assembly will be held in the Council Chamber