

## Putting our residents first in Colham and Cowley

elcome to your *Hillingdon People Local*, which highlights some of the things that the council has been doing across the borough and in your local area during the past two years.

#### Thriving, healthy households

#### Investing in leisure and play facilities

- The council is committed to providing high-quality leisure centres to help local people stay active and healthy and has invested £2.25 million to upgrade facilities across the borough. Find your nearest centre at www.better.org.uk.
- The council installed a new cricket pitch on unused green space at Cowley Recreation Ground thanks to a grant from the England and Wales Cricket Board.

#### Improving educational outcomes

 The council is investing in a multi-millionpound project to build new spaces or expand existing buildings in mainstream and special schools to create more places for children with additional needs. Works are underway at Meadow High School to expand it by creating a satellite school in Harefield with 90 extra places and a new classroom block at the existing site. This will provide eight new places and reprovide 82.

#### Supporting young people and families

- Family hubs will be expanded boroughwide, building on existing services, such as children's centres, to offer enhanced and joined up support for families from pregnancy to adulthood within their local communities.
- A new Youth Offer was agreed, which will launch in April and reflect the diverse



The council's strategy outlines a commitment to putting residents first and ambition that Hillingdon is a safe, inclusive, green, more digital borough with a strong economy.

We have aligned content in this leaflet to the strategy to illustrate how the council is delivering improvements across the borough and in your ward. Find out more at www.hillingdon.gov.uk/council-strategy.



needs of today's young people by offering a more flexible format, delivering services locally using existing council buildings, family hubs and digital services.

- Hillingdon's Children's Services were judged one of the best in England, following an 'Outstanding' Ofsted report.
- At Colham Manor Primary School, the council's adult education team delivered a course to mums, dads and carers on how to emotionally support their children's wellbeing.

#### Supporting older residents

- Over-65s can benefit from free swimming and swimming lessons, free allotments, a winter heater loan scheme and MOVES exercise classes. Over-75s can also receive the TeleCareLine service for free.
- Residents and carers living with dementia can access a range of council support and activities, including reminiscence sessions, chair exercise, bingo and music.

 Park View Court extra-care housing continues to offer over-65s the opportunity to live a fully independent life, but with care staff to support with any assessed care needs and an in-built call system in case of an emergency.

#### **Promoting health**

- In January 2023, plans for a new Hillingdon Hospital were approved by the council, paving the way for the provision of state-of-the-art health care for local people for generations to come.
- A regular led walk takes place around Philpot's Farm. Find out more at discover. hillingdon.gov.uk/led-walks.
- The council's commissioned smoking cessation, substance misuse and sexual and reproductive health services, NHS Health Checks, Health Lifestyle Action programme and the NHS Healthy Start scheme are providing health support to residents. For more details visit www.hillingdon.gov.uk/health.

Read more inside

#### Safe and strong communities

#### **Keeping residents safe**

- 70 per cent of food premises in Colham and Cowley ward are rated 4 (good) or 5 (very good) under the Food Hygiene Rating Scheme.
- A husband and wife were fined £6,500
   after ignoring a planning enforcement
   notice ordering them not to use their
   home as a car sales showroom and garage.
- This financial year, our fraud team identified savings related to fraud and prevented the loss of more than £9.6 million. If you suspect that someone is committing fraud against the council, report it at www.hillingdon.gov. uk/report-fraud.

#### Improving social and private housing

- Across Hillingdon, 2,619 energy-efficient gas boilers were installed in council homes.
- As part of the Social Housing Decarbonisation Fund, the council has improved the energy-efficiency of 157 homes across the borough by installing loft insulation, double glazing, heat recovery extractor fans and new roofs.
- 29 properties at Mandela Close sheltered housing scheme benefitted from new kitchens and upgraded wet rooms.
- The warden call systems at Mandela Court and Michael Shersby House

- sheltered housing schemes were upgraded to ensure residents can seek help. An outdated boiler at Michael Shersby House was also replaced with an energy-efficient unit.
- The council's private sector housing team regularly carries out inspections to investigate disrepair in privately rented properties and to combat landlords providing potentially hazardous living conditions.

#### **New homes for residents**

- Five new homes for sale were created at St Helen's Close through Hillingdon First Limited.
- Work has completed at Maygoods View to convert the property from a threebed to a four-bed.





#### A digital-enabled, modern, well-run council

#### **Communities celebrate and mourn**

- Communities celebrated the Queen's Platinum Jubilee, with the council supporting residents to hold street parties at Southfield Close, Campion Close and Pinn Close.
- The borough united to mourn the death of Queen Elizabeth II, with a book of condolence and space to leave floral tributes opened for residents at the Civic Centre, Uxbridge.
- Hillingdon marked the Coronation of King Charles III, with the council supporting more than 80 street parties with free public liability insurance and road closures, including one at Southfield Close.

#### Fighting ULEZ expansion

 Hillingdon launched a Judicial Review, alongside other councils, to challenge Transport for London and the Mayor of London's decision to expand the Ultra Low Emission Zone (ULEZ) to outer London because of significant concerns about its social and economic impact. Although the challenge was dismissed by the High Court, our fight continues by lobbying government.

#### **Cost of living support**

 In response to cost of living pressures, the council continues to offer and promote a range of initiatives to support residents, including the Household Support Fund. Find out more at www. hillingdon.gov.uk/cost-of-living.

- The council's Holiday Activities and Food programme supports families by providing activities for children in receipt of free school meals during the school holidays, with 2023 the most extensive yet.
- Warm welcome centres and an activities programme are in operation across the borough during winter.

#### **Modernising services**

- 153,000 residents have registered for a MyAccount and are contacting us online. Find out more at www.hillingdon. gov.uk/myaccount.
- The council introduced a new voiceautomated call centre system, which supports the caller by providing a digital link to make a report or to request information quickly without having to queue on the phone. Since then, digital transactions have increased by 76 per cent.
- A new digital parking permit system was introduced to help residents and businesses apply for and renew permits.
- PayByPhone launched across the borough, giving residents the added option of paying for their parking 'on the go' using an app on their phone.
   Find out more at www.hillingdon.gov.uk/ paybyphone.
- Uxbridge Mortuary was given a hightech overhaul by the council following a two-year, £2.5 million refurbishment and extension scheme.



#### A green and sustainable borough

#### Parks and green spaces

- Hillingdon has 67 Green Flag Awards the most held by any local authority for the eleventh year running. Cowley Recreation Ground, Colham Green, Hale Field Park, the Rural Activities Garden Centre, Little Britain Lake, Coney Green, Philpot's Farm and Connaught Recreation Ground retained their flags.
- During the past two years, 23,726 trees have been planted across the borough, including 6,218 'whips' (sapling trees) and 'standards' (established young trees) at Philpot's Farm to mark National Tree Week 2022. The planting was carried out by local people, members of the Amadiya Muslim Women's Association and students from Brunel University as part of the council's partnership with Trees for Cities.
- The Rural Activities Garden Centre has been supporting the local community for 40 years by providing educational and employment opportunities to young people and adults with additional needs.

#### **Delivering improvements to your area**

• Each year, the council's ward budget scheme gives the borough's ward councillors funding to spend on local projects. This included Colham Manor Primary School to purchase an outdoor chalkboard for early years children to develop their handwriting and drawing skills. Find out more at www.hillingdon. gov.uk/wardbudgets.

#### Waste and recycling services

- The council continues to offer free, weekly and easy to use waste and recycling collections. Find out more at www.hillingdon.gov.uk/ rubbishandrecycling.
- In summer 2023, following a successful trial, the council expanded its free food waste recycling service to council-owned blocks of flats.
- To date, 28 schools across the borough have signed up to recycle their food waste, including Colham Manor Primary School and Moorcroft School.
- Pink collection bins have been rolled out in libraries to offer residents another way to recycle their small electrical items.

#### Reducing our carbon footprint

- As part of the council's commitment to being net zero by 2030, last July the council approved plans to deliver hundreds of charging points in the borough to meet demand as more drivers switch to electric vehicles.
- The council introduced a new road repair method which uses 80 per cent less energy than traditional asphalt repairs, 85 per cent less carbon and halves the overall cost of repairs.
- Work took place to replace defunct, electrically lit bollards with zero-emission, reflective versions made from recycled materials.



#### A thriving economy

#### Roads, footpaths and street lighting

- Parts of the footpaths on Pield Heath Road and Royal Lane were resurfaced.
- Parts of the carriageway on Harlington Road, Lees Road, Stockley Road and Park View Road were resurfaced.
- A new stop and shop parking scheme was introduced on High Road, Cowley.
- Christmas light effects were installed on lamp columns on Crescent Parade and Uxbridge Road.
- Our street lighting replacement programme replaces street lighting

columns at the end of their life, gullies on highways are cleaned either annually, six-monthly or three-monthly, and faded line markings are repainted as necessary.

#### Forging partnerships

- The council supported the annual Hillingdon Business EXPO at Brunel University London.
- The council formed a new civic partnership with Brunel University London, which will see both organisations work collaboratively to create positive opportunities for the borough.



### Contacting your Colham and Cowley ward councillors



Cllr Shehryar Ahmad-Wallana (Conservative)

- Democratic Services: 01895 250636
- **07425 014007**
- @ sahmad-wallana@hillingdon.gov.uk





**Cllr Roy Chamdal** (Conservative)

- Democratic Services: 01895 250636
- @rchamdal@hillingdon.gov.uk



Cllr Ekta Gohil (Conservative)

- Democratic Services: 01895 250636
- @ egohil@hillingdon.gov.uk

For more information about council services, visit www.hillingdon.gov.uk

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