

# HILLINGDON people

Local news from your council

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## Hayes Town ward 2024 edition

Lake Farm Country Park



HILLINGDON  
LONDON

# Putting our residents first in Hayes Town

Welcome 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.

## 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. Lake Farm Country Park and Stockley Park have retained their flags.
- During the past two years, 23,726 trees have been planted across the borough.

### Delivering improvements to your area

- The council's ward budget scheme gives the borough's ward councillors funding annually to spend on local projects. These included:
  - YMCA Hayes to deliver free football training sessions to young people to encourage physical fitness and wellbeing and also for the purchase of a games console for their weekly youth club
  - Austin Sewing Club for their International Women's Day event which included henna artists and refreshments
  - Hillingdon Somali Women's Group to fund an English language trainer.

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

- Each year, £1 million is spent on Chrysalis projects across the borough. On Eastholme Green, a new path and planting scheme were installed to enhance the area for residents. Find out more at [www.hillingdon.gov.uk/chrysalis](http://www.hillingdon.gov.uk/chrysalis).

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



#### WASTE AND RECYCLING SERVICES

Pink collection bins have been rolled out in libraries to offer residents another way to recycle their small electrical items, including at Botwell Green Library

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](http://www.hillingdon.gov.uk/council-strategy).



- In summer 2023, the council started to expand its food waste recycling service to council-owned blocks of flats.
- To date, 28 schools have signed up to recycle their food waste, including Botwell House Primary School.
- The council rolled out three new street cleaning barrows to keep Hayes' high streets clean.

### Improving air quality

- 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.
- A green screen was installed at Lake Farm Park Academy.



The green screen planted at Lake Farm Park Academy



The new path and planting scheme at Eastholme Green

Read more inside



## Safe and strong communities

### Keeping residents safe

- A Hayes man was ordered to pay back £40,000 he'd made by selling counterfeit iPhone batteries on eBay. He was also ordered to pay £10,000 towards the council's court costs.
- A Hayes shopkeeper was fined more than £1,200 after being caught selling harmful cosmetic products.
- A rogue landlord was ordered to pay more than £15,000 after illegally altering buildings on Station Road that he rented out as houses of multiple occupancy.
- The council worked with the police to clamp down on regular illegal car meets around Pasadena Close in Hayes. In June, the council stopped more than 150 motorists.
- The council's environmental health team prevented 5,824 tins (more than four tonnes) of prohibited Indian ghee going on sale.
- In November, a disabled parking Blue Badge fraud action day took place in Hayes Town Centre, with 10 seized.
- 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](http://www.hillingdon.gov.uk/report-fraud).

### New homes for residents

- Work is underway to redevelop Avondale Drive and Hayes Town Centre estates to deliver 740 new homes, with a combination of mixed-tenure properties, including those for council rent, returning leaseholders, shared ownership and private sale. The



A CGI of the Hayes Town Centre Estate from Austin Road

first phase will create 110 new homes: 30 at Avondale Drive and 80 at Hayes Town.

### Improving social and private housing

- New sprinkler systems were installed in five council high-rise blocks. Electrical fuse boards were replaced and heat, smoke and carbon monoxide detectors were installed in 3,144 council properties.
- 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.
- To improve fire safety, 516 council flats across the borough had their front doors replaced and 268 communal fire doors were replaced.
- The warden call system at Triscott House extra-care housing was upgraded to ensure residents can seek help, and an outdated boiler was 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.

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

### 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.

### Modernising services

- 153,000 residents have registered for a MyAccount and are contacting us online. Find out more at [www.hillingdon.gov.uk/myaccount](http://www.hillingdon.gov.uk/myaccount).
- The council introduced a new voice-automated 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.
- A new digital parking permit system was introduced to help residents and businesses apply for and renew permits.



Investment was secured from Openreach for 10 exchanges which will connect thousands of homes and businesses with 'Full Fibre' broadband.

The council partnered with the Good Things Foundation to provide residents on low incomes with free SIM cards and/or monthly top-ups which are available at Botwell Green Library.

## Thriving, healthy households

### Investing in leisure facilities

- In 2023, more than £530,000 funding was invested in delivering upgrades to Botwell Green Sports and Leisure Centre. This included improving the lower gym to introduce workout zones and high specification equipment. The changing rooms have also had a makeover and the 3G pitches have been resurfaced.

### 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. In December, the council formally opened its second state-of-the-art family hub in Hayes. The former ASHA Day Care Centre, near Coldharbour Lane, has been remodelled into a multi-functional site which incorporates a wide range of integrated services for families and children.
- A new Youth Offer was agreed, which will launch in April and reflect the diverse needs of today's young people by offering a more flexible format, delivering services locally using existing council buildings, family hubs and digital services.
- An under-utilised staff office at Botwell Green Library was transformed into a flexible space for teens.
- The council's mobile and detached youth work team provides workshops for children and young people at Botwell Green Library on topics, including drugs and alcohol, child criminal exploitation and relationships.
- Our Kids in Care Awards took place at Stockley Marquee at Stockley Park Golf Course.

### 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.
- Desi dancing sessions for over-65s continue to be held at Botwell Green Sports and Leisure Centre.
- The council launched a falls prevention toolkit to help older people identify risks that could affect them as well as offering practical steps to reduce them. On Wednesdays, strength and balance classes take place at Botwell Green Library.
- In October 2022, a special Memory Day event was organised by the council at Hayes and Harlington Community Centre. Age UK, Carers Trust Hillingdon, RNIB, DASH and H4ALL provided information about memory loss and dementia.
- Residents and carers living with dementia can access a range of council support and activities, including reminiscence sessions, chair exercise, bingo and music. A dementia coffee morning takes place on Thursdays at Botwell Green Library.

### Promoting health

- Hayes and Harlington Road Runners ran a free eight-week Couch to 5K programme, with sessions starting at Hayes and Harlington Community Centre.
- The council works with Minet Infant and Nursery, Minet Junior and Botwell House Catholic Primary schools to encourage more walking, cycling and scooting to and from school.
- The council works with Hayes Muslim Centre and St Anselm's Church on food and growing projects and the HESA Centre to promote the use of local green spaces to support health and wellbeing.



SUPPORTING YOUNG PEOPLE AND FAMILIES A new family hub has opened in Hayes

## A thriving economy

### Roads, footpaths and streetlighting

- Part of the footpath and carriageway on Central Avenue were resurfaced.
- Woodpack Bridge and Bournes Bridge on Dawley Road have undergone general maintenance.
- Blyth Road car park was given a climate friendly makeover with the installation of a new energy saving lighting system.
- A Christmas tree was erected in Hayes Town Centre and Christmas lights were installed on lamp columns in the surrounding streets.

### Revitalising town centres

- The council installed a new permanent light and sound feature at the Blyth Road underpass. The new 'Sound of Hayes' underpass has been constructed from steel, aluminium and natural pigmented mineral panels.
- A unique sound clock was installed at the entrance to Station Approach in Hayes town centre by the council.

### Learn with Hillingdon

- The council works with BUILD training, a Silverdale Road-based education provider working with local people to fund places for residents to gain practical skills, experience and qualifications to help them progress their building and construction careers.
- Hundreds of part-time day, evening and weekend adult education courses are on offer at the council's centres and virtually. Find out more at [www.hillingdon.gov.uk/adultlearning](http://www.hillingdon.gov.uk/adultlearning).

# Contacting your Hayes Town ward councillors



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