

HILLINGDON people

Local news from your council

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Ruislip ward 2024 edition



HILLINGDON
LONDON

Churchfield Gardens

Putting our residents first in Ruislip

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. Ruislip Lido, Ruislip Woods, Hill Lane Park, Churchfield Gardens, Pinn Meadows, Manor Farm and Breakspeare Crematorium retained their flags.
- Natural England extended the existing National Nature Reserve (NNR) boundary of Ruislip Woods to encompass a new 30-acre section

acquired by the council, giving it the same level of protection.

- A 'Great British Spring Clean' event took place at Pinn Meadows.
- In November, the retaining wall at Mill Bowling Club at Manor Farm was rebuilt.

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:



CREDIT: BOB SUTHERLAND

WARD BUDGETS

Cllrs Corthorne and Riley join residents of Howletts Lane to plant bulbs

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.



- Ruislip Woods Volunteers Saturday group to buy equipment so members can maintain and improve the site
- the Friends of Pinn Meadows for wetland plants
- residents of Howletts Lane for bulbs to enhance the green space.

Find out more at www.hillingdon.gov.uk/wardbudgets.

- Each year, £1 million is spent on Chrysalis projects across the borough. In Ruislip, chain-link fencing at Kings College Playing Fields was replaced, landscaping/pathway improvements connected Woodville Gardens to the Celandine route, and a new outdoor gym was installed in Churchfield Gardens. Find out more at 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.
- In summer 2023, following a successful trial at Southcote Rise, the council started

to expand its food waste recycling service to council-owned blocks of flats.

- Our waste and recycling team held three recycling roadshows at Waitrose and Ruislip High Street, and two Repair and Reuse events at the Great Barn, Manor Farm.
- Pink collection bins have been rolled out in libraries to offer residents another way to recycle their small electrical items, including Manor Farm.

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.
- Last October, 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.

Read more inside



TIME TO CELEBRATE
The council supported communities to hold street parties for the Queen's Jubilee and King's Coronation

Safe and strong communities

Keeping residents safe

- 87 per cent of food premises in Ruislip ward are rated 4 (good) or 5 (very good) under the Food Hygiene Rating Scheme.
- A former director of a Ruislip bar was ordered to pay more than £9,000 after failing to address a cockroach infestation and breaching conditions relating to noise nuisance.
- A CCTV camera was deployed in an alleyway leading from Ruislip High Street into Poplars Close to address anti-social behaviour.
- To tackle nuisance from delivery mopeds, environmental enforcement and parking services continue to work with local businesses, patrol the area and issue fixed penalty and parking fines.
- On Thursday evenings in Ruislip High Street, the council's mobile and detached youth work team engages with young people who are at risk. Support includes workshops on drugs and alcohol, child criminal exploitation, relationships and sex education.
- A new Ruislip Lido Parking Management Scheme was introduced to tackle seasonal parking issues.

- A Ruislip High Street shopworker was ordered to pay more than £2,000 after parking using a stolen Blue Badge.
- 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.
- 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 Wallis House sheltered housing scheme was upgraded to ensure residents can seek help and an outdated communal 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

Communities celebrate

- Communities celebrated the Queen's Platinum Jubilee, with the council supporting residents to hold street parties at The Uplands, Westholme Gardens, Whiteheath Avenue and Ravenscourt Close, Fairfield Avenue, Ellesmere Close, Howletts Lane, Croft Gardens, Keswick Gardens, North Drive, Broadwood Avenue, River Close, Cherwell Way, Manor Way, Evelyn Avenue, Stanford Close, Arlington Drive and an open space at Pinn Way. A tea party was also held at Manor Farm.
- A memorial was unveiled at Breakspear Crematorium to remember residents who lost their lives to COVID-19.
- Hillingdon marked the Coronation of King Charles III, with the council supporting street parties at Ellesmere Close, Whiteheath Avenue, Arlington Drive, Laburnum Grove, Broadwood Avenue, St Edmunds Avenue, Cherwell Way, Fairfield Avenue, Stanford Close, River Close, North Drive, Westholme Gardens, The Uplands, Croft Gardens and an open space at Pinn Way. A picnic and royal-themed storytime session took place at Manor Farm.

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.

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 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. 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.

Thriving, healthy households



A new chapter for libraries

- The council agreed a five-year Library Strategy, setting out its commitment to providing a first-class service and ensuring it is efficient and sustainable for the future.
- During Christmas 2022 and 2023, Hillingdon libraries hosted more than 140 events and activities for residents of all ages, including Ruislip Belles and Beaux Handbell Ringing Group performing carols at Manor Farm Library.
- During the summer holidays, children across the borough joined in the annual Summer Reading Challenge, with around 600 attending the 'Summer Games' event at Manor Farm in 2023.



Arts and culture

- An Archaeology Discovery Day was held at Manor Farm as well as a drop-in day of Victorian and Edwardian activities as part of the Heritage Open Days.
- The Winston Churchill Theatre continues to host a range of events for audiences of all ages.

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

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

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. Tea dances for over-65s continue to be held at Winston Churchill Hall and Chairletics at Manor Farm Library.
- 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 The Stables, Manor Farm.

Promoting health

- The council organised more than 100 events in local libraries to mark last February's National Heart Month, including health checks, talking therapy sessions and free activities to improve fitness. It included a cycle ride from Manor Farm to the Battle of Britain Bunker.
- Regular led walks are held around Ruislip Woods and Ruislip Lido. 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.
- A new respite home, The Retreat, a joint venture between Central and North West London's NHS Foundation Trust, the council and the Integrated Care Board, offers a safe non-clinical space for people in need of mental health support.



SUMMER HOLIDAY FUN
The council's Summer Activity Programme was a chance for young people to have fun, make friends, learn skills and build confidence

A thriving economy



Roads, footpaths and street lighting

- Parts of the footpaths on Dell Farm Road, Hill Lane, Kings College Road, Brickwall Lane, Moat Drive and The Uplands were resurfaced.
- Parts of the carriageway on West End Road, Dell Farm Road, Field End Road, Clack Lane, Ickenham Road, Eastcote Road, Brickwall Lane, Breakspear Road South and Breakspear Road North were resurfaced.
- In autumn 2022, four roads, including Brickwall Lane, participated in a resurfacing trial using a new, more environmentally friendly form of tarmac.
- Improvements delivered by the council using TfL funding, include

amending the junction and parking bays at Brickwall Lane junction to make it safer for pedestrians and creating a new location for the 278 bus stand on Ruislip High Street.

- A Christmas tree was erected on Ruislip High Street for the first time and Christmas lights were installed on lamp columns and in trees in Bury Street, Eastcote Road and Ruislip High Street.
- 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.

Contacting your Ruislip ward councillors



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