

# HILLINGDON people

News from your council

[www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)

March/April 2025



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coming soon**

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HILLINGDON  
LONDON



## Easter and Early May Bank Holiday 2025

# WASTE AND RECYCLING COLLECTIONS

**To minimise disruption to waste and recycling collections over Easter and the early May Bank Holiday, we will be working on Saturdays 19 and 26 April and Saturday 10 May.**

Easter		Early May Bank Holiday	
Normal collection day	Revised collection day	Normal collection day	Revised collection day
Friday 18 April (Good Friday)	Saturday 19 April	Monday 5 May (Bank Holiday)	Tuesday 6 May
Monday 21 April (Easter Monday)	Tuesday 22 April	Tuesday 6 May	Wednesday 7 May
Tuesday 22 April	Wednesday 23 April	Wednesday 7 May	Thursday 8 May
Wednesday 23 April	Thursday 24 April	Thursday 8 May	Friday 9 May
Thursday 24 April	Friday 25 April	Friday 9 May	Saturday 10 May
Friday 25 April	Saturday 26 April		

Please leave your waste and recycling out by 6am on the day of collection by your front gate but not on the pavement. Separate arrangements are in place for flats and business premises.

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

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We've aligned stories in this magazine to our Council Strategy to keep you updated on our progress. Below is a key to explain the graphics.



## Stay connected

Sign up to our e-newsletters now at [www.hillingdon.gov.uk/enews](http://www.hillingdon.gov.uk/enews)

## Follow us



## Welcome



Last month, the council approved its budget for 2025/26, which will once again deliver millions of pounds of investment in services while continuing to set council tax at the second lowest level in outer London.

Councils continue to face unprecedented financial circumstances, with spiralling demand and costs for frontline services.

The government's National Insurance increase is placing a further half million pound strain on resources, and in Hillingdon, our challenge is further exacerbated as a result of the borough being a port authority. We are required to pay more than our fair share of the costs associated with the demand for council services without adequate government recompense, and this urgently needs to change.

Central government made a commitment to update the broken funding model for local authorities to provide multi-year, adequate settlements, yet we have not seen meaningful action.

While an increasing number of councils have received exceptional financial support from the government, we have decided not to take this course of action. We do not underestimate the scale of the challenge. Hillingdon is already a low spending authority receiving less government funding than other similar outer London boroughs. However, we are fighting government underfunding by prioritising the delivery of our savings programme to do things differently to ensure residents don't pay as much as those in other boroughs.

Following the Chancellor's decision in February not to honour her commitment to protect local authorities from the direct cost of the increase in employers' National Insurance rate and because of the Bank of England forecasting higher inflation and for longer, a funding gap was created that must now be filled. Regrettably that means we must consider a charge for the collection of garden waste, a charge nearly all London boroughs have been making for some years. If this is introduced, it will be at a lower rate for a weekly collection service (excluding winter months), making it much better value for money than our neighbouring London boroughs. You can read more about this on page 7.

We are also continuing to fight Heathrow expansion following the government's decision in January to back a third runway (see page 5).

Cllr Ian Edwards, Leader of the Council

**On the cover:** Gabriel, 16, at Harlington Young People's Centre.

**Advertising deadline for next edition:**  
Friday 11 April 2025

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**For a copy in large print or as an audio version call 01895 556903**

**WEDNESDAY 9 APRIL - SUNDAY 13 APRIL 2025**

DK PRODUCTIONS & HILLINGDON COUNCIL PRESENT

## EASTER PANTO!

# Mother Goose and the Golden Easter Eggs

**COMPASS THEATRE**  
Glebe Avenue, Ickenham, UB10 8PD  
BOX OFFICE 01895 250615  
DISCOVER.HILLINGDON.GOV.UK/THEATRES



## Families get advice

The council's first Families Roadshow on 5 February attracted dozens of visitors and showcased a range of local support.

The free, drop-in event at Ruislip Manor Library promoted council and health services for families, with parents and carers attending talks and demonstrations from the council's library service, Families' Information Service and stronger families team, and several health and support organisations, such as Brush for Life.

**Madison Bridgewater-Adamson, from Ruislip, attended with her son, three-year-old Coren** (pictured below), who learnt the importance of brushing his teeth. She said: "The nicest thing about having everything in one place is that when you're very busy with two children, it's all localised, so a one-stop-shop where you can have many of your questions answered."

**Cllr Susan O'Brien, Cabinet Member for Children, Families and Education**, said: "It was brilliant to see such strong attendance and we're now looking at ways to replicate this success in other locations."



Cllr O'Brien with children, parents and staff at the opening of the relocated South Ruislip Children's Centre

## New early years centre operator appointed

A specialist childcare operator has been secured for the council's early years centres as part of a continued drive to deliver value for money services.

London Early Years Foundation (LEYF) will take on the running of Nestles Avenue Early Years Centre in Hayes, South Ruislip Early Years Centre, and Uxbridge Early Years Centre in the coming months following a Cabinet agreement in December to grant them 15-year leases.

The arrangement will ensure a high quality of early years education from birth to five years old, with the operator having a strong track record of providing childcare rated 'good' or 'outstanding'.

It will also generate regular income for the council, with

LEYF having sole occupancy, allowing for a potential expansion of places.

Children's centre services at these sites have relocated to the Uxbridge and Hayes family hubs and other local children's centres.

In January, South Ruislip Children's Centre relocated to the newly refitted Wren, which is co-located on the Queens Walk Resource Centre site. Upgrades include a new counselling room, health room, landscaped garden and a large main room for stay and play sessions, baby groups and antenatal classes.

**Find out more:**  
[www.hillingdon.gov.uk/families](http://www.hillingdon.gov.uk/families)



## Clamping down on badge fraudsters

Four individuals have been prosecuted by the council for fraudulently using a family member's Blue Badge following a boroughwide parking fraud enforcement operation.

Eulanda Griffith, of Princes Park Lane, Hayes; Kelly Louise Roberts, of Evelyns Close, Uxbridge; Surinder Singh, of Beechwood Avenue, Hayes; and Farhana Begum, of Newtown Road, Denham, were each ordered to pay a fine of £40, a victim

surcharge of £16, and prosecution costs of £250 at a hearing at Ealing Magistrates' Court on 13 January.

The defendants were caught last year, both in the run up to, and on the National Blue Badge Day of Action on 24 May.

**Report fraud:**  
[www.hillingdon.gov.uk/reportfraud](http://www.hillingdon.gov.uk/reportfraud)  
or call 0800 389 8313



Cllr Lavery, Jitesh Puri and Cllr Tuckwell

## West Drayton shopping parade revamped

Mulberry Parade, West Drayton has received £567,000 of enhancements as part of the council's town improvements programme.

A standout feature of the works completed in January, is its distinctive branding, which includes a striking wall mural of a mulberry tree and footpath graphics featuring a vibrant leaf design linking the shopping parade with Stockley Recreation Ground.

Local shopkeepers were also invited to participate in the revitalisation, with a dedicated artist offering bespoke designs for their shutters at no cost.

Six shopkeepers signed up to the initiative, including **Jitesh Puri**,

**owner of JHSmart**. He said: "The new shutters are very artistic and match the colour of my shopfront. I'm very happy with the work and it's really helped to advertise my business and lift the area."

**Cllr Steve Tuckwell, Cabinet Member for Planning, Housing and Growth**, said: "Our work here is a fantastic example of blending vibrant visual improvements with practical changes that have made the parade more welcoming and will appeal to residents and visitors alike."

The parade also benefits from new paving, modern street lighting, and the addition of a zebra crossing.

## Marking the 80th anniversary of VE Day

This year is the 80th anniversary of VE (Victory in Europe) Day, and to celebrate, the council has organised a series of events.

VE Day on 8 May 1945 marks the allies' acceptance of Germany's surrender, ending the war in Europe.

A major part of the borough's celebrations will take place at the Battle of Britain Bunker Exhibition and Visitor Centre, Uxbridge, from 3 to 5 May. Visitors can learn about the pivotal role played by the No.11 Group Fighter Command Operations Room during the war.

Throughout the weekend, visitors can join VE Day tours, hear expert lectures, and enjoy live reenactments. Activities also include vintage games, interactive

displays, and a climbing wall.

On 5 May, the celebrations will culminate in a traditional street party at the visitor centre grounds. A 1940s-themed tea dance will take place on the mezzanine, featuring performances by Easy Street Big Band, singer Naomi Cook, and the Beck Community Choir.

The milestone will also be marked with the ceremonial raising of a commemorative flag on the forecourt of the Civic Centre, Uxbridge at 9am on 8 May.

**Find out more:**  
[discover.hillingdon.gov.uk/ve-day](http://discover.hillingdon.gov.uk/ve-day)



## Continuing our expansion fight

The council has reaffirmed its strong opposition to Heathrow expansion following the government's decision to back a third runway.

Expanding Heathrow would severely impact the borough, increasing noise and air pollution, and new roads and infrastructure encroaching on, or destroying, homes and communities.

With expansion plans at other London airports already adding flight capacity equivalent to a new airport, further growth at Heathrow would overcrowd London's skies, worsen public health, and overwhelm transport networks.

Hillingdon residents already unfairly subsidise services driven by the demand arising from the airport, and a larger airport would only increase this burden.

**Leader of the Council, Cllr Ian Edwards**, said: "It's hugely disappointing to see this destructive proposal back on the table and we will work with other local authorities and the Mayor of London to oppose it."

"The government's desperate pursuit of economic growth through a third runway will disproportionately benefit Heathrow's owners, and I am confident that we will be able to show that the proposed economic benefits to the country are a mirage."



**For latest news:**  
[www.hillingdon.gov.uk/heathrow-updates](http://www.hillingdon.gov.uk/heathrow-updates)





## Tackling anti-social behaviour in flats

The council has secured new partial closure orders at three blocks of flats and full closures for two residential properties as part of ongoing efforts to stamp out anti-social behaviour (ASB).

On 12 February, during a hearing at Uxbridge Magistrates' Court, orders were granted for the partial closure of the communal areas at Fairlie House and The Gouldings, Uxbridge and Skeffington Court, Hayes.

On the same day, two full closure orders were also granted for two properties at Axis House, 242 Bath Road, Harlington.

The move follows complaints from residents regarding ASB, which included drug use, loud and aggressive behaviour, theft, vomiting/urination and rough sleeping.

For three months, only residents, authorised visitors, landlords, emergency services and utility providers can enter the communal areas at the tower blocks, and for the Axis House properties, only the landlord, emergency services or utility providers.

Breaches can result in fines, imprisonment or both, and the orders will be reviewed after three months and can be renewed.



To report ASB:  
[www.hillingdon.gov.uk/safety](http://www.hillingdon.gov.uk/safety)



## New measures to tackle taxi nuisance

A new Public Spaces Protection Order (PSPO) has been introduced by the council to stop taxis and private hire vehicles (PHVs) from waiting in residential streets near Heathrow Airport.

It bans taxis, chauffeurs, and PHVs from waiting in residential streets in Pinkwell, West Drayton, and Heathrow Villages wards, unless they are collecting or dropping off passengers.

The order aims to reduce persistent nuisance caused by drivers blocking driveways, littering, urinating, and defecating in public, and causing noise and air pollution by idling.

The measures were introduced following a public consultation at

the end of last year, with 85 per cent of respondents supporting the new restrictions.

Enforcement will be carried out through on-street patrols and CCTV, with officers authorised to issue £100 fixed penalty notices for violations.

Camera and number plate recognition technology will also be used to identify offenders. Failure to pay may result in prosecution and a fine of up to £1,000.

Find out more about PSPOs:  
[www.hillingdon.gov.uk/pspo](http://www.hillingdon.gov.uk/pspo)



## Ponies rescued

Five horses left on council land have been rehomed following reports from concerned residents.

In January, the council was informed that the neglected ponies were fly grazing on Freezeland Way, Uxbridge, and land south of Bayhurst Woods, Harefield.

The council's animal welfare team located them, health checks were carried out, and notices served, giving the owner 96 hours to claim them.

As no-one came forward, the council worked in partnership with charities and vets to safely remove the animals and rehome them.

To report at-risk horses, visit [www.worldhorsewelfare.org](http://www.worldhorsewelfare.org).



## Have your say on the borough's garden waste collections

Residents are being invited to share their feedback on the council's proposals to charge for its garden waste collection service to make it more sustainable.

A four-week consultation began on 3 March to find out residents' usage and views on the council's proposal to introduce a subscription fee.

The proposed change would see the introduction of a £70 charge for 2025/26 to support the service's running costs.

It would continue to offer residents better value for money than neighbouring boroughs through a cheaper rate per collection, the retention of weekly collections in spring,

summer and autumn, and greater capacity. Anyone without a subscription would still be able to take their garden waste to our civic amenity sites for free.

The proposed change would also mean that the service is paid for by those using it rather than the cost being shared by all taxpayers, including those without gardens.

**Cllr Eddie Lavery, Cabinet Member for Community and Environment**, said: "The government has placed local authorities in a very difficult situation by failing to provide sufficient funding to meet the demand for services.

"Last month, the government broke its promise to fully fund

councils for their increase in employer's National Insurance costs and the recent upturn in inflation has made that hole in our budget even bigger.

"The vast majority of local authorities in London are already charging for garden waste collection, some have been for many years now, and typically this is for a fortnightly service. We are confident that our service would remain superior.

"We are constantly seeking to protect residents from increased burdens but it is necessary to consider this proposal in order to ensure a more sustainable operating model for the future while continuing to put residents first by delivering value for money in comparison to our neighbouring boroughs."

The consultation is open until 31 March, and a decision will be made in the spring.



Take part:  
[www.hillingdon.gov.uk/garden-waste-consultation](http://www.hillingdon.gov.uk/garden-waste-consultation)



## Couple land hefty fine for turning home into skip storage yard

A West Drayton couple has been fined £6,936 after the council found their home was unlawfully used for a skip hire and waste business, despite multiple warnings.

Kulwant Malhi, 60, and Gurpreet Kaur Malhi, 46, of Philcote, The Common, pleaded guilty at Uxbridge Magistrates' Court on 18 February to breaching planning control regulations and ignoring an enforcement notice.

Following resident complaints, the council investigated in March 2023 and found commercial storage and waste transfer activities, including skips and

construction materials. A warning letter was issued, and the site was initially cleared by June.

However, in February 2024, commercial activity resumed, leading to a planning enforcement notice being served on 6 March.



Despite instructions to stop all business activity and clear the site by 17 May, HGV movements and skip storage continued.

A council inspection on 24 September found the notice was still ignored with more than 30 skips on-site – read the full story at [www.hillingdon.gov.uk/news](http://www.hillingdon.gov.uk/news).

To report the unauthorised use of land or a planning breach:  
[www.hillingdon.gov.uk/planning-enforcement](http://www.hillingdon.gov.uk/planning-enforcement)





## Filthy restaurant fined more than £22,000 for bug infestation

A Harlington tandoori and its manager have been ordered to pay £22,498.75 after an investigation by the council discovered a significant cockroach infestation.

The Harlington Tandoori, trading under Heathrow Tandoori Limited, and its manager Joshua Money, 31, appeared at Uxbridge Magistrates' Court on 28 January, with Money admitting to seven offences for failing to comply with food safety and hygiene regulations.

On 28 September 2023, council officers carried out an unannounced visit following a report from a customer that a cockroach crawled across their table.

They found hundreds of cockroaches throughout the restaurant, as well as dirty cooking equipment and unlabelled prepared food.

Despite a specialist contractor being brought in to deal with the infestation, officers witnessed a range of hygiene offences during further inspections which resulted



in two hygiene improvement notices being served in December 2023.

On 20 February 2024, a visit was undertaken to check compliance, which still showed failings.

Money was fined £512 and ordered to pay a £205 victim surcharge and the council's prosecution costs of £1,890, totalling £2,607. He was also handed a hygiene prohibition order, preventing him from participating in the management of a food business for 18 months.

Heathrow Tandoori Limited was also fined £16,000 and ordered to pay a £2,000 victim surcharge and costs of £1,891.75, totalling £19,891.75.

The business was previously convicted in November 2018 and fined £4,933 for similar failings to prevent pests (rats and cockroaches) and maintain clean premises and hygiene standards.

**Cllr Eddie Lavery, Cabinet Member for Community and Environment**, said: "This is a shocking case, where this restaurant consistently failed to uphold basic standards of cleanliness, putting residents' health and safety at risk.

"I hope it serves as a strong warning that neglecting food hygiene and training will not be tolerated."

**To report issues:**  
[www.hillingdon.gov.uk/food-hygiene](http://www.hillingdon.gov.uk/food-hygiene)



## Securing and protecting residents' alleyways from intrusion

Last year, the council invested almost £25,000 in its alleygating scheme, installing nine gates at six locations to prevent anti-social behaviour (ASB).

This included Botwell Lane and Manton Close, Hayes; Stowe Crescent, Ruislip; the garages at the rear of Savoy Avenue, Hayes; Waltham Avenue, Hayes; Lansbury Drive, Hayes; and Park View Road, Uxbridge.

**Joanne Hurley**, who lives in Stowe Crescent, said: "We have an alley gate system with three entry/exits. It's made a huge difference in making residents feel safe as it's stopped the ASB we were experiencing."

For more than 20 years, the council's initiative has helped



Park View Avenue before...

residents and businesses protect their privately owned alleyways from unauthorised access.

The installation of lockable gates can significantly enhance the quality of life for residents and businesses by reducing the risk of burglary and preventing fly-tipping and other ASB.

Funding for gates is available through the Chrysalis fund, covering up to 90 per cent of costs



and after

for eligible resident applications and 70 per cent for businesses.

Residents involved in the scheme are responsible for any future management and maintenance of the gate(s).

**Find out more:**  
[www.hillingdon.gov.uk/alleygatingscheme](http://www.hillingdon.gov.uk/alleygatingscheme)



## New Uxbridge Library coming soon

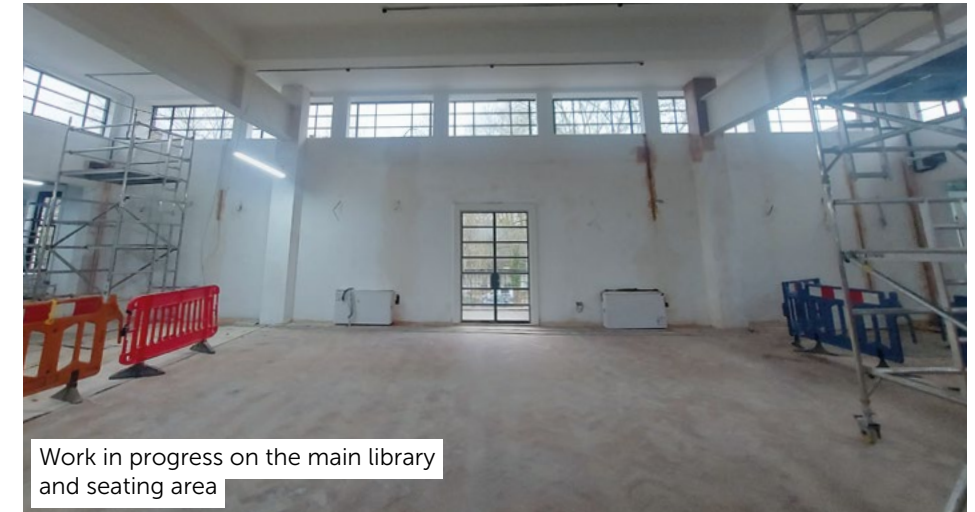
This spring, the doors will open to the enhanced and relocated Uxbridge Library. *Hillingdon People* showcases the upcoming features and improvements.

As part of its commitment to deliver value for money and co-locate key services to improve resident access, last July the council decided to relocate Uxbridge Library to the Civic Centre, just 300 metres from its current High Street location.

Since then, work has continued at pace on the 1930s Grade II listed building, with the enhanced new facility due to open its doors on 11 April, with an official opening planned for 24 April.

The site will also accommodate a fully registered museum in the location of the current Register Office, which will in turn relocate to larger premises within the Civic Centre (see below).

Where possible, the build has preserved the building's original Art Deco features, including a parquet floor that had been covered for years, which will be restored to its former glory. The original-era wall decor and lighting will also be retained, while the two main



Work in progress on the main library and seating area

1930s steel support beams will be restored and left exposed as part of an overall 'industrial' aesthetic.

Additionally, in the main library space, the old roof has been replaced, and internal walls removed to maximise natural light.

A prominent feature of the new library is the dedicated children's section, which will be partitioned with high-performance glass. The popular 'Tree of Life' from the current library will be relocated here.

Other highlights include a dedicated study space, laptop charging bars, an exhibition space, learning centre, and an extensive book collection.

The eco-friendly building will be low-carbon, with cavity insulation, replacement double

glazing, air source heat pumps and solar panels.

The library will be fully accessible on one level, with wheelchair access via the Civic Centre's existing ramps.

Some of the library's new facilities will be delivered after it opens, due to the construction of the new local history museum, which will open at a later date. These include a dedicated Tovertafel area (interactive tabletop projections) and hireable meeting space.

**Cllr Eddie Lavery, Cabinet Member for Community and Environment**, said: "It's really exciting to see this new facility nearing completion.

"By bringing the library into the Civic Centre, alongside Uxbridge Family Hub and Learn Hillingdon adult education, we're not only enhancing it but delivering value for money by co-locating key services in one location."

### Register Office gets major makeover

The council's Register Office has been based at the Civic Centre for many years, hosting significant life events, such as weddings, citizenship ceremonies and birth registrations.

The Register Office is undergoing a major upgrade as it moves to an adjacent part of the building where residents will be able to benefit from new and modern facilities to register births and deaths.

Three new ceremony facilities will replace the current statutory wedding room.

Alongside a replacement statutory wedding room, the new Nova Room will cater for weddings of up to 20 guests, while the Astra Suite will be available for hire for weddings with up to 80 guests. Both rooms will also be available to hire for other events.

The renovated facility is expected to open one month after the library. Residents wishing to book the new facilities can express their interest at [www.hillingdon.gov.uk/register-office](http://www.hillingdon.gov.uk/register-office).

**Find out more:**  
[www.hillingdon.gov.uk/uxbridge-library-relocation](http://www.hillingdon.gov.uk/uxbridge-library-relocation)



Thriving, healthy households



# Fighting government underfunding to deliver value for money services

The council approved its annual budget on 27 February, continuing its commitment to putting residents first by further investing in services and setting council tax at the second lowest level in outer London and the lowest of its neighbouring London boroughs.

Councils nationally are continuing to face budget pressures as a result of a prolonged lack of government funding, population growth, higher inflation and failing markets.

The council is calling on the government to deliver on their manifesto commitment to provide fair local authority funding.

The pressures the council is facing, due to soaring demand and costs for social care and housing services, as well as the additional half a million pound cost generated by the government's National Insurance rise (despite pledging to fully

compensate councils for this), have placed a strain on resources, further exacerbated by the requirement for the borough to shoulder more than its fair share of costs associated with demand for our services arising from arrivals at Heathrow, a duty undertaken on behalf of the government but one they refuse to adequately pay for.

Hillingdon is already a low spending authority receiving less core funding than other similar outer London boroughs.

Without fair and adequate funding, it continues to create uncertainty and volatility rather



than helping to meet the needs of residents.

Despite these demands, Hillingdon is continuing its fight to overcome them by investing in services and reshaping how the authority works to achieve sustainability and value for money.



## Investing in services

The council will invest up to £342 million in services and facilities, and £514 million in extra housing stock and stock improvement, from 2025/26 to 2029/30.

Highlights of the programme:

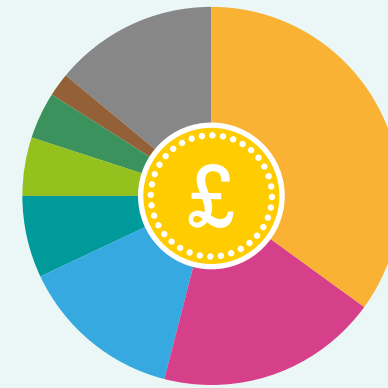
- **£61 million** for roads and pavements
- **£30 million** for care home capacity
- **£25.5 million** increasing special educational needs placements

- **£23.1 million** for the proposed new Water Sports and Outdoor Activity Centre
- **£22.4 million** for school building condition works
- **£20 million** to reduce the council's carbon footprint
- **£19.3 million** in digital technologies
- **£19 million** for the Platinum Jubilee Leisure Centre

- **£15.8 million** for the modernisation of the Civic Centre
- **£15 million** for adaptations to residents' homes
- **£7.2 million** on the Chrysalis scheme, including park enhancements.

## How is every £1 of your council tax spent?

In 2025/26, the council is expecting to raise £154.1 million from council tax income and here is how we expect to spend the money.



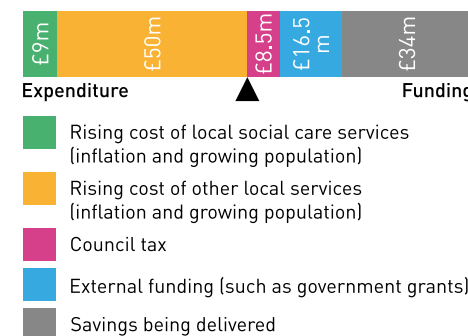
- **35p** Adult social care
- **19p** Children's social care
- **14p** Cultural, environmental and planning services
- **14p** Corporate support services
- **7p** Education services
- **5p** Public health
- **4p** Housing services
- **2p** Highways, roads and transport services

## Council tax for 2025/26

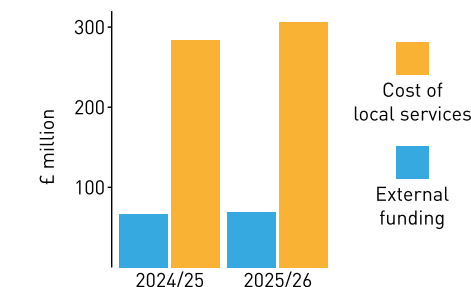
Core council tax will increase by 2.99 per cent and a levy of 2 per cent to fund residents' adult social care will also be charged. This means that council tax for a Band D property in Hillingdon will be £1,462 a year. This equates to an increase of £1.33 a week,

ensuring it is still the lowest in north west London. Whereas it will be £1,905.48 in Harrow (£443.48 more expensive), £1,595.44 in Hounslow and £1,550.64 in Ealing. In addition, £490.38 per Band D property will be added as a result of the GLA precept.

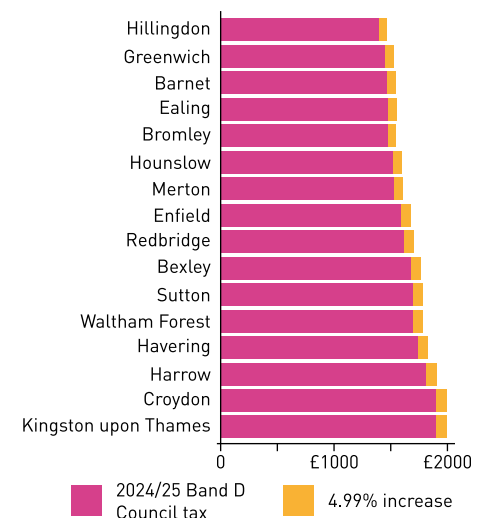
## Movement in budget 2024/25 to 2025/26



## Funding the rising cost in services



## Value for money in Hillingdon



## Reshaping services and creating efficiencies

The council continues to prioritise the delivery of its transformation programme to keep more of residents' hard-earned money in their pockets, but this is becoming increasingly challenging.

This year, the council is considering implementing a charge for the collection of garden waste, a charge nearly all London boroughs have been making for some years (see page 7).

The savings target for 2025/26 to 2029/30 is £66.6 million.

Key efficiency objectives include:

- delivering value for money
- maintaining low council tax and fees and charges
- investing in new facilities and affordable housing
- stimulating economic growth and building financial reserves
- lobbying for adequate government funding.

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



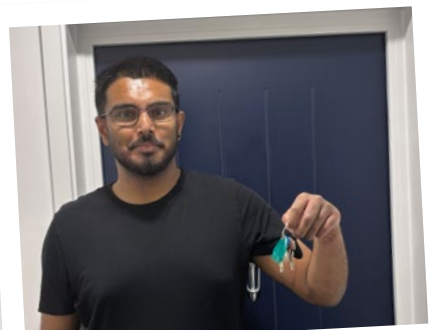
A digital-enabled, modern, well-run council



# Reflecting on our key achievements

The council delivers more than 800 services for residents each year, here's a snapshot of how we continued to put residents first in 2024/25.

## Building new homes and safe and strong communities



We acquired 182 new homes, including HPH3, Hayes, and Carpenters Court, Uxbridge

▶ We completed **34** new homes in Hayes.

▶ Construction is underway in Yiewsley to deliver **95** new homes (100% affordable).

▶ More than **90** properties, collectively valued at **£6.3 million**, were recovered.

▶ We refreshed our Social Housing Allocation Policy and launched a campaign to encourage those at risk of homelessness to seek early support.

▶ **£1 million** Chrysalis funding improved **9** community facilities and ward budgets supported **24** local initiatives.



▶ We bought former RAF site, Grays Road, Uxbridge for future redevelopment.

▶ Work is progressing on the first phase of redevelopment on the Avondale Drive and Hayes Town Centre estates which will deliver **110** homes.

## Creating a greener future

▶ **£3 million** funding to replace roofs of **5** schools.

▶ As part of our **£1 million** park enhancement programme, improvements are underway at **5** parks across the borough.

▶ **Most Green Flags** in the UK for 12th year.

▶ **8,378** trees planted.

▶ **£1.2 million** grant funding improved leisure facilities and green spaces.



One of the largest government grants in London for our buildings' decarbonisation project



Our Community Awards recognised 18 hidden heroes

▶ We obtained closure orders to tackle anti-social behaviour.

▶ Injunction granted to prevent unauthorised parking on green belt land in Harlington and a Public Spaces Protection Order introduced to stop taxis waiting in streets near Heathrow.



We responded to unprecedented flash flooding to support residents

▶ More than **7,000** new households signed up to our food waste recycling service and **9,000** for our improved recycling bag delivery service.

▶ Published a **Cycling Strategy** and spent **£40,000** grant funding on towpath improvements.

▶ **46** new electric vehicle chargers were installed in our car parks, and **£12 million** invested in highways, roads and pavements.



## Fostering thriving, healthy households

▶ **Adult Social Care** services rated **one of the best** in London and nationally.

▶ Older residents protected from impact of government winter fuel allowance cuts.



Queens Walk Resource Centre celebrated its 10th anniversary

▶ **First in London** to pioneer new technology to improve patient hospital discharge processes.

▶ **7,000** children participated in our Holiday Activities and Food programme.

▶ **2** new residential children's homes built.

▶ New and unrivalled **payment and benefits package** for foster carers.



Our 'Outstanding' Children's Services launched a new Youth Offer

▶ We opened a **new specialist resource provision** and **first assessment centre** for 2 to 5-year-olds with SEND and a **new learning space** for children with autism spectrum condition.



Work is progressing on the Platinum Jubilee Leisure Centre, West Drayton

## Investing in Hillingdon to create a thriving economy

▶ Local Plan consultation carried out and feedback sought on draft Uxbridge Vision.

▶ Investor conference held to showcase borough plans.

▶ **£1.1 million** grant funding supported local businesses and helped residents find jobs and improve their skills.



546 adult learning courses delivered

## Delivering value for money services

▶ We launched our Digital Strategy with plans to invest **£9 million** to improve how residents access services.



Some NHS teams moved to the Civic Centre which will help improve health and care outcomes

▶ Work is well underway to create a **new Uxbridge Library** and Register Office.



We sold Barra Hall to Harrow, Richmond and Uxbridge College to provide essential SEND learning places

▶ We commissioned specialist operators to run services more sustainably on our behalf, including our early years centres and the Beck Theatre.

▶ Our counter fraud team identified savings related to fraud and prevented the loss of more than **£8.7 million**.

See more and watch the video:  
[www.hillingdon.gov.uk/council-tax-guide](http://www.hillingdon.gov.uk/council-tax-guide)





# Delivering new and improved homes

As a landlord, the council is enhancing its housing services for tenants and leaseholders, as well as providing much-needed affordable housing.

Our repairs service, which is responsible for maintaining 13,000 council homes as well as our wider corporate estate, receives on average 780 work requests each week and completes more than 3,000 jobs a month.

Last year, the council conducted a boroughwide stock condition survey to identify where further improvements to its homes could be made.

The results have shaped a four-year £108 million investment

programme which will accelerate improvements.

**Hayley White, from Uxbridge,** had her kitchen replaced in January (pictured right) and said: "I'm so pleased with my new kitchen and very impressed with the high standard. The new cupboards and redecoration have given my home a real boost."

"The team responsible for completing the replacement were friendly, clean and efficient which made it a pleasant experience from beginning to end."



When improvement works are planned, the council will write to tenants and all day-to-day repair requests should be submitted via [www.hillingdon.gov.uk/repairs](http://www.hillingdon.gov.uk/repairs) or through MyAccount.

If you are a council tenant or leaseholder, sign up to our housing e-newsletter at [www.hillingdon.gov.uk/enews](http://www.hillingdon.gov.uk/enews).

## Repurposing properties

As well as carrying out repairs and improvement projects, the team also manages void properties.

Many homes become empty and available for reletting because of a tenant moving to another property. Before reletting, the team will assess it and undertake any required work.

They are currently carrying out improvement works to flats at Yiewsley Court, former sheltered housing, which is being repurposed to provide much-needed temporary accommodation (TA).

Each property has been redecorated and fitted with new kitchens and bathrooms, and fire doors have been updated as required.

Across London, including Hillingdon, the number of



Yiewsley Court

homeless households in TA and the cost of providing it has reached unprecedented levels.

If a household is eligible, unintentionally homeless, and in priority need of assistance, the council has a legal duty to provide TA until settled accommodation can be secured.

Repurposing surplus buildings, like Yiewsley Court, is part of the council's strategy to support residents facing homelessness by creating more short-term homes in the borough and reducing reliance on costly hotel and bed and breakfast placements.

## The housing demand challenge in numbers

- ▲ Record high of **183,000** Londoners living in TA.
- ▲ London boroughs spend **£114 million** a month (£4 million daily) on TA – **68%** increase in past year.
- ▲ **1,213** homeless households in Hillingdon living in TA (end of March 2024) – **58%** higher than previous year.
- ▲ **£9.2 million** increase in homelessness costs in Hillingdon during the past 5 years.
- ▲ Hillingdon experiencing **24%** increase in housing enquiries annually as demand for affordable rented housing rises.

**Cllr Tuckwell** said: "While we are rapidly working to increase our available housing stock, we are also committed to improving our existing tenants' homes."

"This investment will not only improve residents' lives but also help to future-proof our stock, meaning they will need to be repaired less and be more energy efficient, keeping more hard-earned money in residents' pockets."



Cllr Tuckwell, Peter Kearns and Cllr Edwards

## Increasing the supply of homes

The council made a commitment in its 2024/25 budget to increase the number of affordable homes it purchases.

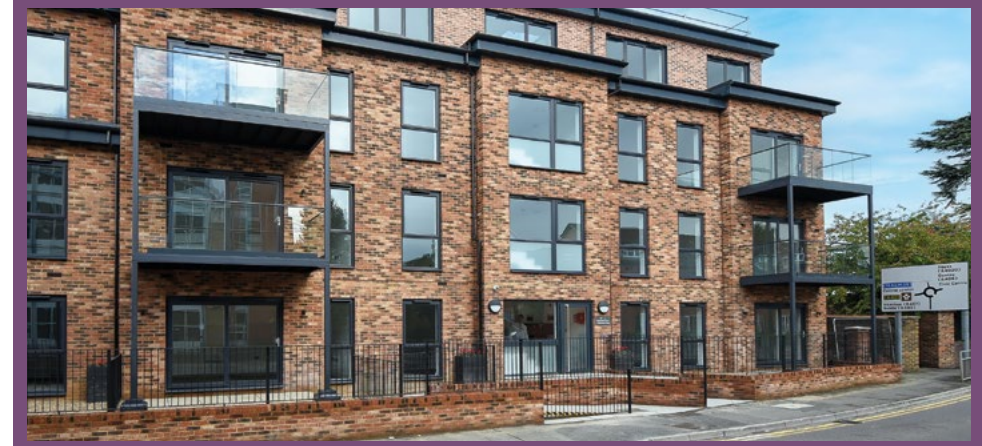
Homes have been acquired through the council's Housing Buy-back scheme, which offers market value to buy or lease homes in the borough that have become permanently or long-term vacant. For further details, visit [www.hillingdon.gov.uk/buy-back-scheme](http://www.hillingdon.gov.uk/buy-back-scheme).

The council is also purchasing new sites built by local property developers. Twelve new homes at Carpenters Court, Uxbridge (pictured below) were recently bought with the support of £1.2

million funding from the Greater London Authority, taking the total number of properties the council has acquired in 2024/25 to 182.

On 13 January, Leader of the Council, Cllr Ian Edwards and Cllr Steve Tuckwell, Cabinet Member for Planning, Housing and Growth, visited the site to mark its handover from developer, Kearns Development Ltd.

The one, two and three-bedroom flats are furnished with white goods and fitted with electric panel heating. The site also features solar panels which will help reduce energy costs for residents.



If you have concerns about your housing situation, or are at risk of homelessness, it's important to seek support and advice early, visit:

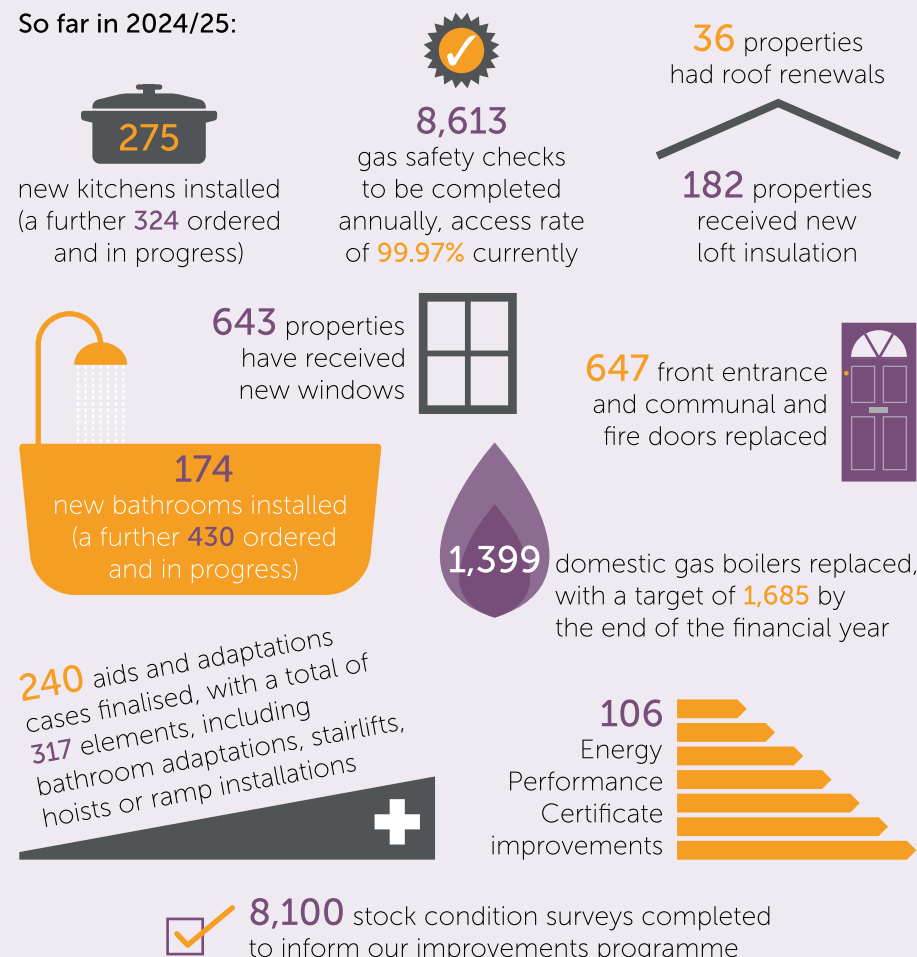
[www.hillingdon.gov.uk/housing-advice](http://www.hillingdon.gov.uk/housing-advice)



Safe and strong communities

## A year of improvements at a glance

So far in 2024/25:





# Exciting, innovative new activities programme for young people

In February, the council officially launched its new youth offer, and associated marketing campaign, Next Gen. Children and young people aged between eight and 19 (and up to 24 with Special Educational Needs and Disabilities) are invited to take part.

To better meet the needs of young people, the council has adopted a more flexible approach to delivering youth services, using existing council buildings, new family hubs and more street-based and outreach work. This way, services are closer to where young people are, making sure they can get the support they need.

This new method is inspired by feedback from local young people, who shared their ideas and preferences. As a result, the number of services provided has increased, with the offer supporting their personal, social, and educational development, while also enhancing overall wellbeing.

The offer was launched on 19 February at Harlington Young People's Centre by Cllr Susan O'Brien, Cabinet Member for Children, Families and Education, and the Mayor of Hillingdon, Cllr Colleen Sullivan (pictured above).



## Universal programmes

A variety of fun youth clubs for children aged eight to 19 (and up to 24 years with mild to moderate special educational needs and disabilities) are available. There are also sports leadership courses, the Duke of Edinburgh's Award and a Young Enterprise programme which provides hands-on learning experience to help young people understand what it's like to work in the business world. Visit [www.hillingdon.gov.uk/universal-programmes](http://www.hillingdon.gov.uk/universal-programmes) to see what's on in your area, or [www.hillingdon.gov.uk/specialist-programmes](http://www.hillingdon.gov.uk/specialist-programmes).

## Outreach activities

Youth workers regularly connect with children and young people in the places and spaces they like to meet – whether that's high streets or parks – discussing their needs and directing them to relevant agencies or youth activities in the area.

Find details of the locations and

days/times at [www.hillingdon.gov.uk/outreach-offer](http://www.hillingdon.gov.uk/outreach-offer).

## Additional weekly programmes

Activities are also held throughout the year for children in school years 7 to 13, including:

- **Drop-in Youth Club** at YMCA Hayes, Tuesdays, 4pm to 6.30pm
- **Football Project** at Skills Hub School, West Drayton, Wednesdays, 4pm to 6.30pm.

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

## Targeted programmes

Free workshops are also available for eight to 24-year-olds who may benefit from some additional support.

Highlights include:

- **AIMS Mentoring:** One-to-one mentoring for 11 to 19-year-olds.
- **KISS:** One-to-one mentoring and support around sex, relationships, and sexual health education for 11 to 19-year-olds.

- **LGBTQIA+ drop-in:** Monthly groups for 13 to 16-year-olds and 16 to 19-year-olds.
- **LINK:** One-to-one counselling delivered online and at various community locations for 13 to 24-year-olds.
- **M-PACT (Moving Parents And Children Together):** Programme to educate family members on the impact of addiction.
- **Yoga For Wellness:** Group to support young people aged 15 to 21 who struggle with stress, anxiety and/or depression.

View the full list and make a referral at [www.hillingdon.gov.uk/targeted-programmes](http://www.hillingdon.gov.uk/targeted-programmes).

For children and young people with additional needs, access our Care and Support Directory at [careandsupport.hillingdon.gov.uk](http://careandsupport.hillingdon.gov.uk).

## Community and voluntary team

We work closely with various community, voluntary, and faith groups to share information about what services and activities they provide locally.



Current partners include Carers Trust Hillingdon & Ealing, Hillingdon Autistic Care and Support (HACS) and Transition to Excel (TXL).

Find out more at [www.hillingdon.gov.uk/community-voluntary-team](http://www.hillingdon.gov.uk/community-voluntary-team).

## Easter HAF support

As part of the council's youth offer, the popular HAF programme, which is open to school-aged children from Reception to Year 11 who receive benefits-related free school meals, will return during the Easter holidays. In collaboration with a range of providers, children will be able to take part in sports, creative arts and much more.

For more information, visit [www.hillingdon.gov.uk/haf](http://www.hillingdon.gov.uk/haf).



## Follow us on TikTok

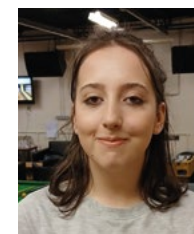
To spread the word, the Next Gen campaign includes a new TikTok channel where young people can see the sessions and activities on offer.

Follow @nextgenhillington for videos, and young people are encouraged to share their own by tagging the account.



## Voices of the Next Gen Our young people share their thoughts on the new offer:

**Rox, 18**, regularly attends Ruislip Young People's Centre. She said: "Some kids are in places that don't have a lot of activities they can do in their spare time. At the centre, we've got a Wii, a PS5, sports, a music room, a kitchen and pool tables."



**Alexandra, 17**, is a member of the Hillingdon Youth Council. She said: "I like how big the outreach is and how everyone can find something they like. There are so many different activities and it's helped me become more confident and more sociable."



**Lina, 18**, has attended Harlington Young People's Centre since July and said: "There's sports facilities, gaming, cooking and you get to meet new people and those with similar interests. There's something for everyone."



Find out more:  
[www.hillingdon.gov.uk/youth-offer](http://www.hillingdon.gov.uk/youth-offer)



Thriving, healthy households



# Hillingdon's open for business

The council is working with businesses and partners to build a thriving economy that creates new jobs and attracts further investment.

In the past year, the borough has seen a surge in business activity, with a 13.6 per cent increase in new business registrations compared to pre-pandemic levels. This was the highest level of growth in London, cementing Hillingdon's reputation as the business gateway to London.

The council has ambitious plans to drive economic growth and attract a range of industries alongside already well-established sectors, such as aviation, logistics, healthcare, health sciences, data centres, film studios, and hospitality.

## Boosting businesses

The council is using £2.5 million UK Shared Prosperity funding (UKSPF) to help the borough grow by investing in communities, places and businesses.

Residents and businesses are being supported in various ways, including:

- a supplier readiness programme for small and medium-sized enterprises to help them secure new or bigger contracts
- a food safety programme for small businesses scored three or below on the Food Hygiene Rating Scheme
- providing specialist employment support to help residents find jobs or improve their skills.

The council has also been working in partnership with Hillingdon Chamber of Commerce to deliver the GROWTH Hillingdon business support programme.



Cllr Tuckwell with Juliet Edgar from Your Friendly Wordsmith at the GROWTH Hillingdon event

More than 170 small businesses, entrepreneurs and start-ups have received one-to-one support and industry knowledge through workshops and mentoring on how to deliver marketing strategies to reach new customers, improve efficiency and productivity, and recruit and build a team.

Since launching last June, participants reported a range of successes, including landing new contracts, opening new locations and winning industry awards.

An awards ceremony was held on 6 February, at the Leonardo Hotel London Heathrow Airport, which saw 47 businesses receive certificates from Cllr Steve Tuckwell, Cabinet Member for Planning, Housing and Growth for completing the programme.

**Ruislip-based participant Kate, of Kate Hoyle Hypnotherapy,** said: "It was really rewarding, it's often difficult as a small business owner to find the time to look critically at your business and the mentoring was a great opportunity to have someone provide a different perspective.

"It's spurred me on for the year ahead to push my boundaries and

continue to expand my business."

**Laura Harrison, Director of Opal Lily, based in Uxbridge,** said: "The support was valuable in helping me understand what I want to do next with my business. I'm now hoping to grow my income streams."

**Andy Sharma, CEO of Hillingdon Chamber of Commerce,** said: "Through initiatives like GROWTH Hillingdon, we are equipping local enterprises with the tools and opportunities to scale and innovate. We work closely with the council to help create new opportunities for businesses and improve access to larger industries' supply chains, which supports economic regeneration and the wider community."

To find out more, visit [www.hillingdon.gov.uk/ukspf](http://www.hillingdon.gov.uk/ukspf).

On 23 January, the council was also pleased to sponsor and celebrate the achievement of local businesses at Hillingdon Chamber of Commerce's first Hillingdon Business Awards, which saw 15 awards presented, including 'Business of the Year', Heart Relocation from Uxbridge.

## Attracting investment

On 13 February, the council showcased its plans to work alongside partners and businesses to build a thriving economy at its first investment conference.

The 'Hillingdon Takes Off' event, supported by SEGRO and UKSPF funding, and held at the Battle of Britain Bunker, Uxbridge, celebrated the borough's burgeoning reputation as a key hub for business.

More than 100 representatives from 70 different business sectors came together to find out what the borough has to offer.

Following an introduction from Leader of the Council, Cllr Ian Edwards, three panel discussions took place chaired by Majeed Neki from the West London Alliance, Matthew Battle from UK Property Forums and Andy Sharma, and featuring



representatives from the council, Greater London Authority, Transport for London, Heathrow Airport, Brunel University London, SEGRO, Colt Data Centre Services, Altair, MACE, and Higgins Group.

The seminars covered a range of topics, including the challenges presented by housing, transport and investment; success stories from established investors about their experience and why they chose Hillingdon; and how the council is shaping a new Local Plan and its key investment areas.

## Area of opportunity

On 4 February, Cllr Bianco and Cllr Tuckwell took the Deputy Mayor of London for Business, Howard Dawber and Mayor of Croydon, Jason Perry, for a guided tour of Hayes, shining a spotlight on the area as a potential hub for new businesses.

The visit included a tour of The Vinyl Factory, which still produces more than two million records a

year, The Nest Climbing centre and IMG studios at Stockley Park, the home of Premier League productions.

Hayes was designated one of the Mayor's opportunity areas for housing and jobs in the 2021 London Plan and the council highlighted the importance of creating more opportunities for businesses in the area.



Jason Perry, Andy Sharma, Howard Dawber, Bassam Mahfouz, Cllr Tuckwell and Cllr Bianco

**Find out more:**  
[www.hillingdon.gov.uk/Invest-in-Hillingdon](http://www.hillingdon.gov.uk/Invest-in-Hillingdon)



**A thriving economy**



# "Our foster child is someone our children look up to"

Lydia and Jonathan Blake from Uxbridge began fostering a 15-year-old girl in November. They share how the experience has enriched their family and how the council's unrivalled payment and benefits package has made the journey possible.



**T**he couple (pictured above), who have three daughters aged five, seven and nine, have successfully balanced fostering with their busy jobs and encourage others to consider doing the same.

**Lydia, 35**, who works part-time as a social worker for the council, said: "We decided to foster because I've been a social worker for a number of years and had come across many children who really needed a loving home."

Having a teenage foster child has been a positive and enriching experience for the whole family.

Lydia continued: "Our eldest and our foster child are really good friends – she's even taught her how to do her own hair. Watching them play games together is so lovely."

**Jonathan, 37**, an estate agent, added: "Fostering is something we always thought about because we wanted to help and support children in the community."

"Our foster child is someone our children look up to, and we're fortunate that she's a really great example for them as well."

## Balancing fostering and working

Despite their demanding careers, Lydia and Jonathan have found fostering both manageable and deeply fulfilling. "Working and fostering absolutely works," Lydia said. "Our supervising social worker is flexible; we do meetings in the evening as much as we can, or online."

"I think my background as a social worker has helped, but if you've got a caring and empathetic personality, you'll be great regardless of your job."



## Unrivalled payment and benefits

The couple praised the council's payment and benefits package where foster carers can earn up to £1,500 per week and receive a 25 per cent reduction in council tax when looking after a child in care.

Lydia said: "The payments and incentives have been really useful. We've got a Merlin pass and we're looking forward to days out together. We got our foster child just before Christmas and it meant we could buy her presents and it all felt like one big family, which was great."

"With the rising cost of living, having another child does bring extra expenses, but thanks to Hillingdon's generous package, we haven't had to worry about food shopping or higher utility bills."

## Unmatched support

Jonathan and Lydia also value the ongoing guidance and training from the council's fostering team.

Lydia said: "The support has been fantastic. Our social worker is brilliant – from the moment our foster child moved in we had regular visits and phone calls, and we still do now. We find the support invaluable."

Jonathan agreed: "The training has been really good, particularly with regard to safeguarding and safer caring. It's given us the confidence to provide the best care possible."

So, how do the Blakes feel about their decision to foster and the future?

Lydia said: "Fostering was a great decision, and our child has been embraced by our extended

## Why are so many foster carers joining Hillingdon?

Hillingdon Council has the most competitive payment and benefits package in England, for both new and existing foster carers, equating to an annual salary up to £72,000. This includes:

- payments up to £1,500 per week
- 25 per cent off your council tax bill
- £1,000 off utility bills
- an annual family Merlin pass
- a winter fuel allowance
- more than 100 training courses.

families. I see fostering as part of our lives, and with the support from Hillingdon, we'll be able to go long-term."

Jonathan added: "Fostering has been a great experience for us as a couple, and as a family, and I'd highly recommend it."

## Cllr Susan O'Brien, Cabinet Member for Children, Families and Education, said:

"We are incredibly proud of the fantastic foster carers in our borough, like Lydia and Jonathan, who provide stable and loving homes for children in need."

"Fostering can be life-changing for both the child and the family, and we encourage more residents to consider this rewarding role. With our unrivalled financial package and ongoing support, we are ensuring our foster carers have everything they need to make a difference."

Find out more and watch Lydia and Jonathan's fostering journey video:

[www.hillingdon.gov.uk/fostering](http://www.hillingdon.gov.uk/fostering)



Thriving, healthy households





**Learn Hillingdon**  
Adult Community Education

# Start learning with us today

Whether you want to learn for work, improve essential skills or explore your creativity, check out our wide range of courses designed to help you thrive

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



Education & Skills  
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[www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)

## Support for all the family in the heart of your community

Our family hubs offer a wide range of services for all expectant parents and children from birth to 19, and up to 25 for those with Special Educational Needs and Disabilities.

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



Thriving healthy households



[www.hillingdon.gov.uk/family-hubs](http://www.hillingdon.gov.uk/family-hubs)

# New leisure centre takes shape

Progress is being made on the construction of the council's Platinum Jubilee Leisure Centre in West Drayton. The facility is set to expand the borough's sports and leisure offer, supporting more residents to get active.

Last year, the council announced it would directly manage the remaining delivery of the new leisure centre project, working alongside multiple contractors, many of them local businesses, and since then great strides have been made.



## Outside and entrance hall

The external scaffolding was dismantled in August last year, revealing the building's visually impressive exterior, with attractive brickwork and large windows to maximise natural light. Work will soon commence on the car park.

On entering the 6,488 square metre building, there is space for a reception area, large climbing wall, soft play centre, function rooms which will be available to hire, and a café.



## Inside

The entrance leads on to the pool area, which incorporates a main 25-metre eight-lane pool, a training pool and leisure pool with a water slide.

After successfully filling each pool with water in December to

test there were no leaks, tiling began. The training pool tiling is now complete, while work has begun on the main pool, and the leisure pool slide has been mounted into place.



## Behind the scenes

The main priority of the project currently is the impressive mechanical and engineering fitout throughout the building.

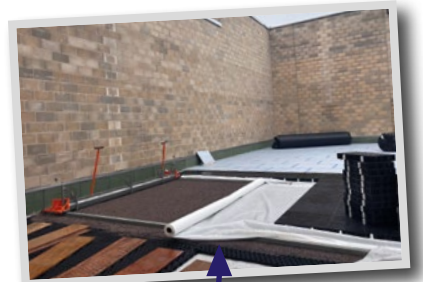
This won't be visible to residents once open but includes installation of a pool filtration system, air source thermal controls, and lighting to ensure the building runs efficiently in line with the council's net zero commitment.



## Upstairs

The space upstairs will house a two-level gym, spin and dance studios and a sports hall once complete.

As with the entrance foyer, these areas will take further shape in the coming months once the mechanical and engineering works behind the scenes are complete.



## On the roof

The site's rooftop five-a-side football 3G pitch, which is suitable for playing in most conditions, is currently having a shock absorbent base layer installed before the artificial turf is laid on top.

The remaining space on the roof is also now home to hundreds of solar panels which will also help the building to be carbon neutral.

The site is on track for completion this autumn.

**Cllr Jonathan Bianco, Deputy Leader and Cabinet Member for Corporate Services and Property,** said: "It's exciting to see this impressive facility take another step closer to completion.

"We are committed to investing in our leisure facilities to ensure they are high quality and enable residents to live active, fulfilling lives.

"Sustainability has been at the heart of the build, which will ensure the building runs efficiently in line with our carbon neutral ambitions."

Find out more:  
[www.hillingdon.gov.uk/platinum-jubilee-leisure-centre](http://www.hillingdon.gov.uk/platinum-jubilee-leisure-centre)



Thilling, healthy  
households



# Shaping the future: developing and nurturing local talent

In celebration of National Apprenticeship Week (10 to 16 February), we shine a spotlight on the opportunities available at the council and in the construction industry. Discover how our apprentices are having a positive impact locally.

Staff who join the council as apprentices get the chance to combine on-the-job training with classroom-based learning and gain invaluable experience and industry-recognised skills, all while getting paid and working towards a nationally recognised qualification.

In partnership with Harrow, Richmond and Uxbridge College

a variety of apprenticeships are available, including business administration, building control, human resources, horticulture and social care. These opportunities cater to recent school and college leavers, as well as those looking to retrain.

The council's apprenticeship programme has been running for

eight years, with many learners now in permanent roles at the council, while others have successfully moved into other employment or further education.

This year, 122 apprentices are working across 25 council services, including trading standards, social care, finance, planning, events, and digital and intelligence.

## From apprentice to permanent employee

The council's 40-strong repair service has been strengthened by four apprentices in the past year.

Among them is West Drayton resident, **Nancy Major, 19**, who began a Level 3 Customer Services Specialist Apprenticeship in August 2022. She said: "I've always been told I'm a people person, and I wasn't very academic at school. After a family member recommended the

council's apprenticeship scheme, it was the start of my career and lifelong learning journey, and I haven't looked back.

"It's been a whirlwind. I started in customer service and have progressed to become a complaints and legal disrepair officer. Along the way, I've gained a distinction in my apprenticeship and secured a permanent position in the council, which is amazing."



## Learning skills for life

**Joseph Charlton**, a 19-year-old from Yeading, is an apprentice electrician who has learned significantly from his hands-on work experience and college studies.

He said: "I was in foster care in Hillingdon, when at the age of 15 my social worker suggested I apply to become an apprentice engineer. I'd always liked the idea of going into a trade, so I applied."

"I joined the housing repairs team at 17, and started performing tasks like fixing light switches, sockets, and have moved on to rewiring properties."

"I'm halfway through my four-year apprenticeship and can

honestly say it's the best thing I could have done.

"Choosing this path has significantly boosted my confidence and sense of self-belief, as well as my communication skills, and independence.

"I would recommend it to anyone who's looking for a way to work, earn some money and learn on the job. You get lots of support and learn skills for life."

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



## Building careers in the community

As well as working with developers to deliver new homes for residents, the council is ensuring local people have access to good jobs and training opportunities through apprenticeships.

By working with Higgins Group, which is leading the redevelopment of our Hayes Town Centre and Avondale Drive estates, and Evolve Apprentices, residents can gain experience and qualifications to boost their future career prospects.

In total, 56 apprenticeships will be available during the redevelopment of both estates. Opportunities



Aerial shot of the Hayes Town Centre redevelopment

include a variety of trade-based apprenticeships, including bricklaying, dry lining, carpentry, electrics, plumbing, painting and decorating. There are also

apprenticeship opportunities in the site office and management roles, such as site administration, resident liaison, construction management and surveying.

## Case study: Khalid

University graduate and West Drayton resident, **Khalid, 27**, trainee site manager at Hayes Town Centre, said: "I found out about this opportunity at a jobs fair. It can be tough coming out of university and finding the right job, but this has been the perfect opportunity for me to start applying what I have learnt in a practical environment.

"I've felt welcomed and supported in this role since day one. Part of my role is managing the different subcontractors we have on site. I have learned valuable on-the-job experience, such as people management and communication skills. I am currently a trainee site manager but hope to work my way up to becoming an assistant site manager."



## Case study: Gemma



**Gemma, 40**, a mum of three and resident liaison officer for Hayes Town Centre and Avondale Drive, also lives on the estate. She said: "It's great working with the residents on a daily basis and on a project that will provide a huge uplift to the entire neighbourhood."

"Since starting in this role, my confidence and self-esteem have soared. It's been made even easier by having a supportive working environment and colleagues. As construction of the development has ramped up my role has evolved, but that's great as it means every day is different."

**Cllr Jonathan Bianco, Deputy Leader and Cabinet Member for Corporate Services and Property**, said: "We continue to work with local businesses and partners to create opportunities for local people to improve their skills and have access to good quality jobs."

"Apprenticeships offer candidates the chance to gain hands-on experience in their chosen sectors, with access to education and skills development, which are key to improving long-term outcomes and building stronger communities."

To find out about job and training opportunities at the Hayes estates, contact [CSR@Higginspartnerships.co.uk](mailto:CSR@Higginspartnerships.co.uk). For more details on Evolve's apprenticeship scheme, visit [evolveuk.org](http://evolveuk.org).



A thriving economy



## News from our partners

### A community policing update from Inspector Pav Dhaliwal

Crime levels in Hillingdon remain relatively low, with significant reductions in vehicle theft, violent crime, and hate crime.

#### Local initiatives to enhance safety

- **Criminal Behaviour Orders (CBOs):** There are currently 18 active CBOs in place against prolific offenders. These orders impose strict conditions that help prevent reoffending.
- **Serious violence reduction:** Reports of serious violent crime have dropped compared to last year. This is largely due to responsible stop and search efforts, as well as the proactive work of ward teams in identifying and targeting violent offenders.
- **Theft from motor vehicles:** In the last two months of 2024, offences related to theft from vehicles decreased by 33 per cent. This is a result of targeted policing efforts, increased patrols in high-risk areas, and greater public awareness campaigns.
- **Violence Against Women and Girls (VAWG):** There has been a continuous downward trend in crimes related to VAWG. This remains a priority, and the police are working closely with local organisations to support those impacted.



Hillingdon police officers and the council's localities ASB team

- **Homicide reduction:** Hillingdon has seen an impressive 75 per cent reduction in homicides compared to last year. While any violent crime is unacceptable, this reduction highlights the effectiveness of our enforcement strategies and community engagement efforts.

#### Know your local officers

Visit the Metropolitan Police Service website at [www.met.police.uk/area/your-area](http://www.met.police.uk/area/your-area), enter

your postcode, or go to the "Your Area" section.

#### Want to receive crime updates, prevention advice, and local news in Hillingdon?

Previously, updates were sent via OWL (Online Watch Link), but Hillingdon Neighbourhood Watch has now transitioned to the Neighbourhood Watch Network. To sign up, visit [members.ourwatchmember.org.uk/join](http://members.ourwatchmember.org.uk/join).

### New Northwood Health Centre

Following several years of planning, consultation and discussions with local residents, work will begin in the spring on the new Northwood Health Centre in Pinner.

Last month, residents may have noticed demolition work at the old Northwood Cottage Hospital. Historical elements of the building will be retained and refurbished as part of the development.

This exciting local health facility will house existing local NHS services and allow more services to be provided to residents. This will

include mental health support and wider community services.

**Joan Butfield, Chair of the Carepoint Patients' Participation Group,** said: "It is great to see work start on the new centre, it has been a long time in the planning. It will be really wonderful for the doctors and patients to have a fit-for-purpose surgery. We cannot wait."

**Mr Desraj Dahele, Chair of the Acre and Acrefield Surgery, Patients' Participation Group,** commented: "Wonderful news regarding the new



A CGI of the new centre

Northwood Health Centre building opening next year. It will allow more services to be available for local patients, a better workplace for doctors and staff, plus improved facilities for all."

Local GP practices – Acre Surgery and Carepoint Practice – will also move into the modern building when it

is completed (expected in summer 2026).

Patients at these practices will be kept up to date as the build progresses.

Planning permission for the development of the site was granted in August 2023. The plans also include the creation of 70 flats across the existing NHS estate.

## Celebrating 60 years of Hillingdon

This year marks Hillingdon's Diamond Jubilee, with celebrations starting next month and continuing throughout the year. *Hillingdon People* highlights the borough's history and how we're celebrating.



In 1963, the London Government Act resulted in the abolition of the old London and Middlesex councils to form the new metropolitan area we now know as Greater London. This brought together areas from Essex, Kent and Surrey into 32 boroughs – 12 inner and 20 outer London.

Hillingdon, the second largest of these boroughs, was formed by the amalgamation of the Borough of Uxbridge and the Urban Districts of Hayes and Harlington, Ruislip-Northwood and Yiewsley and West Drayton.

Initially, there was debate on what to name the new borough – Uxbridge was a contender but Hillingdon was ultimately chosen.

The borough's distinct coat of arms was granted on 22 March 1965, and on 1 April 1965, the Local Government Act came into effect, officially establishing Hillingdon with its newly defined boundaries.

To mark the Diamond Jubilee, there will be a range of events across the borough from April until the end of the year. To start the celebrations, a civic service will take place at St Margaret's Church in Uxbridge on 6 April for dignitaries and invited guests.



2018: Exhibition and visitor centre at the Battle of Britain Bunker opens



2002: Queen Elizabeth II's Golden Jubilee visit to Uxbridge

There will be family events hosted across our libraries and heritage sites, including a 'Reminiscence Roadshow' visiting all libraries to record residents' memories of the borough to form part of a future commemorative exhibition. Other highlights include STEM-themed Lego events in libraries, a special trail in Eastcote House Gardens and a pop-up exhibition which will tour the borough's libraries.

This year's Mayor's Picnic in the Park on 7 June at Cowley Recreation Ground will be themed to mark the jubilee. Our parks enhancement programme is also celebrating the milestone, with a £1 million investment in five borough parks for 2024/25, with more set to receive upgrades during 2025/2026. Community projects funded through our Chrysalis programme, completed this year, will also receive a special commemorative jubilee plaque.



1966: Brunel University awarded Royal Charter



1967: Hillingdon Hospital opens



1972: Completion of Chequers Square and Market Square redevelopment in Uxbridge



1986: Stockley Park officially opens for business

#### Find out more:

discover.  
[hillington.gov.uk/hillingdon-60](http://hillington.gov.uk/hillingdon-60)





# Discover Hillingdon

For further details and to book these events (which are either run by the council or take place at council-owned venues) plus many more, visit [discover.hillingdon.gov.uk](http://discover.hillingdon.gov.uk). Events marked \* are FREE.



## March

- 29 Secrets Uncovered**  
Battle of Britain Bunker
- 29 Eid Stories and Craft\***  
Ickenham Library
- 29 Pride Hub Hillingdon\***  
Harefield Library
- 29 Led walk: Northwood Hills\***

## April

- 03 An Afternoon with Author Nikki May\***  
Botwell Green Library
- 03 Tea dance\***  
Winston Churchill Theatre
- 05 Speaker Series: Gallant Poles: The Formation of the Polish Air Force on British Soil – Jenny Grant**  
Battle of Britain Bunker
- 05 History walk and cellar visit\***  
Cranford Park
- 09 Photography workshop\***  
Cranford Park

- 09 Mother Goose and the Golden Easter Eggs**  
Runs to 13 April  
Join us for another Easter panto treat and follow the story of Mother Goose searching for beauty and wealth.  
Compass Theatre

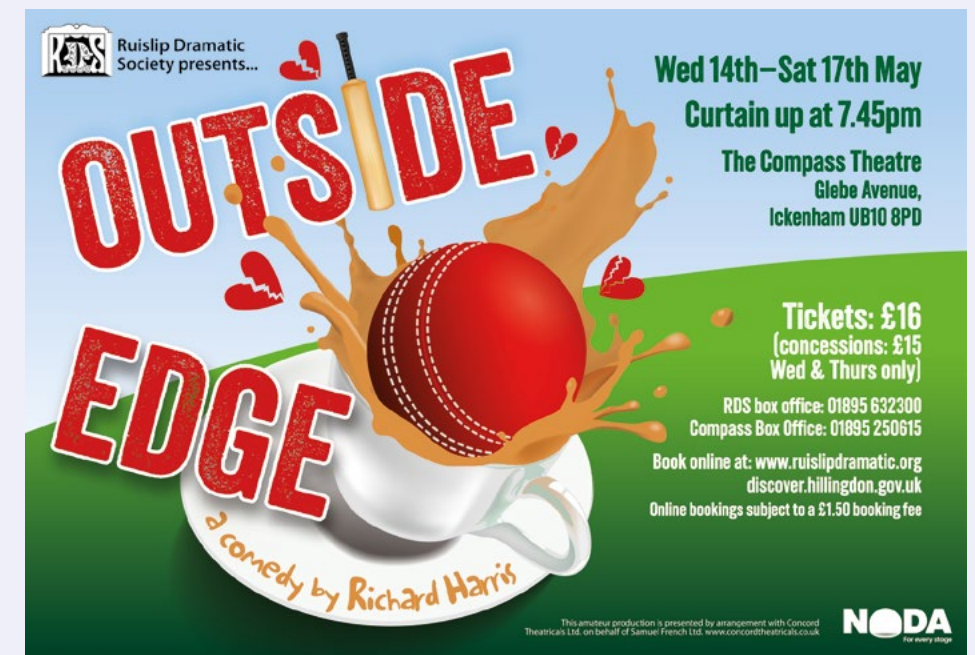


- 11 Made in Dagenham**  
Runs to 12 April  
Beck Theatre
- 14 Tea dance\***  
Christ Church, Uxbridge
- 17 Bat walk\***  
Cranford Park
- 23 St George's Day-themed Quiz Night**  
Arens Bar and Grill at The Six Bells

- 25 Coffee and Crime with Sharon Bolton**  
Manor Farm Library
- 28 Desi Dance\***  
Botwell Green Sports and Leisure Centre
- 30 Witches of Eastwick**  
Runs to 3 May  
Pastiche Musical Theatre presents a delightful comedy where three women from Eastwick conjure up their ideal man and get more than they bargained for when they meet Darryl Van Horne.  
Compass Theatre

## May

- 03 The Fureys**  
Beck Theatre
- 09 Coffee and Crime with John Connolly**  
Manor Farm Library
- 11 Games and activities in Ruislip Woods\***  
Runs to 12 May  
Ruislip Lido
- 11 Arts and crafts in the Woodland Centre\***  
Runs to 12 May  
Ruislip Lido
- 14 Outside Edge**  
Runs to 17 May  
Ruislip Dramatic Society presents a hilarious comedy set around a village cricket team and their antics both on and off the pitch.  
Compass Theatre
- 14 9 to 5 The Musical**  
Runs to 17 May  
ROS Musical Theatre presents a high-energy, comedic tale of women overcoming workplace challenges and achieving empowerment.  
Winston Churchill Theatre
- 24 Books the Village Live: Julia Boggio\***  
Ickenham Library



## Community events

### Regular events

- **MenoFIT**  
Tuesdays, 5.30pm (online only). Thursdays, 6.30pm  
Cost: First session free/£8 pay as you go/£27 monthly.  
Find out more and book: [emma@emmabfitness.com](mailto:emma@emmabfitness.com).  
Deane Park Hall, HA4 OHS
- **Young at Heart Yoga with Loretta**  
Tuesdays and Wednesdays, 10am  
Cost: £10 per class  
Find out more and book: [lorettayoga6@gmail.com](mailto:lorettayoga6@gmail.com) or call 020 8845 7873.  
Oak Farm Library, UB10 9PB
- **Vinyasa Yoga**  
Wednesdays, 7pm  
Cost: £12 per class, five class pass £55, 10 class pass £108.  
To book, text Joanna on 07588 431919.  
Yiewsley and West Drayton Community Centre, UB7 9JL
- **Fitness Pilates**  
Thursdays, 5.30pm  
Cost: First session free/£8 pay as you go/£27 monthly.  
Find out more and book: [emma@emmabfitness.com](mailto:emma@emmabfitness.com).  
Deane Park Hall, HA4 OHS

- **Northwood Craft Market**  
First Saturday of the month, 10am to 2pm  
Find out more: [www.northwoodcraftmarket.co.uk](http://www.northwoodcraftmarket.co.uk).  
Methodist Church Hall, HA6 3AA

### April

- 05 Harrow Choral Society's Easter Concert**  
5.30pm  
Cost: £20, under-18s £2.  
Find out more: [www.harrowchoral.org.uk](http://www.harrowchoral.org.uk).  
St Alban's Church, HA2 7PF
- 05 Uxbridge Choral Society's Spring Concert**  
3.30pm  
Cost: £15, under-16s free.  
Tickets on the door or via [www.uxbridgechoralsociety.org.uk](http://www.uxbridgechoralsociety.org.uk).  
St Margaret's Church, UB8 1AB
- 06 Hillingdon Chamber Choir's Easter Concert**  
6pm  
Cost: £15, under-18s £5.  
Tickets on the door or via [ticketsource.co.uk/hillingdon-chamber-choir](http://ticketsource.co.uk/hillingdon-chamber-choir).  
St Lawrence Church, HA5 2SJ

- 08 An evening of gardening inspiration**  
8pm  
Cost: Tickets £12 for Ruislip

Central Horticultural Society members, £16 guests.  
Tickets via [ruisliphorticultural.org.uk](http://ruisliphorticultural.org.uk).  
St Martin's Hall, HA4 8DG

- 12 Benjamin Zephaniah Day**  
11am to 6.30pm  
A celebration of art, poetry and events.  
Find out more: [www.brunel.ac.uk/news-and-events/events/Benjamin-Zephaniah-Day](http://www.brunel.ac.uk/news-and-events/events/Benjamin-Zephaniah-Day).  
Brunel University London, UB8 3PH

- 29 Weeping Bank – candlelit ghost story performance**  
6.30pm  
Cost: Tickets £12 via [www.ticketsource.co.uk/weeping-bank](http://www.ticketsource.co.uk/weeping-bank).  
Uxbridge Quaker Meeting House, UB8 1QW

### May

- 11 Eastcote Bowling Club Open Day**  
10am to 1pm  
Find out more: [eastcotebowling.clubbuzz.co.uk](http://eastcotebowling.clubbuzz.co.uk).  
Cavendish Park, HA4 9PG





## Just Friends Club

A friendly social club for unattached people aged 55+

- ★ Meals ★ Theatre trips
- ★ Walks ★ Pub nights
- ★ Parties ★ Coach trips

For more information:  
Call Sylvia 07790 964 408  
Call Pam 07887 648 300  
Or info@justfriendsclub.org.uk

## HILLINGDON people

### Advertise with us

Visit  
[www.hillingdon.gov.uk/hillingdon-people-advert](http://www.hillingdon.gov.uk/hillingdon-people-advert)  
for prices and to book

Are you looking for good quality furniture or electricals?  
Or do you have some you want to donate?



We recycle quality unwanted furniture and electricals. We provide paid employment and training to disadvantaged people and excellent quality furniture at fantastic prices to you. Visit our stores today!



Uxbridge: 01895 256655  
Hayes: 020 8797 9505  
[www.wearetrinity.org.uk](http://www.wearetrinity.org.uk)  
facebook.com/trinityfurniturestore

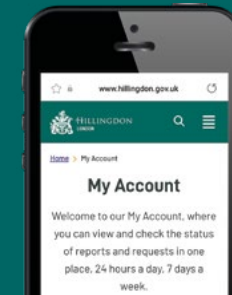
## Need to contact us? Join the thousands choosing to do it online

It's quicker and easier to report issues to us online. By registering for a Hillingdon MyAccount, you can view and check the status of your reports and requests in one place.

Sign up today at [www.hillingdon.gov.uk/myaccount](http://www.hillingdon.gov.uk/myaccount).

You can:

- tell us about a problem in your road
- report fly-tipping or anti-social behaviour
- request recycling bags
- order a new HillingdonFirst card and much more...



### USEFUL CONTACTS

**Adult education**  
[www.hillingdon.gov.uk/adultlearning](http://www.hillingdon.gov.uk/adultlearning)

**Benefits**  
[www.hillingdon.gov.uk/benefits](http://www.hillingdon.gov.uk/benefits)

**Births, deaths and ceremonies**  
[www.hillingdon.gov.uk/births-deaths-ceremonies](http://www.hillingdon.gov.uk/births-deaths-ceremonies)

**Businesses and licensing**  
[www.hillingdon.gov.uk/business](http://www.hillingdon.gov.uk/business)

**Councillors, meetings and consultations**  
[www.hillingdon.gov.uk/council](http://www.hillingdon.gov.uk/council)

**Council tax**  
[www.hillingdon.gov.uk/counciltax](http://www.hillingdon.gov.uk/counciltax)

**Families' Information Service, fostering and adoption**  
[www.hillingdon.gov.uk/families](http://www.hillingdon.gov.uk/families)

**Fraud Hotline**  
[www.hillingdon.gov.uk/report-fraud](http://www.hillingdon.gov.uk/report-fraud)  
0800 389 8313

**Health and wellbeing**  
[www.hillingdon.gov.uk/health](http://www.hillingdon.gov.uk/health)

**Housing Services**  
[www.hillingdon.gov.uk/housing](http://www.hillingdon.gov.uk/housing)  
01895 556666

**Hillingdon Social Care Direct (adults) (including TeleCareLine and Meals Service)**  
[www.hillingdon.gov.uk/socialcare](http://www.hillingdon.gov.uk/socialcare)  
01895 556633

**Leisure (including parks, leisure centres, theatres and events)**  
[www.hillingdon.gov.uk/leisure](http://www.hillingdon.gov.uk/leisure)

**Libraries**  
[www.hillingdon.gov.uk/libraries](http://www.hillingdon.gov.uk/libraries)

**Planning and Building Control**  
[www.hillingdon.gov.uk/planning](http://www.hillingdon.gov.uk/planning)

**School admissions**  
[www.hillingdon.gov.uk/schooladmissions](http://www.hillingdon.gov.uk/schooladmissions)

**Stronger Families Hub**  
[www.hillingdon.gov.uk/stronger-families](http://www.hillingdon.gov.uk/stronger-families)

**Transport, roads and parking**  
[www.hillingdon.gov.uk/transport](http://www.hillingdon.gov.uk/transport)

### Mental health support

**Hillingdon Mind**  
01895 271559

**Samaritans**  
116 123 (freephone)

## SKILLS TO LAST A LIFETIME

FOR ALL AGES

Give your family essential skills and confidence in and around water. Save a spot with Swimbies for babies and toddlers, Better Swim School for kids or swimming lessons for adults.

**Swimming Lessons with Better**



[www.hillingdon.gov.uk/leisure](http://www.hillingdon.gov.uk/leisure)

## Sign up for our e-newsletters

Be in the know and join the 48,000+ residents who have registered to receive our online updates.

You can choose from a range of topics, including:

- general council updates • events • housing •
- waste and recycling • adult education •
- children, young people and families •

Sign up now at  
[www.hillingdon.gov.uk/enews](http://www.hillingdon.gov.uk/enews)



[www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)



## Could you be a school governor?

Use your professional skills to help improve children's education and contribute to your community.

For more information and to apply:  
[www.hillingdon.gov.uk/schoolgovernor](http://www.hillingdon.gov.uk/schoolgovernor)  
[schoolgovernance@hillington.gov.uk](mailto:schoolgovernance@hillington.gov.uk)



[www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)



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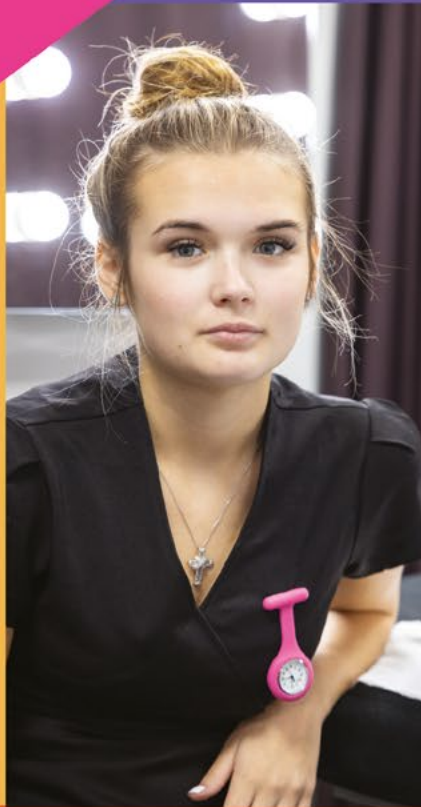
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**paybyphone**



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**UXBRIDGE  
COLLEGE**

Uxbridge College is part  
of Harrow, Richmond  
and Uxbridge Colleges  
(HRUC).



**SCAN  
HERE**

Find out about  
our open days

## LOOKING TO PROGRESS FROM SCHOOL, RETRAIN FOR A NEW CAREER OR REFRESH AND DEVELOP YOUR SKILLS?

College is for everyone! It doesn't matter if you already have qualifications or not – we can talk to you about the options available and give you some advice to help with your future.

**CONSIDERING COLLEGE?** Our A-Level programme, vocational career-focused courses and T-Levels are the perfect option and the best alternative to 6th Form! Scan the QR code below to come along to our next Open Day.

**HNCs & HNDs.** Aim higher with cost-effective university-level undergraduate qualifications through our West London Institute of Technology.

**PART-TIME COURSES.** Gain a new skill or retrain with an evening or daytime course.

**APPRENTICESHIPS.** For adults and school leavers who want a qualification whilst working towards a new career. For our current vacancies please visit [hruc.ac.uk/apprenticeships](http://hruc.ac.uk/apprenticeships)

**We are proud that in our recent Ofsted inspection we achieved outstanding grades for Student Behaviour and Personal Development, and our contribution to meeting skills needs was strong.**