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On the cover: Northwood foster carer, Sara Turner, with her foster children

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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.



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Welcome



Happy New Year and welcome to the January edition of *Hillingdon People*.

Last month, the council announced its budget proposals for 2026/27. It's well-documented that local authority finances remain challenging with soaring demand for social care and housing services. Here in Hillingdon, we also face additional challenges due to the borough being host to Heathrow, yet government funding during the past decade hasn't increased in line with all these pressures.

Whilst the government has recognised that Hillingdon has long been underfunded, we will not receive the full amount until 2028/29 with more than £40 million being withheld from us over the next two years. It is not possible to cope with that level of underfunding without government assistance and we will be applying for Exceptional Financial Support (EFS) to allow us to maintain our services until we receive the full settlement.

Despite the challenges, we're committed to keeping your council tax low while providing some of the best quality and most efficient low-cost services in London (you can read more about this on page 10).

We're continually striving to deliver value for money by doing things differently, and we will continue to do this. In the past, this has included co-locating services and using digital technology to improve resident access, as well as creating more local provision and using specialist operators to run services more sustainably.

As usual, you can have your say on the council's budget proposals until Wednesday 4 February at www.hillingdon.gov.uk/budget-consultation.

Also, in this edition you can read how we're taking decisive action to manage Houses in Multiple Occupancy (page 12), how our wonderful new Museum and Archives Service is bringing local history to life (page 14) and one of our foster carers explains why fostering is such a key part of her life and why she'd encourage more people to give it a go (page 16).



Cllr Ian Edwards,
Leader of the Council

Footpath named in memory of Hillingdon East ward councillor



A special tribute was unveiled in October in honour of Pat Jackson, a dedicated Hillingdon councillor who served her ward for 14 years.

Representing Hillingdon East from 2006 to 2020, Pat sadly passed away in July and to commemorate her years of devoted service, a footpath at Knights Gardens in the ward has been named 'Pat Jackson Walk'.

The Mayor of Hillingdon, Cllr Philip Corthorne; Leader of the Council, Cllr Ian Edwards; Cabinet Members and ward councillors (pictured above) unveiled the tribute. They were joined by Pat's two sons David and Robert, along with their wives Aneta and Charlotte, to honour her years of dedicated service to residents.

Signs have been installed at both ends of the well-loved pocket park

in recognition of Pat's involvement with improving the open space.

Cllr Corthorne said: "Pat is very much missed, and this honour is a wonderful reminder of not only the amount of time, effort and positive work she undertook in her community, but also the kindness, warmth and time she had for people."



Filthy Hayes takeaway receives £12,000 fine for insect infestation

An Indian takeaway in Hayes has been ordered to pay £12,000 after a council investigation found a cockroach and fly infestation, filthy and damaged kitchen equipment, expired food and unsafe storage practices.

Harpreet Singh, 37, of Benedict Drive, Feltham, former director of Bhagat Thind Limited (since dissolved) which traded as Punjabi Chula, 61 Station Road, pleaded guilty to seven offences in breach of the Food Safety and Hygiene (England) Regulations 2013 at Uxbridge Magistrates' Court on Tuesday 18 November.

He was fined £5,000, ordered to pay a victim surcharge of £2,000 and the council's prosecution costs of £5,000 for failing to control the infestation.

A routine inspection on 18 September 2024 found dirt ingrained throughout the premises, equipment in disrepair, an unused and grimy handwash sink and food stored on the floor with no temperature or shelf-life controls. Council officers also found expired items and insects

in food preparation areas. Singh agreed to close immediately until improvements were made.

The business reopened after follow-up visits on 25 and 30 September 2024 showed progress in pest control and cleaning. Formal notices were later served requiring hygiene training, allergen procedures and evidence of a proper Hazard



The unsanitary sink and food preparation equipment

Analysis and Critical Control Points (HACCP) system. However, a visit on 5 December 2024 found these notices still unmet.

A 20 February 2025 inspection showed some improvement in cleaning, but HACCP documentation was still missing, and the takeaway received a hygiene rating of three - 'Generally Satisfactory'.

Cllr Wayne Bridges, Cabinet Member for Community and Environment, said: "Food

businesses have a legal and moral duty to maintain safe and hygienic conditions at all times.

"Customers should never have their health put at risk because of poor management or a failure to meet basic standards.

"Where we find serious breaches, we will not hesitate to take action to protect the public."

Report hygiene concerns: www.hillingdon.gov.uk/food-hygiene



Plans announced to create more in-borough care home provision

In November, the council shared proposals for an innovative major development project to further expand dementia nursing care in Hillingdon.

The plan involves disposing of the car park adjacent to the Civic Centre, known locally as the Lobster Pot (pictured right), so developer Urban Vision can create a 162-bed nursing facility.

The redevelopment would offer a sustainable, cost-effective way to increase adult social care capacity and reduce reliance on expensive private-sector provision.



On Thursday 23 October, the council's Cabinet approved the plans, and the project is now subject to planning permission.

The facility would be designed and built in collaboration with the council to meet Care Quality Commission standards and be future-proofed for residents' needs.

Arrangements for current car park users are being considered and the car park will stay open until April.

Cllr Jane Palmer, Cabinet Member for Health and Social Care, said: "The site's size and

central location present an ideal opportunity to expand high quality, accessible care and meet growing demand for dementia nursing.

"By investing in our own facilities, we're reducing reliance on external providers, driving down costs, and creating a more sustainable care system for the future."

Landlords prosecuted for dangerous HMO

Rogue landlords from Uxbridge were ordered to pay £7,177 after renting an unlicensed House in Multiple Occupation (HMO) and failing to keep it safe for tenants, following a council prosecution.

Naveen Seth, 57, had previously admitted charges of operating an unlicensed HMO, failing to comply with an improvement notice and breaching housing regulations. At sentencing at Uxbridge Magistrates' Court on Tuesday 9 December, he was fined £657, ordered to pay a victim surcharge of £263 and the council's prosecution costs of £5,268.

Savita Seth, 56, had also admitted a charge of operating an unlicensed HMO and appeared at the same hearing. She was fined £253, ordered to pay a victim surcharge of £101 and prosecution costs of £585.

The now estranged couple are the legal owners and managers of a three-storey property in Old School Road, where five unrelated individuals lived.

The court heard that on 7 November 2024, a complaint was made to the council by a tenant regarding water penetration, damp and electrical issues. An inspection on 19 November revealed that the

property was operating as an HMO without a licence and uncovered multiple breaches of management regulations, including missing mains-wired smoke detectors, inadequate fire doors, obstructed escape routes and unserviced fire extinguishers.

The council served an improvement notice requiring all issues to be resolved by 3 March 2025; however, at a subsequent inspection in April 2025, officers found it had still not been complied with.

The court was told that each defendant had a previous conviction for fraud which was also taken into consideration during sentencing.

Read more about how the council is managing HMOs on page 12.



Non-compliant fire door



Missing smoke alarm

Cabinet changes



In November, changes were made to the council's Cabinet following the resignation of Cllr Martin Goddard, who confirmed he will not be standing for re-election in May.

Cllr Goddard has been a councillor since 2018, currently representing Ickenham and South Harefield ward, and was Cabinet Member for Finance since 2021.

Cllr Eddie Lavery is the new Cabinet Member for Finance and Transformation, while Cllr Wayne Bridges (pictured above) has become Cabinet Member for Community and Environment. Cllr Bridges has been a Hillingdon East councillor since 2010.

New high-tech machine fixes the borough's potholes in minutes

Road repairs in Hillingdon are now faster, more efficient, and environmentally friendly after the council introduced an innovative machine in autumn.

The 'Somerford 800' can carry out more than double the daily repairs of its predecessor, reducing disruption for road users.

It uses a fast-setting waterproof liquid called Elastomac, which allows roads to reopen just 10 minutes after repair. The system uses 80 per cent less energy than traditional asphalt repairs, produces 85 per cent less carbon and cuts overall costs in half.

Made from 70 per cent recycled materials, including road surface



Cllr Tuckwell watches the new machine in action

shavings and up to nine old car tyres per tonne, Elastomac is poured directly into potholes with no widening, compaction, or excavation, meaning there is no waste to remove.

Cllr Steve Tuckwell, Cabinet Member for Property, Highways and Growth, said: "This new machine is a real game-changer for Hillingdon. It allows us to tackle more defects faster and more efficiently, reducing disruption for road users while keeping costs down.

"It's a clear example of the council investing in smarter, more

effective solutions to maintain our roads and ensure a high standard of service. By tackling defects promptly, we're keeping our roads in great condition and continuing to put residents first with the reliable service they expect."

Elastomac works on asphalt and concrete and can repair potholes, cracks, joints, kerb channels, wheel ruts, speed ramps, and more.

Find out more about roads:
www.hillingdon.gov.uk/roads



Tackling anti-social parking and improving high street access

To help reduce parking pressures and improve safety on Ruislip High Street, the council has agreed that motorbikes will no longer be allowed to use pay and display bays.

This change is expected to limit problems caused by fast food delivery riders and make more parking spaces available for shoppers and passing trade, supporting local businesses.

The council made the decision in November following a formal consultation which saw 56 per cent of respondents supporting the idea. Prior to this, the council and ward councillors had received numerous complaints from local businesses and shoppers citing haphazard driving practices, anti-social behaviour and a lack of available parking spaces.

One respondent to the consultation reported counting 22 delivery bikes parked across four pay and display bays.

Ruislip High Street has a variety of popular restaurants and fast food outlets, many of



which offer delivery services. In recent years, this has led to a significant increase in drivers using motorbikes and parking as close as possible to the relevant business – often in ranks of vehicles occupying bays intended for cars. This reduces the parking availability for shoppers, despite the council already providing free, dedicated parking provision for motorbikes elsewhere in the high street.

Cllr Wayne Bridges, Cabinet Member for Community and Environment, said: "We want our high streets to be welcoming, safe and easy for shoppers to use. These measures will help address the ongoing misuse of parking bays and the unsafe driving behaviours that have been regularly reported to us."

Landlord fined for extending property

A landlord and his company have been ordered to pay £7,589 after a council investigation found he had extended a three-bedroom property in Uxbridge without planning consent and failed to demolish the structure when instructed.

Saad Ahmad, 44, of The Larches, Uxbridge, company director of Optimum Asset Investments Limited, appeared at Uxbridge Magistrates' Court on Tuesday 18 November, where he pleaded guilty to breaching planning control regulations and failing to comply with an enforcement notice.

Optimum Asset Investments Limited was fined £3,000 and ordered to pay a victim surcharge of £1,200 and the council's prosecution costs of £3,363. Ahmad was sentenced to an 18-month conditional discharge and ordered to pay a victim surcharge of £26.

After receiving complaints from residents, the council's planning enforcement team visited 15 Lynhurst Crescent, Uxbridge, on 16 November 2022 finding an unauthorised front extension, including a porch and first floor side room, had been built without planning permission.

Upon speaking to Ahmad, officers were advised of his intention to submit a retrospective planning application which was received and refused by the Planning Committee due to the extension's excessive size and poor design, which resulted in the property appearing cramped and out of character with the surrounding residential area.

Ahmad appealed the decision, which was dismissed by the Planning Inspectorate on 26 September 2023.

The following month, planning enforcement officers issued a warning letter, requesting the unauthorised development



be removed within 28 days. However, Ahmad did not comply, instead submitting an amended retrospective application with changes to the roof design on 6 November, which was later refused by the council.

Ahmad was issued a planning enforcement notice on 15 August 2024, requiring the unauthorised extension to be fully demolished and removed by 26 December.

The extension is yet to be fully removed, and the council is engaging with Ahmad to ensure this takes place prior to further enforcement action being taken.

Cllr Steve Tuckwell, Cabinet Member for Planning, Housing and Growth, said: "This should serve as a reminder to every resident, landlord or business, that the correct procedures must be followed when undertaking construction on a property or hiring contractors.

"The council offers paid pre-planning advice on all proposals, so there is no excuse for breaching the rules.

"Planning laws are in place to keep residents safe and protect the environment, and if required, we will not hesitate to take robust action to enforce them."

Read more about planning:
www.hillingdon.gov.uk/planning



Weekend burial services introduced

To reflect the requirements of the borough's diverse communities, the council is extending burial services for all faiths to seven days a week.

The change comes into effect from mid-January, allowing residents to book burials at West Drayton Cemetery, Cherry Lane Cemetery, Hayes, and Breakspear Crematorium, Ruislip, on any weekdays, weekends or bank holidays, with the exception of Christmas Eve, Christmas Day and Boxing Day.

The decision was made following requests from residents which were backed by local councillors, including Colham and Cowley ward councillor, Shehryar Ahmad-Wallana.

To accommodate seasonal weather and ensure the safety and wellbeing of officers and funeral goers, the council will offer four services at weekends during the winter months (October to March) and six on weekends from April to September.

Cllr Ahmad-Wallana said: "I am pleased the council has extended its burial services to seven days a week to ensure more people can access these services."

Find out more:
www.hillingdon.gov.uk/cemeteries



Breakspear Crematorium

Hayes trader lands hefty fine for selling illegal goods to minors

A council trading standards investigation has led to fines of more than £12,000 for a Hayes shop, its owner and an employee, after oversized vapes, illegal tobacco, and vape sales to children were uncovered.

Fateh Singh Arora, 41, of Clement Court, Green Lane, Hounslow, director of FS Arora UK Ltd, (trading as Bal Supermarket, Coldharbour Lane), admitted 33 personal and 35 company offences contrary to the Standardised Packaging of Tobacco Products Regulations 2015 and Tobacco and Related Products Regulations 2016 at Uxbridge Magistrates' Court on Tuesday 28 October. Employee Anthony Thomas, 60, of Hamilton Road, Hayes, also pleaded guilty to selling unpackaged cigarettes in breach of the Children and Young Persons (Protection from Tobacco) Act 1991.

Officers with a tobacco detection dog seized 422 illegal shisha packets and 415



The contraband tobacco and vapes

oversized vapes during a June 2024 inspection. Test purchases in November 2024 and January 2025 found vape sales to underage volunteers, the sale of individual unpackaged cigarettes, and more illegal tobacco, including 1,340 non-duty-paid cigarettes, 200g counterfeit rolling tobacco and 176 packets of oral tobacco with incorrect health warning labelling.

Arora and his company were each fined £1,500, £1,200 in victim surcharges and half of the

council's prosecution costs of £3,150. Thomas was fined £217 and an £87 victim surcharge.

Cllr Wayne Bridges, Cabinet Member for Community and Environment, said: "We are firmly committed to keeping Hillingdon safe, and that means cracking down on the sale of illegal tobacco and vapes that put our residents at risk.

"It's concerning that some manufacturers deliberately target young people, but for local businesses to knowingly sell age-restricted products to children is completely unacceptable and it will not be tolerated."

If you suspect a business is selling illegal products or age-restricted products to under-18s, email tradingstandards@hillington.gov.uk or call 01895 250164 (Monday to Friday, between 9am and 5pm).

For other consumer related issues, contact the Citizens Advice Consumer Service on 0808 223 1133.

Campaigning for fairer funding and championing residents

In December, the council's Cabinet outlined budget proposals for 2026/27. These focus on continuing to deliver value for money and sustainability while keeping council tax low for residents.

Local authorities nationally are continuing to face significant budget pressures, and Hillingdon is no exception.

Population growth, outdated national funding formulas, soaring demand for social care and housing, as well as challenges unique to the borough (increasing demands to support former asylum seekers as well as Chagossians arriving via Heathrow Airport without adequate funding) are contributing to this.

The limited good news is that the government has recognised this underfunding, and under the new fair funding formula there will be a significant increase in the grant we receive for the three years from 2026/27 which will help to strengthen our financial position. This will not be received immediately but phased across the three-year period.

In the meantime, the underfunding has meant we have had to enter into discussions with the government regarding receiving Exceptional Financial Support (EFS) to

support us until the new funding formula is implemented. This isn't unique to Hillingdon, six other London boroughs are already receiving this, with some having requested it several times. Analysis by London Councils also suggests half of London boroughs could require emergency support by 2028.

Despite the challenges, the council continues to minimise the tax burden on residents by reviewing and reshaping service delivery while providing some of the highest quality and most efficient services in London. You can read more about this on page 10.

The council will keep delivering value for money services through its proactive and innovative approach to doing things differently.

Watch our video explaining the pressures and steps we're taking:

www.hillingdon.gov.uk/finance-pressures



Keeping council tax low

The council is committed to keeping council tax low for residents. In 2025/26, Hillingdon's council tax was 16.1 per cent lower than the outer London average based on band D charges.

In 2026/27, 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. In practice, this equates to £1.40 a week for a band D property, with residents continuing to pay amongst the lowest levels of council tax in outer London.

Play area unveiled as part of Yiewsley redevelopment scheme

In November, the council opened a new accessible playground in Yiewsley Recreation Ground; the first project to be delivered as part of a wider development scheme which will provide affordable homes and a new library.

The children's play area was officially opened on Tuesday 18 November by Leader of the Council, Cllr Ian Edwards; Cllr Jonathan Bianco, Deputy Leader and Cabinet Member for Corporate Services and Property; and Cllr Eddie Lavery, Cabinet Member for Finance and Transformation (pictured right).

It features modern accessible equipment, such as inclusive swings, sensory play features, a treehouse-style tower, plus new fencing, gates and picnic tables.



The new facility is part of the development of brownfield land at the former swimming pool (Otterfield Road) and Falling Lane

sites, which will create 95 much-needed 100 per cent affordable homes, an enhanced modern library and new community space.

Cllr Eddie Lavery, Cabinet Member for Finance and Transformation

said: "While we welcome the recognition that Hillingdon needs more funding from 2026/27 to meet residents' current needs, it doesn't allow us to 'get back what has been lost' nor ensure we have the immediate funding we require.

"We're still fighting hard to combat the real-time impacts of increasing demand for services and prolonged underfunding. And whilst this has meant we've had to seek EFS, we are also proactively continuing to prioritise the delivery of our savings programme to further cut costs and identify efficiencies while remaining committed to ensuring residents don't pay as much council tax as others."

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on the proposed
budget by
Wednesday 4
February:

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

Delivering value for money council services

Despite prolonged government underfunding, we are continuing to put residents first by providing some of the highest quality and most efficient services in London.

Local authorities across the capital, including Hillingdon, continue to face unprecedented financial pressures. Hillingdon's population has grown faster than the average London borough and nearly twice as fast as the national picture.

We're also experiencing soaring demand for services – particularly social care and housing.

There has been a £20 million increase in adult social care and a £14.4 million rise in children's social care costs in the borough during the past five years, and the council is spending approximately £70,000 a day on homelessness.

Pressures have been further intensified in recent years by

higher inflation, failing markets, additional costs generated by the National Insurance increase, as well as the unique challenges Hillingdon faces.

Yet, the financial support the council receives from government hasn't increased in line with these pressures.

This funding was determined by a formula last updated in 2013/14.

However, there is limited good news, under the government's new fair funding formula, it is anticipated that there will be a significant increase in the grant we receive for the three years from 2026/27, putting us on a more sustainable financial footing.

Leader of the Council, Cllr Ian Edwards, said: "Despite these challenges, the council has continued to put residents first by providing more and better services than others.

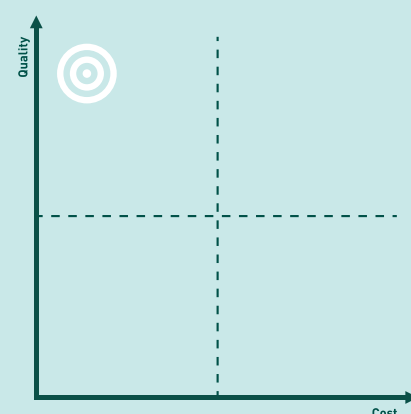
"The council has been committed to managing and delivering high quality, exceptional value for money services.

"Independent benchmarking shows **Hillingdon is amongst the most efficient councils in the capital, ensuring the cost of services is the fourth lowest of all London boroughs*.**"

4th lowest costs of all London boroughs



Providing low cost high quality services



Thriving, healthy households

Hillingdon's ageing population and complex needs continue to increase demand for health and social care, yet our adult social care remains high quality and low cost.

Hillingdon was rated 'Good' in July 2024 by the Care Quality Commission, with the borough in the top quarter of London boroughs inspected. **The cost of the borough's adult social care service is the second lowest in London** and 20 per cent lower than the national average*.

The council prioritises collaboration, integrated services, early intervention, and community care to reduce hospital reliance.

The borough was the first in London, alongside Hillingdon Hospital, to introduce technology to improve patient discharges.

The council has expanded reablement services and improved cost efficiency by purchasing The Burrough's care home in West Drayton, increasing local provision. Through The Hillingdon Care Company, a council-owned and Care Quality Commission regulated provider, services are delivered at cost, avoiding profit margins charged by independent providers.



Hillingdon provides safe, inclusive and responsive support for children and families. **The council's children's services cost the third lowest in London*** and were rated 'Outstanding' by Ofsted in November 2023, with the borough in the top quarter of London boroughs assessed.



The service operates in a complex and high-demand environment shaped by national and local pressures, and the borough's unique role as a port authority, which sees higher costs than the London average to support unaccompanied asylum-seeking children*.

Safeguarding has been a central focus, with the cost of delivering this below the London average,* showing timely action in response to risk.

To support children with complex needs and tackle high-cost out of borough residential placements, the council has built six new children's homes. New fostering, youth, and care initiatives have been introduced to attract more carers, modernise local youth activities, and support care leavers. Provision for children with SEND is evolving due to rising demand, with improved processes, inclusion in mainstream settings, and expanded capacity at Meadow High School. The council has also secured a specialist operator for its three early years centres.

A greener future

Hillingdon is the second largest London borough, and the council manages 235 parks and open spaces to a high standard, regularly investing in improvements. Since 2020, we have also planted more than 56,000 trees.

Hillingdon continues to provide weekly waste, recycling and food waste collections and a range of recycling options.

New and improved homes, preventing homelessness and keeping you safe

Volatile markets, the high cost of purchasing or renting homes, combined with the borough being host to Heathrow, means that Hillingdon sees high demand from homeless households.

However, **the cost of homelessness in Hillingdon is the eighth lowest in London***.

The council is prioritising early intervention with landlords and tenants to prevent eviction, introducing a price cap for temporary accommodation (TA), securing leases for TA, and creating new council and private rented properties – more than 400 were delivered in 2024/25, including Hyde Park Hayes 3. Work is underway to redevelop two Hayes estates and build 95 affordable homes in Yiewsley, while also improving existing council stock.

In July 2025, Hillingdon achieved the second highest rating (C2) by the Regulator for Social Housing with only four London boroughs securing a C1. Strengths included ensuring tenant safety through boiler replacements, gas and electrical tests, tackling damp and mould and prioritising fire safety, and providing an effective and efficient repairs service, with a four-year £108 million improvement programme is underway.

Public Space Protection Orders are tackling a range of issues, and the council is also consulting on and introducing tighter restrictions to deal with rogue landlords and poor housing.



Investing in Hillingdon

Recently, the borough was celebrated as home to the most new business start-ups in London, and the council is working with local businesses to produce an economic growth plan to support the creation of more local jobs.

With £2.5 million UKSPF grant funding in 2024/25, the council helped 108 businesses bid for contracts, gave growth advice to 200, and supported 350 residents with jobs and skills.



A digital-enabled, well-run council

In 2024/25 our counter fraud team recovered £10.9 million, with £6.8 million recovered so far in 2025/26.

In 2024, the council agreed its first Digital Strategy to make services easier to use and deliver better value for money. By giving staff the right technology and tools, the council is able to work more efficiently and reduce workforce costs.

Last year, the council's website was also refreshed, and new digital tools will make it simpler to report issues 24/7.

**per 100,000 people (Source: Local authority revenue expenditure and financing England: 2024 to 2025 individual local authority data from the Ministry of Housing, Communities and Local Government)*

Taking action to manage and improve the borough's HMOs

The council is putting in place tighter controls for Houses in Multiple Occupancy (HMOs) to ensure they are in the right places and landlords are held accountable for the quality of their properties and actions of tenants.



In the past decade, Hillingdon has seen a significant rise in private renting, with more than a quarter of homes in the borough within the private sector rental market at the 2021 census.

This was a 7.8 per cent increase between 2011 and 2021, the second largest in London.

A House in Multiple Occupancy, or HMO as they are more commonly referred to, is just one of the options available for private renters.

They are residential properties let to at least three people who are not from the same household but share facilities like bathrooms and kitchens.

HMOs often provide flexible and cost-effective accommodation for people who might not be able to rent or buy a whole property.

Increasing our powers

Following concerns raised by residents about the rise in HMOs and issues associated with them, such as rogue landlords, poor conditions for tenants, and anti-social behaviour (ASB), a Full Council motion was passed in July 2024 which committed the council to investigating the implementation of greater scrutiny of HMO landlords.

The council commissioned an independent housing tenure survey to explore the prevalence of HMOs in Hillingdon and whether enhanced rules would be required.

It found that private renting had increased by 52 per cent since 2011 and now makes up 25 per cent of all residential properties in the borough, with analysis predicting there could be more than 1,800 hidden HMOs operating.

It also highlighted concerns about the quality of housing being provided by landlords, with 14.3 per cent of privately rented homes having at least one serious home hazard.

Analysis of the data indicates that some landlords are either unaware of licensing and quality requirements or wilfully ignoring them.

Changes to planning rules

One of the ways the council is increasing control over HMOs is by introducing an immediate boroughwide Article 4 Direction.

Approved by Full Council on Thursday 27 November, it removes permitted development rights which allows a family home to be converted into a small HMO for three to

six people without planning permission.

All owners must now obtain planning permission before changing the use of a property to any size of HMO, while planning permission has always been required for any large HMOs for more than six people.

The reinforced rules will help the council:

- prevent the overconcentration of HMOs in any one area
- preserve the character of local neighbourhoods
- protect residents.

An immediate Article 4 Direction still requires the council to consult with residents after it has been implemented, and then confirm it after six months, with agreement from the Secretary of State.

The Article 4 Direction will only apply to new HMOs. Landlords with existing small HMOs will not be required to submit planning permission.

Find out more:
www.hillingdon.gov.uk/article-4-directions



Additional licensing scheme update

While an Article 4 directive relates to planning rules, other measures local authorities can implement to obtain tighter controls over HMOs and landlords are through licensing schemes.

Currently, the council operates a mandatory licensing scheme for large HMOs – properties occupied by five or more residents from two or more households who share bathroom or kitchen facilities.

The council is proposing to introduce an additional licensing scheme which would expand on this, and apply conditions to small HMOs rented to three or more occupiers in two or more households, who share a kitchen or bathroom, and are not already covered by the existing mandatory licensing requirements.

The tighter restrictions would help the council to address issues, including rogue landlords, poor quality housing, safety conditions, ASB, and waste management.

A consultation on the proposals ran between October and January, and feedback is being reviewed, and will help inform a decision on implementing the scheme.

Report your concerns

If you are worried about poor health and safety standards or overcrowding in an HMO, or believe a property is occupied by five or more unrelated people and it doesn't have a licence, report it by emailing, hmolicensing@hillingdon.gov.uk.

Cllr Steve Tuckwell, Cabinet Member for Planning, Housing and Growth, said:

"Too many communities have felt the impact of poorly managed HMOs, from overcrowding and ASB, to properties that simply aren't fit for purpose.

"Residents have told us that the situation in some areas has become a scourge on their neighbourhoods, and based on these reports, we must take action.

"The new Article 4 measures give us far stronger powers to control where HMOs can be set up and to properly hold landlords to account.

"For many people, HMOs offer an affordable and flexible housing option, and good landlords play an important role in providing that. These powers will help us work with responsible landlords while making sure HMOs are in the right locations and meet the standards our residents rightly expect."

Common uses of HMOs



Young professionals starting their careers often choose HMOs for affordability and convenience.



Students benefit from shared housing close to universities or transport links.



Single adults or those in transition, such as people relocating for work, find HMOs a practical short-term and lower cost solution.

Watch Cllr Tuckwell's video:
www.hillingdon.gov.uk/managing-hmos



Safe and strong communities

Bringing local history to life

Last month, our new Museum and Archives Service opened at the Civic Centre in Uxbridge, offering visitors the opportunity to view a variety of fascinating historic objects from across the borough – many on public display for the first time.



The Mayor of Hillingdon, Cllr Philip Corthorne, officially opened the museum in December

The museum is located alongside Uxbridge Library in the former Middlesex Suite building, and is part of the council's drive to co-locate services to improve access and deliver value for money.

There are more than 2,500 objects on display, with the new space allowing for larger objects that were previously too big to be on show, including an old milk churn and wooden fire cart.

There are also two pop-up exhibitions. 'Hillingdon's Treasures' explores the history of the borough using some of the most interesting artefacts and archives from the collection. Objects on display range from prehistoric coins and mammoth

teeth to a 1960s space heater and a Somali guntiino (traditional dress) donated in the 21st century.

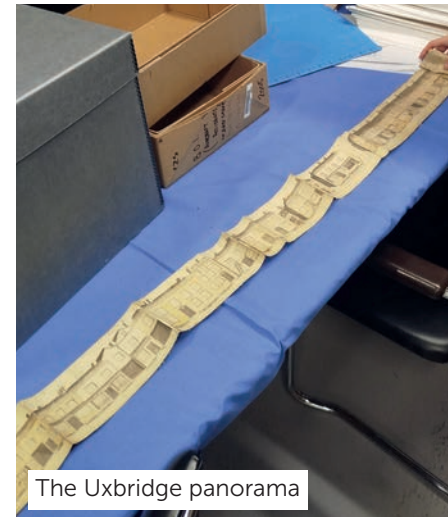
The treasures also include Basset's grant, a document from

the 1100s – the oldest document in the borough's collection, and which gave permission for Uxbridge to hold a market, thereby shaping the prominence of the town we know today.



Basset's grant

And there's also the Uxbridge panorama; a painted frieze from the 1850s illustrated across two four-foot long sheets of linen-backed paper, detailing scale drawings of every shop on the high street and naming its proprietor.



The Uxbridge panorama

Another key treasure was recently found during the HS2 excavations – a collection of more than 300 Iron Age coins called 'potins' dating from the 1st century BCE.

The second exhibition explores the history and culture of shopping, examining the stores and trades on a typical shopping street in the borough from the 19th century to the present day.

There is also a space in the museum for children and families styled as a Victorian parlour, where residents can learn about Victorian life through hands-on exploration with real and replica material.

The Archives Service also provides residents with access to historic documents and ancestry resources in a new search room.

Cllr Wayne Bridges, Cabinet Member for Community and Environment,

said: "This is a brilliant new museum for residents and visitors to the borough, which will help them uncover and understand our unique heritage and connections to the past.

"This bespoke space has been created to give the best possible experience for visitors, while preserving the objects, and showcasing some of our collection that we've not been able to share previously."

The new museum is one of the venues included in the Hillingdon Heritage Membership.

Find out more at www.hillingdon.gov.uk/heritage-membership.



Cllr Bridges in the Victorian parlour

Discover Hillingdon's history:

www.hillingdon.gov.uk/museum-and-archives



A digital-enabled, modern, well-run council

Curating the past

Hillingdon People met Borough Curator, Charlotte Dennehy (pictured right), to find out what her job entails and ask why it's important the borough's history is preserved and shared.

One day Charlotte might be cataloguing historical objects stored in the roller-racking, or painstakingly identifying an insect caught on a pest trap to ensure it's not a species that could harm the building or objects. Another day, she might find herself reading an old diary, kindly and unexpectedly donated by a resident, detailing first-hand the Blitz and beginning of meat-rationing during the Second World War.

She said: "When people think about history, they often think

it's boring, but knowing the history of the place you're from, adds a lot of value to your life, because you can walk around and be like: 'Oh, I know that this used to be this or that.'

She adds that the role is not just about preserving historic objects, but of sharing our knowledge of historic moments.

"It's important that we remember things like the Battle of Britain, so that those events don't happen again. Educating future generations, and raising awareness that those events have happened, and why," she adds.

Charlotte has worked hard on the two new exhibitions on display in the museum, and she and the wider team were also involved in the building's design to ensure it protected the



artefacts inside, with lighting and UV films on the windows to prevent damage to precious photo-sensitive objects.

The new museum will serve future generations for many years, and Charlotte hopes that along with our other heritage sites, it will inspire more people to uncover a love of our past and the connections this brings.

'This is what I was meant to do'

Sara Turner, 54, from Northwood, became a foster carer to make a difference to a child's life by providing love, support and care at a vital time in their lives – this is her story.

Since joining the council in 2022, Sara (pictured below) has provided long-term care for several children, including a 14-month-old boy, and two brothers, aged 20 months and six years old, whom she currently fosters. She also provides short-term respite care for babies and children when needed.

Sara was the council's first parent and baby carer, where she created a nurturing and

structured environment for a young mother and her newborn baby.

She began her fostering journey after seeing the impact her neighbours had made.

She explained: "There are two other foster carers that live on my road, and I had got to know the children they were caring for. I saw just how happy those children were and what a fantastic job the carers were doing, and I thought 'this is something I would like to

do myself' so I looked into it and haven't looked back.

"The children make it special – you feel you're that bridge guiding them until they go onto their, hopefully, better life. I just feel like this is what I was meant to do – it's part of my life.

"The children are just so loving and it's really nice to see them settled and when they come up and give you a hug and start to trust you. To be part of that



is really rewarding and you genuinely love these children. They are so innocent and expressive and it's wonderful seeing them give back to you – I get so much out of it."

Alongside the help she receives from her social worker, she's also supported by her two daughters and niece.

She explained: "My children are really invested - in fact my eldest daughter is training to become a foster carer.

"They say that if you do what you love, you'll never work again and that's how I feel. Although this is a 'job', it doesn't feel like one because I'm just doing what I love and it's my everyday life.

"I do my best to treat the children as if they were my own, and they tend to settle in very quickly. I don't have any regrets, and I hope to be fostering for a long time to come.

"I can honestly say, although there have been ups and downs, the whole fostering journey has been very positive for me – there's lots of support out there and other foster carers you can talk to, get advice, and the children really are wonderful and do make it all worthwhile.

"The support we receive as foster carers is a very good package. We are very lucky in that it takes a lot of the burden off with council tax as we get a discount.

"We also receive a Merlin pass which helps with days out as a family because it can get very expensive. There's also an allowance to help you with your heating bills.

"You're able to go out and buy the things that the children need and not have to worry because that support is there for them."

The benefits of fostering for Hillingdon

The council has a highly competitive and supportive fostering package, for both new and existing foster carers, equating to an annual salary of 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.

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

"We're so grateful to dedicated carers like Sara who are making a lasting difference by providing loving and stable homes for children when they need them most.

"We'd encourage more people to consider this rewarding role – our friendly fostering team can support you on every step of your journey and our generous payments and benefits package has been designed to recognise the vital role our carers play."

Find out more and watch Sara's fostering journey:
www.hillingdon.gov.uk/fostering



Thriving, healthy households

Future-proofing our homes and working to prevent homelessness



Cllr Jonathan Bianco with Barr Lodge residents, Merle Watson and Barbara O'Brien

The council is delivering improvements to tenants' homes and helping residents at an early point to avoid them becoming homeless.

Warmer and safer homes

Last year, the council set out plans to deliver an ambitious four-year £108 million investment programme to improve council tenants' homes. Using data from our 2024 boroughwide stock condition survey, the programme is designed to future-proof the council's housing stock and enhance residents' lives.

We are undertaking a range of projects across the borough, using multiple contractors, aimed at improving the energy efficiency of homes, which is not only better for the climate, but makes them warmer, reduces damp and mould, and lowers household energy usage.

More than 600 homes are receiving high performance double glazed windows, including Barr Lodge and Bond Close, one of our sheltered housing units in Yiewsley, where work completed in the autumn.

Resident **Barbara O'Brien** (pictured above right), said: "I'm really happy with the works, the new windows are a big improvement and much easier to keep clean. The staff were excellent, always friendly and kept us informed."

The new PVC-u windows vastly improve the amount of heat retained by each flat and improve the exterior appearance of the site.

Work has also begun on a Greener Homes project, aimed at improving the energy efficiency of single brick properties, many of which were built in the early 20th century.

It includes adding external wall insulation, loft insulation, ventilation systems and roofing repairs. In November, work started on the first phase which will deliver improvements to 78 properties in Wescott Way and Whitehall Road, Uxbridge and Ash Grove, Harefield. A further 242

properties are set to benefit by the end of March.

The upgrades will bring each property up to an Energy Performance Certificate (EPC) rating of C, ensuring warmer, more comfortable homes and helping residents reduce their energy consumption.

The council is also prioritising the safety of local residents, and since April 2025, 222 new Gerda fire doors have been installed across the borough, with a further 412 planned before the end of March.

The replacement doors offer exceptional fire and smoke protection, durability, and compliance with safety standards. The programme included the installation of 88 fire doors and assisted-technology door openers at Grassy Meadow Court, Hayes one of our extra-care housing schemes.

Resident **Ann Cleveland** said: "I absolutely love my new Gerda



door. It feels solid, looks smart, and I feel much safer at home."

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 or through MyAccount.

Help shape our services

A key part of the council's housing improvement plan is to become more open, accessible and accountable to residents by providing a range of opportunities to get involved.

In response to resident feedback, our tenant and leaseholder engagement conference is returning on Thursday 29 January, between 11am and 3.30pm, in person at the Civic Centre or online.

This year, the conference will be co-chaired by residents and council officers, and will provide an opportunity to learn more about our plans to improve housing services.

In person attendees can also meet with housing managers to discuss specific issues relating to their home and tenancy, however, spaces are limited.

To book your place online or in person, visit discover.hillingdon.gov.uk/tenant-leaseholder-engagement.

To receive regular updates about tenant and leaseholder engagement opportunities, our home improvements programme and much more, sign up to our housing e-newsletter at www.hillingdon.gov.uk/enews.



Seeking support early

Like other London authorities, the council is continuing to experience a rapid increase in demand for housing support, with more than 1,800 households in temporary accommodation and an average of 100 new housing applications each week, primarily due to landlord evictions.

Despite the council's efforts to increase the number of affordable homes in the borough, there are more than 3,500 applicants on the housing register but only 450 homes on average are let each year, many of which are one-beds.

If you are at risk of homelessness, seek support early. Waiting until you become homeless greatly reduces your options and increases the likelihood of needing to stay in temporary accommodation, which currently costs the council about £70,000 a day, and it could be out of the borough.

To stay housed in a secure home, residents are encouraged to seek advice from organisations such as Hillingdon Advice Partnership, Shelter, or Crisis, as well as the council.

How can the council help?

Each individual case is different, but the council could help by:

- working with your landlord or friends and family to prevent eviction
- supporting you to find an alternative privately rented property
- providing access to private landlords the council works closely with
- paying deposits or rent-in-advance payments
- helping you to maximise your income or apply for income support
- assessing your expenditure and helping you make changes.

Cllr Steve Tuckwell, Cabinet Member for Planning, Housing and Growth, said:

"We were really pleased to receive the second highest grading from the housing regulator, and we've been working to swiftly implement changes to our services and improve our homes.

"We're determined to ensure tenants' homes are safe, warm and good quality. Our works are helping us reduce carbon emissions and supporting residents to reduce their household energy use.

"While we are making improvements to our housing stock, demand for council housing continues to outweigh the supply. Our priority is to prevent homelessness before it happens, so if you're worried about your housing situation it's important to be proactive and seek help and advice early."

Take control of your housing situation:

www.hillingdon.gov.uk/housing-advice



Safe and strong communities

Building skills for a bright future

Through internships, apprenticeships and Brunel University placements, read how the council is opening doors for local people to develop their talents and shape successful careers.



Inclusive training and educational opportunities

Now in its sixth year, our Project SEARCH initiative continues to flourish, providing invaluable work placements to young people aged 17 to 24 with a learning disability or autism.

Delivered in partnership with the charity DFN Project SEARCH, Hillingdon Autistic Care and Support (HACS) and Orchard Hill College, more than 50 young people have gained new workplace skills and confidence since 2020.

Currently, seven young people aged 17 to 24 are gaining invaluable workplace experience as part of a year-long placement at the Civic Centre, Uxbridge.

Alongside the council, programmes in the borough are also run by organisations such as the Heathrow Sheraton Skyline Hotel, The Pavilions shopping centre, London Heathrow Marriott Hotel, Heathrow Airport, and Hillingdon Hospital.

Daniel Horne, aged 18, from Northwood Hills (pictured above), joined last September's Project SEARCH cohort and quickly discovered his passion for hospitality. In November, he applied for a role at PizzaExpress, Uxbridge and began work in December.

Reflecting on his experience, Daniel said: "Being part of this initiative has been amazing. In just three months, I've developed my communication and time management skills, improved my CV, and gained confidence for job interviews. I've learned so much about working in a team and supporting customers."

At PizzaExpress, Daniel is part of the restaurant team, assisting with delivery orders, serving customers, and supporting the bar staff. He thrives on interaction, saying: "I love working with people and making them smile. My managers and colleagues have been incredibly supportive, which makes the experience even better."

Faysal Awan, aged 23, from Yiewsley (pictured below), is gaining valuable workplace experience as a council apprentice. He said: "I've recently joined the Special Educational Needs and Disabilities Information, Advice and Support Service team, where I help by logging voicemails and raising tickets so colleagues can respond quickly to residents' enquiries.

"It's a great opportunity to learn and develop – I'm gaining practical experience and building valuable skills, such as updating my CV and preparing for job applications."



Interested in applying?

Details on how to apply for any of our Hillingdon supported internships can be found by visiting www.hillingdon.gov.uk/ready-for-work and selecting 'supported internships'.

If you have any questions, you can also email projectsearch@hillingdon.gov.uk.

Could your business host a supported work placement?

The council is encouraging local businesses and organisations to offer work placements to young residents with special educational needs and disabilities.

To find out more, email Stuart Smith at ssmith7@hillingdon.gov.uk.

Enhancing career prospects for students through Brunel University placements

The council continues to strengthen its partnership with Brunel University London through year-long placements, providing students with salaried, full-time roles as part of their degree programme.

Since 2024/25, six students have taken part in the scheme, including **Michael Petrone**, aged 21, and **Farhan Faruque**, aged 23, **both from Uxbridge** (pictured below), and studying Computer Science BSc (Hons).



Michael and Farhan joined the council's digital team in August as full-time software engineer placement students and are now part-way through the second year of their three-year degree.

Farhan said: "I've always been interested in software engineering, and I knew this position would be a great stepping stone for my career."

Michael shared: "Currently, we have been focusing on

migrating content from the old council website to the new one. This is my first experience in a corporate setting, so I'm learning a huge amount."

Farhan added: "I previously worked part-time in retail, and the skills I'm developing here are ones I'll be able to take into any future job."

Looking ahead, Michael said: "I'm looking forward to developing my automation skills and building my programming knowledge."

Both students are paid an annual salary and will each produce a portfolio at the end of their placement.

Alongside year-long placements, the council also supports Brunel's Summer Internship Programme, widening access to paid, real-world experience for first-year students.

Unlock your full potential with council apprenticeship opportunities

The council offers a range of apprenticeships, suitable both for those just out of school or college and for anyone wishing to retrain or pursue a new profession.

Combining hands-on work experience with academic learning, they allow people to develop essential, industry-recognised skills while earning a salary.

There are currently 202 apprentices working across a range of services, including new recruits and existing council employees who want to change career path or develop their skills.

Jack Foote, aged 20 from Eastcote (pictured right), joined the council as a Level 6 Trading Standards Degree Apprentice in July 2024. He said: "Pursuing an apprenticeship really appealed to me because I didn't like the idea of leaving university with a mountain of debt. I studied law at A-level, spotted this opportunity advertised, and decided to go for it."

"Our team investigates and enforces across a range of areas, including illicit tobacco and vape sales, age-restricted sales, counterfeiting, doorstep crime, and product safety issues. We also inspect goods arriving at Heathrow Airport and work with other agencies to remove unsafe and illegal products from the community."

"Every day is different, and that's what I enjoy most about the role."



I also really appreciate being part of such a supportive team, where everyone is willing to help and share their knowledge."

The benefits of an apprenticeship with Hillingdon

- A nationally-recognised qualification.
- Job specific skills for your chosen career.
- A salary with paid holidays.
- Workplace-based training and (where appropriate) off-site training and/or e-learning.

Interested in joining us?
www.hillingdon.gov.uk/jobs



A thriving economy



Cllr Edwards, Keeley Shelton, Cllr Lavery and Cllr Bianco in front of the splash pool area at the Platinum Jubilee Leisure Centre

Take the first step to better health

The start of a new year is the perfect opportunity to get moving, boost your fitness, and focus on living a healthier lifestyle. The council and its partners have plenty of opportunities to help you become more active and make 2026 your healthiest yet.

Regular exercise can significantly reduce the risk of major illnesses, while being physically active supports both your physical and mental health. The important thing is to take that first step towards fitness – set small, achievable goals and enjoy the wider benefits of improved wellbeing.

Why not start by joining one of the council's leisure centres? Each offer modern facilities, a welcoming atmosphere and classes suitable for all ages and abilities.

Botwell Green Sports and Leisure Centre in Hayes features well-equipped cardio and strength gyms, a fitness studio offering more than 35 classes each week, two swimming pools and 3G pitches for outdoor activities.

Highgrove Pool and Fitness Centre in Ruislip boasts a gym

with more than 120 exercise stations, two studios providing more than 80 classes, including yoga, Pilates and dance, and a dedicated cycle studio with 28 bikes. The centre also features a 33-metre main swimming pool.

In Uxbridge, Hillingdon Sports and Leisure Complex offers a modern two-storey gym with almost 90 pieces of state-of-the-art equipment. The site includes a 50-metre indoor pool and a large sports hall.

Queensmead Sports Centre in South Ruislip provides a 90-station gym, floodlit tennis and netball courts, and a multi-purpose sports hall suitable for football, basketball, handball and other activities.

Residents will soon be able to visit the brand-new Platinum Jubilee Leisure Centre in West Drayton, which will further expand the range of high quality facilities available across the borough.

The centre boasts a 25-metre, eight-lane swimming pool, training pool, leisure splash pool with play features, a rooftop five-a-side 3G football pitch, a spacious sports hall for activities, a two-level gym with dedicated zones, spin and dance studios, and a children's clip 'n' climb area.

On Tuesday 18 November, Leader of the Council, Cllr Ian Edwards; Cllr Jonathan Bianco, Deputy Leader and Cabinet Member for Corporate Services and Property; Cllr Eddie Lavery, Cabinet Member for Finance and Transformation; and Keeley Shelton, GLL's Partnership Manager, toured the site to see how the works are progressing.

For more information and to register:
www.better.org.uk/hillingdon



Activities for older residents

For residents aged 65 and over, maintaining strength, balance, and mobility is key to healthy ageing. The council provides a variety of free and low-cost activities to support this, including free swimming sessions at indoor pools, chairobics (gentle chair-based exercises), and beginner-friendly tea and desi dance classes. Further details can be found at www.hillingdon.gov.uk/moves.

Free swim sessions or classes can be booked at Hillingdon Sports and Leisure Complex, Botwell Green Sports and Leisure Centre and Highgrove Pool, either in person or online via www.hillingdon.gov.uk/swimming.

The council's Strength and Balance Exercise Programme helps older residents stay active, feel steadier on their feet, and reduce the risk of falls. To find out more, visit discover.hillingdon.gov.uk/fall-prevention.

Sessions are also available for residents in the early to mid-stages of dementia and their carers. Bookings can be made



at www.hillingdon.gov.uk/dementia-activities.

Staying fit and active in the great outdoors

Spending time outdoors can have a positive impact on both physical and mental wellbeing.

A range of activities are available, including:

Free led walks

Held daily in many of Hillingdon's parks. Find out more and book at discover.hillingdon.gov.uk/led-walks.

Book a tennis court

Enjoy one of the council's 10 tennis sites. Find a court near you and book at www.hillingdon.gov.uk/tennis.

Free park tennis

Sessions take place at Rosedale Park (Hayes), Northwood Recreation Ground and Harmondsworth Recreation Ground. Sign up or become a volunteer at www.hillingdon.gov.uk/tennis-programmes.

Outdoor gyms

Located in 37 parks and open spaces, these free facilities cater to all ages and fitness levels. For locations, visit www.hillingdon.gov.uk/outdoor-gyms.

Free exercise classes

Run by Our Parks, these include boxercise, circuit training and bootcamp-style sessions in selected Hillingdon parks. Find out more at ourparks.org.uk.

Explore the borough by bike

The council has plotted cycle routes to and from Uxbridge town centre using quieter roads. There's also a selection of off-road cycling facilities. Learn more at www.hillingdon.gov.uk/cycling.

Stop smoking today

Regardless of how long you've smoked for, quitting can help both your physical and mental health immediately, and the new year is a great time to consider kicking the habit.

It's never too late to quit, and our stop smoking service can help.

It offers expert advice, free access to an experienced

NHS stop smoking adviser at a location and time to suit you, contact details for various Hillingdon pharmacies that can help you quit and, if appropriate, smoking cessation medications.

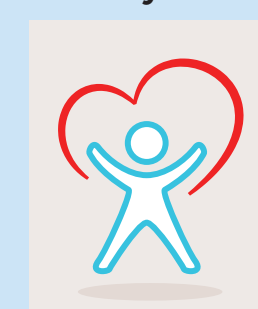
To find out if you could get support, visit www.hillingdon.gov.uk/stopsmoking, email lbofh.stopsmoking@nhs.net or call 0203 8387858.

Healthy heart activities return to libraries

February is national Heart Month and our libraries are once again inviting residents to take part in a series of free activities aimed at encouraging a healthier lifestyle.

The month-long programme includes health talks, heart-themed storytimes, readings and light exercise sessions.

Find out more at discover.hillingdon.gov.uk/heart-month.



Thriving, healthy households

Make recycling your resolution

The new year often heralds new starts, so if your household doesn't regularly recycle then why not make 2026 the year you give it a go to help protect the environment?

We're proud to offer a range of recycling collections. The more we reuse, repair or recycle, the less waste each home produces, which is better for the planet.

We offer weekly collections for:

- dry mixed recycling
- food waste
- garden waste (fortnightly in winter).

Households can also organise free textiles collections through our partnership with the charity Traid and we also offer a low-cost bulky waste collection service.

Many of you may have received new electronic devices for Christmas and need to dispose of older ones. These items, including old cables, can be taken to 21 dedicated locations across the borough,

including the pink bins in libraries. Please remember that wrongly disposing of batteries, or items with hidden batteries can pose a significant fire risk. Find out more at www.hillingdon.gov.uk/battery-recycling.

You can also take your recycling to Harefield Civic Amenity Site. Our recycling service is continually adapting to reflect changing trends in modern life, and the site now offers dedicated bays for emerging waste streams, including vapes and coffee pods.

The council's offer is comprehensive; by simply 'taking two seconds' as part of your daily routine to sort your waste, we, as a borough, can reduce contamination and recycle more.

Food waste collection service expands

In April, new government legislation called 'Simpler Recycling' comes into effect, aiming to make it easier for households across the UK to recycle more by ensuring that local authorities provide all recycling services to eligible households.

In Hillingdon, the council is making changes early. From mid-January, food waste collections will be rolled out to private housing blocks, with collections starting the week after you receive a food waste caddy. For those living in flats above shops, the council will begin rolling out dry, mixed recycling and food waste collections in early February.



Keep an eye out for more details or sign up for our waste and recycling e-newsletter at www.hillingdon.gov.uk/enews.



Cllr Wayne Bridges, Cabinet Member for Community and Environment, said: "We're asking residents to make it their New Year's resolution to start recycling if they don't already, or to recycle more for those who do. To make that as easy as possible, we offer a range of recycling options that are easy to use.

"We are also working hard to reduce recycling contamination and are aware that the main contaminating items include food, textiles, and small electricals, all of which we provide a solution for.

"With food waste collections being extended to more residents, we will have many more homes contributing to our recycling efforts. This is great news for the environment and helps us to minimise overall household waste."

Find out more:
www.hillingdon.gov.uk/recycling



A green and sustainable borough

Building a love of books and reading

It's the National Year of Reading and our libraries continue to inspire young readers. Discover how programmes like Tiny Tales spark imaginations and help build a lifelong enjoyment of books.

Nurturing skills

Aimed at children aged 18 months to five-years-old, Tiny Tales sessions bring stories and songs to life, making reading fun while helping young children develop language, confidence, and social skills.

A survey conducted last year among parents and carers revealed overwhelmingly positive feedback. Ninety-two per cent of respondents said they felt welcomed and that the storytimes boosted their child's confidence to read at home. In addition, 96 per cent reported a positive impact on health and wellbeing and 88 per cent saw improvements in their child's language development.

For **Umisha Bhatia, from Hillingdon**, attending Tiny Tales at Oak Farm Library with two-year-old son, Avi, has been transformative. She said: "He's quite a gentle character, so when we first started, he wouldn't really engage or shake the shaker, but now he's participating – he's dancing, moving, and interacting a lot more.

"Tiny Tales encourages us to come to the library, get books and take them home, and it's definitely fostering his interest in books."



Umisha Bhatia and Avi

Merve Ozturk, from Uxbridge, also brings her 20-month-old daughter Elif to sessions at Oak Farm. She said: "I have noticed now that whenever she hears one of the rhymes, or we sing to her, she's participating a little bit more and trying to say the words and it's increased her vocabulary."

Getting an early start

In partnership with BookTrust, the UK's largest reading charity, the council provides Bookstart baby packs for children under one at libraries, children's centres and family hubs.

Free weekly storytime sessions at all of the borough's libraries

offer something for every stage, from pregnancy to age five.

Once Upon a Bump at Uxbridge and South Ruislip libraries welcomes new and expectant parents with babies up to crawling age. It's more than just stories – it's a safe space to connect, share, and support one another.

Tiny Tunes Rhymetime (birth to 18 months) and Tiny Tales (18 months to five years) bring stories and songs to life in all 16 branches.

Tiny Senses, available in seven branches, adds a sensory twist to storytelling for ages two to five, with particular benefits for neurodivergent children.

Inspiring independence

For older children, the council's annual Summer Reading Challenge encourages those aged four to 11 to keep reading during the school holidays, and last autumn a series of author-led storytelling and creative-writing workshops helped inspire book lovers aged three to 11.



Merve Ozturk and Elif

Discover library events: discover.hillingdon.gov.uk/events



Thriving, healthy households



Hayes Community Action Day

A safer borough for everyone

From supporting young people to preventing them from engaging in crime, to tackling domestic abuse and violence against women and girls, the council is working with local partners and organisations to ensure residents and communities feel safer.

Building brighter futures

The council is working hard to create safer, stronger communities in Hayes, with a targeted focus on reducing violent incidents.

In response to a rise in fatal incidents and safety concerns raised by residents, the council launched a community-based project, 'Making Hayes Safer', in partnership with schools, youth hubs, local businesses, residents, and faith groups, and funded by the Mayor of London's Violence Reduction Unit, to connect communities and deliver targeted early intervention support to young people.

Serious violence, including knife crime, is complex, with many causes. There is no 'quick fix' and the challenge requires long-term engagement with young people to alter attitudes and behaviour.

Launched in April 2024, the project aims to provide young people and families with practical

tools to prevent conflict and make positive choices through a range of activities and events, such as free sports coaching or mentoring opportunities.

How we're making Hayes safer in numbers

- More than 300 residents attended an anti-knife crime action day in the park next to Botwell Green Library (pictured above) on Friday 15 August.
- 15 at risk boys known to services, like the Youth Justice Service, took part in outdoor activities and life skill activities.
- 54 young people took part in a creative workshop on the Young Urban Arts foundation multimedia bus at Botwell Green Library.
- 20 young people participated in the Level Up Behaviour Intervention Programme, designed for schoolchildren who have been struggling with both behavioural challenges and mental health difficulties.

- 16 per cent reduction in violence offences for young people within the area since April 2025.

Sport has played a key role in the project providing young people with a safe outlet to express themselves. Thirty children attend weekly free basketball sessions with Transition to XL and football with YMCA Hayes, while a six-week self-defence programme, run by Fitness Meets Lifestyle, builds their confidence and resilience.

The programme has also sought to understand what young people feel their neighbourhoods need to feel safe. Following feedback from more than 270 children, which stated they wanted a safe place to dispose of weapons, the council reintroduced a knife surrender bin to Pump Lane car park in Hayes, in partnership with the Home Office and charity Word 4 Weapons.

If you would like to find out more about the project, email communitysafetyteam@hillingdon.gov.uk.

Standing up to domestic abuse and violence

The '16 days of activism', Monday 25 November to Tuesday 10 December, is a global campaign to end violence against women and girls.

Beginning with White Ribbon Day on Tuesday 25 November and the raising of the associated flag on the Civic Centre forecourt, it was an opportunity to raise awareness of domestic abuse, which is often hidden, the support available to victims and survivors, and to highlight how everyone can play their part and use their voice to challenge harmful attitudes and behaviours.

On Thursday 27 November, the council's White Ribbon Day event at the Civic Centre brought together more than 100 participants, including representatives from across the council, the NHS, police, and community organisations who support victims and survivors of domestic abuse, such as Refuge.

This year's theme focused on coercive control, domestic abuse, and stalking, with a particular emphasis on the role of technology. Guest speakers shared their expert knowledge with attendees to increase awareness of different types of abuse, provide support on how to intervene to prevent this from escalating, and challenge assumptions about who is affected.



White Ribbon event in the Council Chamber

Members of the council's Hillingdon Domestic Abuse Advocacy Service (HDAAS) also hosted an information stall in the café at Hillingdon Hospital on Tuesday 25 November and Tuesday 2 December to raise awareness of domestic abuse, gender-based violence and the confidential support available to everyone.



Refuge hosted a stall at the white ribbon event

Cllr Jane Palmer, Cabinet Member for Health and Social Care, said:

"Violence against women and girls and domestic abuse is everyone's business, and we can all play a part in tackling it."

"Our domestic abuse operational group is enabling us to work closer with partners from across the borough, so we all come together to make a difference and foster a safe environment where survivors feel confident seeking help and accessing available support services."

Watch Cllr Palmer's video:
www.hillingdon.gov.uk/domestic-abuse-zero-tolerance



Need support?

If you are experiencing domestic abuse and live in Hillingdon, HDAAS can provide you with advice to help you make informed choices about your situation and help you leave an abusive relationship safely. They can be reached on 07874 620954 or at hdaas@hillingdon.gov.uk.

If you are a victim of domestic abuse, or know someone who is, and there's an immediate danger or ongoing emergency, call 999 right away.

For non-emergency situations, visit www.hillingdon.gov.uk/abuse to learn more about local support.



HDAAS stall at Hillingdon Hospital with staff



Safe and strong communities

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. Events marked * are FREE.



The Height of the Storm

By Florian Zeller

Translated by Christopher Hampton

PROSCENIUM

18-21 March 2026

7.45pm, Compass Theatre
Ickenham, UB10 8PD

Tickets: £17, Concessions: £16
Groups of 10+: £13

www.proscenium.org.uk
Book tickets: 01895 250615
or discover.hillingdon.gov.uk/theatres
Online transaction fee: £1.50

January

- 21 The Women's Orchestra of Auschwitz***
Uxbridge Library
- 22 A Tribute to the Carpenters**
Beck Theatre
- 22 Mother Goose**
Runs until 24 January
Winston Churchill Theatre
- 23 Women's Walking Football***
Also on 30 January
Hillingdon Sports and Leisure Complex
- 24 Big Garden Birdwatch***
Cranford Park
- 24 In their words: The Battle of Britain as told by The Many and The Few**
Battle of Britain Bunker
- 27 Healthy Ageing Workshop***
Botwell Green Library

- 27 Dementia-Friendly Daytime Disco**
Compass Theatre
- 27 Peppa Pigs Big Family Show**
Also on 28 January
Beck Theatre
- 28 Men's Walking Football***
Hillingdon Sports and Leisure Complex
- 29 Tenant and Leaseholder Engagement Conference***
Civic Centre
- 29 The Story of Moshe Senensieb and Ester Kraut***
Manor Farm Library
- 30 Family Games and Puzzles***
Hayes End Library
- 30 Coffee and Crime with Sophie Hannah**
Manor Farm Library
- 30 Sexbomb: Celebrating the Music of Sir Tom Jones**
Beck Theatre

- 31 The Compass Mosaic Show**
Compass Theatre

February

- 4 Dementia-Friendly Choir Sessions**
Also on 4 March
Winston Churchill Theatre
- 5 Paradise Found: Live Meatloaf Rock Show**
Beck Theatre
- 6 Wildlife Walk**
Woodland Centre
- 9 From Bombay to Bond: Murder Lies and Spies**
Botwell Green Library
- 13 Visual Impaired Group***
Ruislip Manor Library
- 14 Bridget Jones Mad About the Boy**
Compass Theatre
- 16 Games and Activities***
Woodland Centre

- 16 West End Wannabes Workshop**
Runs until 17 February
Compass Theatre



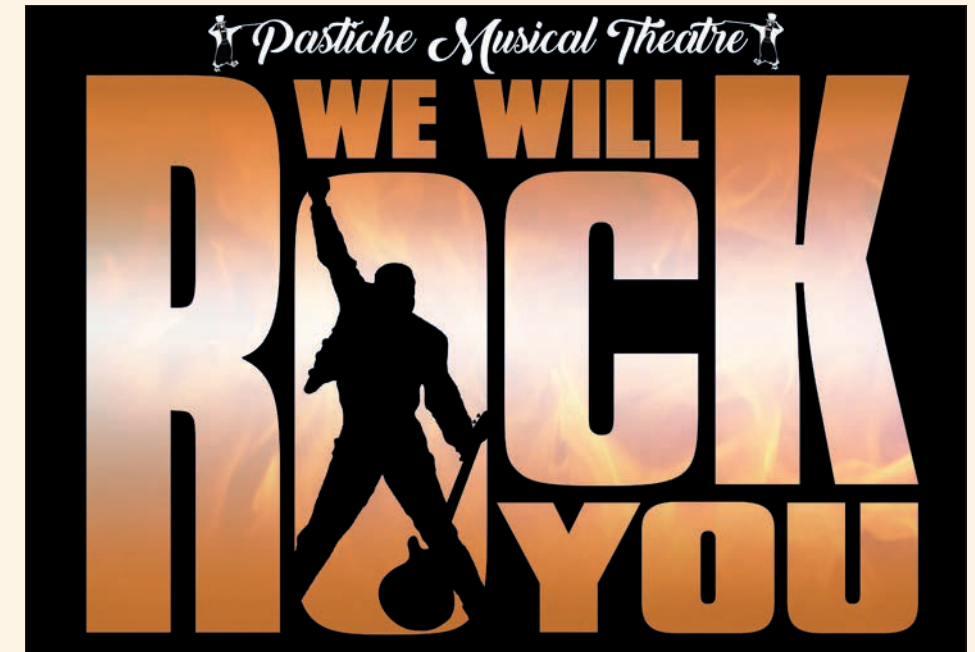
- 16 Arts and Crafts***
Also on 17 February
Woodland Centre
- 18 KPop Demon Hunta'z Live**
Beck Theatre
- 24 Dementia-Friendly Daytime Disco**
Compass Theatre
- 25 Jack and Eve by Wendy Moore**
Uxbridge Library

March

- 1 Family Concert**
Winston Churchill Theatre
- 3 Curtain Up!**
Compass Theatre
- 4 Drop-in Youth Session**
Uxbridge College
- 4 Inter Youth Session**
Also on 11 March
Barnhill Community High School
- 6 SENDIASS Drop-in Sessions**
Also on 9 and 11 March
Various children's centres

- 11 Half a Sixpence**
Runs until 14 March
Winston Churchill Theatre
- 18 The Height of the Storm**
Runs until 21 March
Compass Theatre
- 25 We will Rock You**
Runs until 28 March
Compass Theatre

- 25 Joseph and The Amazing Technicolor Dreamcoat**
Runs until 27 March
Winston Churchill Theatre
- 28 Secrets Uncovered Tour**
Battle of Britain Bunker



Community events

Regular events

- **Yoga with Dinta**
Saturdays, 11am to midday
Cost: £12 per class.
For more information, email yogawithdinta@aol.co.uk or call 07870 981885.
St Lawrence Church, HA5 2SJ
- **Yoga with Nikky**
Tuesdays, 7.30pm to 8.30pm and Saturdays, 8am to 9am
Cost: £12 or £60 for six classes.
To book, call or WhatsApp 07855 021499.
Eastcote House Gardens
- **Uxbridge Quakers Neighbourhood Movie Night**
Third Thursday of the month, 6.30pm
Cost: Free.
Find out more: uxbridgequakers.org.uk/neighbourhood-film-nights.
Friends Meeting House, UB8 1QW
- **Northwood Craft Market**
First Saturday of the month, 10am to 2pm
Find out more: www.northwoodcraftmarket.co.uk.
Methodist Church Hall, HA6 3AA
- **Duck Pond Market**
Artisan food and craft markets
First and third Sunday of every month, 10am to 3pm
Manor Farm
- January**
- 24 Handel's Messiah Choruses**
2pm to 5pm
Cost: £15, including tea and cake.
Tickets on the door.
Ickenham United Reform Church
- February**
- 11 Portraits of the Maharanis, a talk by Dr John Stevens**
2pm
Cost: Free entry for Arts Society Hillingdon members. Visitors £9.
Winston Churchill Theatre
- 28 Classic Concert**
7pm
Cost: £15.
For tickets and more information, visit www.southlandsarts.co.uk.
Southlands Arts Centre, UB7 7PW

News from our partners

More urgent dental appointments now available in Hillingdon

Access to urgent dental appointments has been improved across the borough, don't suffer with painful tooth problems, you can now call NHS 111 to get help.

Appointments can be accessed 24 hours a day, seven days a week through NHS 111 — either online or by calling 111.

What the 111 service covers

If you are experiencing serious dental problems, urgent dental appointments are available. This includes:

- severe toothache that cannot be managed with over-the-counter painkillers

- dental abscesses causing swelling, pain or fever
- broken, fractured or knocked-out teeth and fillings
- bleeding in the mouth following an injury
- infection
- severe gum bleeding.

How to access care

You do not need to be registered with a dentist to use this service. Anyone in need of urgent advice or treatment can contact NHS 111.

More information about urgent dental care is available at [NHS.uk/urgentdentalcare](https://www.nhs.uk/urgentdentalcare).



Urgent NHS dental treatment and advice 24/7

Go to 111.nhs.uk visit 111.nhs.uk

Keeping you safe: update from the Metropolitan Police Service

As we enter 2026, crime levels in Hillingdon remain relatively low, with reductions in vehicle theft, violent crime, and hate crime.

Hillingdon crime prevention highlights

Criminal Behaviour Orders (CBOs): There are currently 18 active CBOs in place against prolific offenders in Hillingdon. These orders impose strict conditions that help prevent reoffending and protect the wider community.

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.

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 enhance safety and provide support to victims.

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.

Meet your local team

Hillingdon Police are committed to ensuring that all residents know their local officers and how to reach them.

To find your local officers, go to the 'Your Area' section at www.met.police.uk/area/your-area and enter your postcode.

Report places where you feel unsafe

StreetSafe is an anonymous online tool from the Metropolitan Police Service that lets you report any location

where you feel unsafe, even if no crime has occurred. You can flag issues such as poor lighting, overgrown areas, intimidating behaviour, or other environmental concerns.

Your report helps police and local partners identify problem areas and improve community safety. Submit a report at www.police.uk/streetsafe.

Inspector Pav Dhaliwal



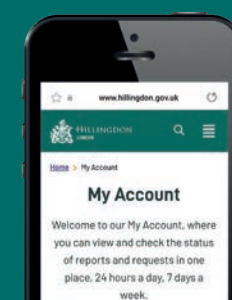
Need to contact us? Join the thousands choosing to do it online

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.

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

Benefits
www.hillingdon.gov.uk/benefits

Births, deaths and ceremonies
www.hillingdon.gov.uk/births-deaths-ceremonies

Businesses and licensing
www.hillingdon.gov.uk/business

Councillors, meetings and consultations
www.hillingdon.gov.uk/council

Council tax
www.hillingdon.gov.uk/counciltax

Families' Information Service, fostering and adoption
www.hillingdon.gov.uk/families

Fraud Hotline
www.hillingdon.gov.uk/report-fraud
0800 389 8313

Health and wellbeing
www.hillingdon.gov.uk/health

Housing Services
www.hillingdon.gov.uk/housing
01895 556666

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

Leisure (including parks, leisure centres, theatres and events)
www.hillingdon.gov.uk/leisure

Libraries
www.hillingdon.gov.uk/libraries

Planning and Building Control
www.hillingdon.gov.uk/planning

School admissions
www.hillingdon.gov.uk/schooladmissions

Stronger Families Hub
www.hillingdon.gov.uk/stronger-families

Transport, roads and parking
www.hillingdon.gov.uk/transport

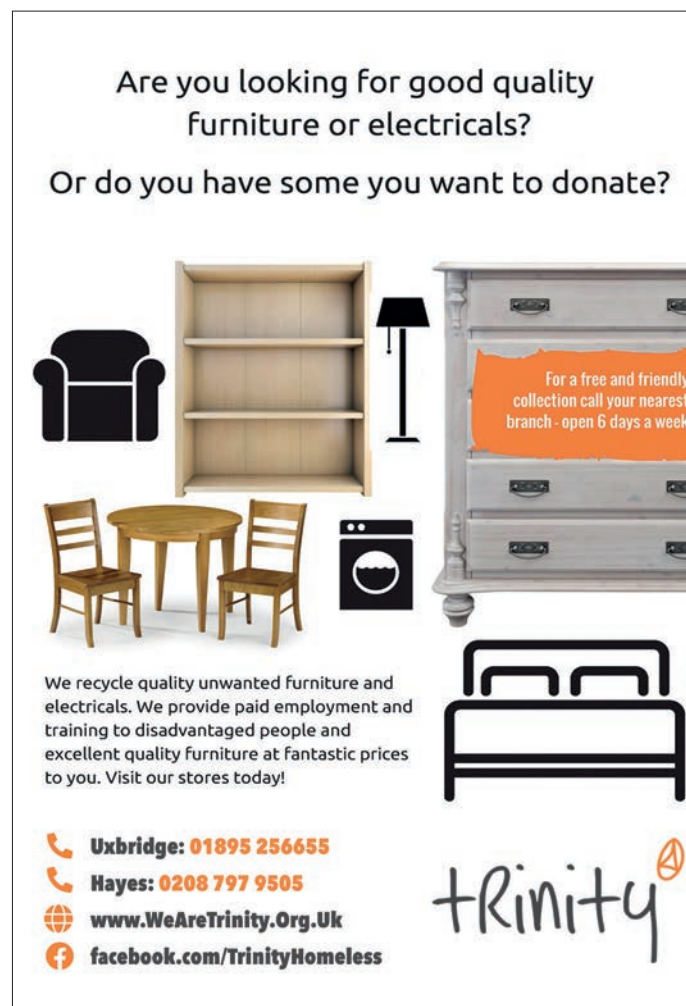
Mental health support

Hillingdon Mind
01895 271559

Samaritans
116 123 (freephone)

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Or do you have some you want to donate?



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www.WeAreTrinity.Org.Uk
facebook.com/TrinityHomeless

trinity

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Affidavits		Translations
Sponsorship Declarations		Educational Documents

Same Day & Weekend Appointments Available

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36 Blyth Road, Hayes, UB3 1AG

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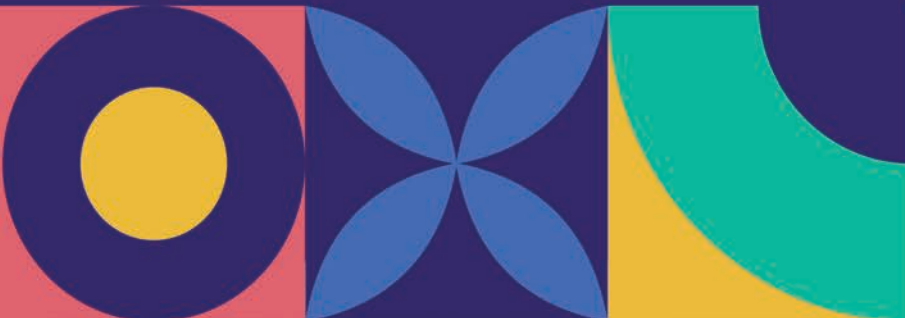


28
FEB

SATURDAY 28 FEBRUARY
UXBRIDGE CAMPUS
11AM - 2PM

18
MARCH

WEDNESDAY 18 MARCH
HAYES CAMPUS
4 - 7PM



OPEN
DAYS.

