

HILLINGDON people

Local news from your council

www.hillingdon.gov.uk

Charville ward 2024 edition

Hayes End Country Park



HILLINGDON
LONDON

Putting our residents first in Charville

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

A green and sustainable borough

Parks and green spaces

- Hillingdon has 67 Green Flag Awards – the most held by any local authority for the eleventh year running. Park Road Green retained its flag.
- During the past two years, 23,726 trees have been planted across the borough.

Delivering improvements to your area

- Each year, £1 million is spent on Chrysalis projects across the borough. Funds

were awarded to Grosvenor Avenue Allotments to create a car park to reduce the need for on-street parking and to Charville Community Centre to repair its leaking roof. Find out more at www.hillingdon.gov.uk/chrysalis.

Waste and recycling services

- The council continues to offer free, weekly and easy to use waste and recycling collections. Find out more at www.hillingdon.gov.uk/rubbishandrecycling.



PARKS AND GREEN SPACES

Park Road Green retained its Green Flag

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

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



- In summer 2023, following a successful trial, the council expanded its free food waste recycling service to council-owned blocks of flats.
- In June 2023, the council's waste and recycling team started a door knocking project to increase participation in food waste recycling. To date, participation in the scheme has risen from 21.6 per cent to 55.9 per cent in Charville ward.
- The council runs regular recycling roadshows across the borough, including at Hayes End Library. Find out more at discover.hillingdon.gov.uk/recycling-roadshow.
- Pink collection bins have been rolled out in libraries to offer residents another way to recycle their small electrical items. Find out more at www.hillingdon.gov.uk/small-electricals-recycling.

Reducing our carbon footprint

- As part of the council's commitment to being net zero by 2030, last July the council approved plans to deliver hundreds of charging points in the



A car park was created at Grosvenor Avenue Allotments

borough to meet demand as more drivers switch to electric vehicles.

- Last October, the council introduced a new road repair method which uses 80 per cent less energy than traditional asphalt repairs, 85 per cent less carbon and halves the overall cost of repairs.
- Work took place to replace defunct, electrically lit bollards with zero-emission, reflective versions made from recycled materials.

Read more inside



COMMUNITIES CELEBRATE
Residents of Raynton Drive celebrate the Queen's Platinum Jubilee

Safe and strong communities

Keeping residents safe

- 73 per cent of food premises in Charville ward are rated 4 (good) or 5 (very good) under the Food Hygiene Rating Scheme.
- A construction company was fined £5,000 after council officers caught builders carrying out noisy works outside permitted hours at Newport Road.
- Following reports of fly-tipping, the council's CCTV service installed a series of cameras along Portland Road covering the main housing blocks and children's play area.
- This financial year, our fraud team identified savings related to fraud and prevented the loss of more than £9.6 million. If you suspect that someone is committing fraud against the council,

report it at www.hillingdon.gov.uk/report-fraud.

Improving social and private housing

- Across Hillingdon, 2,619 energy-efficient gas boilers were installed in council homes.
- As part of the Social Housing Decarbonisation Fund, the council has improved the energy-efficiency of 157 homes across the borough by installing loft insulation, double glazing, heat recovery extractor fans and new roofs.
- The council's private sector housing team regularly carries out inspections to investigate disrepair in privately rented properties and to combat landlords providing potentially hazardous living conditions.

A digital-enabled, modern, well-run council

Communities celebrate and mourn

- Communities celebrated the Queen's Platinum Jubilee, with the council supporting residents to hold street parties at Blacklands Drive and Raynton Drive. A Great Jubilee Quiz Night with fish and chips was held at Charville Library.
- The borough united to mourn the death of Queen Elizabeth II, with a book of condolence and space to leave floral tributes opened for residents at the Civic Centre, Uxbridge.
- Hillingdon marked the Coronation of King Charles III, with the council supporting street parties at Raynton Drive and Blacklands Drive. A royal-themed storytime with Coronation crafts took place at Charville Library.

Fighting ULEZ expansion

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

Cost of living support

- In response to cost of living pressures, the council continues to offer and promote a range of initiatives to support residents, including the Household Support Fund. Find out more at www.hillingdon.gov.uk/cost-of-living.
- The council's Holiday Activities and Food programme supports families by providing activities for children in receipt of free school meals during the school holidays, with 2023 the most extensive yet.
- Warm welcome centres and an activities programme are in operation across the borough during winter, including at Charville Community Centre.

Modernising services

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

Enhancing digital connectivity

- Investment was secured from Openreach for 10 exchanges which will connect thousands of homes and businesses with 'Full Fibre' broadband.
- The council partnered with the Good Things Foundation through the National Databank Project to provide residents on low incomes with free SIM cards and/or monthly top-ups which are available at Charville Library.



Thriving, healthy households



Investing in leisure facilities

- The council is investing £2.25 million to upgrade facilities at the borough's leisure centres to help local people to stay active and healthy. Find your nearest centre at www.better.org.uk.

More special needs school places

- The council is investing in a multi-million-pound project to build new spaces or expand existing buildings in mainstream and special schools to create more places for children with additional needs. A Specialist Resource Provision was created at Charville Academy. From September, the number of places it can offer children with autism spectrum condition will double to 16.

A new chapter for libraries

- The council agreed a five-year Library Strategy, setting out its commitment to providing a first-class service and ensuring it is efficient and sustainable for the future.

Supporting young people and families

- Family hubs will be expanded boroughwide, building on existing services, such as children's centres, to offer enhanced and joined up support for families from pregnancy to adulthood within their local communities.
- A new Youth Offer was agreed, which will launch in April and reflect the diverse needs of today's young people by offering a more flexible format, delivering services locally using existing council buildings, family hubs and digital services.
- Charville Children's Centre continues to deliver a range of groups and activities to support families with babies and young children, and provide access

to advice on topics such as parenting, weaning, oral health, and children's learning and development.

- Hillingdon's Children's Services were judged one of the best in England, following an 'Outstanding' Ofsted report.

- The council's Planning Committee approved plans to remodel Charville Lane Children's Home to replace the current building with six family-sized homes as part of a new model of care for the borough's most vulnerable children.

Supporting older residents

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

Promoting health

- Regular led walks are held along the Hillingdon Trail. Find out more at discover.hillingdon.gov.uk/led-walks.
- The council's commissioned smoking cessation, substance misuse and sexual and reproductive health services, NHS Health Checks, Health Lifestyle Action programme and the NHS Healthy Start scheme are providing health support to residents. For more details visit www.hillingdon.gov.uk/health.



MORE SPECIAL NEEDS SCHOOL PLACES
A new classroom at Charville Academy

A thriving economy



Roads, footpaths and street lighting

- Part of the footpath on Goshawk Gardens was resurfaced.
- Christmas lights were installed on lamp columns and on trees in Kingshill Avenue, Hayes End Parade and Uxbridge Road.
- Our street lighting replacement programme replaces street lighting columns at the end of their life, gullies on highways are cleaned either annually, six-monthly or three-monthly, and faded line markings are repainted as necessary.

Town centre improvements

- In November 2022, the council's works to transform the streetscape along Kingshill Avenue concluded and the Adelphi Way junction now benefits from attractive screening made up of colourful stainless steel fins.

Learn with Hillingdon

- The council offers hundreds of part-time day, evening and weekend adult education courses at centres and virtually. Find out more at www.hillingdon.gov.uk/adultlearning.



TOWN CENTRE IMPROVEMENTS
The colourful stainless steel fins installed at the Adelphi Way junction

Contacting your Charville ward councillors



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