

HILLINGDON people

News from your council
March/April 2021

www.hillingdon.gov.uk

Get tested to slow the spread of the virus

Protect your community and get vaccinated

Budget approved for 2021/22

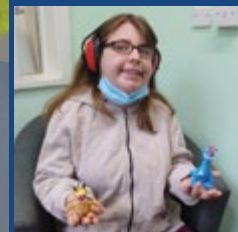
Could you foster?



HILLINGDON
LONDON



RECYCLING



CARE SUPPORT



IN BLOOM

Easter and early May Refuse and Recycling

To minimise disruption to waste and recycling collections over Easter and the early May Bank Holiday, we will be working on Saturday 3 April, Saturday 10 April and Saturday 8 May.

DON'T FORGET!

Easter	
Normal collection day	Revised collection day
Friday 2 April <small>(Good Friday)</small>	Saturday 3 April
Monday 5 April <small>(Easter Monday)</small>	Tuesday 6 April
Tuesday 6 April	Wednesday 7 April
Wednesday 7 April	Thursday 8 April
Thursday 8 April	Friday 9 April
Friday 9 April	Saturday 10 April

Early May Bank Holiday	
Normal collection day	Revised collection day
Monday 3 May <small>(Bank Holiday)</small>	Tuesday 4 May
Tuesday 4 May	Wednesday 5 May
Wednesday 5 May	Thursday 6 May
Thursday 6 May	Friday 7 May
Friday 7 May	Saturday 8 May

Please leave your rubbish out for collection by 6am.
Please leave your rubbish near your front gate, but not on the pavement.
Separate arrangements are in place for flats and business premises.
If you have any queries, or would like to report a missed collection, visit www.hillingdon.gov.uk/recycling or call 01895 556000.



www.hillingdon.gov.uk

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COVER PHOTO: PAUL DAY WHO WORKS IN SOUTH RUISLIP GETS TESTED FOR COVID-19. SEE PAGE 19 FOR MORE DETAILS.



Advertising deadline for next edition: **Friday 2 April 2021.**

Editorial and advertising enquiries

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After reading, please recycle this magazine

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Welcome



In my first *Hillingdon People* column as Leader of the Council, I would like to reassure you that there will be no reduction in the services that we deliver and we will continue to stay resolutely focused on putting residents first. Last month the council set its budget for 2021/22, once again keeping the council tax rise to 90 per cent of our neighbouring boroughs', with a small increase of 1.8 per cent, and showing our commitment to maintaining and investing in services and facilities for residents of all ages. Fees and charges on services provided by the council for Hillingdon residents, including parking charges, will also remain at least 10 per cent lower than those charged by neighbouring authorities. Additionally, the council's strong financial management has meant that we will be able to support the borough's COVID-19 recovery, with £10 million set aside as contingency should government grants not be sufficient to alleviate funding pressures. The council will continue to invest in your parks, libraries and leisure facilities; make improvements to support local high streets; resurface your roads and pavements, build new homes and provide additional school places. You can read about a range of investment projects in this issue of *Hillingdon People*, including our ongoing library refurbishment programme, the recent playgrounds that have benefitted from upgrades thanks to our popular Chrysalis scheme and the installation of a new bowling clubhouse.

At the same time, our focus and priority is tackling the COVID-19 pandemic by supporting residents and local businesses during these challenging times and working with our health partners to help us return to a more normal life as soon as possible.

We have also been working in partnership with the Metropolitan Police to take enforcement action against those who are not adhering to the guidelines.

As the vaccination programme gathers pace, I would like to encourage you to have your vaccine as soon as you are offered one. The COVID-19 vaccine is safe and effective, and gives you the best protection against the virus. It will also help to protect friends, family and your local community from this deadly disease.

Whether you have or haven't had the vaccine it's imperative that you continue to follow government guidance and remember to regularly wash your hands, wear a face covering when required and keep a safe distance from others.

I would also like to encourage residents who are not displaying symptoms to regularly use our lateral flow testing centres, especially those who cannot work from home. As many as one in three people with COVID-19 do not have symptoms and may be spreading the virus without knowing it.

We have now opened seven testing centres and I can confirm, as I regularly have one, that the test is quick and easy and enables those who test positive, and their contacts, to self-isolate and drive the rate of infection down.

I have been impressed by how Hillingdon residents have come together to support each other during the pandemic, and would like to thank you all for your efforts.

Stay safe

Ian Edwards

**Cllr Ian Edwards
LEADER OF THE COUNCIL**

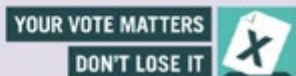
Polling stations will be safe places to vote in May, but there are other ways to vote.



Want to vote by post? Apply early

Find out more at electoralcommission.org.uk/voter

The Electoral Commission



+ KEEP HILLINGDON SAFE +

AS MANY AS ONE IN THREE PEOPLE WHO HAVE CORONAVIRUS SHOW NO SYMPTOMS

COVID-19 TESTING IS AVAILABLE FOR PEOPLE WITHOUT SYMPTOMS

Protect others by booking an appointment at www.hillingdon.gov.uk/community-testing or call 020 3949 5786

HILLINGDON LONDON
www.hillingdon.gov.uk



Government grant gives the borough a green boost

The council is benefitting from a £190,000 government grant to provide a programme of environmental and community engagement.

The Green Recovery Challenge Fund is designed to help the natural environment thrive. The fund is being delivered by the National Lottery Heritage Fund in partnership with Natural England and the Environment Agency.

The council and charity Groundwork South were jointly awarded the money in December.

The grant will be used to set up a 'green team' in the Colne Valley Regional Park consisting of young residents, who will be employed and trained, which will enable them to gain qualifications

and valuable experience to kick-start their future careers. The team will also clear rivers of invasive species, like floating pennywort, which blocks rivers and canals.

Additionally, the council will use the funding to employ an education and events officer who will mainly work at Ruislip Woods but also at Denham Woods. The officer will oversee a range of green courses, such as charcoal making, for young people and adults. They will also help to deliver an education programme to Hillingdon schools, called 'Classroom in the Woods.' This involves mainly primary school children taking part in environmental education activities such as 'mini beast hunts.'

Students vote on the issues that matter to them most

At the end of last year, pupils aged between 11 to 18 from across the borough took part in the UK Youth Parliament's Make Your Mark election, where they got the chance to vote on a range of topics that they feel are important.

The ballot, which took place in November 2020, allowed young people to vote on 10 local topics.

The ballot results were announced in December and highlighted that young people across the UK were mostly concerned about domestic violence as this topic gained more votes than any other issue. The second most pressing concern for voters was



Make Your Mark

access to jobs and training, followed by homelessness. Domestic violence will be one of Hillingdon Youth Council's key priorities for the coming year.

Additionally, **Nikita Khosla (pictured left), age 15, from Ickenham**, and a member of the Hillingdon Youth Council, was elected Deputy Chair of the London Youth Assembly in January.

She said: "I am beyond proud to be representing Hillingdon as the acting Deputy Chair of the London Youth Assembly and will do all in my power to ensure the group can make positive changes, both within our areas, and the wider community."

Find out more about Hillingdon Youth Council by emailing youthcouncil@hillingdon.gov.uk or calling 07809 230759.

Libraries host a variety of online activities for Heart Month

In February, more than 50 free online events were held at libraries across the borough to mark National Heart Month.

During the month-long programme, residents were encouraged to improve their wellbeing by making small changes, such as taking part in exercise or looking after their mental health.

Activities included health-themed stories and craft sessions for children, light exercise and coffee mornings.

Libraries offered new mindfulness sessions, such as yoga and meditation. Residents were also

encouraged to take a healthy walk to explore their nearby surroundings and take part in the Mayor of Hillingdon's Feel Good Photography Competition by sending in photographs that inspire happiness. Photographs were selected by the Mayor, Cllr Teji Barnes, and the virtual exhibition can be viewed by visiting www.hillingdon.gov.uk/mayors-competition.

The programme launched with an Explore Hillingdon Zoom event, where walkers shared ideas of where to explore locally while observing COVID-19 restrictions.

Later in the month, there was an interview with Dr Sarb Johal, a clinical psychologist who grew up in Hillingdon and now lives in New Zealand. His new book *Steady: Keeping Calm in a World Gone Viral* draws on his work supporting New Zealand's approach to fighting COVID-19 and offered day-to-day mental health advice about beating stress and tackling uncertainty.

Other highlights included an art workshop for children aged between 7 and 10 and their parents and carers. Children discussed what made them happy

and sad - and what they could do when they were ever feeling down to make them feel better. They made a colourful art project sharing their thoughts with words and drawings.



New Council Leader appointed and Cabinet announced

Cllr Ian Edwards became Leader of the Council on Thursday 14 January, replacing Cllr Sir Ray Puddifoot MBE, the council's longest serving leader.

At January's Full Council meeting, councillors gave a vote of thanks for Cllr Puddifoot's long service to

the borough. Cllr Puddifoot will remain a ward member for Ickenham until the next election in May 2022.

Cllr Edwards has been a resident of the borough since 1982 and is a former police officer, having risen to the position of Borough Commander for Richmond

before retiring after more than 30 years' service in 2007. He then served as a chief officer at Hillingdon Council for three years, with the responsibility for developing partnerships and supporting voluntary and third sector organisations.

He became a councillor in 2014, first representing Yiewsley. Since 2018, he has been a councillor for his home ward of Eastcote and East Ruislip.

The council's Cabinet was also announced, and includes:



Cllr Ian Edwards
Leader of the Council



Cllr Jonathan Bianco
Deputy Leader and Cabinet Member for Property and Infrastructure



Cllr Martin Goddard
Cabinet Member for Finance



Cllr Eddie Lavery
Cabinet Member for Environment, Housing and Regeneration



Cllr Douglas Mills
Cabinet Member for Corporate Services and Transformation



Cllr Susan O'Brien
Cabinet Member for Families, Education and Wellbeing



Cllr Jane Palmer
Cabinet Member for Health and Social Care



Cllr John Riley
Cabinet Member for Public Safety and Transport

Has your household taken part in Census 2021 yet?

The council is calling on all households in Hillingdon to take part in Census 2021.

It occurs every 10 years and gives the government the most accurate estimate of all the people and households in England and Wales. It has been carried out every decade since 1801, with the exception of 1941.

Census Day takes place on Sunday 21 March, and all households in the borough should have received letters from the Office for National Statistics

with a unique access code allowing them to complete the questionnaire online from early March.

The information that you provide will be used to help plan and fund public services, like transport, education and healthcare for local people so it's really important that your household takes part.

Cllr Douglas Mills, Cabinet Member for Corporate Services and Transformation, said: "The only way we can ensure that our communities

get the resources they need both now and in the future is by ensuring that Hillingdon has a high return rate – so please check that someone from your household has completed the census.

"Remember the census is a legal requirement and we urge as many households as possible to complete it by the end of March."

Residents without computer access and those who need additional support can visit one of the council's four COVID-secure

Census Support Centres (based at three of our adult learning centres: Brookfield, Harlington and South Ruislip, and at the Civic Centre, Uxbridge) – visit www.hillingdon.gov.uk/census to book an appointment and find out more.

Paper copies of the census are available upon request, and copies are also available in different languages. For more information and advice, please visit census.gov.uk or call the Census contact centre on 0800 141 2021.



REVAMPED
The Mayor of Hillingdon, Cllr Teji Barnes and Cllr Eddie Lavery open the refurbished playground at Yiewsley Recreation Ground

More playgrounds upgraded for young residents to enjoy

Three more playgrounds across the borough have recently been refurbished thanks to the council's Chrysalis programme.

A total investment of £266,900 has seen playgrounds at Parkfield Crescent, Ruislip; Yiewsley Recreation Ground and Cowley Recreation Ground modernised and installed with a range of new play equipment, colourful resurfacing, as well as new bins and benches.

The equipment has been upgraded to make the parks more welcoming and appealing places for young residents and their families to come and enjoy. All three parks now benefit from a wide range of new outdoor equipment for children of all ages, a new wheelchair accessible roundabout, and they feature interactive play activity panels to help children learn and develop.

Yiewsley resident and local Street Champion, Jacqui Szurgot, applied to the Chrysalis programme to recommend improvements for the playground at Yiewsley Recreation Ground. She said: "I live near the

park and like to take my four young grandchildren there to let off some steam. I submitted an application because the play equipment was not only tired but there needed to be more on offer for the under-fives. "I am delighted with the improvements and now the park is a place that the whole community, both young and old can enjoy."

Each year, £1 million is spent on Chrysalis projects across the borough; from buying new playground equipment to the refurbishment of community buildings.

Leader of the Council, Cllr Ian Edwards, said: "Our Chrysalis programme gives residents the opportunity to tell us where they would like see improvements on council-owned land within their local neighbourhoods. These three playgrounds were in need of an upgrade and I am pleased that families can now enjoy brand new play equipment following the refurbishment works."

To suggest an improvement via the programme, visit www.hillingdon.gov.uk/chrysalis.

Polish Air Force commemorated at the Battle of Britain Bunker

The council has installed a new exhibition at the Battle of Britain Exhibition and Visitor Centre in Uxbridge highlighting the vital role of the Polish Air Force during the Second World War.

Our Polish Air Force exhibition commemorates the 80th anniversary of the Battle of Britain (1940 to 2020), which involved No.303 (Kościuszko) Squadron – the most successful squadron during the battle. It was credited with destroying 126 enemy aircraft in just six weeks.

The council has worked closely with the Polish Air Force Memorial Committee to create the new display. Due to ongoing COVID-19 restrictions, the exhibition will be open to the public once the Battle of Britain Bunker reopens. However, the council has created a virtual preview of the display.

Many of the items in the exhibition are being shown to the public for the first time. They include the flying helmet of Canadian Fighter Ace Group Captain Johnny Kent who was 'A' Flight Commander in No. 303 (Kościuszko) Squadron,

based at RAF Northolt during the Battle of Britain.

There is a large collection of photographs donated by the family of Leading Aircraftman Tadeusz Kwissa, a member of the ground crew, which gives a fascinating insight into the members of the Polish Air Force based in Hillingdon working and socialising together.

Cllr Susan O'Brien, Cabinet Member for Families, Education and Wellbeing, said: "Our online preview of this exhibition gives residents the opportunity to view some of the many resources on offer at the bunker and we look forward to welcoming back visitors to see the full exhibition when restrictions allow.

"We created the display to give thanks and acknowledge the bravery and sacrifices made by the men and women who served in the Polish Air Force during the Second World War, and the exhibition provides a fascinating insight into how they lived, socialised and fought together."

View the preview by visiting www.battleofbritainbunker.co.uk/polish-air-force.



New bowls clubhouse

Works were completed in March on a new clubhouse for Harlington Bowls Club thanks to a £395,000 investment from the council. The clubhouse, located in Pinkwell Park, Hayes, originally consisted of a small open-sided brick structure and several sheds.

The outdated facilities have now been transformed and replaced with a new, inclusive and fit-for-purpose venue, featuring male and female changing rooms, nappy change facilities, a disabled bathroom, kitchen area, wheelchair access and seating area. The new clubhouse can also be used all year round for indoor gatherings and short mat bowls.

A new external terrace provides additional seating space for 20 spectators

to view matches at an improved vantage point.

Terry Markham, Treasurer of Harlington Bowls Club, said: "Our club was founded in 1945 and thanks to this generous investment by the council the community can enjoy these new state-of-the-art facilities for many years to come."

Cllr Jonathan Bianco, Cabinet Member for Property and Infrastructure, said:

"We are committed to improving leisure facilities across the borough to ensure that our residents have access to some of the best amenities in London.

"This refurbished bowling clubhouse will help more residents to socialise and improve their fitness when outdoor group sport can resume."

Trader fined nearly £40,000 for counterfeit cigarettes

At the end of last year, the council successfully prosecuted a former West Drayton trader who hid more than 60,000 counterfeit and smuggled cigarettes in a flat above his off-licence.

On Friday 4 December 2020 at Harrow Crown Court, Inderjit Singh, aged 57, from West Drayton was ordered to pay back £39,070.27 under the Proceeds of Crime Act and carry out 80 hours of unpaid work following a trading standards operation which uncovered the substantial haul. Singh had pleaded guilty to 10

offences relating to selling fake and smuggled tobacco.

Singh, the former owner of Falling Lane Superstore, West Drayton, hid most of the cigarettes in his flat above the shop. In total, 60,424 cigarettes and 19.8 kilograms of hand rolling tobacco were seized following the execution of a search warrant at the shop and flat in August 2018.

The haul had a street value of £39,070.27 - the amount Singh was ordered to pay back under a confiscation order.

Singh first came on the council's radar in April 2018

More libraries improved

Renovations to Ickenham and West Drayton libraries started last month as part of the council's £3 million investment programme.

Improvements to the branches will include new-look open plan interiors with distinct zones that highlight each area's different use. Both sites are set to have their walls painted, existing seating reupholstered, modified bookshelves to create more space and floors refurbished, including a colourful patterned floor in the children's libraries.

There will also be new meeting rooms and study

areas with plug-in points for visitors to use their own devices and space for other items, such as books. While the desktop PCs will benefit from new screens, keyboards and computer mice.

Cllr Jonathan Bianco, Cabinet Member for Property and Infrastructure, said:

"We know how much our residents enjoy using our libraries and we are committed to a programme of library refurbishments to provide modern facilities for residents of all ages.

"This investment will help to future-proof our libraries ensuring that they continue to serve Hillingdon residents for years to come."

This work follows the completion of refurbishments at Manor Farm, Oak Farm and Hayes End libraries in January and February. So far, seven libraries have been renovated.

For more information about Hillingdon's libraries, visit www.hillingdon.gov.uk/libraries.



Hayes cinema plans move a step closer



Plans for a new four-screen cinema complex in the centre of Hayes moved forward when revised proposals were given the go ahead by the council in January.

Known as The Gramophone, the new complex will be located on the site of the original pressing plant (formerly Apollo House) at The Old Vinyl Factory (TOVF) in Blyth Road. Steeped in history, the TOVF site is an 18-acre former EMI record plant where records by iconic bands such as The Beatles, The Rolling Stones and Pink Floyd were pressed.

Highlights of the revised plans include increasing the number of cinema screens from three to four with additional floorspace of approximately 205 square metres, as well as the installation of two recording studios, music mixing facilities and a café/lounge with karaoke booths on the second floor. The latest proposals also include an exhibition which will promote the site's historical context.

The revised proposals were approved on the condition that previously approved works also form part of the overall development. These include a health centre; bar, restaurant and exhibition facilities, and a mix of 46 one-bed, 31 two-bed and 4 three-bed homes.

Works on The Gramophone are expected to start later this year.

Alex Macaulay, Development Director of Really Local Group, said: "We are looking forward to

finalising our plans for The Old Vinyl Factory and resuming our outreach and engagement work to share these developments with the local community.

"The Gramophone is a key component of The Old Vinyl Factory and this unique and special venue will bring many economic and social benefits to the area."

The TOVF site was originally constructed between 1907 and 1935 by the Gramophone Company and was later the production centre of EMI Ltd, producing the majority of vinyl records for distribution worldwide.

Associated record production works had ceased by the 1980s after which time the site was largely vacant with many buildings falling into disrepair until its redevelopment began.

The council granted planning permission for the TOVF masterplan (a blueprint to help guide the development of the site) in April 2013 and several residential, commercial and educational buildings have already completed on the site.

The Shipping Building has been significantly remodelled to provide high-spec office space. It is also home to the Central Research Laboratory which provides support for new start-ups and entrepreneurs.

In September 2016, the Global Academy opened on Record Walk for Year 10 to Year 13 students specialising in the broadcast and digital media industry.

The Nest is a multi-use centre based in The Material Store which opened in October 2019 and includes a climbing wall, gym, meeting facilities and coffee shop.

Regeneration specialists U+I expect to be able to deliver 642 homes, a new public square with shops, bars and cafés and more than 70,000 square metres of commercial space across the TOVF site by 2022.

Cllr Eddie Lavery, Cabinet Member for Environment, Housing and Regeneration,

said: "The regeneration of the iconic Old Vinyl Factory site will help to revitalise Hayes by bringing new jobs, homes and leisure opportunities to the area.

"It once again demonstrates the confidence investors have that Hillingdon is a destination in which to do business. High quality developments such as this will be crucial in helping our local economy to thrive following the COVID-19 pandemic."

For more information about the site, visit www.theoldvinylfactory.com



Investing in the future and continuing to put residents first

The council approved its annual budget on Thursday 25 February, confirming that the services and award-winning facilities residents value will be maintained in 2021/22.

A strong record of sound financial management ensures that Hillingdon's frontline services are protected and also means the council is able to maintain free-to-use weekly waste and recycling collections and the high standards of the borough's award-winning parks and open spaces for local people to enjoy.

There will also be further investment in leisure facilities, new school places, road and pavement resurfacing and town centre improvements to support our local high streets.

The council tax rise will once again be set at 90 per cent of our neighbouring boroughs', with a small increase of 1.8 per cent.

Additionally, due to the exceptional pressures on social care due to the pandemic, the government has, for one year, allowed councils to levy up to 3 per cent (an increase of 1 per cent) as a Social Care Precept.

Residents' bills will also reflect an additional 1 per cent increase as a result of the 9.5 per cent

increase in the precept imposed by the Mayor of London.

In effect, the total increase for a Band D property is 5.8 per cent – or £1.70 per week.

For the first time in 14 years, due to the challenges of the pandemic, council tax will not be frozen for those aged over 65 as the older persons discount scheme will not be applied in 2021/22. However, the council will protect the existing discounts for those already in receipt of this discount and a safety net is also in place for the most financially vulnerable residents through the Council Tax Reduction Scheme.

For Hillingdon residents, fees and charges on services provided by the council, including parking charges, will remain at least 10 per cent lower than those charged by neighbouring boroughs.

As part of the budget, £10 million has been set aside as a contingency should government grants not be sufficient to alleviate the funding pressures created by COVID-19.

Highlights of the budget include:

- £29 million for a new leisure centre and community facilities in West Drayton
- Significant funding to maintain local highways - £30 million over five years
- £20.8 million towards the council's ongoing school building and expansion programme
- £177.5 million for increased housing across the borough which includes a £31.4 million investment in Hillingdon First Limited to deliver new homes
- £70 million for improvements to existing housing stock
- £22.5 million for equipment and adaptations for social care clients to help to improve their independence
- £3.9 million on town centre improvements across the borough to boost local businesses and high streets

Cllr Martin Goddard, Cabinet Member for Finance,

said: "Despite the many challenges arising from the pandemic, in Hillingdon, thanks to our strong record of sound financial management, we are able to continue to put residents first as we set out our budget for the coming year.

"Where other authorities may be in a more precarious position, this administration's careful financial planning has ensured that we can keep council tax rises to 90 per cent of the increase of our neighbouring boroughs' while continuing to invest in the services and facilities that we know our residents and businesses value, as well as supporting the borough's recovery from COVID-19"

For details on council tax and how to pay, visit www.hillingdon.gov.uk/counciltax



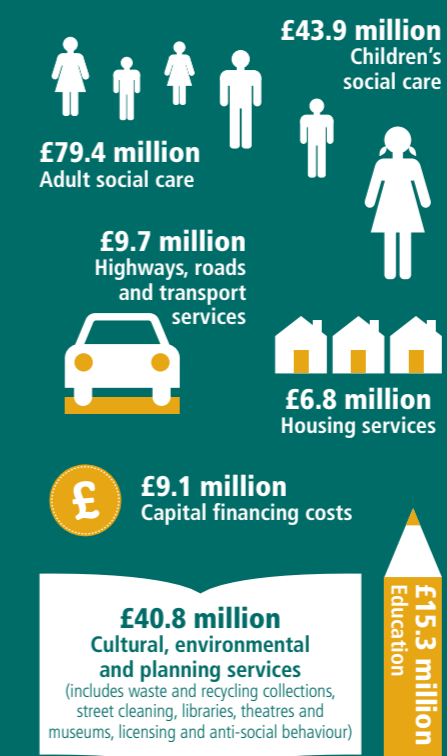
Budget in numbers

The council delivers nearly 800 services. These are funded through a combination of grants from central government, a share of local business rates and your council tax.



In 2021/22:

- council tax (54 per cent)
- business rates (23 per cent)
- central government grants (22 per cent)
- use of reserves (1 per cent)



Keeping residents safe in their homes with emergency help at the press of a button

The council's TeleCareLine service enables more than 6,780 Hillingdon residents to live independently at home by providing users, their carers, family members and friends with the peace of mind that emergency support is always available.

TeleCareLine's 24-hour monitoring and alert system works by linking alarms, sensors and equipment in the home to an adviser in the TeleCareLine monitoring centre, which is staffed every day of the year.

All alarms and sensors are linked to a lifeline base unit, which is installed in the home and linked to the telephone system. When pressed or triggered, a signal is sent from the house to the monitoring centre via the telephone system.

When a call is received at the centre, trained officers will speak with the resident through the lifeline unit to ascertain the nature of the emergency and take steps to support them.

If the officer is unable to speak with them, they will call a friend or family member (a named responder) or the mobile response service.

The mobile response service is a team of dedicated carers who are on standby 24 hours a day. They will carry out a welfare check if an alarm or sensor is triggered. In an emergency, the monitoring centre officer will call the ambulance, fire brigade and/or police, if appropriate.

The standard TeleCareLine package consists of a lifeline unit (which is connected to your landline phone), personal trigger (worn either around the neck or on the wrist), smoke detector and bogus caller button.

A smoke detector would send an alert if smoke is detected in the person's home. Subsequently, the monitoring centre will then attempt to make contact with the person to ensure the alert was not triggered due to an incident such as burning toast, before contacting the fire brigade.



A further range of enhanced equipment is available to support people with memory loss and can be adapted to meet individual needs.

Additional equipment can include:

- **A carbon monoxide detector** can be installed in properties that have old heating systems and appliances that are at risk of emitting carbon monoxide. This is able to pick up any early indications of carbon monoxide leaks.
- **A heat sensor** can be fitted, normally in the kitchen, and will alert the monitoring centre if there is a rapid rise in temperature, indicating a possible fire due to burning food while cooking.
- **A bed monitor** can be placed under the mattress and timed parameters set between normal

going to bed at night and getting up times in the morning.

This means if the person gets out of bed during this period and does not return within a set time, an alert is received at the monitoring centre. The person will then be contacted to check on their wellbeing.

- **A falls detection alarm** will be raised if a fall is detected in the home, even if the individual is unable to press their personal alarm button.
- **A property exit sensor** can be placed on the door and if the door is opened during the night an alert is sent to the monitoring centre where officers on duty can encourage the person to remain inside and go back to bed.

Choosing the right service for you

There are four different services available, with a monthly cost ranging from £1.13 to £12 per week, depending on the level of support needed. All four services are free to Hillingdon residents aged 75 and over.

Everyone signed up to TeleCareLine will have a screening assessment and

anyone requiring the level three or four service will require a social care assessment to determine the appropriate sensors for their needs.



Monica's story

Monica is 87 and lives alone. She applied for the TeleCareLine service after she had a fall at home and lost her confidence.

A TeleCareLine standard package was installed, and the technician demonstrated the equipment and gave Monica time to carry out test calls to enable her to feel confident using the service.

Unfortunately, Monica had a fall in the garden, resulting in an injury to her face and heavy bleeding. She activated an alert from her pendant and the monitoring centre officer called an ambulance and her son. Monica was taken to hospital for further treatment and was discharged the same day.

Monica's son called the monitoring centre to thank the staff and express his gratitude for all the help provided. He said: "The service is brilliant."

Monica said: "My family have been encouraging me to have the service

for some time and I was always reluctant to accept it. However, I finally agreed and I'm now so grateful for the service. I don't know how I would have managed without it."

Monica says her confidence has grown because of TeleCareLine and she is able to carry on with her everyday life in the knowledge that help is available at the touch of a button.



Leader of the Council and Older People's Champion, Cllr Ian Edwards, said:

"TeleCareLine is a valuable service which enables older residents across the borough to live independently in their homes. The service played a key role in alleviating the worries of friends and family during the past year where residents were separated because of the ongoing pandemic. If you think that TeleCareLine could help you, or someone you know, I encourage you to contact us to find out more or request an assessment."

For more information or to request an assessment, visit www.hillingdon.gov.uk/telecareline or call 01895 556633

Get involved in this year's Hillingdon in Bloom and Autumn Show competitions

With spring on its way and National Gardening Week taking place next month, why not get outdoors and into your gardens in preparation for our horticultural competitions?

Hillingdon in Bloom



Our free-to-enter Hillingdon in Bloom competition is returning next month in a digitally focused format.

As a result of the ongoing pandemic and the success of last year's virtual competition - with more people entering than ever before - the application and judging process for our annual horticultural competition will once again take place virtually, allowing residents, businesses, community groups and schools from across the borough to submit their photo entries online.

Through Hillingdon in Bloom, the council hopes to encourage residents to maintain their fitness by keeping active outdoors and learn new gardening skills. In turn, the competition keeps the borough looking green and colourful, and residents may be rewarded for their efforts, with

winners receiving a certificate and gardening centre gift vouchers.

Last year, the council introduced two new categories. A 'best rainbow display' category was launched in recognition of Hillingdon's key workers, and a 'park and bloom' category encourages residents to include plants and flowers in their front gardens alongside their cars to tackle a rise in vanishing front gardens which has a harmful impact on the local environment.

These will both return for 2021 alongside regular categories such as 'best hanging basket', 'best balcony', 'best window box' and 'best first-time entrant' (see right).

The competition opens for entries on Monday 26 April to coincide with National Gardening Week. The deadline for applications is Friday 30 July.



Hillingdon in Bloom categories

- **Best first-time entrant**
- **Best window box**
Boxes must be on, or attached to, the house windowsill and not a free-standing container.
- **Best rainbow display**
- **Best hanging basket**
- **Best display on an open fronted balcony**
- **Best residential garden**
- **Roome Cup**
The garden that is judged to be making the greatest contribution to wildlife conservation.
- **Park and bloom**
Front garden with plants and room for a car.
- **Best display (including novelty display)**
For an exhibit within a garden that incorporates temporary planting and/or garden ornaments and structures.

For more information and details on how to enter, visit www.hillingdon.gov.uk/bloom



Get growing for the Autumn Show

Now in its eighth year, our Autumn Show celebrates horticultural excellence.

Residents can enter their own produce for free in a range of classes, including vegetables, fruit, jams, chutneys, flowers, and arts and crafts for a chance to win garden centre vouchers.

The competition also opens for entries on Monday 26 April to coincide with National Gardening Week. The closing date for applications is Friday 17 September, and this year's show will be held at The Great Barn, Ruislip on Saturday 2 October (COVID-19 dependent).

Find out more, including a full list of categories and how to enter, by visiting www.hillingdon.gov.uk/autumnshow

Cllr Susan O'Brien, Cabinet Member for Families, Education and Wellbeing, said: "I am delighted that our much-loved Hillingdon in Bloom and Autumn Show competitions will return this year. I would like to encourage residents of all ages and abilities to get gardening and join in the fun by applying to take part. I am looking forward to seeing all of your submissions and the colourful displays across the borough once they are in bloom later this year."



More flower verges set to bloom

In October 2020, British annual flowers, as well as flowering species from other regions, were planted alongside roads at 30 locations across Hillingdon following the success of the council's flower planting initiative the previous year.

The flowers add a splash of colour to the borough once they're in bloom between April and July, and they also

encourage more pollinators to the areas, such as bees and butterflies. Road verges can be vital habitats for wildlife, plants and animals.

The planting also reduces the use of diesel mowers which can be harmful to the environment and lowers the cost of maintenance.

All of the borough's 22 wards have at least one flower verge.



Make a difference... to a young person's life

The council is launching a new fostering campaign to inspire local people to make a difference to the lives of children and young people. We met a foster carer who uses his music skills to mentor teenagers, and a young man whose life he has helped to turn around.

Daren Carrington, from Uxbridge, has been fostering young people for nine years. Despite his successful career as a music producer under the alias name 'Major', working with the likes of Amy Winehouse, Ciara and Soul II Soul, Daren credits his work as a foster carer as his most important and rewarding achievement.

Daren said: "There was a rise in knife crime in the UK at the time, and I felt I had the right skills to mentor young people and guide them in the right direction. I contacted the council to enquire about mentoring but when the social worker visited, she thought I'd make a great foster carer. I was still touring with bands and working in my recording studio, so I wanted to make sure fostering was the right fit for me and my lifestyle."

"When I started fostering it was not what I expected at all! It was an experience and in the first year I'd cared for 40 or so kids from all over the world including Afghanistan, Australia, the US and Iraq. I chose to help children over the age of 10 as this is a key time in their development and I felt I could

have the biggest impact on influencing their choices. It was a big eye-opener, but as a single carer I just did exactly what my mum did for me as she was a single mum, and it's been the most rewarding thing I've ever done.

"After my first year, two brothers came to stay with me on a two-week placement, but they wanted to stay long-term and I just loved them so much. They've now been with me for eight years. They were moved around a lot, so when they came to me they needed stability. I set clear boundaries from day one and they are such good boys. I'm so proud of them both, with one in sixth form and the other studying at college."

Daren's role as music producer has often helped him to connect with the young people he cares for. He said: "Music is so powerful and when the kids walk into my house and see the recording studio they are always fascinated. Music is an amazing



Gildo practising his football skills

mentoring tool as it speaks a universal language, and just making music and jamming helps to calm their mood. When I've fostered kids who don't speak English, they can pick up on the

melody and the mood of music and get involved."

But perhaps Daren has had the biggest impact on Gildo, who

has been living with him long-term. He said: "My eldest is now 22 and he is what I can only describe as the perfect son. He arrived in the UK from Angola, aged 15, having never met his birth parents and was forced to live on the streets. He was exposed to criminal behaviour and could have gone down a very damaging road."

"When he first came to stay, I put on a barbecue to welcome him but he couldn't speak English and went straight up to his room. Within a year he was speaking fluent English, doing well at school and he is now studying for his degree. He's the funniest guy and now we can't shut him up! I helped guide him along the right path and he learnt quickly and now he's turned his life around."

Gildo was moved into a children's home at the age of 15 for a few months before he was placed with Daren in foster care. He said: "Living with other children who also didn't speak any English was difficult, and it was hard to communicate with the

"If you're thinking about fostering - do it. You might change someone's life."

"For me - physically seeing a change in someone's life beats selling records any day."

"I had no-one when I moved to the UK, but Daren gave me a family. His mum became my grandma, his sister

became my aunt, the boys are my brothers. I can talk to him about anything and back then he was like a dad to me - but now that I'm older he's more like my best friend."

So, what would Gildo say to anyone who is thinking about fostering a teenager? He said: "If you're thinking about fostering - do it. You might change someone's life."

Daren added: "Do it from the heart and you can't go wrong. It's challenging as these kids have been through so much due to the situations they may have been exposed to, but you'll never be doing it alone. We have a team of foster carers who help and support each other and there are loads of training courses you can do. By fostering a young person - you can really change their life, help them to achieve and show them the right path."

"For me - physically seeing a change in someone's life beats selling records any day."

staff as they would change each day. When I met Daren, it made me feel 10 times better having just one person take care of me, and he has great banter with young people.

"Daren helped me to translate and communicate, helping with things like doctor's appointments and speaking to teachers. Living with the other two boys was great, like having two little brothers, and it was much easier to pick up the language in a house full of people speaking English. It was also really cool having a recording studio in the house!"

Seven years on, Gildo is now in his second year at university studying Criminology and Psychology and is a semi-professional footballer for Egham Town. He said: "Daren used to take me to football training at Hillingdon Abbots Football Club where I was scouted by QPR, and I trained there for four years. Daren has helped me every step of the way and I'd love to sign professional once I've got my degree. He helps me when clubs make offers and he still tells me to do my work even though I'm 22!"



Daren and Gildo



Daren at work in his recording studio

Cllr Jane Palmer, Cabinet Member for Health and Social Care, said: "Our dedicated foster carers devote their time, love and support to make the most incredible difference to the lives of young people in need."

"Fostering is one of the most rewarding things you can do and is a great way to give back to the community. We're looking for kind-hearted foster carers like Daren to help guide a child or teenager along the right path. If you think you could make a difference to a young person's life, please contact our fostering team today."



For more information on fostering, visit www.hillingdon.gov.uk/fostering, call 0800 783 1298 or email fosteringrecruitment@hillingdon.gov.uk

Save the planet and money by reducing your household food waste

In Hillingdon, 44 per cent of general waste is made up of food waste. Recycling food waste is free and easy to do, and *Hillingdon People* takes a look at the reasons why you should recycle your food waste and shares tips on how to love your leftovers.

Food Waste Action Week, a national awareness raising initiative about the environmental consequences of wasting food, took place from Monday 1 March to Sunday 7 March. In total, approximately 6.5 million tonnes of food is wasted in the UK each year, of which 70 per cent is edible and could have been eaten.

Disposing of food waste with general household waste is also 12 times more expensive than when it is disposed separately.

We all can do more to give food waste another lease of life and tackle climate change.

If we avoid producing food that we don't eat, we can save the land, water and energy that would have been used to make it.

Did you know that food waste can be recycled into renewable energy to generate electricity, fuel transport and create fertiliser for farmers? Also, if each west London household recycled just two kilograms of food waste per week, it would save 600,000



tonnes of harmful emissions a year. This is enough to power the electricity of 372,473 homes for one year.

If you live in a house, recycling food waste is easy to do by using the council's food waste collection service. A 5-litre kitchen caddy, compostable bags and outdoor caddy are supplied for free when you sign-up for this service online.

All you need to do is put a compostable bag into your indoor kitchen caddy, and when it's full simply

place the tied bag in your outdoor caddy. Then remember to put your outdoor caddy at the edge of your property for collection before 6am on your usual collection day.

By separating food waste from your general waste you are also helping to keep our streets clean by reducing the chances of foxes and other vermin tearing open your black bags looking for food, as our outdoor food waste caddies are also equipped with a click lock lid.

Changes to your food waste collection

Food waste collections take place every week. In the coming weeks, you may notice our new food waste vehicles which will collect your food waste separately to garden waste. Food waste can no longer be mixed with garden waste (apart from home composting).

While garden waste will continue to be composted in Harefield, food waste will first be stored and then transported in bulk to Surrey for recycling via a process called anaerobic digestion. Here the food waste is broken down in a series of temperature-controlled tanks to speed up the digestion process.

The bio-methane gases produced are used to generate electricity which is

fed back to the National Grid, helping to supply homes and businesses with clean, renewable energy. The leftover material is used as a high-quality fertiliser for agricultural land.

If you are one of the growing number of Hillingdon residents who are recycling their food waste – thank you! Why not check out our website www.hillingdon.gov.uk/food-waste for tips on how to get the most out of this service?

We haven't introduced this service to flats just yet but it's something the council is working hard to introduce in the future.

Sign up for food waste recycling today by visiting www.hillingdon.gov.uk/recycling

Cllr Eddie Lavery, Cabinet Member for Environment, Housing and Regeneration, said: "Nearly half of the borough's food waste currently ends up in general waste. By making small changes to the way we all think about food waste and by using the council's easy-to-use food waste recycling service you can help us to make a real difference.

"I encourage those who haven't yet signed up for this service to request their free caddies today and play their part in helping to make our borough greener."

Benefits of reducing your food waste

Reducing food waste isn't just good for our planet and learning to love your leftovers can save you money too. Approximately 6.5 million tonnes of food is thrown away by households in the UK every year - most of it could have been eaten.

Food Waste Action Week might be over, but we are still inviting you to love food, and hate waste. Across Hillingdon, 28,000 households have already signed up to our food waste service. Join them today and reduce and recycle your food waste by:

✓ Using what you have

Create a list of the food that you have in your cupboards, fridge and freezer. You may discover items that you had forgotten about and can make a tasty meal from.

✓ Meal planning

✓ Shopping smart

Before you do your shopping, check what you already have.

✓ Only buying what you need

Remember, it's only a deal if you really need it and can use up the fresh food in time. If you feel like you want to get a 'buy one, get one free' offer, you could freeze the extra fresh items, and donate the extra food cupboard items to a local food bank.

✓ Understanding 'use by' vs 'best before' dates

The 'use by' date on packaged food tell us when it is still safe to eat the product. Eating food past the 'use by' date can be harmful to your health.

'Best before' dates are more flexible than the use by date. Sometimes shown as BBE (best before end), it is about quality and not safety. Foods such as dried beans, lentils and pasta will be safe to eat after this date, although their quality may have decreased (for example, changes in flavour, colour, texture).

✓ Avoiding serving too much

Correct portion control from purchase, through to cooking and serving, helps to reduce the amount of food waste produced. If you have leftovers, you can use them up for lunch the next day, or even freeze for later.

✓ Repurposing your food waste

Composting is a great way to repurpose your unavoidable food waste. Vegetable peelings, fruit skins and cores, and other food waste items can be placed into your compost bin, as well as green waste such as grass cuttings. Request a free compost bin for your garden by calling our Contact Centre on 01895 556000.



Sarah Browne, from Ruislip, said: "Since last March, we've been trying to cook more and eat as much fresh food as we can. We're also trying to find ways to minimise food waste because we can't just pop to the shops at the moment. Vegetable curry is a great way to use up items that are on the turn and the children love all the chopping."

"Recycling food waste makes our family more aware of exactly how much we're throwing away and helps us to waste less."

Louis Browne (pictured above right) aged 9, said: "I like chopping the vegetables' heads off." **Shae Browne (pictured above left) aged 7,** added: "I like putting the vegetable ends in the food waste bin."

Visit www.food.gov.uk to find out more about reducing food waste, and for money saving recipes and other tips, visit www.lovefoodhatewaste.com



Free sharps collection service

If you need to dispose of needles, syringes, lancets and needle clippers – please do not contaminate your general waste and recycling.

It is vital that these are disposed of correctly to prevent injury to yourself, members of your household and our crew collecting your waste.

Sharps boxes are available from your GP or pharmacy in a variety of sizes, depending on your needs.

To book a monthly or one-off collection of your full sharps box(es), call us on 01895 556000 (sharps boxes are no longer accepted for disposal by GPs, pharmacies or hospitals).



HAS YOUR BUSINESS SUFFERED FINANCIALLY AS A RESULT OF COVID-19?

WE REPRESENT THE BUSINESS COMMUNITY to make your voice heard by those that count.

If your business has not received financial assistance through the pandemic, we would like to hear from you.

Have your voice heard by completing our short questionnaire: visit our website to access the link hillingdonchamber.co.uk

The Hillingdon Chamber of Commerce Committee would like to congratulate the Chairman, Mike Langan, on achieving a Special Award from West London Business for volunteering 29 years to the Chamber by providing services and supporting businesses throughout the Hillingdon Borough



Working together to
+ KEEP HILLINGDON SAFE +

The council continues to focus its efforts on supporting residents, local businesses and community groups during these challenging times to help slow down the spread of coronavirus (COVID-19).

On Monday 22 February, the government unveiled its roadmap out of lockdown and we will continue to support local communities as we slowly and safely start to reopen society. However, even those who have been vaccinated must continue to follow the national guidelines and not overlook the basics at this crucial point in the COVID-19 battle, so please remember 'Hands-Face-Space', and at the first sign of COVID-19 symptoms, please self-isolate and get tested. For more information on the latest restrictions in Hillingdon, please visit www.hillingdon.gov.uk/coronavirus.

Testing for residents with symptoms and self-isolation guidance
 If you have any COVID-19 symptoms (a new, continuous cough, high temperature, or loss or change to sense of smell or taste) it is vital that you self-isolate immediately and book a test by visiting the government website or calling 119.

You must not leave your home except to get a COVID-19 test if:

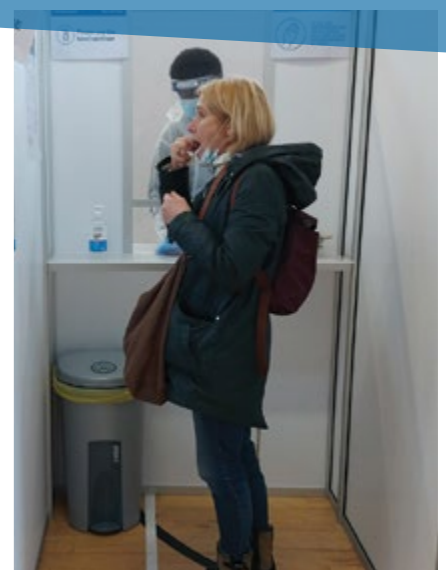
- you have COVID-19 symptoms
- you have tested positive for COVID-19
- you have been instructed to self-isolate by NHS Test and Trace.

While you are self-isolating you must not:

- go to work
- go shopping
- go out for exercise
- meet with friends or family.

Book a COVID-19 test by visiting www.gov.uk/get-coronavirus-test.

Testing for residents who do not have symptoms
 Free rapid tests are available at seven sites across the borough (Hayes, Harlington, Harefield, Uxbridge, Northwood, Sipson and South Ruislip) for anyone not showing COVID-19 symptoms. As many as one in three people who have COVID-19 show no symptoms but could be passing the virus on to others. Testing those who do not have symptoms enables those who test positive, and their contacts, to self-isolate, which can help to drive down transmission locally and save lives. The rapid testing process is simple – all you need to do is book an appointment, attend one of the seven testing sites and self-swab, and results are often provided within an hour (sometimes they can take up to 24 hours). Specially trained staff are on hand to help you through all parts of the process. All sites are open Monday to Friday, with some open Saturdays and up to 8pm, to enable as many people as possible to get tested. You must book an appointment in advance and one appointment must be booked per person. For those without digital access, tests can be booked by calling the council's Community Hub on 020 3949 5786. You should continue to have regular testing if you need to



leave your home for work even if you have been vaccinated. Do not make an appointment for this test if you have any COVID-19 symptoms (a new, continuous cough, high temperature or change in your sense of smell/taste) or if you have received a positive COVID-19 result within the last 90 days.

Peggy O'Neil (pictured above), aged 60, from Eastcote, regularly visits the South Ruislip testing site. She said: "I come once a week to have a COVID-19 test to protect my mother who is 97 as I care for her. "It gives me piece of mind to know that it's safe for me to look after her because she is vulnerable and I want her to live past 100."

Santokh Rahul, lives in Slough but works in South Ruislip, he said: "I think it is extremely important to get tested not just for yourself but for your loved ones. This virus has no favouritism it will attack and kill and there's only one simple message – get yourself tested and look after your loved ones." To book a test, please visit www.hillingdon.gov.uk/community-testing.



Since the first lockdown in March 2020...

Staff and volunteers referred **1,280** residents to food banks and online supermarket slots



We continued to deliver all waste and recycling services and collected more than **87,000** tonnes of waste and recycling (March to December 2020)

Sites across Hillingdon have carried out **22,109** tests for residents without COVID-19 symptoms

P **768** free emergency parking permits were issued

We contacted **19,997** residents who were shielding or at risk



Borrowing of e-books and e-audiobooks from our online libraries increased by **85%**

Supporting businesses

We are providing a range of targeted support and guidance to businesses throughout the pandemic, ensuring that financial assistance is given to those who are eligible.

In light of the most recent lockdown, further grant schemes were made available by the government.

So far, we have paid out £10.1 million of the new Local Restrictions Support Grant and are working through the outstanding applications as quickly as we can, as we realise how important this support is to businesses at this time.

Visit www.hillingdon.gov.uk/local-business-grants for more information and updates.

Workplaces that are currently allowed to stay open should be following COVID-19 secure guidelines to keep customers, visitors and workers safe. If you have any concerns about a Hillingdon business being open or not operating in a COVID-19 secure way, email COVID19hub@hillingdon.gov.uk or call 020 3949 5786.

We delivered **1,505** emergency food parcels to residents at risk

We have connected with a network of more than **100** local community, faith and voluntary sector groups

The council's COVID-19 Community Hub referred **1,386** vulnerable people to social services for extra help

All of our **200+** parks and green spaces have remained open

3,200 local businesses received support grants totalling more than

We supported **47** care homes and **103** schools

£52,000,000

Our finance team received more than **135,000** enquiries about financial assistance and advice

1,637 residents enrolled on our online adult learning courses

Our trading standards team seized **8,000** items of fake hand sanitiser and detained **13.5 million** non-compliant PPE masks

Helping residents to shop safely and raising awareness

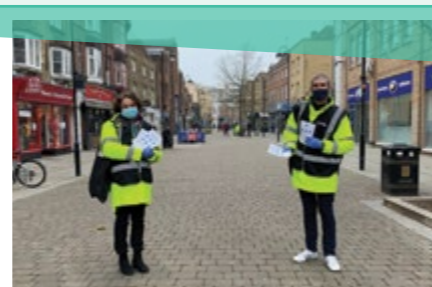
The council introduced COVID-19 marshals in November to assist the public as part of an ongoing effort to slow the spread of coronavirus and remind residents and businesses what actions are needed to help keep everyone safe.

The marshals have been busy patrolling areas throughout the borough to help drive down infection rates by raising awareness of the government restrictions in place. They have also been explaining how the public should

comply with COVID-19 public health measures such as social distancing, using face coverings and hand washing.

Since January, licensing and environmental health and regulatory officers have carried out more than 2,109 visits to businesses across the borough to ensure they are COVID compliant, and 166 warnings have been issued for breaches of regulations.

So far this year, the council has issued fines totalling £46,000 to businesses that were repeatedly



caught flouting regulations. Should any fines go unpaid, businesses may be taken to court, and the council has the power to close premises for serious COVID-19 failures.

Supporting schools

The council is working closely with the borough's primary and secondary schools to support them through the pandemic.

All schools have access to a council link officer who acts as a central point of contact for COVID-19 queries to ensure they are able to follow the latest government guidance to help keep their schools safe. Education advisors are also on hand to support headteachers with maintaining

education provision and provide additional support and guidance.

During lockdown children received a mix of remote and face-to-face learning (for vulnerable and critical worker children). Schools provided a mixture of remote learning provision from live lessons, to pre-recorded lessons and worksheets.

Schools continued to provide eligible children with Free School Meals support for those attending schools or learning from home during term-time.



Contact tracing service introduced in Hillingdon

We continue to support the national contact tracing effort by using our local knowledge to successfully trace hard-to-reach individuals.

In November, the council introduced a COVID-19 contact tracing service in support of the NHS. The scheme sees NHS Test and Trace pass details to the service of residents who have tested positive for the virus, but who they have been unable to contact. The team makes contact with these residents either by text, phone or email to enable them to capture information about their activities in the days prior to their positive result.

If they are unable to speak with the resident, officers will make a socially-distanced face-to-face visit to the address provided.

Since the service started on Wednesday 11 November, more than 2,271 residents have been successfully contacted.

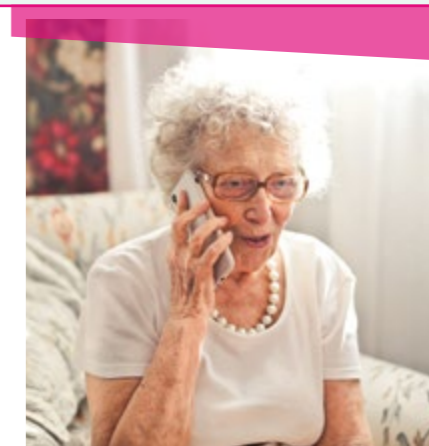
Need support?

The council's Community Hub is available to signpost residents to a range of help, including financial advice and support, emotional wellbeing and befriending services, priority online shopping slots, and local food bank referrals for those who meet eligibility criteria.

It is open from Monday to Friday, 9am to 5pm, and can be contacted via email at COVID19hub@hillingdon.gov.uk or by calling 020 3949 5786.

If you receive a positive COVID-19 test result or you are told by NHS Test and Trace to self-isolate because of close contact with someone who has COVID-19, you may be eligible for a Test and Trace Support payment if you are on a low income and you cannot work from home while you are self-isolating.

Visit www.hillingdon.gov.uk/community-support or call the Community Hub on 020 3949 5786 to find out more.

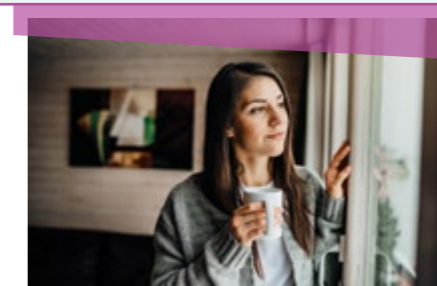


Cllr Martin Goddard, Cabinet Member for Finance, said: "We know that COVID-19 has impacted residents financially, and we have been working hard to support those most at risk and ensure that help quickly gets to those who need it most."

Look after your mental health and wellbeing

Coronavirus has disrupted our lives in ways we couldn't have imagined before. While things might feel hard right now it's important to remember that this situation won't last forever and support is available.

If you're lonely, struggling with change, have money or job worries or are finding that staying at home is affecting your wellbeing, Public Health England's Better Health – Every Mind Matters campaign has a range of resources, expert advice and practical tips to support your mental health and wellbeing. It also has information on how you can support children and young people at this time.



Physical and mental health go hand in hand. Loads of the things you do for your body, like getting active or eating better, will boost your mental wellbeing too – and Public Health England's Better Health campaign has the tools, advice and support to help you.

Find out more by visiting www.nhs.uk/oneyou/every-mind-matters.

COVID-19 winter grants continue to be rolled out

We continue to co-ordinate the government-funded COVID-19 Winter Grant Scheme to support vulnerable households and families with children particularly affected by the pandemic during the school holidays in the winter period.

The initiative runs until the end of March and provides Hillingdon families with funds to help meet the cost of food, energy and water bills. To date, more than 2,500 eligible households have received a payment towards the cost of their utility bills and more than 8,500 eligible children have received food vouchers.

Protect yourself and your community by taking the COVID-19 vaccine

Since the beginning of the year, Hillingdon's vaccination programme has continued to gather pace and provides much-needed hope for a return to normality.

The COVID-19 vaccination programme is being delivered by the NHS. The council is supporting health partners and the rollout by sharing NHS information and messaging to ensure that residents are well informed.

The vaccine is being offered to people most at risk in order of priority (see below). You will be notified when it's your turn for a vaccination. If you haven't heard anything yet please don't worry and please do not contact the NHS to ask for the vaccine.

The vaccine, like all vaccines in the UK, has been approved for use after meeting the strict standards of safety, quality and effectiveness set out by the Medicines and Healthcare products Regulatory Agency. It is given as an injection into your upper arm, and you will receive two doses, with each given approximately 11 to 12 weeks apart.

Priority groups

- 1 Residents in a care home for older adults and staff working in care homes for older adults
- 2 All those 80 years of age and over and frontline health and social care workers
- 3 All those 75 years of age and over
- 4 All those 70 years of age and over and clinically extremely vulnerable individuals (not including pregnant women and those under 16 years of age)
- 5 All those 65 years of age and over
- 6 Adults aged 16 to 65 years in an at-risk group
- 7 All those 60 years of age and over
- 8 All those 55 years of age and over
- 9 All those 50 years of age and over
- 10 Rest of the population

It is being offered at vaccination centres, pharmacies and some local NHS services such as hospitals or GP surgeries.

Reports of serious side effects, such as allergic reactions, have been very rare. No long-term complications have been reported.

You should continue to follow the government guidelines of 'Hands-Face-Space' after vaccination to avoid infection and further transmission.

When it's your turn, you are encouraged to take the vaccine. By doing so, you will be helping to keep your family, friends and the Hillingdon community safe.

More information on the vaccine can be found at www.nhs.uk.

Dr Amutha Sukanthan (pictured below), a GP from HESA Medical Centre in Hayes, said: "I have been managing patients who have been affected by the COVID-19 virus and I can confirm that this is a serious illness. Current evidence shows that those from a BAME (black, Asian and minority ethnic) background have been disproportionately impacted. The COVID-19 vaccine is our only way out of this - please ensure when you are invited that you take the vaccine."



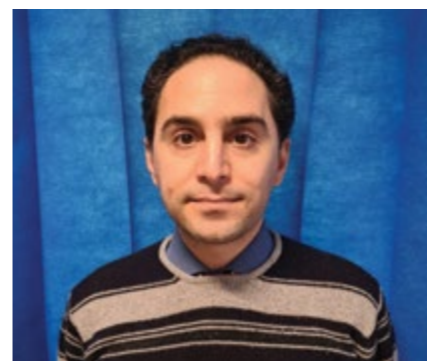
Edward Small, 77 and Daisy Small, 71, (pictured above) from Hayes, said: "Myself and my wife were initially reluctant to be vaccinated but were persuaded by our daughter who works for the NHS.

"The vaccination process was very straightforward and well-organised. I strongly advise people of all ages and races to listen to the doctors and take the vaccine when they are offered it. It's the right thing to do to ensure we're all protected. We're looking forward to celebrating our 50th wedding anniversary as a family in June."

Alykhan Kassam (pictured below), aged 32, from South Ruislip, said: "Staff were very reassuring and helpful in answering any questions that I had.

"When it came to being vaccinated I really didn't feel a thing and it was over before I knew it.

"Given the pandemic and the severity of the situation that we all find ourselves in, I think that it's really important that everyone plays their part in making it better. Trust the scientists and medical professionals - the more people



who get vaccinated the better it is for this country and the world."

Dr Ghassan Al Jaboury (pictured above), a GP from HESA Medical Centre in Hayes, said: "The COVID-19 pandemic has affected everyone this year. This is why it is of utmost importance to get yourself and your family vaccinated and encourage your friends and loved ones to have the vaccine.

"We can control this pandemic/disease better when we are all vaccinated."

Sign up to become a Community Champion

The council is working with H4All (a collaboration of local charities) to deliver a Community Champions scheme to support those most at risk from COVID-19 and boost vaccine take-up by providing advice as well as tackling misinformation.

The council has already built a strong network of community, faith and voluntary sector groups since the start of the pandemic, working closely with health partners. The Community Champions scheme will further strengthen this by working with trusted local champions from faith and community groups to help reach older people, disabled residents, and people from ethnic minority backgrounds.

If you are aware of any residents or community groups who may wish to get involved as a Champion or in general in supporting community engagement, please encourage them to email community@h4all.org.uk.



VACCINE CENTRE
The Mayor of Hillingdon, Cllr Teji Barnes meets staff and volunteers at the Navnat vaccination centre



Frequently asked questions

Can you get COVID-19 after having the vaccine?

The first dose of the vaccine should give you good protection from COVID-19 but you need to have the two doses to give you longer lasting protection. Even if you have been vaccinated, you could still become mildly infected. The vaccines prevent severe disease, not infection, so you could still carry the virus and unknowingly pass it on to others. If you are going to work please get tested regularly and follow the government guidelines of 'Hands-Face-Space'.

What are the side effects?

Most side effects are mild and should not last longer than a week, such as a sore arm where the needle went in, feeling tired, a headache, feeling achy. You can take painkillers, such as paracetamol.

Does the vaccine contain any animal products (such as gelatine) or egg?

The COVID-19 vaccine does not contain any animal products or egg.

I've had COVID-19. Do I still need to be vaccinated?

Yes. Getting vaccinated is just as important for those who have already had COVID-19 as it is for those who haven't. The vaccine could offer more protection or boost the immunity your body already has.

Does the vaccine have any effect on fertility?

There is no evidence that the COVID-19 vaccine has any effect on fertility.

Can you buy a vaccination?

No - COVID-19 vaccinations are currently only available through the NHS and are free for everyone when it is their turn.

Please be alert to scams

Be aware that the NHS will:

- never ask for payment – the vaccine is free and only available through the NHS
- never ask for bank details
- never arrive at your home unannounced to provide the vaccine
- never ask you to prove your identity by asking you to send documents like your passport.

Leader of the Council, Cllr Ian Edwards,

said: "When the NHS offers you your vaccination, I encourage you to receive it as soon as possible. It is safe and effective, it gives you the best protection against coronavirus, and it offers the best hope of us returning to some level of normality soon.

"While vaccinations progress, we are asking everyone, whether they've had the vaccine yet or not, to keep following the government's guidance to stop the spread of the virus.

"I also encourage residents – particularly those who need to leave home for work – to get tested regularly for the virus at one of our testing sites for people who are not showing any COVID-19 symptoms."

Share your vaccine stories

If you have had your vaccine or if you're getting one soon, or know someone who has had one and would like to be featured in our vaccination publicity campaign, please send a photo or a video, and a sentence or two explaining why you're getting the vaccine (if you send a photo rather than a video) and your name and area to corporatecommunications@hillingdon.gov.uk.

For more information on the vaccination programme in Hillingdon, visit www.hillingdon.gov.uk/vaccine

Taking action to maintain the borough's pavements

Hillingdon People answers some of your frequently asked questions about vehicle crossovers/dropped kerbs to highlight the importance of having these legally installed.

Each year, the council allocates millions of pounds on improving its pavements as part of its annual resurfacing programme.

There are more than 735 miles of pavements in Hillingdon, and it's the council's responsibility, as the local highway authority, to make sure that they are maintained and safe for everyone to use.

The council carries out surveys and inspections to prioritise the resurfacing of its pavements, while minor repairs are carried out to ensure that dangerous potholes are made safe.

Your questions answered

Can I drive over the pavement to get to my driveway?

It is illegal to drive over grass verges or pavements unless a legally installed vehicle crossover/dropped kerb is in place. Driving across pavements and verges can damage the ground, utility pipes, cables, and your vehicle.

What is a vehicle crossing/dropped kerb?

A crossover/dropped kerb strengthens the pavement and prevents damage to the utility services below its surface.

Do I need planning permission?

In most cases no. However, permission is needed if your property has a frontage directly on a classified road, is a listed building, is not in use by a single family (e.g. flats), the works include the demolition of a front wall taller than one metre, or if the parking area within the site does not meet minimum requirements for drainage. To obtain planning advice prior to applying for a crossover/dropped kerb, call 01895 277002.

Before applying what else do I need to know?

1. Legally installed crossovers are part of the public highway and the council is responsible for the maintenance at no

cost to the occupier unless heavy vehicles illegally use the crossing and cause damage. Should this happen, the occupier is responsible for paying for repairs.

2. A standard crossover typically comprises of three dropped kerbs (2.7 metre flat section) with two tapers. Crossover extensions must not exceed 3.6 metres in total flat width.
3. Crossovers extending across the full width of the property frontage are not allowed. Up to 50 per cent is allowable in some circumstances.
4. One occupier should act on behalf of both parties when two adjoining properties

Cllr John Riley, Cabinet Member for Public Safety and Transport, said: "In recent years, the council has, like many other local authorities across the UK, seen a rise in people illegally driving over pavements to gain access to their properties, resulting in unnecessary maintenance, as well as posing a health and safety risk.

"This can prove costly, with significant funding destined for routine resurfacing needing to be diverted to be spent on repairs.

"As a result, we are taking a zero-tolerance approach to reports of motorists damaging the borough's pavements to crack down on this issue."

- wish to build a double-width crossing to serve both sites.
5. Only one crossover will be permitted per property.
 6. The applicant must erect a low (less than one metre) wall, fence or permanent landscaping to physically prevent vehicles crossing over an area of the footway that has not been strengthened.
 7. Residents must retain/provide 25 per cent of soft landscaping in their front gardens, and adequate drainage to prevent water running onto the highway.

Can I get any builder to install a crossover/dropped kerb?

Only the council is permitted to construct residential crossovers/dropped kerbs in Hillingdon.

Can I choose what material is used?

The standard finish is either tarmac or concrete and will be decided by the council.

How much will it cost?

The cost can vary depending on the size of the area and any obstructions that may need to be repositioned such as utilities, lampposts and parking bays. A council officer will need to visit the site first before providing an estimate. Costs for standard size crossovers can be between £800 and £1,200, and a non-refundable £79 administration fee is also charged for all applications. If the proposed crossover is within a footway improvement scheme (applicants will be advised of this), the crossover can be constructed at a 50 per cent discounted rate. If you or a household resident has a substantial and permanent disability and have trouble in accessing your home, you may be eligible for financial assistance towards a crossing. Contact Social Care Direct on 01895 556633 or email socialcaredirect@hillington.gov.uk.

How will my application be reviewed?

We will review the application and an officer will mark the pavement/kerb to show the extent of the new or extended crossover. Markings do not constitute approval. You will then be provided with a quote for



the construction. If you're happy with your quote, you will need to return an acceptance form and then receive our written permission before we can proceed with the works.

Where can I read more about this and apply?

Before applying, read our domestic vehicle footway crossover policy by visiting www.hillingdon.gov.uk/dropped-kerb-apply.

How can I report someone for regularly driving over/causing damage to a pavement or verge, or someone who does not have a legally installed crossover/dropped kerb?

Report these by visiting www.hillingdon.gov.uk/pavement-damage or calling 01895 556000. The council takes all reports of people driving across and causing damage to pavements or constructing crossings without permission and via external contractors extremely seriously. If we find that there is a breach of the

Highways Act, a notice can be served to cease driving over the pavement and to apply for a crossover. Failure to comply can result in the installation of bollards to protect the pavement from further damage, and can also result in prosecution, carrying a maximum fine of £1,000. Any costs incurred by the council in repairing damage to a pavement or verge can also be passed onto the owner or occupier of the property concerned.

An inconsiderate motorist is blocking my crossover/dropped kerb by parking in front of it - what do I do?

Once you have had your crossover/dropped kerb installed you will need to register your dropped kerb. You can do this for free at www.hillingdon.gov.uk/dropped-kerb-enforcement. If you have registered and you find that your dropped kerb or access to your crossover is blocked, call the council's parking enforcement hotline on 01895 271418 and an enforcement officer will visit. Any vehicle found parked in contravention will be issued with a parking ticket. You may also apply for a white bar marking, currently £135, to deter inconsiderate parking.

For more information about vehicle crossovers and dropped kerbs, visit www.hillingdon.gov.uk/building-dropped-kerb or call 01895 277002



Protecting children and young people from exploitation

The council has recently been nominated for an award for its work in protecting children and young people from criminal exploitation. Here are some of the initiatives that are helping to safeguard young people and support parents of children at risk.

An innovative approach to safeguarding young people

Our AXIS project has been shortlisted for 'The Biggest Impact Award' at the National Children and Young People's Awards, which celebrates excellence in care for children, young people and families.

The award commends an outstanding team that has promoted positive change for vulnerable families, and the AXIS project has been praised for its innovative approach to helping young people at risk of exploitation.

The unique project uses advanced technology to gather a range of information from local schools, the police, hospitals, community groups and partners to identify hard-to-reach children who may be exposed to exploitation. The data also captures any emerging trends or local crime hotspots, which allows support teams to intervene at an early stage.

From October 2017 to January 2021, 314 young people have been

supported by the AXIS project. In a focused visit last January, Ofsted inspectors praised the project's 'comprehensive partnership approach to the early identification of young people at risk of exploitation' as well as its 'rapid, targeted intervention to support young people who may not otherwise receive a service.'

Phil Skidmore, Senior Youth Network Crime Practitioner for the project, said: "From a young age, I was victim to exploitation and spent many years turning my life around. Being involved in criminality is not always a clear path or choice and I learnt this in the hardest of ways. The AXIS project is designed to identify young people at risk at a much earlier stage so we can teach them and guide them to make better decisions - before someone else does."

In August 2019, AXIS intelligence was successfully used to target an emerging hotspot of drug-related offending in Northwood. The council

worked alongside a strategic police operation to protect 35 children from potential harmful activity, with multiple arrests made for exploitation and possession of knives, guns and drugs.

Emily Fletcher, AXIS Youth Prevention Officer is thrilled to be part of the team nominated for the award. She said: "It's amazing that the project has been recognised and we hope it encourages other authorities to embed some of our practices."

"We support young people at the earliest stage with the aim to prevent escalation into social care or the council's youth justice service. We create a bespoke action plan for them which can last up to eight months, with support including anything from a session at school on self-confidence, to a walk around the park with a hot chocolate discussing gangs and exploitation."

"I recently worked with a young male who was violently attacked, and the police feared that he may use violence to seek revenge. We soon realised that his posts on social media may have fuelled the attack and that he needed support with his social communication skills. We delivered one-to-one sessions on emotions, peer pressure, exploitation and internet safety, and taught him how his social media posts could be offensive to others."

"This young person is now able to stop and think before he engages in conversations or responds to negativity. I believe that as a result of our work, his risk of serious youth violence has been dramatically reduced - if not eliminated."

So why does the team deserve to win the award? Emily concluded: "The triangulation of information, intelligence and early intervention is what makes the project so unique and I've seen first-hand how it impacts young people to make positive changes to their lives."

Phil added: "Awards are great of course, but ultimately the impact that our work is having on our young people and the community is what really matters."

The National Children and Young People's Awards are due to be held at The ICC in Birmingham in June (COVID-19 dependent).



TEAM MEMBERS
Phil Skidmore, Emily Fletcher and Austin Allui from the council's AXIS team (photo taken prior to the pandemic)

Prevention and intervention

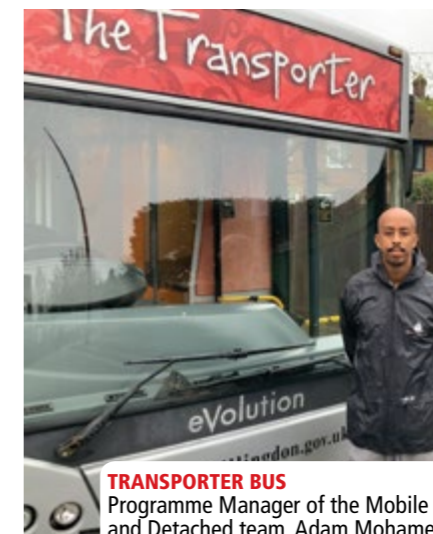
The council's youth justice service delivers prevention and intervention work in areas where issues with anti-social behaviour or serious youth violence have been identified.

One innovative way of targeting young people who may otherwise be difficult to reach involves the use of a dedicated youth transport bus which is fully equipped with a cooking area, DJ decks, flat screen televisions and gaming consoles.

A team of skilled and experienced targeted programme officers travel to crime hotspots across the borough to engage with groups of young people on the street and invite them onto the bus (COVID-19 dependent).

Officers deliver informal educational workshops onboard to discuss difficult topics such as knife crime, drug and alcohol abuse and sexual health, and offer additional one-to-one support for those in need.

Adam Mohamed, Programme Manager of the Mobile and Detached team, said: "The transporter youth bus is a great



TRANSPORTER BUS
Programme Manager of the Mobile and Detached team, Adam Mohamed

resource that allows us to engage young people on their own terms and offer them a safe place.

We work with some of the hardest-to-reach young people in our borough and the bus allows us to build a bridge between the communities we work in and the council we represent.

"I worked with a young man a while ago who was involved in serious violence and drugs, and over the

course of two years we were able to support him to create a CV, get back into education, and help repair the relationship with his family. As a result, he went to college and now has a career as a security and alarms manager. He recently got in touch to thank the team for not giving up on him and showing him that there is more to life than criminality and said that without our support he would have ended up in prison or worse."

The youth transporter bus is deployed to local parks, street corners and busy high streets to allow the team to engage with groups of young people and support them with any issues or concerns. Please check the council's website for the latest updates on the youth bus as services are COVID-19 dependent.

Youth workers are also offering a programme of online activities for children and young people through a range of social media platforms, including virtual youth clubs and dance, sport and fitness sessions. For more information visit www.hillingdon.gov.uk/young-peoples-centres.

Supporting parents of young people at risk

The council has received £38,665 from the Mayor's Office for Policing and Crime to introduce a new prevention programme to support parents of children who may be at risk of criminal exploitation.

Working together with parenting organisation Brilliant Parents, the council has recruited 15 parent champions to build community resilience by ensuring that parents are able to recognise the signs of exploitation.



Parent champions will offer advice, guidance and support to parents in West Drayton, Yiewsley, Hayes and Harlington, and help them to feel confident talking to their children and to professionals about the risks.

Nawaal Omar (pictured left), aged 39 from West Drayton, started her new role as a parent champion in January. She said: "I decided to volunteer because there is a great need in my community when it comes to the needs of adolescents. It can be challenging sometimes to be a positive parent but the training I've received has given me some useful parenting strategies to help my family and my community."

"To be a parent champion, you need to be able to engage with parents, be a good listener and feel comfortable enough to encourage parents to attend a parenting programme. The best part of the role is being helpful and being able to share all the right information with my community, and I hope we can teach parents how to communicate with their children."

Families interested in the programme can find out more by visiting www.brilliantparents.org.

Recognise the signs of exploitation

Signs of child criminal exploitation can include:

- Unexplained change in appearance and/or behaviour
- Mental health problems
- Low self-esteem
- Alcohol and drug abuse
- Unexplained injuries
- Sleep disorders/nightmares.

Find out more at www.nspcc.org.uk/what-is-child-abuse.



If you suspect that a child or young person is at risk of child criminal exploitation, call the police on 101 or Hillingdon's Multi Agency Safeguarding Hub on 01895 556644. If a child is at immediate risk of harm or danger call 999

Supporting carers and keeping families connected

Care homes in Hillingdon have gone the extra mile to keep families, friends and loved ones connected during the pandemic and to protect the residents they look after. *Hillingdon People* shines a spotlight on two of the borough's care homes and talks to carers and staff about their experience during the past 12 months.

Hatton Grove

Hatton Grove in West Drayton is a 20-bed residential care home for adults who have complex and profound learning and physical disabilities.

In January, all residents received their first vaccine for COVID-19 and care home staff helped prepare them by sharing easy-to-read materials and YouTube videos to help explain the process.

Throughout the lockdowns care home staff have ensured that residents are able to stay connected with their loved ones. After the first lockdown in March, the home's broadband signal was boosted and smartphones and tablets were purchased to facilitate video calls and staff regularly sent photo and email updates to families.

Last summer, a gazebo was set up in the garden to accommodate socially distanced visits, and this winter, a special outside area attached

to the main building via a Perspex screen has helped ensure that loved ones can see each other safely.

To facilitate close contact visits, the home will test visitors on site using rapid swab tests, which produce results in 30 minutes. Loved ones will be able to have closer contact visits but will still need to wear gloves, masks and other essential PPE.

Care Home Manager, Tracie Hamer, said: "We've had a year like no other and the vaccine feels like light at the end of the tunnel."

"Our staff have done everything they can to keep our residents happy and have organised various activities to celebrate Christmas, Valentine's Day and Easter."

"Residents and staff are thrilled to have received the vaccine and it has provided them with vital protection and much-needed hope for the future."



"It's a huge relief especially for our staff who have worked tirelessly throughout the pandemic, prioritising the health and safety of our residents."

"However, we will continue to remain extremely vigilant to keep the people we look after safe and well."

Eastcote resident, Jeanette Banister's daughter Kathryn, aged 39, needs round-the-clock care and has lived at Hatton Grove for five years. Jeanette said: "The first lockdown in March was very difficult because we were unable to visit Kathryn for three months. Staff made sure we had regular video calls and sent me email updates and photos so that I could see how she was doing. In June, myself and my older daughter, Sarah, had a COVID-19 secure visit with Kathryn in the garden and it was so special to see her in person again after being apart for so long."

"In the winter, Hatton Grove staff set up a covered over visiting area outside that's connected to the main building by a Perspex screen. It's been a wonderful lifeline for family visits and even though we were unable to have physical contact with Kathryn she was still very much reassured by our presence and it's been a great comfort to us all."

"It's been an incredibly stressful and trying time for us as a family and I can't praise the council and care home staff enough. Hatton Grove has such a lovely atmosphere and I'm completely reassured that Kathryn is safe and well cared for."



Jeanette Banister visits her daughter Kathryn at Hatton Grove



Crafts have proved popular with both visitors and staff



Merrimans Respite Care Unit

Merrimans Respite Care Unit in Uxbridge provides respite care for adults with a range of needs including physical and learning disabilities. The home gives carers the opportunity to have a break from their caring responsibilities and helps those who use the service to learn how to be more independent away from home.

Approximately 70 people use the service each year and the unit was one of the first respite homes in London to implement COVID-19 secure procedures and reopen following the relaxation of the first lockdown.

Rapid on-site swab tests are deployed on every shift for staff, and visitors staying at the home are tested upon arrival. Support bubbles based on friendship groups have been created to ensure that the social aspect that those who use the service enjoy such as takeaways and movie nights can continue.

Liz Woodward, Registered Manager for Merrimans Respite Unit, said: "We have had to cancel all external entertainers, trips, visits and parties. The evening social clubs attended throughout the week have closed to ensure the safety of residents."

"The pandemic has totally changed the way our home operates and we have pulled out all the stops to ensure our residents are kept occupied and happy as we now provide day support for residents unable to access day services or outreach."

"Undoubtedly, there have been many challenges during the past year but because we are spending a lot more time with

the people we look after we are getting to know them better.

"We know their likes and dislikes, their quirks and can spend more one-on-one time encouraging them to be more independent, as for some of our residents respite is a stepping stone to supported living."

The home has purchased a whole new art cupboard with paints, clay, glitter and decorations so residents and staff can follow arts and crafts videos on YouTube.

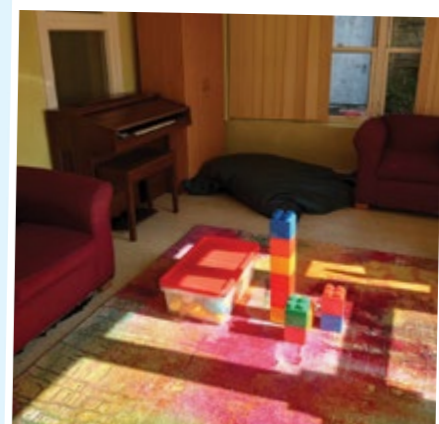
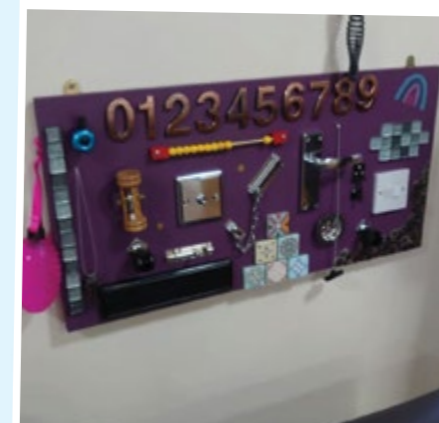
A range of new sensory equipment has been purchased for the garden, there is now a mini green house, and new wipe-down furniture and laminate flooring has helped support the home's enhanced cleaning regime.

Eastcote resident Jennie Goozee's daughter Sarah, aged 39, has been coming to Merrimans for 20 years, she said: "The beauty of Merrimans is their regular staff team who provide continuity of care which is really important to people like Sarah who have very high care support needs and can't talk."

"Sarah is so happy coming to Merrimans and she literally runs through the door which really reassures me and my husband."

"In August, my husband had a major operation and we were so grateful that Merrimans was able to care for Sarah at short notice."

"When Sarah has respite at Merrimans it gives us a much-needed break and enables us to carry on caring. We are very grateful for this respite and would like to thank everyone at Merrimans for their excellent support, especially during the pandemic."



To find out more about social care services in Hillingdon and the support available for carers, visit www.hillingdon.gov.uk/socialcare



FREE CONSTRUCTION "SUPPLY CHAIN" PROGRAMME

Are you an SME or Micro Business in the construction industry and wish to compete for more contracts in Hillingdon?

JOIN OUR FIT TO BID PROGRAMME AND GAIN A COMPETITIVE EDGE

FREE training workshops include;
Completing Pre-Qualification Questionnaires, Developing Key Partnerships, Seeking Funding Solutions, Presenting to Win

Programme to commence APRIL 2021.
Contact us today for more information:

kim@hillingtonchamber.co.uk

Or visit our website to complete our application form at hillingtonchamber.co.uk

HILLINGDON CHAMBER OF COMMERCE MEMBER BENEFITS INCLUDE:

- Networking events
- Working with you to bring contract opportunities
- Priority booking for a business stand at Hillingdon Expo Sept 2021
- 1 hour 1-2-1 business/contracting advice for only £50
- Tender launch meetings
- Possible consortium opportunities
- Access to tender database

JOIN US TO BE INFORMED OF FUTURE CONTRACT OPPORTUNITIES IN THE HILLINGDON BOROUGH

Funded by:




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Update from the West Area Chief Inspector

It's time, time to join the Met.

I'm delighted to announce we're recruiting once again and there are several routes if you, or someone you know, is interested in becoming a trainee detective constable or a police constable.

We're particularly interested in welcoming and supporting applicants from BAME and other backgrounds that are traditionally underrepresented in the Met. Brunel University is taking on its first cohort from our graduate entry programme, and for those of you that remember him you'll be pleased to hear that retired Inspector Rob Bryan is teaching the students all he knows. I'm not sure that will take too long!

New recruits continue to come to West Area, including Hillingdon, which means we have been able to put extra officers onto both our response teams and also some of our local wards, enabling them to get to grips with local policing and local issues.

We've just closed down a brothel in Hayes, arresting and charging four men

for controlling prostitution and modern slavery act offences, and rescued the ladies involved. This was as a result of information from local residents and yet again shows our determination to make Hillingdon a safer place. Prostitution is not a victimless crime, there is almost always drugs, violence and low-level crime involved.

One area that's causing concern is the rise in catalytic converter thefts; if at all possible, park your car in a garage or a secure area, or with the front towards a wall, or at best in a well-lit area with the car alarm on. We are working closely with local garages and scrap metal dealers to address this problem.

You should also register your converter and mark it with a forensic marker, which will make it harder for thieves to dispose of. Visit www.securedbydesign.com for more details.

Finally, I hope to see the light at the end of the COVID tunnel soon, and to the majority of residents I'd like to say thank you for complying

with government advice and keeping yourselves and your families/friends safe. I find it really heartening how the community has come together to support the vulnerable.

Stay safe

Chief Inspector
Richard
Watkinson



Have your say on Mount Vernon Cancer Services

The NHS is currently reviewing the services provided by the Mount Vernon Cancer Centre and Hillingdon residents are being asked to have their say.



The review looks at how services could be organised in the future to provide the best possible care for patients, including access to research trials, new technology and innovative treatments, from modern, safe facilities.

The experiences and opinions of current and former patients, as well as those living in the catchment area for Mount Vernon, are central to the review and will guide and inform any future decisions.

The East of England Engagement Team is holding an online focus group (on Zoom) specifically for Hillingdon residents on Monday 22 March at 6.30pm. The event will explore how the proposed changes might affect local people and you'll be asked to share your thoughts on the proposals.

For more information on the review and to register for the event, please visit www.mvccreview.nhs.uk.

If you are unable to attend this event but would still like to participate in the review, please visit the website or email Kevin.Roos@nhs.net to find out more.

FREE childcare for two-year-olds

A chance to play, learn and make new friends



Find out if you qualify

www.hillingdon.gov.uk/freechildcare

01895 556489

www.hillingdon.gov.uk

A safe space for women

Hillingdon Women's Centre is a charitable organisation providing a safe and confidential space for women to access information, support and advice on a range of matters. Find out how the centre supports female residents and local organisations, what they did to mark this year's International Women's Day and how you can support the charity.

The centre, located in Uxbridge, is a safe space that is inclusive of all women. Serving the borough for more than 35 years, it is the only women-only organisation of its kind in the local community providing information and access to services. Through this support, the centre helps to empower women and supports them to overcome barriers in their lives so they can thrive and reach their full potential.

Their work mainly focuses around supporting those affected by domestic abuse, and providing advice in areas including legal rights, immigration, benefits and housing entitlement. The centre also signposts people to other organisations that can assist if they do not cover a service in-house. For this reason, the team always encourages women to get in touch whatever their circumstance, as they will always try to find a way to help, even if it is through providing a referral to another specialist service.

In addition, the centre assists women experiencing mental health difficulties, unemployment, isolation, or those who might require counselling. They also organise a range of social activities, and workshops and training to help women improve their wellbeing, self-esteem, employability and more.

The charity collaborates with the council and partner organisations The Sharan Project and Belina GRoW, to support Hillingdon businesses which are committed to tackling and reducing domestic abuse, by providing Workplace Safespace training. The free initiative helps local organisations create or update existing domestic abuse policies; establish a physical safe space in their workplace; provides employers and their employees with the skills and knowledge to spot warning signs of staff members experiencing domestic abuse, and equip businesses with information on how to support employees.

Ongoing support and guidance continue after the training, and with more and more employers taking part, the aim is to create a united front and a clear message in the borough that domestic abuse will not be tolerated.

For more information about the training and how your workplace can be involved, visit www.workplacesafespace.org.

A new programme, Pathways to Healing, which was specifically created to support survivors of domestic abuse and help them to build a new life free from violence, is also launching later this year.

As a result of the COVID-19 pandemic, the centre has had to

adapt the way it operates and delivers its services, to ensure it can continue to help as many people as possible - especially as cases related to domestic abuse have increased in the last year.

To support their operations and to help them to adapt during the pandemic, the centre received a corporate core grant from the council towards their running costs. They are also assisted by the council's stronger communities and community safety teams who have helped them source funding, connect with other community groups and provided support for the Workplace Safespace project.



Cllr Jane Palmer, Cabinet Member for Health and Social Care, said: "I am pleased with how the council, and its statutory and local voluntary partners have risen to the challenges in tackling domestic abuse during the pandemic.

"A rise in reported cases means that victims and their children are accessing support services and that perpetrators are being identified. The Safespace scheme is important in raising awareness of domestic abuse, spotting the signs and 'red flags' of abuse and what to do next while also providing safe spaces for victims to remain or go to."



With additional assistance from its board of trustees and the resilience of its staff members, the centre was able to provide most of their services remotely. This includes offering information, advice and guidance on the phone or via platforms such as Zoom, Skype, Microsoft Teams and Google Meet.

They also offer online groups so members can continue to meet, and have organised a range of virtual events. The centre plans to continue to increase these online activities as the year progresses.

Once the national restrictions have eased, the centre will again be able to offer face-to-face support as they have risk-assessed their premises and put measures in place to ensure they can operate in a COVID-19 secure way.

The council funding has also helped them to employ their own dedicated domestic abuse caseworker to respond to the needs of women in the community; such as providing advocacy, practical and emotional support to survivors of abuse. Additionally, the caseworker assesses the risk of the individuals who gets in contact and creates a plan to make

sure the woman is safe. They also create links with relevant local services such as solicitors, charities, the police, social services and health agencies to ensure further support is available.

To mark International Women's Day on Monday 8 March, the centre held a range of online events alongside other local organisations and members of Women in the Community Network. The sessions included poetry readings, wellbeing activities, art classes, and a virtual feminist book club.

Vicky Lechuga, Centre Manager, Hillingdon Women's Centre, said: "Women-only spaces are paramount for us to feel safe and free to speak out and support each other. It's why it was crucial to provide our services and host International Women's Day activities virtually, so we could ensure our community were still able to connect despite the pandemic.

"I encourage all women to contact us whenever they need advice and support but also when they want to share their time and experiences. Women do great things when they are together!"

Hillingdon



Women's Centre

How you can support the centre

If you're interested in volunteering contact info@hillingdonwomenscentre.org, visit www.hillingdonwomenscentre.org/volunteer or call 01895 259578.

You can also find out about upcoming opportunities and fundraising initiatives by following the centre on Facebook, Twitter or Instagram, using the handle @HillingdonWomen.

For more information, support and advice, visit www.hillingdonwomenscentre.org and www.hillingdon.gov.uk/abuse

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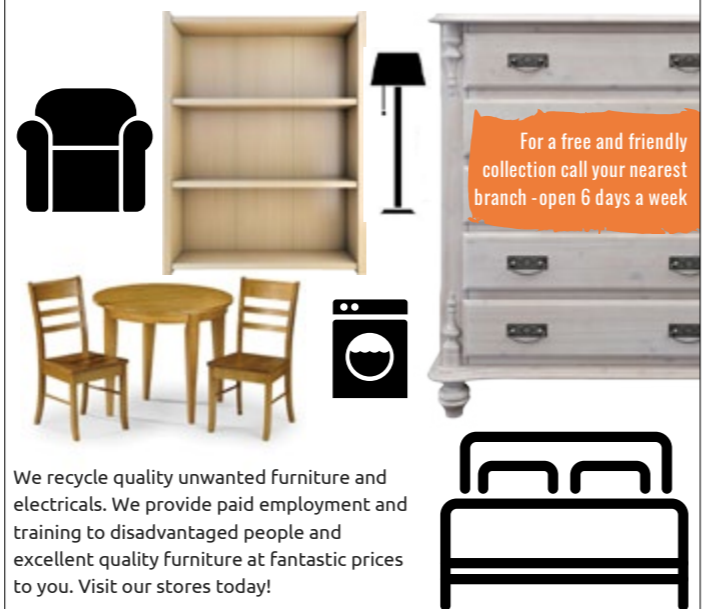
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*Shower curtains and rails replaced/fitted
*Curtain's hung, rails/blinds fitted *Sticking doors eased/adjusted *Uncompleted projects undertaken
*Worktops re-siliconed and re-edged *Hollow door/wall fixings *White bath chips touched in
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01895 556000

Learning

Adult Learning
www.hillingdon.gov.uk/adultlearning
01895 556455

Library Information Desk
01895 250714

School Admissions
www.hillingdon.gov.uk/schooladmissions
01895 556644

School Transport
01895 250008

Truancy Hotline
01895 250858

Leisure

Battle of Britain Bunker Exhibition and Visitor Centre
battleofbritainbunker.co.uk
01895 238154

Botwell Green Sports and Leisure Centre
020 8561 0956
Haste Hill Public Golf Course
01895 250777
Highgrove Pool and Fitness Centre
01895 630753
Hillingdon Sports and Leisure Complex
0345 130 7324

Hillingdon Theatres
www.hillingdontheatres.uk
01895 250615

Queensmead Sports Centre
020 8845 6010
Uxbridge Public Golf Course
01895 556750
William Byrd Pool
020 8897 9390

Local democracy

Council Meeting Dates and Agendas
01895 250636

USEFUL SERVICES AND AGENCIES

Addiction, Recovery, Community, Hillingdon (ARCH)
01895 207777

Affinity Water
0345 357 2407

Age UK Hillingdon
020 8756 3040

Alzheimer's Society Hillingdon
01923 823999

Asphaleia Action
01895 272478

Carers Trust Hillingdon
01895 811206

Centre for ADHD and Autism Support
020 8429 1552

Communicare Counselling Service
01895 256056

Citizens Advice Consumer Helpline
03454 04 05 06

Citizens Advice Hillingdon
0344 848 7903

Disablement Association Hillingdon (DASH)
020 8848 8319

HD Carers Support Group
07752 169849

Healthwatch Hillingdon
01895 272997

Hillingdon Autistic Care and Support (HACS)
020 8606 6780

Hillingdon Brain Tumour and Injury Group
01895 713205

HILLINGDON CONTACTS



Electoral Services and Registrars
01895 558250

Conservative Group Office
01895 250316

Labour Group Office
01895 250780

Mayor's Office
01895 250763

Planning

www.hillingdon.gov.uk/planning
01895 250230

Building Control, Inspections and Dangerous Structures
01895 558170

Dangerous Structures (out of hours)
01895 250111

Local Land Charges
01895 556115

General

Adoption and Fostering
www.hillingdon.gov.uk/fost-adopt
0800 783 1298

Brown Badges
01895 277277

Council Tax and Benefits
www.hillingdon.gov.uk/counciltax
0300 123 1384

Families' Information Service
www.hillingdon.gov.uk/fis
01895 556489

Fraud Hotline
www.hillingdon.gov.uk/reportfraud
0800 389 8313

Hillingdon First Card
www.hillingdon.gov.uk/hillingdonfirst
01895 556677

Hillingdon Social Care Direct (adults and children) ▶ Blue Badges ▶ Freedom Passes ▶ Meals Service ▶ TeleCareLine
01895 556633

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

Substance Use and Misuse or Sexual Health
01895 250721

Trading Standards
www.hillingdon.gov.uk/tradingstandards
01895 250164

All other council enquiries (not listed above)
01895 250111

Hospitals

Harefield Hospital
01895 823737

Hillingdon Hospital
01895 238282

Mount Vernon Hospital
01923 826111

Northwick Park Hospital
020 8864 3232

Watford General Hospital
01923 244366

NHS
111

Police and Fire

Metropolitan Police
Non-emergency 101
Textphone 18001 101

Hillingdon Neighbourhood Watch
all@hillingtonnhw.co.uk
Hillingdon Fire Station
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