

Putting our residents first in Charville

Welcome to your *Hillingdon People Local*, which highlights some of the things that the council has been doing across the borough and in your local area during the past 2 years.

Improving your local area

Town improvements and Chrysalis

- Kingshill Avenue has undergone a £422,000 revitalisation to enhance the area and boost footfall for businesses. Improvements included new shop fronts, repaving and road resurfacing, a new crossing, marking out bay parking, new planters, trees, benches, cycle stands and LED dual streetlighting for motorists and pedestrians. An eye-catching mural of a postcard was also created next to the post office.



Roads, footpaths and parking

- Parts of Kingshill Avenue and Cavendish Close have been resurfaced. Footpaths on Kingshill Avenue and Lawrence Road have also been resurfaced. Lighting improvements were carried out on Hoppner Road.
- Brand new pay and display parking machines were installed across the borough,

giving residents and visitors the added option of paying by credit or debit card.

- At the height of the COVID-19 pandemic, the council suspended parking charges and time limits in council car parks and pay and display bays and also offered free emergency parking permits in residential areas.

Keeping green

- Park Road Green and Yeading Brook Meadows retained their Green Flags in 2020 and 2021. For the ninth year running, Hillingdon was awarded more Green Flag awards than any other local authority with 63.
- Hillingdon won the 'Large City' category and received an overall Gold award at the 2021 London in Bloom competition.
- More than 9,000 trees were planted in Charville at Yeading Brook Meadows as part of a partnership between the council and Trees for Cities. We also launched a tree sponsorship scheme which invites residents to sponsor the planting of a tree to make the borough greener, cleaner and more attractive.
- Wildflower meadows were planted at Park Road Green and a wildflower verge was planted at Charville Lane.



CHRYSALIS

A composting toilet was installed at Grosvenor Avenue Allotment site. A surplus noticeboard was also donated to the allotment site

- Flowers bloomed in barrier baskets along Uxbridge Road and tiered displays at Kingshill Avenue.
- Ward budget funding was used to purchase gardening equipment for Grosvenor Avenue Allotments.
- The council is committed to recycling as much of the borough's waste as possible and continues to offer easy-to-use weekly waste and recycling collections. These have been improved with a new separate food waste collection process and an enhanced textile recycling service.
- Following our Climate Emergency declaration in 2020, residents have been consulted on a draft action plan for the council's operations to become carbon neutral by 2030.
- Walking maps are being installed at schools across the borough to encourage parents and children to choose more sustainable travel methods, improve air quality, reduce congestion and make roads safer for pedestrians and cyclists.

- Charville has 22 Street Champions. To find out more or sign up visit www.hillingdon.gov.uk/streetchampions

Keeping you safe

- 129 COVID-19 compliance visits have been made to businesses in Charville. 1 fine was issued and 4 referrals made to the Metropolitan Police.
- 4 alley gates were installed at Kingshill Avenue via our alley gating programme to improve security for businesses and residents and deter anti-social behaviour.
- The council issued 5 planning enforcement notices in Charville, ranging from unauthorised front extensions, side extensions, use of an outbuilding as self-contained accommodation and the subdivision of a house.
- 94 per cent of food premises within the ward are rated 4 (good) or 5 (very good) under the Food Hygiene Rating Scheme.

Read more inside

Supporting the local community

- The council has continued to support low-income families during the pandemic with food (free school meals vouchers) and utility costs.
- As part of our Welcome Back campaign to support businesses in the retail and hospitality sector to recover from the impact of COVID-19 a Christmas event was held in Kingshill Avenue in November 2021. The event included arts and crafts, a reindeer trail in shop windows and the opportunity to meet Father Christmas.
- A memorial tree was planted in recognition of Cllr Neil Fyfe's dedication to Charville ward.
- Since the start of the pandemic, the council has paid more than £80 million in support grants to businesses in Hillingdon to help them to bounce back.
- Christmas lights were on display in Hayes End Parade and Kingshill Avenue.
- Hayes End and Charville (pictured) libraries were refurbished as part of the council's £2.5 million investment programme to provide an improved experience for customers.



- During the height of the pandemic, residents were able to access our popular digital library. Charville and Hayes End library services started to resume in summer 2020 and a click and collect service was offered. Storytime sessions have returned at both libraries and children were able to visit libraries once again as part of the Summer Reading Challenge in 2021. Hayes End's sow and grow group has also resumed.
- Your local councillors gave ward budget funding to Hayes Park School to revamp their wildlife and sensory garden and Charville Community Association for a kitchen renovation.
- We offer a variety of adult learning courses at our centres, at community venues and online. For more information visit www.hillingdon.gov.uk/adult-courses
- The council's Community Awards recognised individuals or teams in the borough who have gone above and beyond to make a difference.



Health and wellbeing

- The council worked with H4All to create a COVID-19 community support hub to provide support to those self-isolating or unable to leave their home with food shopping, emergency food parcels, prescription collections, dog walking, wellbeing and befriending services and financial advice. We also supported NHS Test and Trace by creating a localised contact tracing service and ensured that social care providers had enough PPE, carers and were trained in infection control.
- Monthly virtual engagement meetings have been held with voluntary, community, faith and resident groups throughout the pandemic and a Community Champions programme was created in collaboration with H4All to share COVID-19 updates and guidance as widely as possible and support vulnerable groups.
- We supported the COVID-19 vaccination programme by ensuring that residents had vaccine locations in their local community, preparing suitable accommodation with signage and road traffic management, and encouraging take-up through publicity.
- During the lockdowns, all of our parks and open spaces remained open to allow residents to exercise outdoors while adhering to social distancing guidelines, weekly reminiscence online sessions took place for residents living with dementia and their carers, and Our Parks ran all Hillingdon fitness sessions online.
- A monthly free healthy walk along the Hillingdon Trail meets at Charville Library on a Wednesday at 11am. For more information visit www.hillingdon.gov.uk/walking
- Our free cycle skills training sessions have resumed, offering residents of all ages and abilities the chance to improve their cycling.
- The council's commissioned smoking cessation, substance misuse, NHS health checks, healthy lifestyle action programme, Healthy Start, and sexual and reproductive health services are providing support to residents. For more details visit www.hillingdon.gov.uk/health

Supporting young people and families

- The council's £270 million school building and expansion programme continues to ensure that every child in Hillingdon is offered a primary or secondary place.
- The council supported schools during the pandemic to ensure they could be kept open for vulnerable children and those of key workers during lockdowns, provide remote learning and offer a safe return for all young people and staff.
- To improve air quality within school grounds, pollution screening was installed at Hayes Park and Hedgewood schools. Screening is also being installed at Hewens Primary School.



- The Tashan Daniel Award bursary was launched in 2020 to support young residents to achieve their ambitions in sport, culture and education, and 1 recipient was from Charville ward.
- During the pandemic, the council provided a programme of online activities for young people. The council's FIESTA programme returned to offer young people a range of activities to participate in during the summer holidays in 2021 and a free activities programme for children eligible for free school meals took place in venues across the borough during the Easter, Summer and Christmas holidays in 2021. Some of these sessions, including first aid, self-defence and bikeability took place at Charville Young People's Centre.
- The centre also offers a variety of activities to support young people in a youth club setting.
- The council's Adolescent Development Services delivered targeted support sessions in Charville in partnership with local schools.
- During the lockdowns children's centres delivered a virtual programme of support for children and families, including antenatal classes, parenting courses, wellbeing and financial advice, and activity groups. Children's centres provide a range of play and learning opportunities tailored to support children with special educational needs and their families – at Charville Children's Centre these sessions are called 'Peapods'.



Supporting older residents

- Over-65s can benefit from free swimming and swimming lessons, free allotments, the free burglar alarm scheme, a winter heater loan scheme, priority parking with Brown Badges and activities at dining clubs, associations and community groups. Over-75s can also receive the TeleCareLine service for free.
- Between April 2020 and December 2021 we issued a total of 1,802 new Brown Badges boroughwide.
- Between April and June 2020, the council carried out welfare calls to older residents who attend our healthy walks, tea dances or chair-based exercise sessions.
- Online exercise classes are now offered for over-65s.
- Weekly gentle outdoor fitness classes also take place at Charville Library on Thursdays at 11am.
- The Leader's Initiative for Older People provided funding to Charville Community Association for a Christmas lunch in 2021.

Contacting your Charville ward councillors



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