

# HILLINGDON people

Local news from your council

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

## Belmore ward 2024 edition



HILLINGDON  
LONDON

Warren Park

# Putting our residents first in Belmore

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

## A green and sustainable borough

### Parks and green spaces

- Hillingdon has 67 Green Flag Awards – the most held by any local authority for the eleventh year running. Warren Park retained its flag.
- During the past two years, 23,726 trees have been planted across the borough.
- Residents were allocated 15 allotments located at the end of Weymouth Road just off Grosvenor Avenue.

### Delivering improvements to your area

- Each year, £1 million is spent on Chrysalis projects across the borough – from buying new playground equipment to the refurbishment of community buildings on council-owned land. Works included widening and resurfacing the path from Marvell Avenue to The Greenway. Find out more about the scheme at [www.hillingdon.gov.uk/chrysalis](http://www.hillingdon.gov.uk/chrysalis).



#### PARKS AND GREEN SPACES

Yeading Brook Meadows is benefitting from a new conservation partnership between the council, British Airways, Heathrow Airport and London Wildlife Trust designed to protect wildlife

CREDIT: VAL BORRELL

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

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



### Waste and recycling services

- The council continues to offer free, weekly and easy to use waste and recycling collections. Find out more at [www.hillingdon.gov.uk/rubbishandrecycling](http://www.hillingdon.gov.uk/rubbishandrecycling).
- In summer 2023, following a successful trial, the council started to expand its food waste recycling service to council-owned blocks of flats.
- To date, 28 schools across the borough, including Yeading Infant and Nursery School and Yeading Junior School have signed up to recycle their food waste.
- In June 2023, the council's waste and recycling team started a door knocking project to increase participation in food waste recycling. To date, participation in the scheme in Belmore ward has risen from 21.6 per cent to 55.9 per cent.
- Pink collection bins have been rolled out in libraries, including Yeading, to offer residents another way to recycle their small electrical items.

### Reducing our carbon footprint

- As part of the council's commitment to being net zero by 2030, last July the council approved plans to deliver hundreds of charging points in the borough to meet demand as more drivers switch to electric vehicles.
- Last October, the council introduced a new road repair method which uses 80 per cent less energy than traditional asphalt, 85 per cent less carbon and halves the overall cost.
- Work took place to replace defunct, electrically lit bollards with zero-emission, reflective versions made from recycled materials.
- A hybrid wind and solar powered street light was trialled at Melrose Close.

Read more inside



#### SECURING ALLEYWAYS

The council's alley gating scheme helps residents secure their privately-owned alleyways against intrusion. Gates were installed on Bedford Avenue, Yeading Lane and Carlyon Road

## Safe and strong communities



### Keeping residents safe

- 61 per cent of food premises in Belmore ward are rated 4 (good) or 5 (very good) under the Food Hygiene Rating Scheme.
- A store specialising in imported foods was fined £66,000 after breaching hygiene conditions and causing unnecessary suffering to animals following a rat infestation.
- In response to complaints from residents and business owners of anti-social behaviour from street drinkers at Belmore Parade, the council's licensing officers liaised with shop owners to ensure they complied with the laws on alcohol sales. Environmental enforcement officers also issued six fixed penalty notices for littering and breaching the Public Spaces Protection Order.
- This financial year, our fraud team identified savings related to fraud and prevented the loss of more than £9.6 million. If you suspect that someone is committing fraud

against the council, report it at [www.hillingdon.gov.uk/report-fraud](http://www.hillingdon.gov.uk/report-fraud).

### Improving social and private housing

- Across Hillingdon, 2,619 energy-efficient gas boilers were installed in council homes.
- As part of the Social Housing Decarbonisation Fund, the council has improved the energy-efficiency of 157 homes across the borough by installing loft insulation, double glazing, heat recovery extractor fans and new roofs.
- To improve fire safety, 516 council flats across the borough had their front doors replaced and 268 communal fire doors were replaced.
- The council extended a property on Judge Heath Lane from three bedrooms to four.
- The council's private sector housing team regularly carries out inspections to investigate disrepair in privately rented properties and to combat landlords providing potentially hazardous living conditions.

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



### Communities celebrate and mourn

- Communities celebrated the Queen's Platinum Jubilee, with the council supporting residents to hold more than 100 street parties, including at Blandford Way.
- The borough united to mourn the death of Queen Elizabeth II, with a book of condolence and space to leave floral tributes opened for residents at the Civic Centre, Uxbridge.
- Hillingdon marked the Coronation of King Charles III, with the council supporting more than 80 street parties with free public liability insurance and road closures and library events, including a Dementia Friends Coronation afternoon tea at Yeading Library.

### Fighting ULEZ expansion

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

### Cost of living support

- In response to cost of living pressures, the council continues to offer and promote a range of initiatives to support residents, including the Household Support Fund. Find out more at [www.hillingdon.gov.uk/cost-of-living](http://www.hillingdon.gov.uk/cost-of-living).
- The council's Holiday Activities and Food programme supports families by

providing activities for children in receipt of free school meals during the school holidays, with 2023 the most extensive yet.

- Warm welcome centres and an activities programme are in operation across the borough during winter.

### Modernising services

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

### Enhancing digital connectivity

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

## Thriving, healthy households



### Investing in leisure facilities

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

### A new chapter for libraries

- The council agreed a five-year Library Strategy, setting out its commitment to providing a first-class service and ensuring it is efficient and sustainable for the future.
- During Christmas 2022 and 2023, Hillingdon libraries hosted more than 140 events and activities for residents of all ages, including a light-up Christmas card workshop and festive Tiny Tales storytime session at Yeading Library.

### Supporting young people and families

- Family hubs will be expanded boroughwide, building on existing services, such as children's centres, to offer enhanced and joined up support for families from pregnancy to adulthood within their local communities.
- A new Youth Offer was agreed, which will launch in April and reflect the diverse needs of today's young people by offering a more flexible format, delivering services locally using existing council buildings, family hubs and digital services.
- The council's Summer Activity Programme was a chance for young people to have fun, make friends, learn skills and build confidence.
- Hillingdon's Children's Services were judged one of the best in England, following an 'Outstanding' Ofsted report.

- Yeading Children's Centre continues to deliver a range of groups and activities to support families with babies and young children, and provide access to advice on topics such as parenting, weaning, oral health, and children's learning and development.

### Supporting older residents

- Over-65s can benefit from free swimming and swimming lessons, free allotments, a winter heater loan scheme and MOVES exercise classes. Over-75s can also receive the TeleCareLine service for free.
- The council launched a falls prevention toolkit to help older people identify risks that could affect them as well as offering practical steps to reduce them.
- Residents and carers living with dementia can access a range of council support and activities, including reminiscence sessions, chair exercise, bingo and music.

### Promoting health

- The council organised more than 100 events in local libraries to mark last February's National Heart Month, including health checks, talking therapy sessions and free activities to improve fitness. It included a wellbeing discussion group for teenagers at Yeading Library.
- There are 37 outdoor gyms across the borough, including one at Warren Park.
- The council's commissioned smoking cessation, substance misuse and sexual and reproductive health services, NHS Health Checks, Health Lifestyle Action programme and the NHS Healthy Start scheme are providing health support to residents. For more details visit [www.hillingdon.gov.uk/health](http://www.hillingdon.gov.uk/health).

#### A THRIVING ECONOMY

A Christmas tree was erected on Belmore Parade



**COMMUNITIES CELEBRATE**  
Residents celebrate the King's Coronation with an afternoon tea at Yeading Library

## A thriving economy



### Roads, footpaths and street lighting

- Parts of the footpaths on Cranborne Way, Wimborne Avenue, Balmoral Drive, Lansbury Drive and Shakespeare Avenue were resurfaced.
- Hayes Bridge on Uxbridge Road has undergone the removal of silt from under the bridge to enable a smoother flow of the river and prevent damage to the bridge's supports.
- A Christmas tree was erected on Belmore Parade and Christmas lighting columns installed on Hayes Bridge Parade and Uxbridge Road.
- Our street lighting replacement programme replaces street lighting columns at the end of their life, gullies on highways are cleaned either annually, six-monthly or three-monthly, and faded line markings are repainted as necessary.

### Town centre improvements

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

### Learn with Hillingdon

- At Yeading Junior School, the council's adult education team delivered maths and English courses for parents. The council offers hundreds of part-time day, evening and weekend adult education courses at centres and virtually. Find out more at [www.hillingdon.gov.uk/adultlearning](http://www.hillingdon.gov.uk/adultlearning).

### Putting residents first

- Our HillingdonFirst card offers residents discounts, offers and preferential rates on various products, services and facilities across the borough. Find out more at [www.hillingdon.gov.uk/hillingdonfirst](http://www.hillingdon.gov.uk/hillingdonfirst).

# Contacting your Belmore ward councillors



**Cllr Labina Basit** (Independent)

☎ Democratic Services:  
01895 250636

☎ 07597 311729

@ lbasit@hillingdon.gov.uk



**Cllr Narinder Garg** (Labour)

☎ Democratic Services:  
01895 250636

@ ngarg@hillingdon.gov.uk

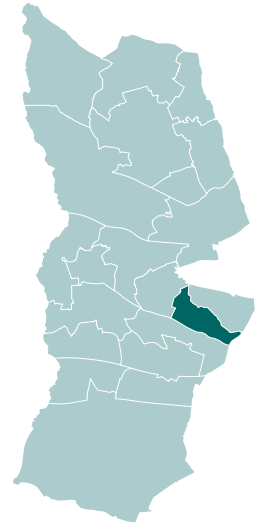


**Cllr Jagjit Singh** (Labour)

☎ Democratic Services:  
01895 250636

☎ 07904 241634

@ jsingh2@hillingdon.gov.uk



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By registering for a Hillingdon MyAccount, you can view and check the status of your reports and requests in one place.

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



**Sign up for our e-newsletters**

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