

HILLINGDON people

Local news from your council

www.hillingdon.gov.uk

Ruislip Manor ward 2024 edition



HILLINGDON
LONDON

Shenley Park

Putting our residents first in Ruislip Manor

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

Delivering improvements to your area

- The council's ward budget scheme gives the borough's ward councillors funding annually to spend on local projects. These included:
 - The Starlight Theatre Company to buy a new speaker and microphone for rehearsals. The equipment will benefit 35 youth members aged eight to 18,

and 25 adult members, who make up the amateur dramatics company, which specialises in musical theatre.

- purchasing vibrant floral hanging baskets for New Pond Parade.

Find out more at www.hillingdon.gov.uk/wardbudgets.

- Each year, £1 million is spent on Chrysalis projects across the borough – from



WARD BUDGETS

Cllrs Mills and O'Brien with members of The Starlight Theatre Company

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.



buying new playground equipment to the refurbishment of community buildings on council-owned land. New Ponds Playground was enhanced with new play equipment. Find out more at www.hillingdon.gov.uk/chrysalis.

Tree-planting and park improvements

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

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.
- In summer 2023, following a successful trial, the council started to expand its food waste recycling service to council-owned blocks of flats.

- Our waste and recycling team held two recycling roadshows at Ruislip Manor Library and three Zero Waste Challenges.
- Pink collection bins have been rolled out to offer residents another convenient way to recycle their small electrical items in nine libraries, including Ruislip Manor.

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 repairs, 85 per cent less carbon and halves the overall cost of repairs.
- Work took place to replace defunct, electrically lit bollards with zero-emission, reflective versions made from recycled materials.

Read more inside



COMMUNITIES CELEBRATE
Residents of Dartmouth Road celebrate the King's Coronation

Safe and strong communities

Keeping residents safe

- In Ruislip Manor, 86 per cent of food premises are rated 4 (good) or 5 (very good) under the Food Hygiene Rating Scheme.
- A roadshow was held at Ruislip Manor Library as part of October's Hate Crime Awareness Week to raise awareness of hate crime, how to support victims and report incidents.
- CCTV cameras were installed on Pembroke Road (junction with Station Approach) to improve road safety and crack down on drivers disregarding highway restrictions.
- Three of the council's car parks at Linden Avenue, Pembroke Gardens and Sidmouth Drive have retained their Park Mark Safer Parking award status for demonstrating rigorous safety standards.
- The council repaired alley gates on Thurlstone Road, Linden Avenue and Linden Close. Find out more at www.hillingdon.gov.uk/alleygatingscheme.

- The council's planning enforcement team served a notice for the unauthorised raising of a roof to a terraced house on Beverley Road. The owners were instructed to bring the level of the roof down to the same height as the adjoining properties.
- This financial year, our fraud team identified savings related to fraud and prevented the loss of more than £9.6 million. If you suspect that someone is committing fraud against the council, report it at www.hillingdon.gov.uk/report-fraud.

Improving social and private housing

- Across Hillingdon, 2,619 energy-efficient gas boilers were installed in council homes.
- To improve fire safety, 516 council flats across the borough had their front doors replaced and 268 communal fire doors were replaced.
- The council's private sector housing team regularly carries out inspections to investigate disrepair in privately rented properties and to combat landlords providing potentially hazardous living conditions.

A digital-enabled, modern, well-run council

Communities celebrate and mourn

- Communities celebrated the Queen's Platinum Jubilee, with the council supporting residents to hold street parties at Cottingham Chase, Thurlstone Road, Northdown Close and Pond Green.
- The borough united to mourn the death of Queen Elizabeth II, with a book of condolence and space to leave floral tributes opened for residents at the Civic Centre, Uxbridge.
- Hillingdon marked the Coronation of King Charles III, with the council supporting street parties at Cottingham Chase, Dartmouth Road and Pond Green. Ruislip Manor Library held an afternoon tea which showcased displays related to the King's interests and hobbies.

Fighting ULEZ expansion

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

Cost of living support

- In response to cost of living pressures, the council continues to offer and promote a range of initiatives to support residents, including the Household Support Fund. Find out more at www.hillingdon.gov.uk/cost-of-living.

- The council's Holiday Activities and Food programme supports families by providing activities for children in receipt of free school meals during the school holidays, with 2023 the most extensive yet.

Modernising services

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

Enhancing digital connectivity

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

Thriving, healthy households

Investing in leisure facilities

- Nearby Highgrove Pool and Fitness Centre benefitted from £1 million from the council's £2.25 million leisure centre investment programme to refurbish its health and fitness areas, changing rooms, reception and create a new sauna and steam rooms. Find out more at www.better.org.uk/highgrove-leisure-centre.

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 Christmas elf tiny tunes at Ruislip Manor Library.

- A new monthly VIP group recently launched at Ruislip Manor Library to support residents with visual impairments. Residents living with dementia can also book to use the Tovertafel (magic) table.

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.
- Hillingdon's Children's Services were judged one of the best in England, following an 'Outstanding' Ofsted report.
- The council is working with Wealdstone Youth Football Club to help them to take

on a long-term lease for their playing ground at New Pond Playing Fields.

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. The council holds strength and balance classes at Ruislip Manor Library on Tuesdays.

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 heart-themed arts and crafts session at Ruislip Manor Library.
- There are 37 outdoor gyms across the borough, including one at Shenley Park.
- The council's property and estates team recently completed work to upgrade the NHS centre on Pembroke Road. Works included electrical and fire safety testing, installing medical wash basins, upgrading the consulting rooms and internal redecoration.
- 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.



CHRYSALIS
Cllrs Lavery, Haggart and O'Brien open the refurbished New Ponds playground as part of the council's Chrysalis scheme

A thriving economy

Roads, footpaths and street lighting

- Part of the footpaths on Park Way and Eversley Crescent were resurfaced and part of the carriageway on Cranley Drive was resurfaced.
- Christmas lights were installed on street lamp columns and in trees in Victoria 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.

Learn with Hillingdon

- The council offers hundreds of part-time day, evening and weekend courses for people aged over 19. Delivered at our centres, in the community and virtually, many of our courses are fully funded by the government. At Ruislip Manor Library, courses on offer include calligraphy, dance, and exercise classes to improve health and wellbeing. Find out more at www.hillingdon.gov.uk/adultlearning.

Contacting your Ruislip Manor ward councillors



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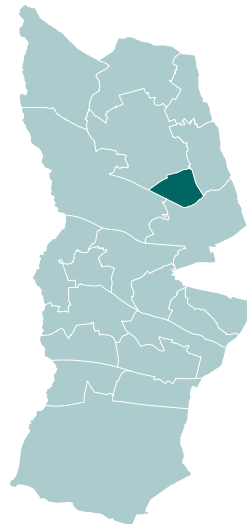
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