

HILLINGDON people

News from your council

www.hillingdon.gov.uk

November/
December 2025



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crackdown

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Christmas

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HILLINGDON
LONDON

Christmas and New Year WASTE AND RECYCLING COLLECTIONS

To minimise disruption to waste and recycling collections during the Christmas and New Year period, we will be working on Saturdays 20 and 27 December and Saturday 3 January.

This will enable collections to return to normal as quickly as possible.

Normal collection day	Revised collection day	Normal collection day	Revised collection day
Monday 22 December	Saturday 20 December	Monday 29 December	Monday 29 December
Tuesday 23 December	Monday 22 December	Tuesday 30 December	Tuesday 30 December
Wednesday 24 December	Tuesday 23 December	Wednesday 31 December	Wednesday 31 December
Thursday 25 December	Wednesday 24 December	Thursday 1 January	Friday 2 January
Friday 26 December	Saturday 27 December	Friday 2 January	Saturday 3 January

Please leave your waste and recycling out by 6am on the day of collection by your front gate but not on the pavement. Separate arrangements are in place for flats and businesses.




www.hillingdon.gov.uk/rubbishandrecycling

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We’ve aligned stories in this magazine to our Council Strategy to keep you updated on our progress. Below is a key to explain the graphics.



Welcome



As Christmas approaches, in amongst the sparkling lights and gift-giving, at the heart of the festive period is the spirit of togetherness.

Following a summer and autumn of national protests and division, we are calling on residents to continue to look out for one another.

While the council upholds the right to peaceful protest over the government’s placement of asylum seekers in hotels in the borough, this must never cross into intimidation or criminal activity, and we’ve been working with our partners to prioritise the safety of our communities.

We are proud to be a diverse borough with a longstanding spirit of respect and unity where our residents treat one another with care, kindness and consideration.

So, let’s come together this Christmas – not just in celebration but with compassion, tolerance and respect – the shared values that make Hillingdon a strong, inclusive and connected place.

This edition of *Hillingdon People* features various examples of residents, groups and communities coming together to access support, celebrate and commemorate. From the council marking the 85th anniversary of the Battle of Britain (page 20), long-standing residents experiencing the completion of their new homes (page 16), communities coming together to celebrate the borough’s rich musical heritage (page 7), and the library initiative that inspired borough artists to connect and produce a poignant unity-themed display (page 5).

We’re also continuing to honour those who selflessly support their community with nominations now open for the 2026 Hillingdon Community Awards. If you know any local heroes and want to put them forward, you can find out more on page 4.

Furthermore, we will also be marking Christmas with an array of activities and events. See page 23 for more details.

Have a Merry Christmas and a Happy New Year.

Cllr Ian Edwards,
Leader of the Council

On the cover: Residents of Avondale Drive move into their new homes.

Advertising deadline for next edition:
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For a copy in large print or as an audio version call 01895 556903

Primary school admissions

Do you have a child born between
1 September 2021 and 31 August 2022?
If so, you must apply for a school place by
15 January 2026

For more information, key dates, how to apply and advice, visit
www.hillingdon.gov.uk/schooladmissions
or email admissions@hillington.gov.uk



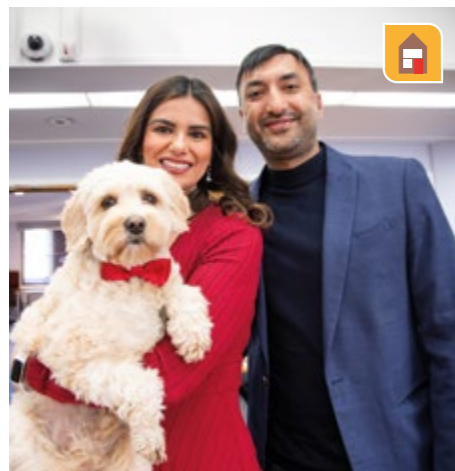

www.hillingdon.gov.uk/schooladmissions

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Nominate your local community hero

Voting is open for the 2026 Hillingdon Community Awards, celebrating residents and organisations who go the extra mile to make our borough an even better place.

Now in its fifth year, the awards honour those who support their community – from litter picking and hosting fitness classes to those who extensively volunteer with charities and youth groups.

Last year, a record 167 nominations were received, with 14 winners recognised across three categories: Helping Communities, Helping Vulnerable People, and Promoting Health and Wellbeing.

Among them was the first canine winner – therapy dog Buddy, who was recognised for bringing comfort and joy to patients and staff at Hillingdon Hospital.

Leader of the Council, Cllr Ian Edwards, said: "Each year these awards reveal inspiring stories of people who make us proud to call Hillingdon home. If you know someone making a difference, why not nominate them today?"

Nominations are open until Wednesday 31 December.

Find out more and nominate:
www.hillingdon.gov.uk/community-awards



Reading challenge winners rewarded

Children who won a prize draw for completing the council's Summer Reading Challenge were presented with certificates and a selection of books at a special ceremony on Wednesday 1 October.

Seventeen of the 18 winners attended the Council Chamber at the Civic Centre, Uxbridge to receive their awards from the Mayor of Hillingdon, Cllr Philip Corthorne, and Cllr Eddie Lavery, Cabinet Member for Community and Environment.

To enter the prize draw, children had to borrow books from their library at least four times during

the school holidays, with winners selected from each branch and a grand prize-winner chosen.

This year, 5,101 children entered, with 2,468 completing the challenge, and the grand prize-winner, 10-year-old Vahini Vageesan, from Oak Farm Junior School, took home a book bundle, Kindle Fire and family Hillingdon Heritage Membership.

Visit your nearest branch:
www.hillingdon.gov.uk/library-branches



Christmas card competition returns

We're once again inviting residents of all ages to get creative for a chance to see their festive artwork featured on our corporate cards.



To enter, simply submit a festive image related to the borough as either a jpeg or pdf attachment (not embedded in the body of an email).

Your design can be either portrait or landscape but must be

high-resolution (at least 300dpi and 216mm by 154mm in size). Only one entry per person is permitted.

The artwork can be a photograph, painting or drawing.

Email your entry to christmascardcomp@hillington.gov.uk by 5pm on Friday 28 November. Winners will be selected by Leader of the Council, Cllr Ian Edwards.

For more information, visit www.hillingdon.gov.uk/christmas-card.

Meet our new street cleaning machines

Residents who won the council's competition to name its seven new street sweepers got to see them in person at a special event on the Civic Centre forecourt in October.

The contest, which ran earlier this year, saw more than 200 entries from residents of all ages, with winners selected by a judging panel of council officers and Cllr Eddie Lavery, Cabinet Member for Community and Environment.

The winners and their chosen names are:

- David Edwards from Ruislip – **Obi Wan Cleanobi**
- Millie Gray from Hayes – **Sweeping Beauty**
- Abbie Matthews from Hayes – **Sweep Caroline**

- Harper Boyd-Gambling from West Drayton – **Baa Baa Road Sweep**
- Jane Mason from Ruislip – **Optimus Grime**
- Sara Bibi from Hayes – **Lightning McSweep**
- Lee Carter from Uxbridge – **Trusty Dusty**

The sweepers replace older, less reliable models and provide a more sustainable service. Their brushes can also be swapped to remove weeds from footpaths.

Cllr Lavery said: "I'd like to thank all participants, especially the winners, for these names, which are sure to bring a smile to faces as they go out on their daily rounds."



Art exhibition celebrates local cultures

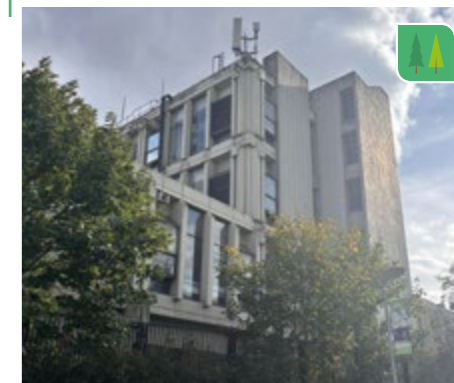
In October, Uxbridge Library featured the 'Create and Connect' project in its reception area, providing an inspiring display of creativity, heritage and collaboration.

The council initiative, funded by Libraries Connected and The Arts Council, brought together residents from all of the borough's libraries who contributed individual artwork. Each piece reflected the artist's heritage or culture, and together,

they formed a striking jigsaw display – a powerful symbol of unity and community spirit.



Part of the jigsaw created by South Ruislip Library



Former telephone exchange added to local heritage list

North Hayes Telephone Exchange has been included in the borough's local list, recognising it as a building of architectural and historical significance.

Following a six-week public consultation earlier this year, where 68 per cent of respondents supported its inclusion, the council's Cabinet requested further investigation into its redevelopment potential if it was added. Following this, on Monday 22 September, it was formally agreed that it would be added.

The exchange is an example of Brutalist architecture, prominent in England from the 1950s to the 1970s, with its innovative use of pre-cast concrete and thoughtful design which retains nearly all its original features.

Cllr Steve Tuckwell, Cabinet Member for Planning, Housing and Growth, said: "The local list provides us with the opportunity to ensure new developments respect our borough's unique heritage and that these qualities are considered during planning decisions, while ensuring we continue to provide the services and amenities a growing population needs."

See the list:
www.hillingdon.gov.uk/locally-listed-buildings



Football dream comes true at Wembley

A Hayes resident who benefits from the council's support for those living with dementia recently had a once in a lifetime opportunity, accompanying the England football team in their friendly against Wales on Thursday 9 October.

Baldev Grewal, 86, walked out with England captain Declan Rice onto the pitch at Wembley Stadium in front of almost 80,000 fans before kick-off.

This experience was made possible through a partnership between the Alzheimer's Society and the Football Association,

offering 22 people with dementia this unique chance.

Baldev has accessed council support since 2017 and attends the Forget Me Knot FC dementia walking football sessions at Rectory Park Football Centre, Northolt, every Friday. He also joins the council's dementia library groups and enjoys playing golf and boccia.

Baldev and the other player escorts met the England team in the changing room before the match. He said: "It was a lovely experience, and nice to talk to the team."



Credit: Alzheimer's Society

New operator for our early years centres

September marked a proud milestone as the council completed the handover of its Early Years Centres to the UK's largest charitable childcare social enterprise – further reflecting our commitment to delivering value-for-money services and helping children and families lead healthy, active, lives.

The London Early Years Foundation (LEYF) has taken over the running of Nestles Avenue Early Years Centre in Hayes, South Ruislip Early Years Centre and Uxbridge Early Years Centre following an agreement by Cabinet in December to grant them 15-year leases.

The arrangement ensures the continuation of high quality early years education in the borough while generating regular income for the council. LEYF has sole occupancy of the sites, allowing it to expand the number of places available to families.

Cllr O'Brien said: "We know families value our early years centres, and we're delighted to have secured an excellent provider to continue delivering high quality early years support."

Cllr Bianco added: "The decision to grant LEYF leases will deliver value for money for residents, while continuing to meet the needs of families effectively."



Keys to the sites were handed over by Cllr O'Brien and Cllr Bianco to Ann Coughlan, Nursery Manager (for South Ruislip) and Rob Allman, Area Operations Manager for LEYF

Changes to Members' political affiliations

Since the last edition of *Hillingdon People*, the council has received confirmation that six councillors have resigned from the Labour Group.

Cllr Jas Dhot has become a member of the Conservative Group, which brings membership of the group to 31.

Led by Cllr Peter Curling, Cllrs Janet Gardner, Labina Basit, Rita Judge, and Scott Farley have formed a new political group – the Hayes Independent Group

The Labour Group is now comprised of 17 councillors.

Find out who your local councillor is:
www.hillingdon.gov.uk/councillors



Urgent call for gambling reform

The council will join a coalition of more than 40 local authorities to lobby government for much-needed changes to gambling legislation, seeking increased powers to regulate high street betting and protect vulnerable people.

At a Full Council meeting on Thursday 11 September, councillors unanimously backed a motion, tabled by Cllr Peter Curling, Leader of the Hayes Independent Party Group, to demand changes in licensing and planning regulations, raising concerns about the number of licensed betting shops in Hayes.

The council currently has limited powers to stop new gaming centres opening or close them if they are having a negative impact on the community.

The cross-party coalition of councils is calling for four key reforms, including stronger planning controls for new gambling premises, health and wellbeing community impact assessments as part of licence applications, a levy on gambling firms to support treatment services, and tighter rules on gambling advertising.

Cllr Eddie Lavery, Cabinet Member for Community and Environment, said: "This is not a call for a full ban, we believe adults should be able to place a bet if they want to, but a request to the government to step up and make changes to legislation that will give councils the power to decide what's best for their residents."



Celebrating Hayes' rich musical heritage

Following March's successful Old Vinyl Factory Festival, a popular follow-up was held in September.

The council's free outdoor event was organised with Hanwell Hootie, Intrepid Collective and funded by the Mayor of London's Good Growth Fund.

Approximately 1,500 visitors came to Record and Material Walk

to join in the festivities to celebrate the town's strong music history as the former home of EMI Records.

Vinyl hunters browsed records at a Groove Seekers fair, enjoyed local food stalls, and watched young musicians and street dancers. The event was backed by Momento Hayes and The Old Vinyl Factory.

Share your views on new HMO controls

Following concerns raised by residents about the rise in Houses in Multiple Occupancy (HMO) and issues associated with them, a Full Council motion was passed in July 2024, which committed the council to investigating whether the implementation of additional licensing would be justified.

Building on this commitment, the council is now inviting residents, landlords, and letting agents to share their views on proposals for a boroughwide HMO additional licensing scheme.

To assess whether enhanced rules are required in Hillingdon, an independent housing survey was conducted in July. It found that private renting had increased by 52 per cent since 2011 and now makes up 25 per cent of all residential properties in the borough.

It also highlighted concerns about the quality of housing being provided by landlords, with 14.3 per cent of privately rented homes having at least one serious hazard.

The proposed tighter restrictions would allow the council to address issues, including rogue landlords, poor quality housing, safety conditions, anti-social behaviour, and waste management.

The scheme would be applied to small HMOs rented to three or more occupiers in two or more households who share a kitchen or bathroom and are not already covered by the existing mandatory licensing requirements.

Currently, the council operates a licensing scheme for large HMOs – properties occupied by five or more residents from two or more households sharing bathroom or kitchen facilities.

The consultation runs until midnight on Sunday 11 January.

Have your say:
www.hillingdon.gov.uk/hmo-additional-licensing



Joining forces to drive growth

In September, the council became a member of the West London Economic Prosperity Board (WLEPB), strengthening its commitment to driving investment and regeneration across the borough and wider region.

The WLEPB is a cross-party joint committee made up of local authorities across west London, including Barnet, Brent, Ealing, Hammersmith & Fulham, Harrow and Hounslow.

Facilitated by the West London Alliance, the board brings neighbouring boroughs together to collaborate on major issues such as economic development, infrastructure, skills, and investment opportunities.

The move also underpins the council's ambitious local growth agenda, including projects set out in its Uxbridge Vision and regeneration of Hayes.



Cllr Tuckwell and Cllr Bianco attend the London Real Estate Forum, Guildhall

Watch Cllr Tuckwell's video: www.hillingdon.gov.uk/wlep



Local police station saved from closure

Following a review of London's local policing resources in October, a decision was made to keep the front counter at Hayes Police Station open after a council campaign with support from residents.

In July, it was announced that the station counter was one of 18 at risk of closure due to budget pressures faced by the Metropolitan Police Service.

The council urged the Mayor of London to protect this vital face-to-face service and keep residents safe.

Following the announcement, **Leader of the Council, Cllr Ian Edwards**, said: "We are pleased that the Mayor of London has listened to our appeal, made throughout the summer on behalf of Hillingdon residents, to retain the front counter at Hayes Police Station and seen sense to reverse his ludicrous proposal.



"Closing the front desk at Hayes completely would have deprived residents of any walk-in police service anywhere in the borough, forcing them to travel to Acton or Hounslow for help.

"This reversal is a welcome recognition of the strength of local feeling and the importance of keeping policing accessible. The council will continue to stand up for residents and ensure that community safety remains a top priority.

"We now hope he will take action to reopen Uxbridge Police Station as he previously promised."

Rogue builder targeted elderly widow

A rogue trader who coerced an elderly widow from Ruislip into paying £11,600 for unnecessary building works has been given a 10-month suspended prison sentence, a 15-month community order and ordered to fully repay his victim's estate following an investigation by the council's trading standards team.

Lawrence Cash, 30, of Bagshot Road, Brookwood, appeared for sentencing at Isleworth Crown Court on Monday 6 October, having admitted to fraud by false representation and engaging in aggressive commercial practice at a previous hearing at the same court on 6 May.

The court was told that on 10 September 2022, Cash approached Mary Naylor, then 86, offering to clean her driveway, but then pointed out other faults with her property, including that her

chimney was going to fall onto her roof and that her boiler and heating system needed replacing.

After receiving payment for the completed repairs, Cash returned on two separate occasions in attempts to extract more money from Ms Naylor by 'inventing extra work', so she contacted the council's trading standards team. An independent surveyor, contracted by the council, reviewed the work performed by Cash and found much of it had not been required and that it was all undertaken to a poor standard.

Sadly, Ms Naylor passed away before the conclusion of legal proceedings.

Read the full story: www.hillingdon.gov.uk/news



Building homes for our children

The council continues to deliver outstanding services to support vulnerable children with the completion of six new residential homes.

Our innovative approach has seen the creation of a residential community for 12 local children up to the age of 18, alongside bespoke support services.

The homes, which provide short to medium-term care, mean those young people can remain in the borough, continue to attend their schools or colleges, and maintain links with their family, friends and support network.

There is also a separate leisure and resource centre for individual tuition and counselling sessions, a space to prepare our young people for independent living by teaching skills such as cooking, as well as an area for them to enjoy activities and games.

The development also features a new multi-use games area with collapsible football goals and a basketball hoop.



Alex Coman, Director of Children Safeguarding and Care, Cllr Bianco, Cllr O'Brien, Jeremy Graham, Chief Operations Officer at Bugler Developments and Julie Kelly, Corporate Director of Children's Services

Specialised workers from the council will be available 24 hours a day to give the young people access to tailored, wraparound support services in a safe and comfortable environment, and older children will also be offered bespoke support into independent accommodation.

In line with the council's commitment to being a green and sustainable borough, the new properties are fitted with solar panels, air source heat pumps and electric vehicle charging points.

Students see progress

Pupils from a local school visited the site to see the homes being built and learn valuable skills.

Bugler Developments, who delivered the new homes on behalf of the council, gave the children the opportunity to try bricklaying, and painting the interior of one of the houses. They were also given

a demonstration of the forklift, digger and dump trucks.

Bugler also donated a selection of construction-inspired play equipment, including foam blocks, tools, wheelbarrows, and personal protective equipment.

Meanwhile, Nikita Jackevic, a student at Harrow, Richmond and Uxbridge Colleges, had a week's work experience placement on site in March. He had the opportunity to shadow and work alongside members of the Bugler team, gaining valuable insights into the construction process and the various roles within the industry.

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

said: "I'm delighted to see these new homes completed which are modern, safe and welcoming places to live, and spaces where young people needing more support can make their own and have opportunities to thrive."



The new homes created for local children

Cllr Jonathan Bianco, Deputy Leader and Cabinet Member for Corporate Services and Property

said: "Not only are we helping our own children and providing valuable support, but these new homes also mean that they remain in Hillingdon and that we are not spending money on costly out-of-borough placements – a real win-win for the council."



Thriving, healthy households

Investing in inclusive education

The council's significant expansion at Meadow High School is creating 98 new places for children with special educational needs and disabilities (SEND). *Hillingdon People* visited to see the improvements.

The multi-million-pound investment has delivered a new two-storey building at the school's Royal Lane site in Hillingdon, and a new satellite school is under construction in Northwood Road, Harefield.

New classrooms and specialist teaching spaces, including science, music, food technology, fitness, sensory, hygiene, therapy, medical and quiet study rooms, replace the previous temporary modular classrooms at Royal Lane.

These spaces connect to the existing school building via an internal corridor and externally through new walkways and a covered canopy area, which can also be used for teaching and social activities.

This part of the expansion has delivered eight new places and reprovided 82, with work completed in time for the start of the current new school year.

A new satellite school

The second phase of the expansion project is the creation of the school's new teaching building and satellite school at Northwood Road, which replaces an unused residential block.

The new build will provide 90 additional places and increase the council's ability to accommodate growing numbers of students with SEND.

The school will feature six classrooms, including science, food technology, art,



Cllr Jonathan Bianco, headteacher Graham Cunningham, and Cllr O'Brien at the site in Royal Lane

independent living, and speech and language rooms, as well as a library/common room.

There will also be a space for physiotherapy sessions, a fitness room, hygiene rooms, medical facilities, kitchen and dining areas, a conference room, staff area, breakout spaces, storage, administration facilities and toilets.

Additional features include an eco-roof and solar panels to provide renewable energy, a new multi-use games area, car parking and cycle parking spaces and revised vehicle access.

Where possible, materials from the former site will be reused or recycled as part of the council's commitment to combatting climate change.

Cllr Susan O'Brien, Cabinet Member for Children, Families and Education, said: "We continue to deliver on our pledge to provide children in Hillingdon with a high quality and fully inclusive education. This includes creating more school places for children with SEND, helping them to reach their full potential in a supportive learning environment."

Delivering for our residents

The council moved to ensure that work continued when its previous contractor for the expansion filed for administration last year.

It has directly managed the remaining delivery of the project, working alongside multiple contractors, many of which are local businesses.

Teams have worked hard to complete the Royal Lane phase of the expansion as quickly and efficiently as possible. At Harefield, work restarted on site in September and is expected to complete next summer.

Find out about
SEND support:
www.hillingdon.gov.uk/send-local-offer



+ Thriving, healthy households

Brand new leisure facility coming soon

The council's fifth sports centre, the Platinum Jubilee Leisure Centre in West Drayton, is coming to life and will soon open its doors to residents. Discover how the project is progressing and what will be on offer.

Located just off Harmondsworth Road, the new facility will provide local people with even greater opportunities to enjoy high quality facilities designed to improve their health and wellbeing.

The striking brickwork building spans more than 6,480 square metres, stands at 17 metres across three floors and features large windows designed to maximise natural light.

Since last April, the council has been directly managing the entire construction project, employing a range of businesses to complete the various phases of work. On an average day, more than 80 skilled tradespeople can be found working on site.

Powering the centre

Throughout spring and summer, the focus was on completing the mechanical and engineering fitout, which won't be visible to visitors, but is essential to the smooth operation of the centre, including how it's powered and heated.

The roof is fitted with advanced technology, such as solar panels to reduce the building's carbon footprint and air source heat pumps which allow heat from outdoor air to be transferred indoors and distributed throughout the centre.

Final finishes

With the mechanical and engineering work complete, attention turned to the upper floors, where teams have been installing key equipment and focusing on the final finishes.



A grand entrance

As construction progresses, the large inviting entrance is coming to life with external paving and new landscaping (pictured above).

A new single-level car park with 135 spaces will provide convenient access for visitors once the facility opens.

The centre is scheduled to open in early 2026. It will be managed by the council's longstanding experienced leisure partner, Greenwich Leisure Limited (GLL), trading as Better.



The rooftop five-a-side football 3G pitch is now complete, featuring artificial turf, while shock absorbent flooring is being fitted in the sports hall and two-level gym (pictured above). The hall will host a range of activities, including basketball and racket sports, while the gym floors will offer dedicated zones for free weights, resistance machines, and cardio equipment. The spin and dance studios are also undergoing final decoration.

On the ground floor, the tiling of the 25-metre, eight-lane pool, training pool and leisure 'splash' pool has been completed, with the slide and water play features mounted into place (pictured below).



The changing village is also being finalised with the installation of showers, toilets and cubicles, while the rock-climbing area has been kitted out.

Cllr Jonathan Bianco, Deputy Leader and Cabinet Member for Corporate Services and Property

said: "Despite the challenge presented by the original contractor entering administration mid-project, the council has stepped in to directly manage the build itself.

"We've made fantastic progress this year, with each area taking shape and elements being finalised.

"Once open, the centre will offer an impressive range of activities for residents of all abilities to boost their wellbeing and live active, fulfilling lives."

See behind the scenes:

www.hillingdon.gov.uk/platinum-jubilee-leisure-centre



+ Thriving, healthy households

Making your school journeys safer

As part of its ongoing commitment to ensuring pupil safety, the council has recently completed a series of highways improvements aimed at tackling problem areas on routes frequently used by students.

As the dark nights draw in, the council's school travel and road safety team (STaRS) works closely with schools across Hillingdon to ensure students can travel safely and sustainably to and from school.

Throughout the year, they work with local schools to identify and address any barriers to safe travel. Ahead of the new school term, improvement works were carried out at six locations in Hayes and Uxbridge, with support and funding from Transport for London, to enhance pupil safety.

Works completed

Charville Academy, Hayes

- new dropped kerb with accessible tactile paving
- new bollards to enhance safety and stop pavement parking

- widened footway and reduction of carriage width.

Hayes Park School

- new dropped kerb with accessible tactile paving
- new bollards to enhance safety and stop pavement parking.

Hillside Infant and Junior Schools, Uxbridge

- new dropped kerb with accessible tactile paving
- zebra crossing upgraded with Zebrite LED beacons.

Oak Farm Primary School, Uxbridge

- new dropped kerb with accessible tactile paving
- new white bar marking at park entrance.

Pinkwell Primary School, Hayes

- zebra crossing upgraded with Zebrite LED beacons.

Snowden Avenue, Uxbridge (to support students from nearby Swakeleys School for Girls)

- widened footway and reduction of carriage width.

Can we help your school?

Through travel plans, campaigns, and projects, the STaRS team helps reduce car use, ease congestion, improve air quality, and promote active journeys, such as walking, cycling, and scooting.

If you would like to speak to the team, email stars@hillingdon.gov.uk.



Headteacher Rebecca Beaumont with Cllr Tuckwell and Hayes Park pupils

Cllr Steve Tuckwell, Cabinet Member for Planning, Housing

and Growth, said: "The STaRS team works tirelessly to ensure that Hillingdon's pupils can travel to school safely and confidently.

"It's fantastic to see these improvements completed, helping students, families, and the wider community during busy school journeys."



Be the brightest school

This month, the STaRS team is running its annual 'Be safe, Be Seen' campaign, inviting schools to take part in the 'Be the Brightest' challenge.

Pupils are encouraged to wear their brightest clothes to raise awareness of the importance of staying visible and safe on the roads. Schools can share photos on social media, tagging the council to show their participation.



Safe and strong communities

Digital access at your convenience, anytime

We're refreshing our website and introducing new digital tools to make finding information on services easier than ever.

With enhanced real-time reporting of local issues, new AI assistance, and upgraded navigation, the changes to the council's website, www.hillingdon.gov.uk, have been designed to save time, reduce costs, and deliver a more responsive experience for residents.

Later this month, the existing homepage will be replaced with a refreshed, modern interface, giving visitors quicker access to information and services. The website will continue to develop, featuring improvements to My Account, enhanced web forms, and an easier-to-use complaints process. Digital assistance will also be available across the website,

and by telephone, to resolve resident enquiries 24 hours a day, seven days a week. Residents will also be encouraged to give their feedback via the homepage.

Navigation and language will be simplified making content easier to find, read and use. A new enhanced search function will ensure residents can locate key information and complete tasks more efficiently.

By adopting customer-focused technology, the council has already made great strides in delivering its Digital Strategy. It was the first in the country to introduce an automated voice and web chat function on its phonelines and website. But don't worry, those needing extra support can still



contact the council by phone. The council is also supporting residents unable to use technology with workshops and adult learning classes. In addition, the council has modernised its digital infrastructure and improved digital connectivity across the borough by increasing bandwidth at council sites, giving people faster and more reliable access to the internet.

The introduction of AI across the council's telephony last year, reduced call waiting times and demand on the customer services team, allowing them to prioritise complex enquiries and dedicate more time to supporting our most vulnerable residents.

Bridging the digital gap

While more residents are now using the internet and interacting with the council online, some people still lack access and can feel left behind.

The council is committed to tackling digital inclusion and helping local people to carry out everyday tasks safely online – whether accessing council services, banking, healthcare, utilities, or shopping.

As part of this, the council has been donating refurbished laptops to residents on low incomes who want to get online and build their digital skills. These were previously used by council staff and made available through the organisation's routine device refresh programme.

Janice Field, aged 68, from Hillingdon (pictured right), a recent recipient, said: "Having a laptop and learning how to use it for everyday jobs, will help me



with my crafting hobby, and make life so much easier than trying to do it all from a phone.

"I can look things up, stay in touch with the teams at the council who support me and help my great grandson with his homework."

Find out more:
www.hillingdon.gov.uk/digital-everyone



Cllr Martin Goddard, Cabinet Member for Finance and Transformation,

said: "As part of our ongoing work to transform how the council works, we continue to adopt innovative digital solutions to enhance the way we interact with residents, while futureproofing our online services.

"These changes are not just about modernising technology: they are about making life easier for residents, ensuring services are quicker, more accessible and tailored to the needs of our community both now and in the future."



A digital-enabled, modern, well-run council

Carbon reduction project update

A major programme of works to decarbonise the council's least energy efficient buildings, helping to minimise their environmental impact, is set to complete in December.

The grant-funded project began in late 2023 and targeted the Civic Centre, Hillingdon Sports and Leisure Complex, also in Uxbridge, as well as the Winston Churchill Theatre and Highgrove Pool and Fitness Centre, Ruislip.

Works at the Winston Churchill completed in early summer, and it has been running at carbon neutral since. Highgrove was finished in October, and the remaining two buildings are due to be finalised before the end of the year.

The council received a £13.75 million grant from the government's Public Sector Decarbonisation Scheme (run by the Department for Energy Security and Net Zero and delivered by Salix) towards the programme – the largest grant awarded to a Greater London borough. Alongside the government grant, the council



Cllr Bianco beside one of the new heat pumps at the Civic Centre

used £7 million funded through developers' carbon credit contributions and contributed £5.7 million itself.

Carbon reductions have also been delivered at Botwell Green Leisure Centre in Hayes through a separate project part funded by Sport England.

Improvements included various energy-saving measures, such as the installation of air source heat pumps and solar panels, as well as secondary glazing in all areas and additional insulation.

The council was also the first local authority to install 'Supanova' heat pumps, which are among the largest in the country, at Hillingdon Sports and Leisure Complex.

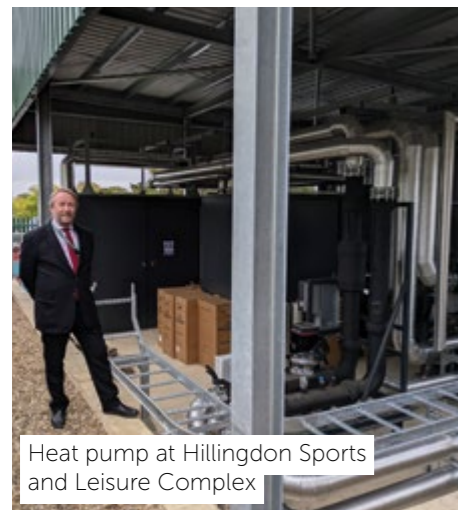
At the Civic Centre, works also included an overhaul of the former Middlesex Suite building, with a

new roof, glazing, LED lighting and air source heat pumps. It now houses Uxbridge Library, Hillingdon Museum and Archives Service (set to open mid-December) and Register Office.

The improvements are projected to save the council £190,000 in energy costs each year, cut 1,000 tonnes of carbon dioxide annually, and generate 17 kilowatts of power.

The council's ambitions for energy reduction don't end there, as it has allocated a further £6.8 million a year for the next four years towards its Social Housing Decarbonisation Fund to continue low carbon upgrades to its housing stock.

By the end of the financial year, 400 council homes will benefit from improvements, including loft, wall and cavity insulation, new heat recovery fans, energy-efficient windows, new front and back doors, and new gas boilers.



Heat pump at Hillingdon Sports and Leisure Complex

Cllr Jonathan Bianco, Deputy Leader and Cabinet Member for Corporate Services and Property, said: "By securing one of the largest grants in London for this project and pioneering the use of the latest heat pump technology, we're showing our intent to deliver long-term environmental and financial savings that will benefit residents for many years to come."



Zero tolerance approach to fraud

To mark Fraud Awareness Week (Sunday 16 to Saturday 22 November), *Hillingdon People* highlights the council's ongoing work in tackling it and shares tips to help keep our borough safe from fraudsters.

Fraud is not a victimless crime. Whether it's tenancy fraud, giving false information on applications, failing to declare income, or misusing parking Blue Badges, these acts can have a devastating impact on individuals and families. They also impact the council's resources and support for those who genuinely need it.

The council's counter fraud team is responsible for reviewing a range of potential frauds and dishonesty offences. This includes investigating reports and using advanced data matching through the National Fraud Initiative to highlight cases of fraud or loss across a variety of council services.

This financial year, the team has identified savings related to fraud and prevented the loss of more than £6.8 million through its proactive work.

Their efforts have uncovered 20 cases of false council tax single person's discounts, saving the council more than £18,500.

Spotting the signs of fraud

Residents play a vital role in protecting public resources. Here are some common types of fraud and what to look out for:

- **Tenancy fraud** – homes that appear abandoned, sublet, or occupied by someone other than the legitimate tenant.
- **False claims** – people hiding income, savings, or property by giving misleading details on applications.
- **Blue Badge misuse** – using someone else's badge or parking without the badge holder present.
- **Social care fraud** – using direct payments for non-care related expenditure, or failing to declare income and assets.
- **Beds in sheds** – sheds or outbuildings used illegally as living spaces without council tax being paid.



Tenancy fraud and other housing-related offences deprive families genuinely in need of homes. Through investigation and decisive action, the council has prevented the loss of £4.1 million and recovered 55 council properties this financial year alone, following the discovery of non-occupation, unlawful subletting, and other fraudulent activity.

A recent audit of all of the council's emergency accommodation uncovered further fraud, including non-occupation and false homelessness applications.



Cllr Martin Goddard, Cabinet Member for Finance and Transformation, said:

"Fraud against the council is a serious offence and will not be tolerated. Every pound lost to fraud is a pound taken from residents who genuinely need support.

"I urge anyone with information about suspected fraud to let us know – all reports will be treated in the strictest confidence."

Since April 2025, the council has cancelled 16 accommodation placements, saving £641,000.

Fraudulent claims for financial assistance in adult social care – where individuals fail to disclose income, savings, or property ownership – have also been targeted. More than £253,000 has been saved through action against those who sought to exploit the system. In children's social care, the identification of false applications for assistance has resulted in a further £21,250 in savings.

Since April, the council has prosecuted 11 people for Blue Badge fraud, with offenders collectively facing more than £16,800 in fines and costs.

In September, a Hayes mother was ordered to pay £8,400 after being caught illegally using her daughter's Blue Badge during a routine parking fraud operation.

Report fraud in confidence:

www.hillingdon.gov.uk/report-fraud or 0800 389 8313



Creating new homes for residents

To help meet the growing demand for affordable housing, the council continues to build and purchase new properties.

In May 2021, following extensive consultation, council tenants and leaseholders of the Avondale Drive and Hayes Town Centre estates overwhelmingly backed a major redevelopment project to deliver new, high quality homes and enhance the surrounding neighbourhoods.

On Wednesday 1 October, the council celebrated the completion of the first block in phase one of the project. Cherwell Court, at Avondale Drive, features modern brickwork, large windows to maximise natural light, and spacious balconies. It provides 30 new homes – a mix of one, two and three-bedroom properties – alongside three four-bedroom duplexes for larger families.



Cllr Jonathan Bianco, Deputy Leader of the Council and Cabinet Member for Corporate Services and Property, and Cllr Steve Tuckwell, Cabinet Member for Planning, Housing and Growth, opened the block joined by residents and Declan Higgins, CEO, and Mark Collier, Construction Manager, at Higgins Group, the council's development partner (pictured above).

Meet some of the residents moving in

Pat Jellyman, who has lived on the estate for more than 41 years, chose to downsize into a smaller property.



She said: "It's a lovely new building; the flats are beautiful and feel like a real upgrade. The team has done a great job, and it's been great to see it built brick by brick."

Patricia Fern, who lived in Fitzgerald House for 25 years, said: "I'm really happy with my new home. It's spacious, with a great balcony and big windows that let in a lot of natural light."



Tarlochan Panesar (pictured below), has lived in the borough for more than 40 years. She said: "It's an amazing change for the estate and great to see it come to life. I'm very excited to move to the new building – I love the kitchens."



Next steps

With Cherwell Court complete and residents moving in, the next phase at Avondale Drive will now begin with the demolition of Wellings House scheduled before the end of the year.

At the Hayes Town Centre site, which will provide 80 homes, construction of phase one is due to complete next year.

To comply with new government building safety regulations, later phases of the project require revisions to their original design, meaning planning permission must be sought again.

In October, the council and Higgins hosted two public consultation events to showcase the proposals and updated construction timeline. Residents' views will be incorporated into the final planning application.

The redevelopment project will deliver 740 new homes in total (50 per cent affordable), creating a greener neighbourhood and new public spaces.

Watch the Avondale Drive video to hear directly from Cllr Bianco, Cllr Tuckwell, and some of the new residents.



Artist's impression of new homes at Haydon Drive



More new homes on the way

On Thursday 4 September, the council's Planning Committee approved plans to create 21 new family-sized homes for residents on the housing register at Haydon Drive, Northwood Hills.

The 16 existing studio bungalows on the site – built in the 1970s and no longer fit for purpose – will be replaced with six three-bed and 15 four-bed affordable properties, subject to the completion of a Section 106 legal agreement.

Three of the homes will be fully adaptable for wheelchair users, with flexible features that can be tailored to improve the living conditions for families with complex needs.

The development will include private gardens, parking (with electric charging points), open spaces, and a communal play area. Sustainable design features include solar panels, air source heat pumps, and green roofs.

The council will soon appoint a contractor so that work can begin next year.

Construction work is also ongoing at the 100 per

cent affordable Yiewsley redevelopment project, which will create 95 homes for residents across two sites and an enhanced modern library.

At Otterfield Road, the foundations and groundworks are complete, meaning the building's structure can now be built.

Meanwhile at Falling Lane, the demolition of the former Yiewsley Library has begun, and once complete, work will focus on the foundations and other early construction preparation works.

While the new library is being built the nearest alternative is nearby West Drayton, which has extended its opening hours.



Otterfield Road

Bringing empty properties back to life

Do you, or a family member, have an empty property in the borough? If so, you could help us provide more homes to families in need.

The council's Housing Buy-Back Scheme offers market value for the purchase or lease of properties that have become permanently or long-term vacant. Find out more at www.hillingdon.gov.uk/buy-back-scheme.

Cllr Tuckwell said: "With demand for housing continuing to rise, it was vital to prioritise the delivery of high quality, affordable homes for established Hillingdon residents in the early phases of the redevelopment of Avondale Drive and Hayes Town Centre estates.

"Residents have played an integral role in shaping this project from the beginning, and I'm delighted that local families can now start moving into their new homes.

"By purchasing empty properties and transforming brownfield sites, we are creating homes and enhanced neighbourhoods for current and future generations."

If you are worried about your housing situation, or are at risk of homelessness, it's important to seek support and advice early.

Find out more:
www.hillingdon.gov.uk/housing-advice



Safe and strong communities

Safer streets: crackdown on illegal parking

The council is working hard to keep communities around Heathrow Airport safe by tackling anti-social behaviour (ASB) and crime linked to taxi drivers and rogue long-stay parking operators.



In February, the council introduced a Public Spaces Protection Order (PSPO) to stop taxis and private hire vehicles (PHVs) from waiting in residential streets near the airport.

It was implemented in response to residents' concerns about nuisance behaviour negatively impacting them, caused by some drivers of taxis and PHVs waiting to collect customers from the airport. Conduct included blocking driveways, littering, public urination and defecating, and causing noise and air pollution by idling.

The PSPO prohibits taxis, chauffeurs, and PHVs from waiting in residential streets

in the wards of Pinkwell, West Drayton, and Heathrow Villages, unless they are collecting or dropping off passengers in those streets or are based or live there, and is communicated through signage in the restricted areas. It's enforced through on-street patrols, with officers authorised to issue £100 fixed penalty notices (FPNs) for non-compliance.

During the first six months of operation (February to September), the council's environmental enforcement team issued 7,954 FPNs, with a further 18 given to drivers who were either obstructive or attempting to influence others to not comply.

The council has been working closely with Heathrow Airport who provided funding to support the enhanced enforcement action, as well as Transport for London and the police to investigate incidents of abusive behaviour towards enforcement officers.

Officers have also sought to help educate drivers and raise awareness of the designated taxi and PHV parking facilities provided by the airport.

More on PSPOs:
www.hillingdon.gov.uk/pspo



Jail time for airport parking fraudster

In addition to tackling ASB from taxis and PHVs, the council is also cracking down on bogus airport parking businesses.

Rogue companies, offering too good to be true discounts and exceptional services, often operate around major UK airports causing issues for both customers and local communities.

When the council is made aware of a potential fraudulent operator, its trading standards team takes action by conducting investigations.

In June 2022, the council was made aware of numerous complaints to Citizens Advice about a business called Airtime Parking Ltd which was operating a car parking and storage service for Heathrow travellers, and an

extensive investigation took place.

Airtime Parking Ltd was advertising 'safe and secure' vehicle storage with security fences, CCTV and 24-hour security patrols. Among the services offered were 'premium valet parking', 'park and ride' and capacity to store 1,000 cars safely in an authorised roofed compound within three miles of the airport described as being 'as safe as your house' with a 'strong perimeter fence', extensive security measures and 'fully insured' and 'professional' drivers.

In reality, customer's vehicles were parked in a variety of insecure locations, from a field in Datchet, on the roadside in Hillingdon's streets and an industrial estate, to even being left in Heathrow's own short stay parking.

Despite claiming to be the leading Heathrow parking solution provider, they in fact had no allocated sites at the airport and were not supported by it as a third party 'meet and greet' company.

Customers reported numerous issues with the service provided, including aggressive staff, damage to their cars, receiving parking tickets, lost car keys, additional fees and charges, no shuttle to the airport, and a failure to respond to complaints or requests for reimbursement or refund.

It was found that the director, Sonny Kaushal, 37, of Old Slade Lane, Iver, had made more than £1.3 million from its operations.

The investigation subsequently led to legal action, and on Tuesday 9 September, Kaushal, was sentenced at Isleworth Crown Court to 32 months in prison and ordered to pay more than £725,000 after admitting one count of fraudulent trading and two counts of engaging in an unfair commercial practice at a previous hearing on 1 June 2023.

Judge HHJ Edmunds KC, made a confiscation order against Kaushal and Airtime Parking Ltd under the Proceeds of Crime Act to the value of the currently available assets of £708,606 and Kaushal was given three months to pay the amount with the risk of five years in prison if he defaults. He was also ordered to pay £3,053.13 in compensation, £14,319.80 in costs and disqualified from acting as a company director for 10 years.

If you suspect a business based in Hillingdon is acting fraudulently, email tradingstandards@hillingdon.gov.uk. For other consumer-related issues, contact Citizens Advice Consumer Service on 0808 223 1133.

Cllr Eddie Lavery, Cabinet Member for Community and Environment,

said: "We will always listen to the concerns of our communities and take necessary action to address ASB or criminal activity.

"Six months on from the introduction of our Heathrow PSPO, we are proactively enforcing it and consequently reducing the detrimental impact taxis and PHVs are having on residents' daily lives.

"The Airtime Parking prosecution is just one example of the extensive investigative work our officers across the council carry out every single day to not only put residents first but protect visitors by preventing rogue businesses and fraudsters from blighting neighbourhoods and exploiting customers."

Our enforcement team



Safe and strong communities



Bunker marks historic anniversary

In September, the council commemorated the 85th anniversary of the Battle of Britain with a new exhibition and events at its Battle of Britain Bunker Exhibition and Visitor Centre in Uxbridge. Boroughwide lamp post banners were also displayed to highlight the conflict's history and legacy.

Sunday 15 September 1940, marked the climax of the Battle of Britain, as around 1,500 aircraft fought in the skies in one of the most infamous conflicts of the Second World War – and the first to be fought entirely from the air.

The bunker marked this historic milestone with its first 'Museum Late' event to launch a new exhibition 'Battle of Britain 85' which was formally opened by the Mayor of Hillingdon, Cllr Philip Corthorne, on Friday 12 September.



The launch was attended by members of the public, along with invited dignitaries and guests, including Jim Nicolson, the nephew of pilot James Nicolson, the only Fighter Command pilot to be awarded the Victoria Cross during the Second World War; Deborah Burns, widow of a pilot and trustee of the Battle of Britain Memorial Trust, as well as former bunker curator, Chris Wren, who played a pivotal role in the bunker's restoration.

Speaking of the importance of remembering the battle during the Museum Late event, **Jim** said: "This is a very important year and it's so good that the event is being marked by occasions such as this and there's nowhere better than here for that to happen."

Deborah Burns said: "Remembering the Battle of Britain and those veterans who flew is, I think, very important. To see so many people here tonight, including youngsters, is lovely."

Chris was the bunker's curator from 1994 to 2005. Speaking of its significance to the war, he said: "From that building the air defence of London and the south-east of England was conducted during the war and, of course, in



particular in 1940, the Battle of Britain. A battle fought in 114 days.

"Upon that battle depended the fate of the United Kingdom. Had we lost it the whole course of world history might well have changed."

Also present on the night was Stephen Thomas, the son of Kay Prow, who had been the last living Women's Auxiliary Air Force (WAAF) plotter who worked at the bunker during the Second World War before she recently passed away. The art gallery that is central to the new display is named after her.

The wider commemoration was marked with a three-week long programme, which included dedicated 'Speaker Series' historical talks, a performance by the RAF Central Band, Pipsqueaks storytime sessions for young children, a Battle of Britain Experience tour with actors helping to tell the story, family tours and a wreath-laying ceremony on Monday 15 September.

Find out what's on at the bunker:
battleofbritainbunker.co.uk



Cllr Eddie Lavery, Cabinet Member for Community and Environment, said: "The significance of the Battle of Britain can't be understated and it's only right that our borough and bunker, with its close ties to the RAF and the conflict, commemorated its anniversary.

"The brilliant new exhibition highlights the story of the battle and how it has been remembered since, but more importantly offers a chance to reflect on the many acts of bravery that took place in the skies above Britain 85 years ago."



Unlock Hillingdon's history

In September, the council launched its Hillingdon Heritage Membership scheme to offer exclusive access to bespoke events and activities at key heritage venues for a more immersive visitor experience.

Members can enjoy benefits for an annual fee, ranging from special 'member days' and priority booking for walks and tours, to discounts on food, drinks, and gift shop items.

Membership starts from £32 and covers the Battle of Britain Bunker Exhibition and Visitor Centre, Uxbridge; Manor Farm House and The Great Barn, Ruislip; Cranford Park, Hayes, and Eastcote House Gardens along with the new Museums and Archives Service, in the Civic Centre, Uxbridge.

Discover more:
www.hillingdon.gov.uk/heritage-membership



A green and sustainable borough



Keeping you healthy this winter

As the evenings become longer and temperatures drop, the council, NHS and local partners are here to help you stay active and well during the colder months.

Regular exercise reduces the risk of serious illnesses and boosts mental wellbeing. Why not wrap up warm and enjoy a crisp winter walk in one of our beautiful parks, or try something new like Twilight Yoga at the Battle of Britain Bunker? Find out more at www.hillingdon.gov.uk/local-parks and battleofbritainbunker.co.uk/whats-on.

For residents aged over 65, the council offers free swimming, chairobics, and dance classes. Visit www.hillingdon.gov.uk/moves for more information. There are also various support groups and activities for residents living with dementia, including film screenings, art, music, chair exercise and daytime discos. Visit www.hillingdon.gov.uk/dementia/events-and-activities.

Slips and trips become more common with age, especially when cold weather makes surfaces slippery. The council offers a range of support to help people reduce their risk of falling, including falls prevention workshops and strength and balance classes. Find out more at www.hillingdon.gov.uk/fall-prevention.

The council is also working with Hillingdon Advice Partnership to provide residents with information, advice, guidance, and wellbeing support – visit www.hillingdonadvicepartnership.org.uk.

Cllr Jane Palmer, Cabinet Member for Health and Social Care, said: "Our winter support is designed to help residents enjoy activities, keep active and healthy while connecting with other people during the colder months. This is a valuable part of our partnership work to create thriving, healthy households and support our communities."



The health fair at St Mary's Church, Harmondsworth

Protect yourself with winter vaccinations

Booking your vaccination appointments as soon as possible will give you the best protection against the main winter illnesses during the colder months.

Find out more at www.nwlondonicb.nhs.uk/Winter.

Warm spaces and friendly faces

Need a cosy spot to relax, chat, or get advice? The council and partner organisations run warm welcome centres across the borough. Drop in for a hot drink, and free social activities.

Last winter, more than 8,000 visits were made to centres across the borough by 547 residents.

See what's on offer at discover.hillingdon.gov.uk/warm-welcome-centre-activities.

Hundreds enjoy first Age-Friendly Festival

In October, the council held its new Age-Friendly Festival, a boroughwide celebration of older residents offering free activities, information, and support.

It included health fairs providing advice, music, arts and crafts, health checks and interactive health workshops and replaces the Day of the Older Person – traditionally held at Uxbridge's Pavilions shopping centre.

Eilish Stone

attended the health fair at St Mary's Church, Harmondsworth. She said: "It's interesting to find out what's available in Hillingdon, and to have the opportunity to have local health checks which is very useful. I had my blood pressure taken and heart monitored – and I have got one!"



Thriving, healthy households

A season to sparkle

Step into the magic of Christmas with twinkling lights, joyful events, and plenty of local cheer. From family pantos and creative workshops to library activities and the much-loved Uxbridge Christmas Market, there's something for everyone to enjoy this holiday.

Lighting the way

From Monday 10 November, Christmas trees and sparkling displays will brighten high streets and town centres across Hillingdon.

On Friday 28 November, from 5.45pm, join us at the council's annual light switch-on event in Uxbridge on the Civic Centre forecourt. Sponsored by McCanns, attendees can enjoy free refreshments while listening to festive tunes from a brass band and carol performances by local schools.

Look out for the Candy Cane Stilt Walkers and presents, thanks to the support of Uxbridge BID, as well as *Sleeping Beauty's* panto dame, Niall Hemingway, who will be joining in the fun.

Shop local, park for free

Support local businesses this Christmas and enjoy free parking for Hillingdon First cardholders on two weekends in December.

The offer is available in council-owned car parks and on-street parking bays (excluding Ruislip Lido, Botwell Green, Highgrove and Hillingdon leisure centres)

on Saturday 13 and Sunday 14 December, and Saturday 20 and Sunday 21 December.

Festive market magic

The Uxbridge Christmas Market, outside The Pavilions shopping centre, runs from Wednesday 19 November to Monday 29 December. Browse handcrafted gifts, seasonal treats, and enjoy live music and carol singing on weekends – the perfect place to soak up the holiday spirit.

Seasonal activities in your local libraries

Hillingdon's libraries are brimming with Christmas cheer – from handbell performances by the Ruislip Belles and Beaux to children's storytime and festive-themed LEGO workshops.

For adults and book lovers, enjoy two special crime author events, featuring Nicola Upson (*The Christmas Clue*) and Jessica Bull (*The Austen Christmas Murders*), adding a touch of mystery to the season. Find out more at discover.hillingdon.gov.uk/library-events.



Niall Hemingway

Panto magic on stage

Bring the whole family along to enjoy the laughter and spectacle of this year's *Sleeping Beauty* pantomimes. Audiences can expect colourful costumes, playful humour, singalong songs, and dazzling stage effects that make this classic panto a truly magical festive treat.

Catch the Compass Theatre's production from Thursday 4 December, and the Beck Theatre's version from Friday 12 December.

For full listings and to book, visit discover.hillingdon.gov.uk/theatres.

Joyful Christmas traditions come alive

Hillingdon's historic venues are embracing the season with a host of festive activities for all ages. At Cranford Park, get creative with wreath-making workshops, while Manor Farm hosts a very special Christmas Grotto and celebrates with a magical holiday lights countdown. Find out more at discover.hillingdon.gov.uk/events.

Meanwhile, the Battle of Britain Bunker offers unique seasonal experiences, including craft sessions, festive music, and guided family tours, perfect for exploring history with a Christmas twist. Find out more at battleofbritainbunker.co.uk/whats-on.



The Christmas light switch-on event at the Civic Centre

Plan your perfect festive season:
www.hillingdon.gov.uk/christmas



A thriving economy

Honouring our children, young people and their dedicated carers

The council recently celebrated the achievements of our cared for children and young people. *Hillingdon People* also shines a spotlight on the borough's foster and kinship carers.

Our annual Kids in Care Awards (KICA) ceremony celebrated the outstanding accomplishments of care-experienced children and young people in Hillingdon.

Around 400 children, carers and friends attended, with a record number of nominations at 927 – almost 200 more than last year.

Hosted at Hillingdon House on Sunday 21 September, awards were presented by the Deputy

Mayor of Hillingdon, Cllr Reeta Chamdal; Chair of the Children, Families and Education Select Committee, Cllr Heena Makwana; and Tehseen Kauser, the council's Director of Children's Social Care.

The awards recognised excellence in education, progress in moving into independent living, and participation in the Children in Care Council, and qualities, such as resilience, kindness and determination.



Sara Turner

Recognising the borough's committed foster carers

The council also honoured the outstanding dedication of its foster carers at a special ceremony at the Winston Churchill Theatre, Ruislip, on Friday 19 September.

Nine awards were presented at the Foster Carers Appreciation Awards, including **Sara Turner**, from Northwood, who was one of the recipients of the Resilience in Fostering Award. She is the council's first mother and baby carer and created a nurturing and structured environment for a young mother and her newborn baby.

She said: "Even though it's a job, it doesn't feel like one – it's like having another daughter and grandson in the house. I was really shocked to receive the award; I didn't expect it and it's lovely to be recognised."

The valuable role of kinship carers

For children whose parents are unable to look after them for short or long periods of time, kinship care provides a child with stability and the chance to stay with people they already know.

The council provides kinship carers with support and training to help them in their role.

Julie Broughton and her husband Rikki, from West Drayton, have been kinship carers with the council since 2020. Julie said: "With the oldest child we've supported, I've seen him go from being a very troubled child to one who's excelling."

"The kinship team is very supportive. They check in weekly with me and we get to meet other

kinship carers, and they come with a wealth of information."

If you are an existing kinship carer in Hillingdon and feel you need support, email kinship@hillingdon.gov.uk or call 01895 277907. Find out more at www.hillingdon.gov.uk/kinship-support.



Officers met with carers at the start of October's Kinship Carer Week



Could you support a child?

The council provides a highly competitive package for foster carers, including up to £1,500 per week, 25 per cent off council tax and £1,000 towards utility bills, equating to an annual salary of up to £72,000.

Find out more: www.hillingdon.gov.uk/fostering

Thriving, healthy households

A perfect place to say your 'I do'

If you're planning a festive-themed proposal, did you know the council's Civic Centre has two new hireable ceremony rooms to make your big day truly memorable?

Located in a refurbished part of the building, two beautifully styled ceremony rooms have been created: the Nova Room and the Astra Suite.

The Nova Room is ideal for intimate gatherings, seating up to 20 guests, while the Astra Suite accommodates up to 80, making it perfect for larger celebrations.

The bright, open ceremony rooms have been elegantly styled with a soft, neutral colour palette that complements any wedding theme. There's also a charming outdoor area for photographs – a lovely backdrop to capture memories of your special day. These spaces are now open for bookings.

The first couple to tie the knot in the Nova Room, Mr and Mrs Hazarika, from Ruislip (pictured below), were delighted with their experience and are looking forward to a bright future with their children.



The Astra Suite

Mr Hazarika said: "We really enjoyed being the first couple to get married in the lovely new Nova Room. It was an intimate ceremony and the perfect backdrop for our special day. It's a memory we will cherish forever."

If you're one of the many couples getting engaged during

the festive period, why not check out our ceremony rooms? Visitors are welcome to drop in between 9am and 4pm on weekdays to view the spaces and speak with our friendly Register Office team, who will be happy to answer questions and help plan your event.

As well as weddings and civil partnerships, the team also offers vow renewal ceremonies – perfect for marking milestone anniversaries – and non-religious naming ceremonies to celebrate the arrival of a new baby or to welcome adopted or stepchildren into the family. Each occasion is tailored to your wishes, with options for readings, music, and commemorative certificates.



Credit: Rahat Shah

Cllr Jonathan Bianco, Deputy Leader and Cabinet Member for Corporate Services and Property, said: "Our new ceremony rooms offer couples and families a stunning and affordable setting to celebrate life's special moments, with a lovely blend of heritage and modern elegance – it's the perfect place to begin your happily ever after."

Find out more or book your ceremony: www.hillingdon.gov.uk/ceremony-venues

A digital-enabled, modern, well-run council

News from our partners

Update on the latest safety advice from the London Fire Brigade

Fire stations in Hillingdon have had a busy summer period attending a variety of incidents. Alongside this, we have continued important work in the community to educate on fire safety and other safety risks.

It's also been a busy time preparing for several upcoming multi-agency training exercises at Heathrow Airport and RAF Northolt. Training alongside other emergency services and our partners is vital to ensure we work together seamlessly should an emergency incident occur.

Portable heaters, gas fires and open fires
As the nights draw in, we want to highlight the safety issues around portable heaters, gas fires and open fires. Find out how to keep snug safely at www.london-fire.gov.uk/safety/the-home.

Enjoy fireworks safely
As firework season begins, we also want to focus on the importance of safe usage to prevent accidents. Fireworks and sparklers are hazardous if not handled properly. We recommend attending professionally organised displays instead of setting off personal fireworks.

For those hosting their own displays, tips include using only CE or UKCA-marked fireworks, reading instructions carefully, lighting them at arm's length, and standing back.

Safety around bonfires is equally crucial – they should be built away from buildings and trees, supervised until fully extinguished, and kept completely clear of flammable materials.

Find out more at www.london-fire.gov.uk/safety/fireworks.

Fire risk posed by e-bikes and e-scooters
London sees on average one e-bike or e-scooter

fire every 48 hours, and this summer we saw a rise in incidents. Since 2023, three people have died in fires involving e-bikes in London.

Our #ChargeSafe campaign warns that modified, second-hand, or faulty batteries and chargers are high-risk.

Charging these devices in communal areas can quickly block escape routes if a fire starts. Find out how to store them safely at www.london-fire.gov.uk/safety/lithium-batteries.

Daniel Johnson
Borough Commander
Hillingdon

News from our partners

Keeping you safe: update from the Metropolitan Police Service

As your Neighbourhood Police Inspector, I work closely with residents, schools, businesses and community organisations to keep our area safe and welcoming.

A key part of this is making sure you have access to local information – so you know what's happening in your area and how to protect yourself and your family.

Whether it's updates on burglary trends, alerts about scams, or advice on crime prevention, having the right information helps you make safer choices and feel more confident in your community.

Your Neighbourhood Policing Team
Our officers are dedicated to this area and focus

on the issues that matter most to you – supporting vulnerable residents, tackling anti-social behaviour, and providing reassurance through patrols and advice. We regularly consult with the community to set priorities and take practical action based on your feedback.

Met Engage – local updates that matter
To support this approach, the Metropolitan Police Service has introduced Met Engage, a new communication platform that keeps you informed about policing activity and safety issues specific to your postcode.

By signing up, you'll receive:
• notifications about burglary trends and crime patterns near you

- alerts on scams, frauds and emerging threats
- crime prevention tips for your home, family and business
- invites to local events, like ward panels and police surgeries
- opportunities to share feedback and shape local policing priorities.

This two-way communication helps us understand your concerns and ensures our work is guided by your experiences.

Signing up is easy and free – visit www.metengage.co.uk to find out more.

Sign up for Hillingdon Neighbourhood Watch
By joining Hillingdon Neighbourhood Watch (HNW), you'll get free updates on local



crime, scam alerts, and advice to help keep our communities safe.

When you sign up, please also tick the box for Met Engage – this lets you receive direct updates from your local police officers.

We recommend opting in to updates from HNW, who are very active across our borough.

To join NHW, simply select the option when signing up for Met Engage, or visit www.hillingdonnhw.co.uk for more information.

Inspector Laura Flowers

Learn Hillingdon
Adult Community Education

Support your wellbeing

Explore our tailored courses, designed to meet your needs, with practical skills, creative activities and gentle exercise to build your confidence, self-esteem and improve your mental and physical health.

Healthy lifestyles | Emotional wellbeing | Tailored learning

Ofsted Good Provider | Department for Education | Matrix | SUPPORTED BY MAYOR OF LONDON

www.hillingdon.gov.uk/learn-for-health-and-wellbeing

NHS shares details on new local neighbourhood health plans

Hillingdon has officially been confirmed as one of 43 sites across the country to benefit from the government's new local neighbourhood health plans.

The borough will be among the first neighbourhood health services in the country. This national recognition supports existing local plans to roll out three primary care hubs, which are designed to bring more services closer to home for residents. The hubs will give people

faster access to the right care, reduce the need for hospital visits, and ensure support is available where and when our community needs it most.

Neighbourhood health services will benefit patients by providing end-to-end care and tailored support, looking beyond the condition at wider causes of health issues and helping to avoid unnecessary trips to hospital. Aligned with the three key shifts of the NHS 10-year plan

– significantly boosting out-of-hospital care, reinforcing personalised care, and reducing health inequalities – this transformation would reposition primary care as the cornerstone of a more integrated, preventative, and community-focused healthcare system.

By strengthening neighbourhood hubs, services can be delivered closer to where people live, making care more responsive to local needs and reducing reliance on hospital-based

interventions. The new programme builds on examples of local best practice highlighted in the 10 year plan, where some patients are already benefitting from a joined-up neighbourhood approach. This scheme will bring the very best of the NHS to the rest of the NHS.

This is an exciting step forward for health and care in Hillingdon, and we look forward to working with partners and residents to shape local services.

Discover Hillingdon

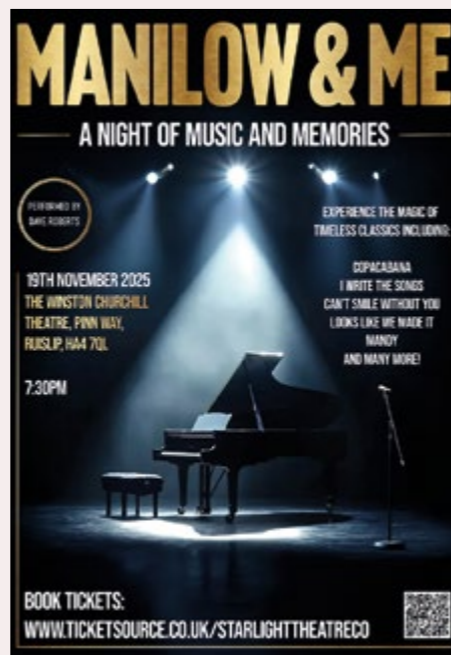
For further details and to book these events (which are either run by the council or take place at council-owned venues) plus many more, visit discover.hillingdon.gov.uk. Events marked * are FREE.



November

- 12 Disney's *Beauty and the Beast***
Runs until 16 November
Winston Churchill Theatre
- 17 Introduction to British Sign Language***
Ickenham Library
- 17 Tea Dance***
Christ Church
- 17 IT Taster Session***
Botwell Green Library
- 18 Led Walk***
Norman Leddy Gardens
- 18 Dementia-Friendly Daytime Disco**
Compass Theatre
- 19 Men's Walking Football***
Hillingdon Sports and Leisure Complex
- 19 Manilow and Me: A Night of Music and Memories**
Winston Churchill Theatre

- 20 Hillingdon's 60 Year Storytime Celebration***
Hayes End Library
- 20 Step into Christmas**
Beck Theatre
- 21 Digital Help***
Ickenham Library
- 21 All Male Games Group***
Oak Farm Library
- 21 Coffee and Crime with Nicola Upson**
Manor Farm Library
- 21 Women's Walking Football***
Hillingdon Sports and Leisure Complex
- 22 Led Walk***
West Drayton Library car park
- 22 12 Herbs of Christmas***
Eastcote House Gardens
- 23 Esprit de Corps: Band of the RAF Regiment**
Winston Churchill Theatre
- 24 Autism Fayre***
Civic Centre



- 24 Winter Woodland Walk***
Woodland Centre
- 24 South Asian Dance Class***
Oak Farm Library
- 26 Dick Whittington**
Runs until 30 November
Beck Theatre
- 25 Visually Impaired Reading Group***
Uxbridge Library
- 27 Once upon a Bump***
South Ruislip Library
- 27 Italian Conversation Group***
Ruislip Manor Library
- 28 Desi Dance***
Botwell Green Sports and Leisure Centre
- 28 Christmas Light Switch-on***
Civic Centre forecourt
- 29 Secrets Uncovered Festive Special**
Battle of Britain Bunker

December

- 01 Seedlings***
Yeading Library
- 02 Coffee Morning***
Botwell Green Library

- 02 Curtain Up!**
Compass Theatre
- 04 Community Coffee Morning***
Northwood Pop-up Library
- 04 Tea Dance***
Winston Churchill Theatre

- 04 Sleeping Beauty**
Runs until 3 January
Compass Theatre



Community events

Regular events

- **Taekwondo**
Wednesdays, 5pm to 6pm
Cost: £10 per class. First class free. Come along on the day or call 020 8842 0547.
Deane Park Hall, HA4 OHS
- **Uxbridge Quakers Neighbourhood Movie Night**
Third Thursday of the month, 6.30pm
Cost: Free. Find out more at uxbridgequakers.org.uk/neighbourhood-film-nights.
Friends Meeting House, UB8 1TQ

November

- 15 Sing Mendelssohn's *Elijah* with Harrow Choral Society**
11am to 4pm (registration from 10.30am)
Cost: Tickets £25, students free. For tickets and more information, visit www.harrowchoral.org.uk or call 07794 253463.
St Alban's Church Hall, HA2 7PF

- 05 Festive Coffee and Crime with Jessica Bull**
Manor Farm Library
- 07 Tinsel Tea Dance**
Battle of Britain Bunker
- 07 Fun Crafting Session***
Woodland Centre
- 11 Assembly for People with Disabilities and their Carers***
Civic Centre
- 11 Reading Buddies***
Yeading Library
- 11 Wildlife Walk***
Bayhurst Woods car park
- 12 Sleeping Beauty**
Runs until 31 December
Beck Theatre

- 14 The Santa Show**
Also on 21, 23 and 24 December
Compass Theatre



- 16 Assembly for Older People***
Civic Centre

January

- 7 Couch to 5K***
Hayes & Harlington Community Centre

www.hillingdonchoralsociety.org.uk.

United Reformed Church, UB10 8BE

- 07 Hillingdon Chamber Choir's Christmas Concert**
6pm
Cost: Tickets £15, £5 for under-18s. Tickets on the door or via ticketsource.co.uk/hillingdon-chamber-choir.
St Lawrence Church, HA5 2SJ

- 13 Harrow Choral Society's Christmas Celebration**
5.30pm
Cost: Tickets £25, £2 for under-18s. For tickets and more information, visit www.harrowchoral.org.uk or call 07794 253463.
Harrow School Speech Room, HA1 3HP

- 13 Uxbridge Choral Society's Music for Christmas**
3.30pm
Cost: Tickets £12, under-16s free. Tickets on the door or via www.uxbridgechoralsociety.org.uk.
St Margaret's Church, UB8 1AB

The Band of the Royal Air Force Regiment
Esprit de Corps 2025
at Winston Churchill Theatre, Ruislip
3pm on Sunday 23 November 2025



Tickets £21

Book Online*
discover.hillingdon.gov.uk/theatre-events
Book over phone / in person**
01895 250615 / at Compass Theatre,
open Tue-Fri 12-5pm / Sat 10-1pm

*online booking incurs £1.50 fee per transaction
**card only (no cash)



Council updates straight to your phone

Quick steps to get set up:

- 1 Scan the QR code
- 2 Click 'Follow' and unmute the bell icon to turn on notifications



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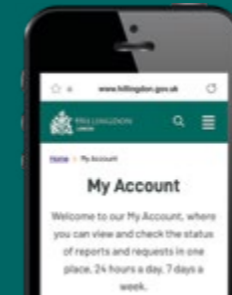
Need to contact us? Join the thousands choosing to do it online

It's quicker and easier to report issues to us online. 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.

You can:

- tell us about a problem in your road
- report fly-tipping or anti-social behaviour
- request recycling bags
- order a new HillingdonFirst card and much more...



USEFUL CONTACTS

Adult education
www.hillingdon.gov.uk/adultlearning

Benefits
www.hillingdon.gov.uk/benefits

Births, deaths and ceremonies
www.hillingdon.gov.uk/births-deaths-ceremonies

Businesses and licensing
www.hillingdon.gov.uk/business

Councillors, meetings and consultations
www.hillingdon.gov.uk/council

Council tax
www.hillingdon.gov.uk/counciltax

Families' Information Service, fostering and adoption
www.hillingdon.gov.uk/families

Fraud Hotline
www.hillingdon.gov.uk/report-fraud
0800 389 8313

Health and wellbeing
www.hillingdon.gov.uk/health

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

Hillingdon Social Care Direct (adults) (including TeleCareLine and Meals Service)
www.hillingdon.gov.uk/socialcare
01895 556633

Leisure (including parks, leisure centres, theatres and events)
www.hillingdon.gov.uk/leisure

Libraries
www.hillingdon.gov.uk/libraries

Planning and Building Control
www.hillingdon.gov.uk/planning

School admissions
www.hillingdon.gov.uk/schooladmissions

Stronger Families Hub
www.hillingdon.gov.uk/stronger-families

Transport, roads and parking
www.hillingdon.gov.uk/transport

Mental health support

Hillingdon Mind
01895 271559

Samaritans
116 123 (freephone)

Sign up for our e-newsletters



Register now at www.hillingdon.gov.uk/enews

Stay connected and join the 48,000+ residents who have registered to receive our online updates.




HILLINGDON
LONDON

www.hillingdon.gov.uk

NOTARY PUBLIC

MIHAIL FLORIN GAVRILA

Power of Attorney		Apostille
Affidavits		Translations
Sponsorship Declarations		Educational Documents

Same Day & Weekend Appointments Available

Unit 1, The Gatefold Buildings,
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Regulated by The Faculty Office of the Archbishop of Canterbury

4 DECEMBER 2025 - 3 JANUARY 2026

DK PRODUCTIONS & HILLINGDON COUNCIL PRESENT



HILLINGDON PANTO ROYALTY
NIALL HEMINGWAY

Sleeping Beauty

COMPASS THEATRE, ICKENHAM
BOX OFFICE 01895 250615
DISCOVER.HILLINGDON.GOV.UK/THEATRES



dk
HILLINGDON

Flying into Hillingdon
Christmas 2025

dk productions & Hillingdon Council present

The Santa Show



Starting Mr Penguin as himself!

Songs & Stories
FREE GIFT!
Meet Santa!
Children aged 3+

It's Christmas Eve in the North Pole and the Elves are making the final preparations to Santa's sleigh before a crisis strikes! Will the children be able to help Santa save the day? A 45 minute, live stage show featuring songs and audience interaction, plus all children receive a small gift from Santa himself.

COMPASS THEATRE
GLEBE AVENUE, ICKENHAM, UB10 8PD
Tickets £15 adults / £13 under 16s

Sun 14 Dec / Sun 21 Dec / Tues 23 Dec / Wed 24 Dec - 10am

BOX OFFICE: 01895 250615
discover.hillingdon.gov.uk/theatres

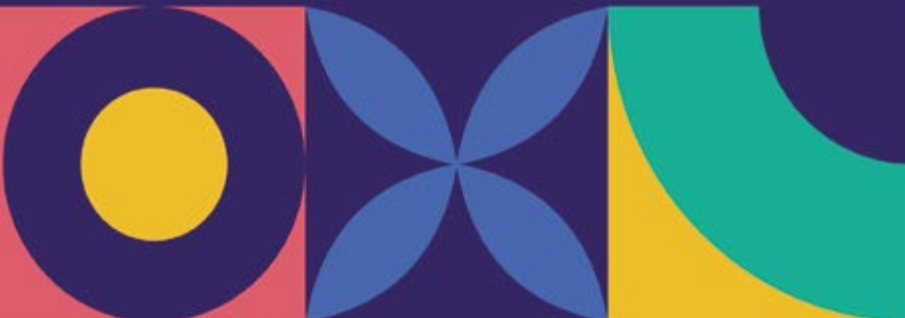
SCAN ME



dk
HILLINGDON

UXBRIDGE COLLEGE

OPEN DAYS.



12 NOV

WEDNESDAY 12 NOV
UXBRIDGE CAMPUS
4 - 8PM

26 NOV

WEDNESDAY 26 NOV
HAYES CAMPUS
4 - 7PM



OPEN
DAYS.

