

HILLINGDON people

News from your council
September/October 2020

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**Protect yourself
and others**
Help to reduce the
spread of coronavirus



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TAKE PART



REFURBISHED

Rural Activities Garden Centre

Choose and collect service now available

We are temporarily closed to the public, but you can now order and collect plants, compost, fresh eggs and more from us.

Minimum order £10 • Please pay by card
No cash accepted • You will need to book a time slot in which to collect your order

To place your order, visit our Facebook page [f ruralactivitiesgardencentre](#) or email [@jsarnicki@hillingdon.gov.uk](mailto:jsarnicki@hillingdon.gov.uk)



www.hillingdon.gov.uk/ragc

WEAR A FACE COVERING



To help stop the spread of coronavirus, face coverings must now be worn in public indoor spaces (such as shops, public transport, libraries and museums), unless you are exempt.

For more information, visit www.hillingdon.gov.uk/coronavirus.



www.hillingdon.gov.uk

Secondary School Admissions

Do you have a child born between **1 September 2009 and 31 August 2010?**
If so, you must apply for a school place by **31 October 2020**

For more information, key dates, how to apply and advice, visit www.hillingdon.gov.uk/schooladmissions or call 01895 556644




www.hillingdon.gov.uk

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Advertising deadline for next edition: **Friday 25 September.**
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Welcome



As I write this column in August, restrictions imposed in response to the coronavirus pandemic continue to ease, more of our services and facilities have reopened now that it is safer to do so and I would like to thank Hillingdon residents who have adhered to government advice on social distancing and the wearing of masks that has helped make this possible.

The coronavirus continues to present a challenge, not just to the UK, but in countries across the world. While small community clusters or localised outbreaks have been occurring across England, in July and August infection rates in Hillingdon were low and we have developed plans so that we can respond quickly if any local outbreaks do occur.

Despite restrictions easing, I would like to encourage Hillingdon residents to not become complacent and to continue to stay alert and act responsibly by keeping a safe distance from others, washing your hands regularly for at least 20 seconds, wearing face coverings when required, and booking a test if you think you have symptoms. By following these guidelines you are reducing the risk of transmission and helping to protect yourself, your friends, family and local community.

You can continue to keep up to date with the latest coronavirus advice from the government on our website at www.hillingdon.gov.uk/coronavirus.

In due course, the council will provide an appropriate memorial to the residents of Hillingdon who passed away as a result of contracting COVID-19. We will also recognise and pay tribute to those residents who have helped to combat this virus in so many ways, many of whom really are unsung heroes.

The COVID-19 pandemic has taken its toll on us all in so many ways but in Hillingdon one of our strengths remains our sound financial position which will assist us both at this time and in the years ahead. We will, as we have done for many years, continue to provide services and support for all of our people, all of our environment and all of our heritage.

Finally, may I finish by thanking those residents, colleagues and staff who took the time to congratulate me on receiving the award of a knighthood at the end of July. On a personal note, I would like to thank and pay tribute to my wife, Lindsay, who really has been the "wind beneath my wings" and I am delighted that she will share in this award as Lady Puddifoot.

It has been both an honour and a privilege to lead Hillingdon Council and I regard this award as recognition of the importance of local government in this country.

Stay safe.

Cllr Sir Ray Puddifoot MBE
LEADER OF THE COUNCIL

Work with families praised

On Wednesday 3 June, the council was commended for improving the life chances of disadvantaged families in Hillingdon in the Annual Report of the Troubled Families Programme by the Ministry of Housing, Communities and Local Government.

The report revealed that the council delivered successful outcomes for 1,990 families from 2015 to 2020, which is 14 per cent higher than the national average, and praised Hillingdon's "hard work with families" with outcomes that were "higher than the national average." The council was also commended for its "continued commitment to the programme... to achieve significant and sustained outcomes with the families [it has] been allocated."

The council's children's services department worked together with partners in adult social care, youth justice, housing and community safety to form a multi-agency approach to whole families, rather than individuals.

The multi-agency team adopts a holistic approach to families who may be

facing a series of complex issues, including domestic abuse, poor mental health, unemployment, neglect, truancy and anti-social behaviour. One key worker is dedicated to supporting the whole family with a range of problems and works in partnership with other services and external partners to deliver support.

This approach provides continuity for the family, and allows the key workers to make informed decisions based on joined-up partnership working. Improving outcomes for families reduces future contact with services and creates efficiencies for the council by reducing the need for future support.

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

said: "Our key workers and multi-agency teams support a wide range of local families in need and our whole family approach has been really successful in delivering positive outcomes for children and families, who may be facing a range of social and financial difficulties."

Towpath improvements



Cllr Keith Burrows, Cabinet Member for Planning and Transportation, said: "I'm sure residents will be delighted to see more improvements along the canal, following the fantastic work that's already taken place between Stockley Park and Yiewsley."

Following a hiatus due to the COVID-19 pandemic, work has resumed on an ongoing project to transform towpaths along the Grand Union Canal.

Improvement work is currently being undertaken by the council between High Street, Yiewsley and Trout Road, West Drayton. The works, which restarted in early July and are expected to last until October, include increasing the width of the towpaths to two metres where possible, laying new surfaces and improving accessibility, as well as installing new signage and tidying vegetation.

Led by the council in partnership with the Canal & River Trust, the project will result in smoother, more durable and mud-free towpaths for walkers and cyclists.

"The project is already bringing benefits to everyone who visits and enjoys our stretches of canal and beyond. As well as being ideal for leisure use, these safe off-road paths are also ideal for commuting by foot or by bicycle."

In August, the Canal & River Trust also restarted improvement works between Hayes and Stockley Park. These are expected to be completed by the end of the year. Towpaths and access points in these areas are currently closed, with diversions in place and moorings suspended.

More information on the Grand Union Canal cycleway (quietway) towpath improvement programme can be found at www.canalrivertrust.org.uk/bettertowpaths.

Cranford Park project awarded National Lottery funding

The council's Cranford Park restoration project has been awarded £2.28 million by The National Lottery Heritage Fund and The National Lottery Community Fund following a successful funding bid.

The £2.28 million will go towards the delivery phase of the project, which will involve essential repairs to the park's historic stables, garden walls, ha-ha and historic landscape as well as the introduction of new visitor facilities and the regeneration of the orchard, woodland and meadows.

The restoration will allow visitors to discover more about the history of Cranford Park, and the work is being supported by Cranford Park Friends who have played an important part in running events and helping with the maintenance of the park.

The huge vaulted cellars will be open to the public for events and exhibitions. A new cafe will be built and there will be circular cycling and walking trails, two new play areas, an informal football pitch and a more accessible car park.



Cllr Jonathan Bianco, Cabinet Member for Finance, Property and Business Services, said: "It is wonderful to receive this vital grant to help us in our plans to

preserve this much-loved and important historic site. The regeneration and new facilities will transform the area and enrich the visitor experience for generations to come."

Revised parking fees

New parking fees and charges that were due to be introduced on 6 April but were postponed due to the pandemic came into force on Monday 7 September.

The first 30 minutes of parking continues to be free for residents and non-residents at the majority of council parking facilities.

Pay and display charges depend on the location and length of stay.

Charges for residents with a HillingdonFirst card remain frozen. This means, on average, the majority of residents will continue to pay preferential rates of 20p for up to an hour, 40p for up to an hour and 30 minutes, and 60p for up to two hours.

Charges for non-residents have increased, meaning, on average, visitors can now expect to pay 90p for up to an hour, £1.80 for up to an hour and 30 minutes, and £2.70 for up to two hours.

The tariffs are available at www.hillingdon.gov.uk/parking.

In addition, all households within a parking management scheme will continue to receive a free resident permit and 10 free visitor vouchers per year, but subsequent permits issued to the same household will now be £65 per year and additional visitor vouchers will now be £8 for 10.

During the COVID-19 lockdown period the council implemented a range of parking concessions for residents and key workers. This included free emergency parking permits for residents, to accommodate the higher than normal number of vehicles that were parked on the borough's streets and a temporary relaxation of parking enforcement. Key workers were also allowed to park for free.

Pre-pandemic parking arrangements were reinstated in June but the council continues to allow NHS, health and social care workers/volunteers to park for free with a permit.

Treaty of Uxbridge



To mark the 375th anniversary of the Treaty of Uxbridge, the council

has created an exhibition about the local historical event, which residents will be able to view in the atrium of Uxbridge Library between Friday 16 October and Friday 27 November (COVID-19 dependent).

The display depicts the story of the treaty between the Royalists and Parliamentary sides, which happened between 30 January and 22 February 1645 in an attempt to end the First English Civil War.

This was the beginning of a series of conflicts between King Charles I and Parliament about whether the country should be governed through an absolutist monarchy or a constitutional one.

Although the talks were not successful, the treaty allowed both sides to discuss their views after

years of bloodshed. The exhibition will cover the three main issues discussed - religion, militia and Ireland. It will also provide some background on 17th century Uxbridge and highlight the town's key civil war sites. Each of the Royalist and Parliamentary representatives will be depicted alongside facts.

Additionally, the display will feature the history of Treaty House, Uxbridge, located at the north end of the high street. The property was originally known

as Place House before the Royalists and Parliamentarians met there for negotiations. Today, one wing of the original structure remains as the Crown and Treaty pub.

If any further coronavirus restrictions are imposed, the exhibition will be available to view at www.hillingdon.gov.uk/treatyofuxbridgeexhibition.



Occupational therapy campaign sees huge returns

A campaign launched in June last year by the council has resulted in an increase in community equipment being returned.

The council and NHS provides medical equipment and daily living aids on loan to residents to help keep them safe

and independent in their own homes.

A lot of equipment was not being returned to be recycled when it was no longer needed - in February 2019, only 61 per cent was being given back.

To address this, the council launched a Return, Recycle, Reuse campaign, which focused on contacting those who had been loaned equipment and hadn't returned it and other forms of

communication to remind residents to give these back.

As a result, the collection rate reached a high of 90 per cent during November last year.

Cllr Jane Palmer, Cabinet Member for Social Care, Health and Wellbeing, said: "We are so pleased with the positive response we are getting for the campaign, which helps the environment, reduces costs and assists residents in need.

"We have continued to support those who still need their equipment, but those residents who did not have said that they are pleased to help us get it collected."

If you, a friend, or relative have mobility aids or community equipment that you no longer need - whether prescribed by the council, hospital or health worker - please contact Medequip on 020 8750 1580 to arrange a return.



Join the September Clean

The Great British September Clean environmental campaign, run by the Keep Britain Tidy charity, takes place this month following the postponement of their spring initiative due to the COVID-19 pandemic, and the council is encouraging residents to make a pledge to be more environmentally friendly or volunteer to participate in one of its litter pick events.

Three litter pick events have been organised at parks across the borough as part of the campaign (COVID-19 dependent) which runs between Friday 11 and Sunday 27 September.

Residents are welcome to come along and work with the council's green spaces team and local voluntary groups. Waste and recycling bags, litter pickers and PPE will be provided. To ensure the litter picks are socially distanced and managed safely, booking is essential.

The first event will be held at Pinn Meadows, starting near the skate park at Kings College Playing Fields, Ruislip on Saturday 12 September. To book, email robcoutins@sky.com.

The next will be held on Wednesday 16

September at Hillingdon House Farm, meeting near the Nursery/Scout hut at Sweetcroft Lane, Uxbridge. To book, email dknezevic@hillington.gov.uk.

The final event will be held at Cranford Park, adjacent to the old stables and St Dunstan's Church on Saturday 26 September. To book, email secretary@cranfordparkfriends.org.

All run from 10.30am to 1pm.

Cllr Philip Corthorne, Cabinet Member for Housing and the Environment, said: "We want residents to feel proud about where they live, and, however big or small, there are a multitude of things you can do to make a difference and protect the environment. Whether it's volunteering for one of our litter picking events, recycling more, reducing energy consumption or travelling in more environmentally friendly ways, we're keen for everyone to get involved and make a pledge."

Pledge by visiting www.hillingdon.gov.uk/environment-pledge or mention @Hillingdon on Twitter and use the hashtag #environmentpledge.



Campaign raises awareness

The council commissioned a domestic abuse campaign with the independent charity Crimestoppers during the summer in response to the isolating effects of the coronavirus pandemic.

The aim was to raise awareness of domestic abuse and Crimestoppers, and to encourage victims and perpetrators to speak out. The six-week campaign was advertised via a range of channels, including the media, online and social media, and adverts were seen more than 4.6 million times.

Domestic abuse can be physical, psychological, emotional, sexual or financial. Often neighbours, friends and family have suspicions, but are reluctant to get involved because of embarrassment, split loyalties, fear of revenge or they don't think it is their business.

As part of the campaign, Crimestoppers appealed for information from people who are aware of domestic abuse happening to friends, family, work colleagues or neighbours. Those with concerns were encouraged to pass on what they know, whilst staying anonymous, by calling 0800 555 111 or completing an online form by visiting crimestoppers-uk.org. Crimestoppers then passed this information on.

The campaign also urged perpetrators of domestic abuse to get help and support via a number of agencies and a confidential helpline. The Respect Phoneline 0808 802 4040 is an anonymous and confidential helpline for men and women



who are harming their partners and families.

Cllr Jane Palmer, Cabinet Member for Social Care, Health and Wellbeing, said: "We

continue to encourage family, friends, neighbours and others to break the cycle of violence and abuse; if you suspect it, if you see it, if you hear it we encourage you to report it.

"The safety of victims and their families remains paramount. Our Independent Domestic Violence Advisory service can offer help and we also work with police and domestic abuse charities to ensure that victims and families are fully supported.

"We encourage anyone experiencing domestic abuse to report it directly to the police or anonymously via Crimestoppers as soon as possible, so that they can access the right support services."

If you're a victim of domestic abuse, or know someone who is, and there's an emergency that's ongoing or life is in danger, call 999 now. In non-emergency cases and for general advice, please call 101 or contact Crimestoppers anonymously.

For more information on the support available in Hillingdon, visit www.hillingdon.gov.uk/abuse.

Council wins HS2 planning case in Court of Appeal

In July, the council successfully persuaded the Court of Appeal to overturn a High Court decision concerning the submission of planning applications by HS2 Ltd under the HS2 Act.

The council had refused to approve an application for HS2 works to be undertaken on a site in the borough of archaeological importance on the basis that HS2 Ltd had submitted insufficient information in support of it.

HS2 Ltd disagreed with the council's refusal decision and challenged it, by appealing to the government, on the basis that it was not required to provide the information which the council required as it could instead rely upon a suite of non-statutory documents, known as Environmental Minimum Requirements,



which would provide the council with the necessary assurances that the archaeological integrity of the site would be maintained and that HS2 Ltd would, if necessary, carry out its own future investigations as a means of safeguarding it.

The council sought a judicial review of the government's decision to allow HS2 Ltd's appeal but in December 2019, the High Court found in the government's favour.

The Court of Appeal handed down its judgment

on Friday 31 July, ruling that HS2 Ltd cannot rely upon the Environmental Requirements and that it has to provide sufficient information to the council in support of its planning applications. The council is under no obligation to determine the applications unless and until it receives such information. The Court of Appeal also frowned upon HS2 Ltd's contention that it is permissible for it to carry out its own investigations, as part of the application process, saying that it

would not have been the intention of Parliament to 'set up a scheme which gave the appearance that HS2 Ltd was a judge in its own cause'. The government has also been ordered to pay the council's legal costs of both the High Court and Court of Appeal cases.

Leader of the Council, Cllr Sir Ray Puddifoot, said: "HS2 Ltd thought that they could act with total impunity and just expect the council to approve its planning applications without question. As the Court of Appeal has said, it cannot have been the intention of Parliament to allow HS2 Ltd to be a judge in its own cause. For the avoidance of doubt, this council will continue to challenge decisions that may harm our environment or the health and wellbeing of our people."

New paving installed at the Polish Air Force Memorial

Renovation works have been carried out to replace the paving and improve drainage at the Grade II listed Polish Air Force Memorial in South Ruislip.

The council invested more than £130,000 in the project, at the site of national and international importance, after an annual inspection and report by specialist contractors A.F Jones Stonemasons Ltd outlined that the memorial's crazy paving was eroding and drainage issues were causing rainwater to pool on the paved areas and steps.

On Monday 11 May, an eight-week programme began to remove and replace the paving with

Yorkstone and improve drainage across the site.

Leader of the Council, Cllr Sir Ray Puddifoot,

said: "The council is extremely proud of its close links with the military and we are delighted that in this 80th anniversary year, that we are able to restore the memorial's paving and continue to acknowledge the significant contributions made by the Polish Air Force in securing victory in the Battle of Britain."

Richard Kornicki CBE, Chairman of the Polish Air Force Memorial Committee, said: "The Polish Air Force Memorial has never looked more beautiful. We are indebted to Hillingdon

Council for their wonderful work not just in maintaining this memorial, but enhancing it with such taste and generosity. On behalf of the nearly 2,000 fallen Polish airmen commemorated there, we offer our deepest thanks."

Shortly after the Second World War ended, senior Polish Air Force officers formed a committee to coordinate a project to erect the memorial to honour and commemorate the Polish airmen killed during the war while under British Command. In 1965, the ownership and care



and maintenance of the memorial transferred to Hillingdon Council. The memorial was restored and rededicated in 1996, and in 2010 it was refurbished again in time for the 70th anniversary of the Battle of Britain.

Youth service supports young people

In the past year the council has supported 54 young people to complete the Duke of Edinburgh's Award (DofE) programme, with 500 more currently enrolled in this popular national achievement scheme.

The programme gives 14 to 24-year-olds the opportunity to gain essential work-ready and personal skills, such as resilience, problem solving and communication, to enhance CVs, university and job applications.

Young residents have also taken part in a range of volunteering activities locally for their DofE Award, including coaching at sports

clubs and volunteering for organisations.

Cllr Susan O'Brien, Cabinet Member for Education, Children and Youth Services, said: "I am so proud of our young people participating in the DofE Award who, between 1 April 2019 and 31 March 2020, contributed a staggering 1,274 hours volunteering to help others, equating to a social value of £5,542 to local communities in Hillingdon. Many also continued to volunteer throughout lockdown while adhering to government guidance."

Jessica Harker, 18, from Hillingdon, recently

achieved a Gold award. She said: "Completing is such a big achievement and I would recommend it to everyone. It opens your eyes up to so many different opportunities and I feel so proud of myself knowing I've done lots to help my local community."

"I volunteered at my local Beaver and Scout unit and had a place at a special needs children's playgroup. It was challenging but it was very fascinating as well as rewarding. I challenged myself to a four-day hiking and camping expedition in Snowdonia for the physical element.



"I intend to go to university to study Primary Education to become a teacher, and universities have been very impressed with all my new skills and experience."

For more details, visit www.hillingdon.gov.uk/dofe and to enrol or find out more, email dofe@hillingdon.gov.uk or call 07956 534 070.

New tennis booking system



During the summer, the council introduced a new booking and solar powered entry access system for Churchfield Gardens tennis courts, Ruislip.

The system will enable residents to easily book a free session online. The gates are passcode-enabled, environmentally friendly and make the site more secure by preventing misuse and anti-social behaviour.

These works follow the installation of systems at Cavendish Recreation Ground, Fassnidge Park and Hillingdon Court Park.

Tennis is a fun sport that can be played while

maintaining a distance, providing social and mental health benefits.

Cllr Richard Lewis, Cabinet Member for Central Services, Culture and Heritage, said: "I'm delighted that the new booking systems are providing residents with a greater ease of access to these facilities."

"Tennis can offer so many health and social benefits and whether you are interested in playing a game for the first time or enjoying the sport again, I would recommend trying out our tennis courts."

For more information and to book, visit www.hillingdon.gov.uk/tennis.

Children design dream bikes

Hundreds of young residents were inspired to get creative with a bike themed art competition in June.

The 'design your dream bike' contest, which took place during the pandemic as part of National Bike Week (Saturday 6 to Sunday 14 June), encouraged children to draw their ideal bike and think about their journeys to school and how these involve safety and impact on health and the environment.

The initiative was open to young people aged between four and 13 and they were able to be as creative as they liked.

The council's school travel and road safety education team received 472 submissions and the competition was judged by Cllr Keith Burrows, Cabinet Member for Planning and Transportation. They were blown away by the effort and creativity put into designs.

The drawings were digitally recreated and presented to each child in a frame, and all 12 winners received an Amazon voucher. View the winners and their winning entries at www.hillingdon.gov.uk/design-a-bike.



Award to boost walking and cycling opportunities

The council has secured £100,000 from the Department for Transport's first allocation of the Emergency Active Travel Fund to further improve conditions for walking and cycling across Hillingdon following the outbreak of the coronavirus.

The funding will be spent on practical upgrades to five walking and cycle routes through off-road areas linking

key town centres and London Underground stations, as well as improvements to access points onto the Grand Union Canal towpath.

The proposed routes will provide residents and visitors with an opportunity to travel on foot or bicycle safely and conveniently, avoiding traffic hotspots such as Swakeleys Roundabout, while maintaining social distancing and receiving

the health benefits of walking and cycling.

On each of the routes, works will include improved signage, temporary cycle parking in areas where there is high demand, surfacing repairs and the upgrade of small-scale cycle infrastructure.

Overgrown access points to the Grand Union Canal will be cleared and accessibility improved (in agreement with the Canal & River Trust).

Cllr Keith Burrows, Cabinet Member for Planning and Transportation, said:

"These routes will provide a wider range of travel choices, encouraging residents to walk and cycle more; help to reduce dependency on public transport services; and create links across the borough that are safe, convenient and attractive."

For more information, visit www.hillingdon.gov.uk/active-travel/.

Park refurbishment works

A special event was held at Barra Hall Park on Friday 24 July to mark the completion of £165,000 improvement works at the site.

The park's octagonal bandstand has been restored and was the stage for a performance by students from Hillingdon Music Hub, who played to those gathered, including the Mayor of Hillingdon, Cllr Teji Barnes; Cllr Richard Lewis, Cabinet Member for Central Services, Culture and Heritage; and Leader of the Labour Group and Townfield ward councillor, Cllr Peter Curling.

The bandstand was built in 1928 by notable iron manufacturers Hill and Smith of Dudley. The cast ironwork frame was sandblasted and redecorated, and the

steel roof wire brushed and sanded by hand.

The EMI memorial benches in the park, commemorating the women working in EMI who died in an air raid during World War Two, have also been refurbished with new bases.

The distinctive formal garden arches have been sandblasted and repainted, and a zip wire for older children and basket swing have been added to the playground.

Cllr Jonathan Bianco, Cabinet Member for Finance, Property and Business Services, said: "Barra Hall Park is one of our many award-winning Green Flag sites and it is a pleasure to see how it has now been transformed for the continued enjoyment of residents and visitors alike."



We are interested in hearing from residents of all ages, who may have a fascinating story to tell about living or working in the borough for a new Hillingdon Stories campaign.

Stories can relate to, but are not limited to, your experiences during the pandemic; growing up, living or working in Hillingdon; places you enjoy visiting; or your local family history. These will be used as inspiration for future exhibitions, writing, visual arts and performances at a variety of venues across the borough.

Your tales can be submitted in a range of formats, such as photographs, artwork, drawings, in writing or via a short video.

The council is also interested in showcasing people from various backgrounds for an

upcoming touring exhibition called 'This is Me', where residents are invited to photograph five objects that mean something to them and tell the story of who they are.

The aim of the campaign is to highlight the history of the borough and what it is like to live in Hillingdon.

As part of the initiative, videos have been created that document the significance of Hillingdon's historical sites alongside virtual behind-the-scenes tours of our theatre venues.

A new range of heritage walking tours, which explore our diverse and award-winning green spaces, have also been devised and will take place with social distancing guidelines in place.

To find out how you can be involved and submit your stories, watch the videos or take a tour, visit www.hillingdon.gov.uk/stories.

Supporting older residents during the pandemic

The council's Leader's Initiative for Older People, a dining centre funding programme and core grant support for voluntary organisations all help to keep older residents safe, active and independent. *Hillingdon People* takes a look at some groups' activities in recent months as they adapt their services.

Bell Farm Christian Centre in West Drayton assists the local community by providing a number of services, including advice and information, activities, events and courses. Bell Farm receives £18,000 towards its dining centre and a core grant of £50,000 from the council.

While the centre has been unable to hold its regular lunches, trips and social activities for older residents, the team has instead been working five days a week to provide food parcels and befriending calls to their members and those who were shielding.

Since lockdown, the centre has delivered more than 300 care packages and made around 250 calls each week to support the community and reduce loneliness.

The centre also teamed up with local schools, including Cherry Lane Primary School, to produce hundreds of greetings cards that have been placed inside the care packages.

The cards have since created many friendships, as the children and older residents have continued to stay in touch through letter writing, which has helped to create a community connection especially when people were confined to their homes.

Local parents and children have also been involved with the care package deliveries.

Ronald Balsdon, 79, (pictured top right) was a regular visitor to Bell Farm's lunch club for older residents and has been receiving support since the start of the pandemic, including regular phone calls, the food parcels and handwritten cards.

He said: "I had such a lovely time whenever I went to Bell Farm and it has been a real loss to me since the centre had to temporarily close.

"I live alone and my family live several hours away, so the support from them has been so beneficial. Everyone is caring and I'm really



impressed with the humanity and selflessness of the people at Bell Farm, who are individually and collectively during this difficult time giving local people and the community the support and help they need.

"I receive thoughtful phone calls two to three times a week to check if I need anything and whenever I receive a food basket, there is always a beautiful handwritten card someone has taken the time to make. This wonderful gesture is actually more valuable to me than the food itself, it really means so much. For me, no praise is too high for the volunteers and they have been some of Hillingdon's hidden heroes."

The team has also been delivering birthday cakes to those shielding on their special day as many of their older members live far away from their families.

In addition, Bell Farm has been organising special seasonal activities. During Easter, the team sent out more than 100 Easter eggs, and for Father's Day, they put together goodie bags filled with cakes, flowers, socks, and delivered them to 65 people.

They also hosted a special VE Day activity where they brought celebrations to more than 100 people through socially distanced doorstep visits. They arrived at each person's home in a decorated car playing wartime music and delivered freshly baked cakes, gifts, a themed activity booklet and more to help residents to commemorate the day.

Using a specific £2,000 grant received from the Leader's



Initiative for Older People, the centre hopes to continue to bring entertainment to older people's doorsteps on a regular basis.

Ruislip-based dining centres, the Elm Park Lunch Club and Tudor Luncheon Club have 243 members who would normally visit them on a weekly basis. Last year the centres combined served more than 12,000 meals, hosted a range of activities including bingo, arts and crafts and quizzes around three times a week, and organised two five-day holidays annually for its members. The council's support from its dining centre programme for both centres adds up to £84,000.

Since March, the team has been calling each of the members weekly to check in with them. They have also been shopping for those who were shielding and don't have family to do this for them. Their phone calls have

Leader of the Council, Cllr Sir Ray Puddifoot, "I have been amazed by residents and community groups across the borough voluntarily supporting those in need of help and protection during the pandemic. The continued efforts from our local dining clubs and sheltered housing schemes to look after older residents really shows the selflessness heroism of our communities and we are proud to continue to support their work through the Leader's Initiative."

been providing social interaction and companionship while the dining clubs have not been able to run as normal.

The clubs are hoping to bring back their dining experiences, while adhering to government guidelines on social distancing, later in the year.

Manor House Sheltered Housing Scheme in Hayes held an afternoon tea party in their communal garden for around 30 residents in June. The scheme's staff ensured that the day was safe for all those taking part by setting up the tables, chairs and gazebos so people could socialise while maintaining the required two-metre distance.

Luckily, the weather was warm and sunny all day, and the residents enjoyed it so much, the event extended into the evening.

Before the pandemic, the scheme hosted regular themed dinners which friends and family members could attend. Manor House hopes to continue the tea parties outside, weather permitting, so residents can still catch up with one another while keeping at a safe distance.

Residents at Rylstone Sheltered Housing Scheme in Harefield enjoyed their first coffee morning since lockdown in July.

Prior to the pandemic, the scheme ran weekly events for up to 30 residents. This time, 12 residents attended the morning, which was held in Rylstone's lounge, and allowed for some much-needed catching up with friends after many months of shielding.

The residents had requested for social activities to take place again, such as a coffee morning, after explaining they had felt lonely and hoped for a bit of normality through the reintroduction of such events.

Employees put measures in place so residents could attend the coffee morning while adhering to social distancing. These visible measures also helped to put residents at ease.

Following the success of the morning, Rylstone has made the coffee morning a regular event each Wednesday. The mornings have become increasingly popular as more residents are starting to feel comfortable to attend again.



To find out more about the Leader's Initiative for Older People and to apply for a grant to hold Christmas events or activities for older people (COVID-19 dependent), visit www.hillingdon.gov.uk/leadersinitiative

Protecting the public against substandard and incorrectly labelled face masks and hand sanitiser

Our trading standards team has been playing a crucial role in stopping substandard and incorrectly labelled face masks and hand sanitisers entering the UK via Heathrow Airport since the outbreak of COVID-19.

During the first two months of the coronavirus pandemic, our trading standards team, with support from their counterparts at Hounslow Council, stopped 6.5 million face masks and 8,000 counterfeit hand sanitisers coming through the airport.

The majority had been labelled with false claims or fake safety certificates, and around 4.25 million had to undergo label amendments before they were subsequently released. However, 2.25 million were found not to comply with legal safety standards.

The teams also seized 8,000 fake hand sanitisers, branded Andrex and Comfort, at Heathrow. Suspicions were raised as they had identical packaging and labelling, except for the brand name, and the same batch code on the entire consignment. A further 4,500 hand sanitisers with false labelling were seized at the airport. A sample of the fake hand sanitisers was analysed by a laboratory and found to contain only 44 per cent ethanol. Public Health England recommends 60 per cent or above to be effective against COVID-19.



The teams' efforts were so impressive that BBC London went along to film a cargo inspection for the 6.30pm news in June. By the end of June, the team had inspected 13.5 million face masks, all of which were either destroyed or required changes to their labelling. Where possible, the team attempted to get the packaging altered to remove all safety claims so that the masks could be sold as face coverings rather than as face masks.

While face coverings are recommended because they offer some degree of protection against COVID-19, they do not offer the same protection as face masks that comply with EN 149: 2001 - the European safety standard for respirator face masks.

Phil Jenkins, Trading Standards Officer, said: "Many people don't know about the important frontline role the council plays in protecting consumers up and down the country from unscrupulous businesses seeking to bypass EU and UK safety laws.

"At a time when face masks and hand sanitisers have become essential commodities, we're helping to stop substandard products entering the UK market, where they could potentially end up in shops or health settings. In just over two months we stopped almost 7,500 kilograms of non-compliant goods entering the market."

All seized goods are destroyed and the materials recycled where possible.

Hillingdon and Hounslow Councils' trading standards services provide product safety inspections at Heathrow Airport on behalf of the UK Office for Product Safety and Standards (OPSS). Hillingdon's team currently holds an OPSS award for excellence for the work they do at the airport.

As well as inspecting PPE such as face masks, the team has continued with business as usual tasks at the airport through the pandemic, including inspecting toys, electrical goods and cosmetics to ensure the products are safety compliant and fit for purpose.



Hand sanitisers with fake branding and insufficient alcohol content

Cllr Douglas Mills, Cabinet Member of Community, Commerce and Regeneration,

said: "Trading standards continues to do a sterling job in not only protecting local residents but also members of the public up and down the UK who might otherwise be put at risk by substandard or incorrectly labelled products.

"With the fight against coronavirus likely to last for some time, these cargo inspections are as important as ever, and I'm proud of the role Hillingdon is playing in keeping the nation safe."



Substandard face mask with weak ear loop straps



Non-compliant face mask with false labelling

Face masks and face coverings what to look out for

The trading standards team predominantly inspects face masks that have been designed as Personal Protective Equipment, such as respirators. When buying such equipment, the team recommends customers choose a reputable retailer and look out for:

- CE Mark
- EN 149: 2001 the European safety standard for PPE respirator face masks with FFP2 or FFP3 level of protection
- Name and address of manufacturer
- Name and address of importer/distributor
- Product expiry date
- Instructions on how to wear the mask.

In the context of the coronavirus outbreak, the best available scientific evidence is that, when used correctly, wearing a face covering may reduce the spread of coronavirus droplets in certain circumstances, helping to protect others. You can buy reusable or single-use face coverings. You may also use a scarf, bandana, religious garment or handmade cloth covering.

A face covering should:

- ✓ cover your nose and mouth while allowing you to breathe comfortably
- ✓ fit comfortably but securely against the side of the face
- ✓ be secured to the head with ties or ear loops
- ✓ be made of a material that you find to be comfortable and breathable, such as cotton
- ✓ ideally include at least two layers of fabric (the World Health Organisation recommends three depending on the fabric used)
- ✓ unless disposable, it should be able to be washed with other items of laundry according to fabric washing instructions and dried without causing the face covering to be damaged

You should wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on.

For more information on face coverings, when to wear them, how to wear them safely and how to make your own, visit www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own.

For more information on the work of trading standards, visit www.hillingdon.gov.uk/tradingstandards


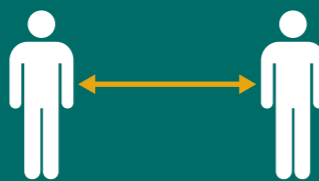



Protect yourself and others from coronavirus

Like all local authorities, we are working with the government, NHS Test and Trace and local communities to minimise the spread of coronavirus (COVID-19).




This involves sharing current public health guidance as widely as possible so everyone knows what they can do to protect themselves and others, what the virus symptoms are and how to access a test if you have symptoms. We have also developed plans so that we can respond quickly if any local outbreaks occur. For the most up-to-date coronavirus guidance, localised

infection rate data and information on council services and support, visit www.hillingdon.gov.uk/coronavirus. You can also follow our social media accounts. For Twitter follow @Hillingdon and for Facebook like the 'London Borough of Hillingdon'. We also regularly send email newsletters. Sign up online to receive these at www.hillingdon.gov.uk/enews.

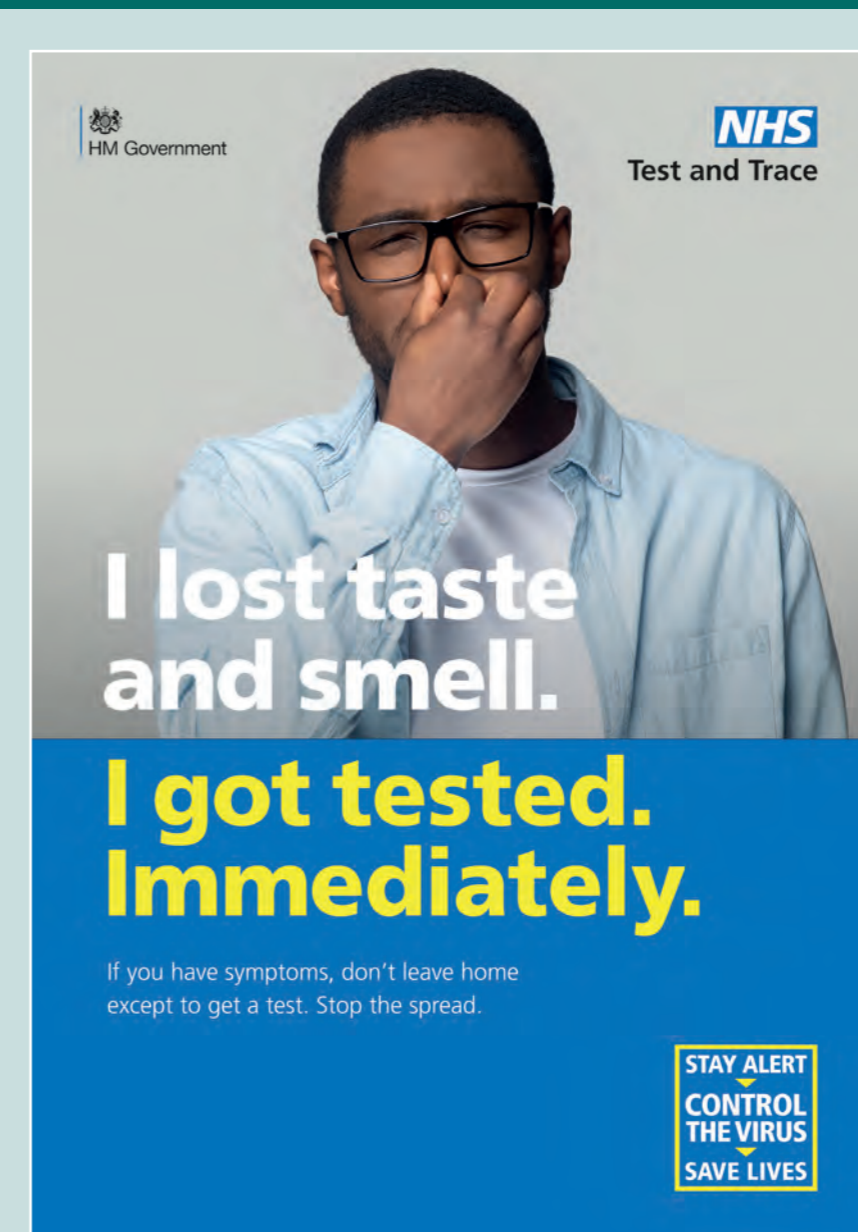
Stay alert to control the virus and save lives
In July and August, infection rates in Hillingdon were low but it is important that you continue to follow the guidelines to reduce the risk of you and other people getting ill with coronavirus. You can spread the virus even if you do not have symptoms. To continue to protect yourself and others, please remember the following...

 <p>Wash your hands often for at least 20 seconds using soap and water or sanitiser</p>	 <p>Keep your distance (2 metres or 1 metre where this isn't possible)</p>	 <p>Avoid touching your face</p>
 <p>Cover your face on public transport and in enclosed public indoor spaces</p> <p>You do not need to wear a face covering if you have a legitimate reason not to. Please be mindful and respectful that there are some circumstances where people are less able to wear face coverings and that the reasons for this may not be visible to others.</p>	 <p>Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze</p>	

Symptoms of coronavirus (COVID-19)

 <p>A high temperature</p>	 <p>A new continuous cough</p>	 <p>A loss of smell or taste</p>
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If you have any of these symptoms, you should protect yourself and others by not leaving home (self-isolating) and immediately booking a test (see right).



household/support bubble no longer need to isolate.

4 SHARE CONTACTS: If you test positive for coronavirus, the NHS Test and Trace service will send you a text, email or call you within 24 hours with instructions of how to share details of people you have been in direct contact with, or within 2 metres of, for more than 15 minutes, and places you have visited. Please respond quickly so advice can be given to those who need it and to protect your friends and family and the spread of the virus in your community. If you are contacted by the Test and Trace service please follow their instructions. Any information you are asked to give will be kept in confidence.



Test and Trace

The NHS Test and Trace service helps to identify, contain and control coronavirus, reduce the spread of the virus and save lives. If you have coronavirus symptoms, you should:

- 1 ISOLATE:** You and anyone in your household and/or support bubble must stay at home until you get your test results.
- 2 TEST:** You should book a test immediately (within the first five days of having symptoms) by visiting www.gov.uk/get-coronavirus-test or calling 119. Everyone is eligible for a test. You can get a test for yourself if you have coronavirus symptoms; for someone you live with, if they have symptoms; if you are an

essential worker; or if you have been told to have a test before you go into hospital, for example for surgery. You can choose to take the test at a test site near you and get your result tomorrow (you can only leave home to have a test), or you can take the test with a home test kit.

- 3 RESULTS:** If your test is positive, you must stay at home (self-isolate) for 10 days from when you started to have symptoms. Anyone in your household/support bubble should stay at home for 14 days from when you started to have symptoms. If your test is negative, you and other members of your

Leader of the Council, Cllr Sir Ray Puiddifoot, said: "Please share this important information with your family, friends and community. I would like to encourage Hillingdon residents to continue to follow the safety guidelines, and if you think you have symptoms please self-isolate immediately and book a test. Our ability to return to a more normal life relies on everyone playing their part and doing the right thing."

To find out more about the Test and Trace service, visit www.gov.uk/guidance/nhs-test-and-trace-how-it-works or call 119 if you have no internet access.

SUPPORTING YOUR HIGH STREETS AND LOCAL BUSINESSES

The council has delivered various forms of targeted support to Hillingdon businesses, both during the coronavirus lockdown and as restrictions ease, to assist them through this period of disruption, to help them to get back up and running safely, and to encourage residents to shop locally to boost the borough's economy.



Local businesses received support from the council in accessing some of the government's temporary coronavirus business support grants. One-off cash grants of £10,000 were provided to eligible smaller businesses, and larger premises were entitled to a £25,000 grant. Smaller businesses that were not eligible for the Small Business Grant Fund or the Retail, Leisure and Hospitality Fund were then able to apply for Local Authority Discretionary Grant funding.

By 18 August, the council had distributed more than £42 million in financial support grants to help more than 3,284 businesses.

Ashley Winston, Director of Palmdale Motors Ltd in Hayes, said: "As a car finding business and not a car dealer, we fell through the gap when the government financial assistance for businesses was launched.

"We were not eligible for the first set of grants because we are not officially in retail, so for two months it made things tight and put us on edge.

"I had to furlough my small staff, but still had to pay rent, insurance,

bills, so it was pretty scary. With no income, it's amazing how quickly the money runs out.



"After enquiring about the initial grants, I kept in touch with the council and they were really good at keeping me informed, and when the next set of funds were released for companies like mine, they were really quick to let me know and act after I had applied. We were allocated a grant within days.

"They linked me to the application and took the time to speak to me. I can't thank them enough."

As lockdown eased and a range of businesses were given the green light by the government to reopen, council officers went door-to-door across the borough offering help

and guidance to retail premises, beauty salons and the hospitality sector to ensure they could reopen safely for customers and their staff.

In one week alone they visited more than 1,000 retail premises. Businesses were also offered a free street marking service to ensure social distancing and help with risk assessments.



The council has also set up a new pavement licensing scheme and we are inviting applications from food and beverage businesses who want to place tables and chairs on the pavement outside their premises to help customers to socially distance. The scheme offers good value for money at just £40 for four months. To find out more visit www.hillingdon.gov.uk/pavement-licence.

In July, the council held two live Q&A Twitter sessions for non-essential businesses and the hospitality industry, offering advice on reopening safely.

The council has also been given a range of new enforcement powers by

the government to take action against businesses who are not adhering to the government guidelines. Officers are carrying out regular compliance checks and will take further action where businesses are putting public health at risk.

Online business directory

We have launched a new online business directory. Businesses can sign up for free to advertise their services and residents can use the directory to find out which businesses are open locally, their hours and any coronavirus-related restrictions in place. For more information visit www.hillingdon.gov.uk/businessdirectory.

Leader of the Council, Cllr Sir Ray Puddifoot, said: "COVID-19 has had a huge impact on the local business community. Our support has ensured that a range of businesses could access temporary government funding and that premises were helped to reopen safely - for both employees and customers. "We hope that through the variety of support we are offering, that we can encourage residents to shop in Hillingdon and help the local economy to bounce back."

Jane Belither-Baverstock, Director of Plush Hair, Ruislip, said: "The council was very helpful when we had to close down and then when we reopened. There was an amazing amount of advice, especially on the website, about the assistance available which got us through those first few weeks of panic.

"We received the government grant from the council, along with rates relief for 12 months, which we were really grateful for.

"With the help of the council, we put a lot of time and effort into ensuring the safety of both staff and our clients for reopening - our salon is run like a military operation.

A risk assessment of the business was carried out and we have all the PPE - including protective visors and aprons - and put in place all the safety and social distancing procedures, such as booking by appointment and having only three clients in the salon at one time, so our staff feel safe as well as making our clients feel safe.

"We have always ensured high levels of hygiene and cleanliness, so this didn't change. All areas used by clients are cleaned after use and equipment is sterilised.

"No client can come through the door without having their temperature taken first. We then ask them to complete a health



questionnaire. Clients must use the sanitiser station before being seated, and we give them a sealed plastic bag containing a disposable mask and gown. We also keep record cards for Test and Trace."



David Hogg, General Manager of Millers Tap, Uxbridge, said: "Things have been going fantastically since we opened again on 24 July. Our customers know the rules,

are adhering to social distancing guidelines and are happy with the safety measures we have in place.

"The council worked with us to make it happen, including offering free street marking for those queuing.

"We have been following strict procedures - there are sanitising stations at the door, and we have a system for recording customers details which they can complete on their phones as they enter. We also promote online bookings for our tables so we can let customers know when we are going to be full. With pre-booking we can manage the size of the groups coming in.

"Customers pre-book their order on an app rather than coming up to the bar and staff bring their orders to their table. Staff have PPE and we are always sanitising. We have also put up protective screens around the bar area. It's great to see people coming out and enjoying themselves after lockdown.

"The council's licensing team has provided regular updates regarding the government's guidelines and have been great popping in to see how we're doing and they are constantly checking if there is anything extra they can do to support us."

For more information about the support the council is offering businesses, visit www.hillingdon.gov.uk/guidance-and-support-for-local-businesses



Engaging with residents digitally during the pandemic

The council has harnessed online technology to transform the delivery of a variety of services.

Hub delivers lessons online



Children aged between five and 18 are offered the opportunity to learn a musical instrument with subsidised music lessons by Hillingdon Music Hub. During the pandemic, the Hub has been delivering online instrumental and singing lessons and digital resources for schools, such as singing assemblies and tutorials. The Hub also delivered Zoom meetings for school music coordinators, and children were given the chance to be involved in multi-track video production on YouTube. Learning a musical instrument can be beneficial to young people, and can help improve children's concentration, confidence and coordination.



Free tutorials can still be accessed online by searching for 'Hillingdon Music Hub' on YouTube. For more information about learning an instrument, visit www.hillingdon.gov.uk/music

Video tutorials and plant deliveries to help gardening

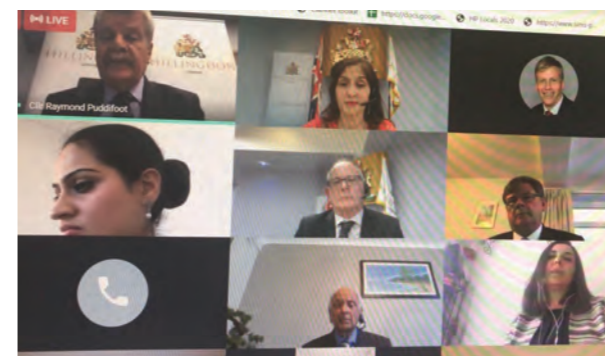
As a result of the pandemic, the application and judging process for our annual Hillingdon in Bloom horticultural competition took place virtually this year with residents entering photo entries online. The popular contest received 110 submissions from residents, businesses, community groups and schools in the borough across its nine categories, and judging took place during July and August. The online format allowed more residents to take place as it meant that those with back gardens could participate for the first time. The results will be announced in September and will feature in the next edition of *Hillingdon People* alongside this year's Autumn Show winners. To help people to hone or develop their gardening skills and encourage new entrants for Hillingdon in Bloom and the Autumn Show, the council's adult and community learning team and the Rural Activities Garden Centre (RAGC) created free gardening video tutorials, which are available to view on the council's social media pages. The videos cover a range of topics, including how to plant a hanging basket, making a frame to grow runner beans and sowing plants from seeds and bulbs. In addition to creating online videos, the team at the RAGC also ensured that residents could continue to order a range of plants, compost and eggs via a free delivery service while the centre itself is temporarily closed. The team has completed more than 1,200 home deliveries since Tuesday 14 April, and in June they launched a choose and collect service.



The centre's stock is regularly posted on their Facebook page 'Rural Activities Garden Centre', but can also be emailed to residents. If you would like to make an order and arrange for a delivery or collection, email jsarnicki@hillingdon.gov.uk

Virtual council meetings

The council recorded a first in May, when the Major Applications Planning Committee held its debut live virtual meeting on YouTube using Google Meet. The meeting was not only groundbreaking, but also a way of ensuring that the council's vital decision-making and democratic processes were able to adapt well during the pandemic. Council meetings were briefly suspended in April as the country went into lockdown and social distancing requirements were introduced.



Shortly after, new regulations were introduced by the government permitting virtual meetings, and councillors began to hold key meetings via the Google Meet platform. This has included meetings of the council's Cabinet and Full Council. Residents can watch all meetings and proceedings live on the council's YouTube channel and to ensure new technology is not a barrier for residents and others participating in virtual planning committee meetings, the council has temporarily replaced physical speaking rights with written representations, subject to a valid petition being received.

Watch the council's virtual meetings on the council's YouTube channel at www.youtube.com/user/HillingdonLondon

Dementia support continues

Since the start of lockdown, the council has ensured that social support has remained available to residents living with dementia. The support started with calls to residents who usually attended our coffee mornings. The calls were made to make sure each attendee was safe and to also direct them to the council's community support hub should they need it. The council's sport and physical activity team contacted around 60 people each week, rising to 90, as more people were referred from Admiral Nurses, the Alzheimer's Society and the NHS Memory Service based at Hillingdon Hospital. As residents aren't able to meet at their regular coffee mornings, a weekly pack containing puzzles, word searches, articles and more was also sent out, either by email or delivered in person, by Mick Geraghty, who works with the team and usually leads these mornings. Online Zoom sessions were additionally introduced to help those with dementia and their carers to stay connected. Two sessions a week took place initially, increasing to five due to their popularity. During the virtual meet-ups, the groups enjoy a range of activities including singing, as well as chatting about a variety of topics to aid reminiscence. Additionally, a variety of singing and theatre groups have been providing virtual performances via Zoom and two Whatsapp groups have been set up so people can chat outside the sessions. During the summer, some outdoor meet-ups took place, enabling residents with dementia and their carers to meet in small groups while adhering to social distancing guidelines. For some it was the first social contact they had had since before lockdown.

For more information about dementia support in Hillingdon, visit www.hillingdon.gov.uk/dementia

Families take part in Playday 2020

The council developed a range of free videos and online sessions so that families could take part in this year's Playday. The national day of play for children in the UK took place on Wednesday 5 August, and parents were able to access play sessions, videos and fun ideas on the council's website and via our Facebook, Instagram and Twitter pages. Hundreds of residents got involved with the day, engaging with the online content which included themed fitness sessions, storytime, arts and crafts, and ideas for games and messy play.



Playing not only helps with a child's physical, mental and emotional health, but also contributes to their learning and development. To view some of the Playday videos, visit www.hillingdon.gov.uk/playday

Libraries adapt to continue to provide much-loved services

Our libraries have seen a soar in digital loans and online engagement following the coronavirus outbreak.

The borough's 17 libraries were temporarily closed during the lockdown introduced in March. While residents were unable to physically visit these community hubs to borrow books, use the computers and attend activity sessions or events, the 'stay at home' period offered an opportunity for members to instead use our digital library by reading online books or magazines, or trying out a wealth of other digital resources.

Residents were able to apply to be a library member online, and we saw 429 applications between April and June.

Our free online library includes the popular app BorrowBox, and in May we also saw a marked increase in the borrowing of digital items. Residents borrowed 7,702 e-books and e-audio books, which was more than double the amount borrowed in the same period in 2019.

BorrowBox enables library members to borrow books of all genres and audio books 24 hours a day, seven days a week. The service, introduced three years ago, now has 6,155 Hillingdon library members signed up.



Other resources include Pressreader - where you can read thousands of newspapers and magazines; the Britannica Library - which features information and e-learning for adults, children and young adults; Transparent Language - which contains a range of language courses; and Ziptales - interactive stories for children.

Libraries also adapted to offer some of their reading groups online, and kept in touch with activity groups and individuals via email. Residents could research their ancestry and family history online, where previously they would have had to visit a library to do this.

The annual Summer Reading Challenge also moved online to encourage children to continue to read during the holiday period and a range of digital activities were held each Friday, including crafts, quizzes and creative writing tasks.

Additionally, libraries widened their use of social media (Twitter @ Hill_libraries and Facebook 'Hillingdon Libraries') to both update and entertain residents, which included producing quizzes, craft activities and worksheets. Staff even made videos of themselves reading to enable virtual Storytime sessions for families.

While the physical libraries closed, many library employees were redeployed to work in the council's community hub, which provided vital support to residents who had no-one else to help them.

In April, our Home Library Service resumed to offer books and resources to sheltered housing schemes and housebound residents.

From 22 June, as lockdown began to ease, a reserve and collect service was introduced at Manor Farm, Oak Farm in Hillingdon, and Hayes End, where books could be reserved by library members online or via phone. These could then be collected at the libraries, with the collector and staff

following social distancing guidelines. Items could also be collected by neighbours and relatives on behalf of those who had reserved them.

After a successful trial week, the reserve and collect service was extended to Northwood Hills, West Drayton, Uxbridge, and the mobile library.

For those who didn't know what book they wanted to reserve, the libraries even offered a lucky dip request service where the team could choose an item on behalf of a member based on their age and interests.

The reserve and collect service proved extremely popular, with 5,500 visits to the branches in its first four weeks.

On 10 July, Prime Minister and MP for Uxbridge and South Ruislip, Boris Johnson, visited Oak Farm Library to see the service in operation. While there he met library members, including **Glynis Connell, 68, from Cowley.**

Glynis said: "It was a memorable trip to the library, seeing the Prime Minister there while I was collecting the books I'd reserved. There was a lot of excitement around him, with crowds and camera



crews, and he seemed impressed with the service and how the council has adapted the way it lends books to residents during the pandemic."

From 20 July, Ickenham also began to offer the reserve and collect service and residents were once again able to book to use computers at seven of the borough's libraries (Botwell Green, Charville, Eastcote, Harefield, Northwood Hills, Ruislip Manor and Yiewsley) whilst following social distancing guidelines.

Seven branches reopened in mid-August, including Uxbridge, Botwell Green, Oak Farm and Ruislip Manor. This proved successful, and later in the month more libraries opened, all with slightly modified layouts and access to ensure staff and residents are kept safe.

Cllr Richard Lewis, Cabinet Member for Central Services, Culture and Heritage, said:

"Our libraries are a much-loved service for residents and we were delighted to see an increase in members and digital activity during the initial months of the pandemic outbreak.

"The introduction of reserve and collect also proved popular in allowing those residents without digital means and those who prefer to read physical books to resume access to this vital service.

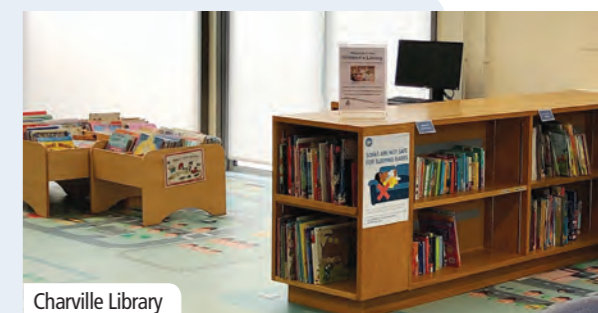
"Our phased approach to reopening our libraries will ensure that more people will be able to use these facilities once again. We have put our residents' and employees' safety as the most important factor and hope that this will give residents full confidence to return to their local libraries."

Library improvement programme

Following the refurbishment of Ruislip Manor Library at the end of 2019, Harefield and Charville libraries have also benefited from our new £3 million investment programme.

Fifteen of the borough's libraries will be refurbished and two rebuilt. Each aims to follow the same design principles to ensure a consistent look and feel.

Harefield and Charville now have a new-look open plan interior with distinct zones, highlighting that each area has a different use. The zones have been created through a varied colour palette of pinks, blues, greys and a warm white, and contrasting materials or features, such as carpets, vinyl flooring, different types of lighting, slatted timber and acoustic panels.



Light stowaway colourful seats feature in the children's area, the existing seats have been reupholstered, and bookshelves have been modified to create more space.

There are more plug-in points for visitors bringing laptops and IT areas have bigger tables for computers and space for other items such as books and guides.

The same colour palette continues in the toilets where new flooring, tiles, basins and taps have been fitted.

Next up are Manor Farm and South Ruislip, with work beginning at the sites in July and August.



For more information about online resources, reopenings and safety guidelines, visit www.hillingdon.gov.uk/libraries.



A big thank you for your continued recycling efforts

This Recycle Week, we are thanking residents for continuing to recycle during the pandemic, and highlighting the various ways that we offer for you to do this.

Recycle Week (Monday 21 to Sunday 27 September) is an annual national campaign in its seventh year organised by the Waste and Resources Action Programme. This year's campaign theme is thanking people for their concerted efforts in continuing to recycle despite the challenges of the coronavirus pandemic. Thanks to your efforts, Hillingdon has been one of the top 10 London boroughs for recycling for five years running.

We continued to provide our free, weekly and easy-to-use waste and recycling collections during the pandemic. During March, April and May crews collected almost 27,000 tonnes of waste and recycling, including household waste, dry recycling, textiles and food and garden waste. We collected a record 2,278 tonnes of green waste in April alone. To put this into perspective, an average refuse collection vehicle holds just under 12 tonnes.

The team's sterling efforts did not go unnoticed, with the service being inundated with cards, presents such as chocolates and biscuits, well wishes and applause from many households as they went about their daily rounds.

Recycling is important as it protects our planet and the local environment. It also reduces pollution caused by disposing of waste, while saving natural resources such as wood and minerals. Additionally, making new items from raw materials costs more and uses more energy than those made from recycled products.

Furthermore, for every item recycled the council can save money, which can in turn be used on delivering other essential services.

Cllr Philip Corthorne, Cabinet Member for Housing and the Environment, said: "I want to thank all of our residents who have continued to recycle during the pandemic. Your commendable efforts will help to protect our local environment. For those not currently recycling, why not give our free, weekly, easy-to-use collection services a try?"

Ways you can recycle in Hillingdon

Dry mixed recycling

You can recycle paper, cardboard, glass and plastics every week - and it should all go in a clear recycling bag that can be ordered on our website. Items should also be rinsed, clean and dry and you can put out as many recycling bags for collection as you wish. If you have any big cardboard items, you will need to flatten them and put these underneath your tied recycling bags.

PPE (gloves and face masks) must not be included in your recycling bags, as these items cannot be recycled. Any PPE must be disposed of with your general household rubbish. Wherever possible, residents using disposable face coverings are encouraged to wear reusable coverings.

Items incorrectly placed in the clear plastic bag can render a whole load of recycling as contaminated and may cause materials to be diverted to general waste. Items that can commonly cause contamination



include nappies, electronics and full jars of food.

On your collection day, you should leave your tied recycling sacks by your property boundary before 6am. If you do not have a front garden, leave the tied sacks on the pavement no earlier than 5.30pm the evening before your collection day.

If you live in a flat, you can place your clear recycling sacks into your block's big recycling bin or you can collect your recycling in a reusable bag or container and empty the loose items into your block's bin and use it again.

To find out what items can be recycled and to order clear bags, visit www.hillingdon.gov.uk/dry-mixed-recycling



Food waste recycling

Food waste makes up 30 per cent of general rubbish collected in the borough. If each west London household recycled just two kilograms of food waste a week, it would save 600,000 tonnes of harmful carbon dioxide emissions a year. Recycling it will also help to improve the environment by creating useful products like compost.

In Hillingdon, food waste is recycled into compost at a specialist site in Harefield. It is then distributed to farms within 100 miles of Harefield.

Residents can recycle food waste from their house by signing up online. Once registered, you will receive the following free of charge:

- a kitchen caddy to store the food waste
- a roll of biodegradable caddy liners to insert into your caddy



- an outside caddy to keep the bags until your waste is collected alongside your garden waste each week. You can also order more free liners from our website when you run out or sign up for automatic deliveries.

You can recycle a variety of foods, including raw and cooked fish and meat, food leftovers, dairy and eggshells, teabags and coffee grounds, fruit and vegetable peelings, pet food and kitchen roll.

On your collection day, all you need to do is place your outside caddy with your garden waste at your property boundary before 6am.

To sign up, find out what food waste you can recycle, and order more liners or a replacement bin or caddy, visit www.hillingdon.gov.uk/food-waste



Garden waste recycling

Whether you have a small or large garden, or just indoor plants, you can also recycle green waste each week. If you live in a property that qualifies for this service, you will be provided with three free heavy-duty canvas bags. Also if you have a large garden, you can request up to three additional sacks.

Additionally, it is recommended that you write your door number and postcode on your bags for easy identification. Worn or damaged bags will be replaced free of charge and



can be disposed of with your weekly rubbish collection.

If you want to go one step further and make your own compost, households in Hillingdon can request a free compost bin for their garden by calling our Contact Centre on 01895 556000.

For details on items that are accepted, instructions for collections and to order more bags, visit www.hillingdon.gov.uk/garden-waste



Textile banks and collection service



Clothes and textiles that are old, unwanted and even damaged can be recycled and made into new items. With 300,000 tonnes of clothes going to waste in the UK each year, it's never been more important to recycle textiles.

Residents can recycle textiles through our free weekly textile collection service. The council can provide purple tinted sacks for your items and all you need to do is put them out on the same day as your clear recycling bags.

The Salvation Army has also resumed its normal collections from its textile banks in the borough. If a bank is full, why not use our weekly collections service instead?



To find out what textiles you can recycle and to order purple bags, visit www.hillingdon.gov.uk/textile-recycling





Stockley Recreation Ground

Stockley Recreation Ground

Creating better neighbourhoods for everyone

Each year the council allocates £156,000 to its Better Neighbourhood funding scheme, to make improvements on council-owned land and help to develop a living environment that residents and communities can feel proud of. *Hillingdon People* visited a recently completed project that is already making a difference to residents' lives and takes a look at some other projects from this year.

Anyone over the age of 18 in the borough can propose a one-off Better Neighbourhood project, providing the proposal has a clear benefit to the wider community. Whether it's an alley gating scheme to help curb anti-social behaviour, a new pathway or improvements

to a communal garden, the council takes on all aspects of the project, from consultation with local residents and design, to commissioning contractors to carry out the work.

One project, completed at the end of March, was a new patio at The Buntings, one of the council's

sheltered housing schemes in Ickenham. The project was the idea of residents, who wanted to have somewhere nice to sit in warmer weather. While the garden was already a pleasant space, many struggled to navigate the uneven grassy surface due to mobility issues and the often slippery surface of the ground.

Local resident, Sheila said: "We wanted a safe, flat area that we could get to easily and that could be enjoyed by everyone. The council found a suitable space for a new patio and they also added some planters so that we can add our own flowers and enhance the area even further. The work was finished just before lockdown so we haven't been able to plant anything.

"We're really delighted with how it turned out and are grateful to the council for investing in our little community."



The Buntings

Another area to get a new garden area thanks to the Better Neighbourhood scheme is Nickleby Close in Yiewsley. Suggested by local ward member Cllr Shehryar Ahmad-Wallana on behalf of residents, the project saw a previously unused garden turned into a haven for local people. Many weren't using the garden due to the gate being difficult to operate, and the garden itself was hard to navigate, messy, and had broken furniture.

The council put in a new seating and picnic area, keeping some of the grass but also providing a safe and even surface for elderly residents and those with mobility issues. The access gate was also updated and is now easier to use and lock. The changes, completed in March, have transformed the garden into a lovely, secure area for residents to enjoy.

Another community set to benefit from the Better Neighbourhood fund is Albion Road in Botwell, Hayes. Following an application by local ward councillor, Cllr Scott Farley, the council is due to reinstate the existing

pathway but create a dropped kerb to allow for better wheelchair and pushchair access. As part of the project, the council will also create a new path to the children's playground where currently the only route is over the grass.

Some other projects that were delayed due to the pandemic are beginning to get under way again, with many expected to be completed by the end of the financial year.

This will include new fencing around the perimeter of James Court, a housing scheme in Northwood, where the existing fencing is old, worn and missing in places. The new fencing will be black metal 'hoop top', which will make the area look smarter and more secure for residents.

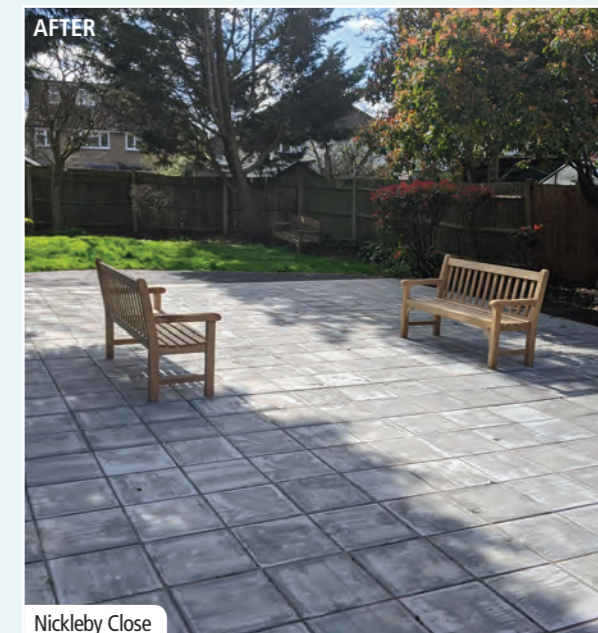
Similar fencing at Stockley Recreation Ground in West Drayton has recently been completed.

The council has also resurfaced the hard standing at Cavalier Gardens in Botwell, to maximise the space available and enable safer parking for residents.

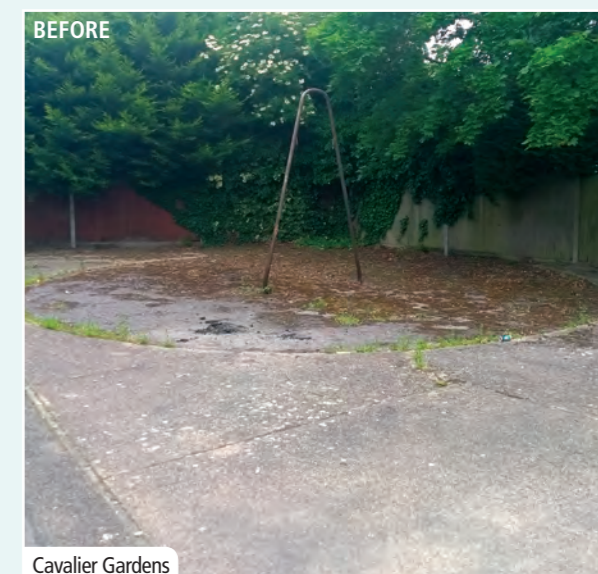


The Buntings

Leader of the Council, Cllr Sir Ray Puddifoot, said: "Since the outbreak of COVID-19, our homes and outdoor spaces have become even more important. So I am delighted to see these Better Neighbourhood projects coming to fruition, with others under way again, and we will continue to invest in changes that improve the environment and health and wellbeing of our residents."



Nickleby Close



Cavalier Gardens



Cavalier Gardens

Do you know somewhere on council land that could benefit from Better Neighbourhood funding? Submit your suggestion at www.hillingdon.gov.uk/bnf. The proposal should be for funding of up to £12,000 without creating any additional ongoing financial commitment from the council. Requests must also have the approval of the relevant tenancy manager.





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We are hoping to build a new hospital for Hillingdon... and we want to hear your views.

To find out more about our plans and see how you can get involved visit:
thh.nhs.uk/redevelopment

Get the flu vaccination, stay well and protect the NHS

It may still be summer but the NHS is already starting to plan for winter. Along with seasonal bugs, slips and falls, and the flu, London's NHS may also be treating patients with COVID-19 this winter. Hospitals and emergency services are likely to be busier than in previous years.

The NHS is asking everyone who is at risk of being affected by the flu to get vaccinated this autumn. By having the flu vaccination, you will help to protect yourself and others from what can be a severe, and sometimes fatal, illness which could lead to hospital treatment. You will also be helping to protect the NHS from coming under pressure.

You should have the flu vaccine if you:

- are 65 years old or over
- are pregnant
- are an adult or child with certain conditions
- live with someone on the shielded patient list
- are living in a care home or other long-stay facility
- receive a carer's allowance, or you're the main carer for an elderly or disabled person
- are aged 2 to 3
- are in primary school, or the first year of secondary school (Year 7)
- are a frontline health and social care worker
- if you are aged 50 to 64, you will also be eligible for the free flu vaccination this year. (Please help the NHS to vaccinate those most at risk first and wait for your GP or NHS team to contact you about receiving your free flu vaccination).

The NHS will contact you directly if you are eligible, and will give you information about where to go to get the vaccine.

Is the flu vaccination safe?

The flu vaccination is safe and effective and must be given annually. It cannot give you the flu. It does not protect you from COVID-19 or seasonal coughs and colds, but it does give protection against the strains of flu virus that will be circulating this year. Adults usually receive the flu vaccination in injection form, and children usually receive a nasal spray.

When can I get the flu vaccination?

The flu vaccination is expected to be available from autumn 2020 onwards. You will be invited to book a vaccination appointment at around this time, but please contact your GP practice if not. It's important that you have your vaccination as soon as possible.



Where can I get the flu vaccination?

Many people will receive their flu vaccination at a GP surgery as usual. Others may go to a pharmacy or another location in their community. School-aged children will receive their vaccination from a trained health professional at school or in their community. Health professionals will also visit care homes to vaccinate residents on-site.

Is it safe to attend appointments at health clinics?

The NHS is doing everything it can to make sure that vaccinations are given in safe environments. All possible precautions will be taken to make sure you, and staff, are protected.

If you have COVID-19 symptoms, do not attend your vaccination appointment but instead self-isolate and book a coronavirus test at www.gov.uk/get-coronavirus-test or by calling 119. You can rebook your flu vaccination appointment at a later date.

How will I know if I have the flu or COVID-19?

The flu virus and COVID-19 have symptoms which overlap, such a high temperature or persistent cough. It may be difficult to tell which virus you have. For this reason, it's really important that you have a flu vaccination if you are eligible, and that you continue to follow the guidance on self-isolation and get a test if you have any of the symptoms of COVID-19.

There has never been a more important time to make sure you, and those you care for, are protected against serious illnesses such as the flu. Where vaccines are available, it's vital that these are used to help keep everyone safe. Look out for updates from your local GP or NHS team and book your vaccination as soon as they are available. Get the flu vaccination, stay well and protect the NHS.

More information can be found at www.nhs.uk/conditions/vaccinations/who-should-have-flu-vaccine.

Could you give a child a much-needed loving home?



Join us online to learn all about fostering with us:

Tuesday 8 September, 2pm to 3pm

Tuesday 13 October, 2pm to 3pm

The event will take place on Microsoft Teams and we will contact everyone who has registered before the session with the joining details.



For more details
www.hillingdon.gov.uk/betheone
 0800 783 1298

www.hillingdon.gov.uk



Update from the West Area BCU Superintendent

I have to admit that when COVID-19 became an issue back in March I never thought it would still be affecting us in autumn - thankfully I am employed as a police officer not a forecaster. Thank you to all Hillingdon residents who have cooperated with the legislation and made our job of policing much easier.

The sad murder that occurred at the Civic Centre in Hillingdon has resulted in the conviction of the suspect, as has the murder at Hillingdon tube station. I mention these to remind you thankfully how rare these incidents are in this borough, and to ask everyone reading, please, never ever consider carrying a knife. Stop and search has been in the media recently but as a police manager I make no apologies for the use of this tactic, providing we do it fairly, professionally and politely. But if

we are taking knives off people (and arresting them) then we are saving lives. We are open to scrutiny through an independent panel, the complaints procedure and the Independent Office for Police Conduct; the Basic Command Unit (BCU) receives very few complaints about stop and search, and every encounter should be recorded on body worn video.

While the COVID-19 restrictions are easing, our fight against crime and criminals hasn't, and crime at the moment is still about 20 per cent below pre-lockdown levels. A huge amount of enforcement and engagement work is going on in order to keep it his way. The nights are drawing in and our annual autumn nights campaign is about to start, with extra patrols in the evenings to prevent burglaries and anti-social behaviour. As always we ask for your help in preventing

offences – little things like lights left on, doors and gates closed and locked, security lights can all help deter crime. If you need any advice about making your home safer please contact your local safer neighbourhood team who will be delighted to help.

Lastly, just a reminder that you live in one of the safest boroughs in London, and myself and all of us in West Area are working our hardest to keep it that way.



Supt Richard Watkinson

Supporting and empowering those with ADHD and autism

The Centre for ADHD & Autism Support (CAAS) provides assistance to individuals and their families with a diagnosis, or suspected diagnosis of ADHD, autism, or related conditions. *Hillingdon People* finds out about their valuable work during the pandemic and how residents can receive their support or volunteer.



The registered charity, which is based in Eastcote, receives a grant from the council, but also relies on the help of committed volunteers.

Serving those living in Hillingdon and Harrow, the charity's mission is to support, educate and empower ADHD and autistic individuals and their families and also raise awareness, change perceptions and break down barriers in the community.

The centre was established in 1996 and is staffed by professionals with more than 20 years' experience. The team has gained an in-depth understanding of the conditions through lived experience, but more importantly through working closely and talking and listening to many ADHD and autistic people. This approach has, in turn, tailored the support they offer to fit the varying requirements of their clients.

CAAS offers 37 different services to help to cater for the many diverse needs of those affected by these conditions. These range from offering information and advice, to running support groups and training, providing practical help and signposting to other appropriate organisations.

Last year the centre helped more than 2,300 individuals. As with most organisations, the pandemic has proven to be a challenging time for CAAS, however they have successfully been able to provide 75 per cent of their services online.

Lynne Laverty, Director of Autism Services, said: "It has been a challenge at times while our team has been getting to grips with all of the different technologies involved with our adapted approach but through a variety of platforms we have been able to continue to provide a range of online groups, training and individual support."

The virtual services offered by the team include drop-in groups for parents and carers, one-to-one parenting support, lego therapy for children, monthly film groups for teenagers and young adults, a monthly ADHD support group for adults, one-to-one support for autistic adults, a monthly women's forum, adult social and therapeutic groups, courses for understanding autism and living with ADHD and autism, monthly book clubs and creative writing clubs for autistic adults and more.

In addition, the centre is set to offer specialist workshops in sleep support, transitioning to high school, transitions without tears, interoceptive awareness, and avoidant and restricted eating during the course of the next few months.

In September, some in-person groups will also return, but these sessions will require booking a place in advance. These groups will take place in line with government guidelines and with social distancing measures in place.

If you, a family member or someone you know could benefit from the centre's services, they are still accepting new referrals and can be contacted on email at enquiries@adhdandautism.org or by calling 020 8429 1552. If you reach their voicemail you can leave a message and someone will come back to you

This year's Mayor's Charity

Appeal nominated the centre as their chosen charity, and a range of activities and events are planned to raise vital funds for their work.



The Mayor of Hillingdon, Cllr Teji Barnes, was first introduced to this charity in 2016 and she said she was taken aback by how important and necessary they are in today's society and for residents. She said that the charity's work had greatly benefited residents in her ward and across the borough, and even changed many people's lives.

She added: "The charity is so beneficial to local residents and the staff are wonderful at empathising, engaging, educating and supporting individuals and their families who live with the difficulties of these conditions."



If you're interested in volunteering for the charity, contact enquiries@adhdandautism.org for more information. Additionally, if you would like to fundraise for CAAS, contact fundraising@adhdandautism.org and they can put you in touch with the Friends of CAAS group

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Environment and roads

Animal Welfare ▶ Food, Health and Safety
01895 250190
Abandoned Vehicles ▶ Environment and Anti-Social Behaviour ▶ Flytipping ▶ Graffiti ▶ Parks and Green Spaces ▶ Pest Control ▶ Roads and Pavements ▶ Special Collections ▶ Street Lighting and Cleansing ▶ Waste and Recycling
01895 556000

Learning

Adult Learning
www.hillingdon.gov.uk/adultlearning
01895 556455
Library Information Desk
01895 250714
School Admissions
www.hillingdon.gov.uk/schooladmissions
01895 556644
School Transport
01895 250008
Truancy Hotline
01895 250858

Leisure

Battle of Britain Bunker Exhibition and Visitor Centre
battleofbritainbunker.co.uk
01895 238154
Botwell Green Sports and Leisure Centre
020 8561 0956
Haste Hill Public Golf Course
01895 250777
Highgrove Pool and Fitness Centre
01895 630753
Hillingdon Sports and Leisure Complex
0345 130 7324
Hillingdon Theatres
www.hillingdontheatres.uk
01895 250615
Queensmead Sports Centre
020 8845 6010
Uxbridge Public Golf Course
01895 556750
William Byrd Pool
020 8897 9390

Local democracy

Council Meeting Dates and Agendas
01895 250636

USEFUL SERVICES AND AGENCIES

Addiction, Recovery, Community, Hillingdon (ARCH)
01895 207777
Affinity Water
0345 357 2407
Age UK Hillingdon
020 8756 3040
Alzheimer's Society Hillingdon
01923 823999
Asphaleia Action
01895 272478
Carers Trust Hillingdon
01895 258888
Centre for ADHD and Autism Support
020 8429 1552
Communicare Counselling Service
01895 256056
Citizens Advice Consumer Helpline
03454 04 05 06
Citizens Advice Hillingdon
0344 848 7903
Disablement Association Hillingdon (DASH)
020 8848 8319
HD Carers Support Group
07752 169849
Healthwatch Hillingdon
01895 272997
Hillingdon Autistic Care and Support (HACS)
020 8606 6780
Hillingdon Brain Tumour and Injury Group
01895 713205
Hillingdon Carers
01895 811206

HILLINGDON
CONTACTS



Electoral Services and Registrars
01895 558250
Conservative Group Office
01895 250316
Labour Group Office
01895 250780
Mayor's Office
01895 250763

Planning

www.hillingdon.gov.uk/planning
Building Control, Inspections and Dangerous Structures
01895 558170
Dangerous Structures (out of hours)
01895 250111
Local Land Charges
01895 556115

General

Adoption and Fostering
www.hillingdon.gov.uk/fost-adopt
0800 783 1298
Brown Badges
01895 277277
Council Tax and Benefits
www.hillingdon.gov.uk/counciltax
0300 123 1384

Families' Information Service
www.hillingdon.gov.uk/fis
01895 556489
Fraud Hotline
www.hillingdon.gov.uk/reportfraud
0800 389 8313
Hillingdon First Card
www.hillingdon.gov.uk/hillingdonfirst
01895 556677
Hillingdon Social Care Direct (adults and children) ▶ Blue Badges ▶ Freedom Passes ▶ Meals Service ▶ TeleCareLine
01895 556633
Housing Services
www.hillingdon.gov.uk/housing
01895 556666
Substance Use and Misuse or Sexual Health
01895 250721
Trading Standards
www.hillingdon.gov.uk/tradingstandards
01895 250164

All other council enquiries (not listed above)
01895 250111

Hospitals

Harefield Hospital
01895 823737
Hillingdon Hospital
01895 238282
Mount Vernon Hospital
01923 826111
Northwick Park Hospital
020 8864 3232
Watford General Hospital
01923 244366
NHS
111

Police and Fire

Metropolitan Police
Non-emergency 101
Textphone 18001 101
Hillingdon Neighbourhood Watch
all@hillingdonnhw.co.uk
Hillingdon Fire Station
020 8555 1200

Hillingdon Independent Domestic Violence Advocacy (HIDVA)
020 8246 1745
Hillingdon Mind
01895 271559
Hillingdon Parent Carers Forum
www.hillingdonpcf.com
Hillingdon U3A
07532 268002
Hillingdon Women's Centre
01895 259578
Home-Start Hillingdon
01895 252804
P3 Navigator Advice Centre
01895 436114
Samaritans
116 123 (freephone)
Victim Support
08 08 16 89 111 (freephone)

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