

# HILLINGDON people

News from your council

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

May/June 2025



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HILLINGDON  
LONDON

## Late May Bank Holiday 2025

# WASTE AND RECYCLING COLLECTIONS

To minimise disruption to waste and recycling collections over the late May Bank Holiday, we will be working on Saturday 31 May.

Normal collection day	Revised collection day
Monday 26 May (Bank Holiday)	Tuesday 27 May
Tuesday 27 May	Wednesday 28 May
Wednesday 28 May	Thursday 29 May
Thursday 29 May	Friday 30 May
Friday 30 May	Saturday 31 May

Please leave your waste and recycling out by 6am on the day of collection.

Leave your rubbish near your front gate, but not on the pavement.

Separate arrangements are in place for flats and business premises.

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

**On the cover:** Thaizhin Khan and her son, Musa, at Uxbridge Library's storytime.

**Advertising deadline for next edition:**  
Friday 6 June

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Each workshop week features a different selection of West End and Broadway musicals

dk productions & Hillingdon Council present

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**5 DAY WORKSHOPS**  
Ages 7 - 16 yrs

Monday 28 July - Friday 1 August 2025  
Monday 18 - Friday 22 August 2025  
10am - 4pm daily

£130 per 5 day workshop  
Tickets to the final performance £7

**2 DAY WORKSHOPS**  
Ages 4 - 6 yrs

Thursday 31 & Friday 1 August 2025  
Thursday 21 & Friday 22 August 2025  
10am - 4pm daily

£60 per 2 day workshop  
Tickets to the final performance £7

**01895 250615**  
[discover.hillingdon.gov.uk/theatres](http://discover.hillingdon.gov.uk/theatres)  
Compass Theatre, Glebe Avenue, Ickenham UB10 8PD

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



## Stay connected

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## Follow us



## Welcome



Local authorities are continuing to face uncertainty as a result of significant funding pressures. Recent global financial factors heighten this, with new trade tariffs and ongoing geopolitical conflicts presenting risks to supply chains and commodity prices and potentially leading to further volatility in inflation and interest rates. The local government funding model is fundamentally broken and unsustainable. Councils across the country are continuing to call on government to provide fairer funding. Hillingdon's settlement for 2025/26 falls far short of the reality of rising demand for services and the above inflation cost increases in delivering them, as well as the half million-pound bill from the government's National Insurance rise. Our population has increased by 16 per cent against an average of nine per cent in England between 2011 and 2023, which places additional demands on services that need to be met now or developed for future years, yet this growth has not been factored into the settlement. The high number of asylum seekers the borough is supporting (more than double the national threshold) places a further strain on resources. And whilst we are proud of our work in helping people seek sanctuary, we cannot continue to sustain the numbers leaving Home Office accommodation without adequate funding. We are also calling for greater support in recognition of our position as a port authority, including an increase in our share of business rates generated by Heathrow that we collect but must send to government, as well as fairer funding to cover recent pressures generated by an increase in the number of families arriving from the Chagos Islands without planned accommodation. Hillingdon is already a low spending authority, receiving less government funding than other London boroughs, and we are addressing the financial challenges by continuing our drive to reshape how the authority works to achieve value for money for residents, with various examples in this edition. However, the scale of the challenge means we cannot do this alone. Government must take meaningful action by delivering the fairer multi-year settlements they promised to stabilise the future financial picture for all councils.

Cllr Ian Edwards, Leader of the Council

## Improving service access through AI



The council is investing £1 million in a two-year partnership with ICS.AI to enhance its services through Artificial Intelligence (AI) as part of its Digital Strategy.

The initiative will introduce an AI-powered assistant on the council's website and call centre to handle resident enquiries faster and offer self-service options, freeing staff to focus on more complex issues.

The assistant will operate 24/7 and provide support on issues, including waste management, parking permits, and housing enquiries. The voice assistant features SMS functionality that will deliver additional information to residents via text message.

Residents will benefit from reduced wait times, multilingual support, and a smoother customer experience. The new technology will also help reduce reliance on council staff and save both time and money across services.

**Cllr Martin Goddard, Cabinet Member for Finance and Transformation**, said: "Reshaping our customer and staff processes, with ICS.AI as an enabler, will help us continue to put our residents first and achieve our Digital Strategy vision to improve the way the council delivers services to residents by utilising technology."

Read our Digital Strategy: [www.hillingdon.gov.uk/digital-everyone](http://www.hillingdon.gov.uk/digital-everyone)



## Information and advice at your fingertips

In March, the council launched AskSARA, an easy-to-use online self-help guide offering residents of all ages advice and support for easier daily living.

It provides impartial information on products and equipment tailored to your needs, covering more than 90 topics, including common daily activities, health, wellbeing, and home support.

Simply select a topic, answer a few questions about yourself and your environment, and AskSARA will generate a free, personalised report with expert, tailored advice on staying independent at home, an impartial list of relevant products and where to find them, and links to further support and contacts.

**Cllr Jane Palmer, Cabinet Member for Health and Social Care**, said: "AskSARA is a valuable new resource to help

residents live healthy, active, and independent lives.

"It reflects our commitment to providing early support and preventing needs from escalating, while strengthening partnerships with the voluntary sector to enhance health and wellbeing outcomes."



AskSARA today:  
[hillingdonasksara.livingmadeeasy.org.uk](http://hillingdonasksara.livingmadeeasy.org.uk)



## Support during the colder winter months

More than 8,000 visits to the council's warm welcome centres were recorded from December to March, with residents benefitting from the free, warm and welcoming spaces provided as part of a package of winter support.

Run in partnership with community and faith organisations, the centres offered a place to enjoy a hot drink, company, and a range of activities. Held in council libraries and other venues, sessions included coffee mornings, board games, arts and crafts, and book clubs.



Visitors could also access health and wellbeing advice, with workshops on dementia support and men's health, supported by local partners H4ALL, Healthwatch and The Confederation, Hillingdon.

**Anne Bevan, from Ruislip**, (pictured below) is part of the Get Creative craft group and attended Ruislip Manor Library's warm welcome centre in January. She said: "Some people are not getting their Winter Fuel Payment anymore and they can turn the heating off for a couple of hours and go somewhere warm. We teach each other things and we're a friendly group."

**Cllr Jane Palmer, Cabinet Member for Health and Social Care**, said: "Our warm welcome centres were inviting places where residents enjoyed activities, kept active and healthy while also staying warm and connected with other people during the colder winter months."

## Agreement entered with Wealdstone over land for new stadium

The council has granted a three-year exclusivity agreement with Wealdstone Football Club (FC) so they can undertake exploratory investigations and apply for planning permission to create a new stadium and training facilities.

On 13 March, the council's Cabinet authorised the signing of the agreement in principle with the club which relates to two vacant plots: one adjacent to the former Master Brewer site on Western Avenue, and the other at Gutteridge Farm.

It allows the club to develop its proposals, secure funding and a development partner, and obtain the necessary planning consent.

The council will receive a small annual fee for the land during the exclusivity agreement.



**Cllr Jonathan Bianco, Deputy Leader and Cabinet Member for Corporate Services and Property**, said: "We're proud to support our local sports clubs, and this agreement will allow the club to explore opportunities to bring these vacant spaces back into use.

"A new stadium and the associated facilities could provide

many benefits to the borough, and I look forward to seeing the proposals as they take shape."

**Acting Chairman of Wealdstone FC, Dominic Whyley**, said: "We are absolutely delighted to have been granted this agreement to facilitate the club's need to find a new, permanent home which is vital to securing its future and all its ancillary community activities."

## Council teams mobilise to help residents during substation fire

Following the major fire at North Hyde substation, Hayes, on 20 March, which resulted in the evacuation of nearby residents, thousands of homes without power and flights grounded at Heathrow, the council responded swiftly to provide support.

Upon notification of the incident, the protocols of the London Resilience Partnership were activated, with extensive coordination between all organisations involved, including the London Fire Brigade, Metropolitan Police, National

Grid, the council, Highways Agency and rail networks. The emergency services led the response, with the council and others supporting.

Thirteen minutes after the fire was first reported, the council's internal emergency protocols were activated and emergency response teams worked tirelessly throughout the night, following day and weekend with partner agencies to ensure residents were kept safe and informed.

The council supported the evacuation process by

providing 12 displaced residents with temporary hotel accommodation, while 138 made their own arrangements.

Council officers also supported the management of road closures, carried out welfare checks on vulnerable residents, and nearby Botwell Green Library was open for anyone seeking support, access to a computer, phone charging or a hot drink.

A dedicated support telephone line was also activated for affected residents, and waste and recycling crews minimised disruption by ensuring any missed collections were carried out during the weekend.

Stay informed about emergencies, service updates, and news by signing up to the council's WhatsApp channel.



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



## Specialist golf operator approved to deliver value for money



The council has announced a new partnership with Lford Golf Centre to run Haste Hill and Uxbridge golf courses.

On 10 April, the council's Cabinet agreed a 65-year-long lease with the specialist golf facility management company to operate both sites, and in doing so has ensured residents will continue to have access to affordable golfing facilities at both venues. It will also provide the council with

half a million pound benefit by eliminating the subsidy previously required to run them and through the collection of an annual rent.

Across both sites, Lford Golf Centre is proposing a combined investment of around £4 million to make improvements to both clubhouse buildings, enhance playability of the courses, and they have ambitious plans to make the two sites community-focused and attractive to players of all abilities.

**Cllr Eddie Lavery, Cabinet Member for Community and Environment,** said: "We are delighted to be joining with Lford Golf Centre to futureproof our borough's unique golfing offer by them taking on these facilities with their expert knowledge.

"We've been single-minded in our intent to safeguard these courses as golfing facilities for future generations. I hope this new partnership reinforces with residents our commitment to putting them first and continuing to deliver value for money."

Terms have been agreed with Lford Golf Centre, and Uxbridge is due to reopen as soon as the legal formalities have been completed.

**Find out more:**

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



## Rogue landlords get hefty fine for illegally subletting in Yiewsley



The illegally constructed outbuilding

A husband and wife have been ordered to pay more than £270,000 after a council investigation found they had illegally subdivided a house in Yiewsley into four separate cramped flats and constructed an outbuilding for rent without planning consent.

Amarjit Singh, 54, and Jasbinder Kaur, 45, of Munster Avenue, Hounslow, appeared at Isleworth Crown Court on 7 April, and the judge ruled under the Proceeds of Crime Act, they must pay a confiscation order of £250,055.80,

the income generated from charging rent on five illegal units.

Additionally, both were fined £10,000 and required to pay prosecution costs of £4,480.

The council's planning enforcement team inspected 24 Maple Avenue on 27 June 2018 following reports that an outbuilding had been constructed in the garden without permission. Internal inspections found it contained separate rooms and was being used as an independent residential unit. Subsequent inspections were carried out, and in July 2018, entry to the main property revealed that it had been unlawfully divided into four self-contained flats.

The council served planning enforcement notices on 20 November 2018, which required the main property and outbuilding be returned to a single dwelling, and removing all but one kitchen, internal partitions and lockable

doors used to divide the home by 21 March 2019.

During an unscheduled inspection, it was found that the enforcement notices had not been complied with, and the property and outbuilding were still being rented to multiple tenants. The case was referred to the Crown Court for sentencing and confiscation proceedings.

**Cllr Steve Tuckwell, Cabinet Member for Planning, Housing and Growth,** said: "This is a significant result for our planning enforcement and trading standards teams and sends a clear message that the creation of beds in sheds and illegally rented properties will not be condoned."

**Report a planning breach:**

[www.hillingdon.gov.uk/report-planning-breach](http://www.hillingdon.gov.uk/report-planning-breach)



## New council support directory goes live



A new online care and support directory, launched in March, offers a comprehensive guide to organisations providing information, advice, and support for families, adults, and children, including those with special educational needs and disabilities.

The council's directory highlights a wide range of services, covering early years and childcare, education options, health and wellbeing advice, as well as activities and events.

For adults, it includes guidance on training and employment opportunities, help at home, financial support, and housing options.

Alongside council services, the directory features support from community groups, voluntary organisations, and charities.

Families and professionals can search for services locally or find specific support tailored to particular needs or concerns.

**Cllr Susan O'Brien, Cabinet Member for Children, Families and Education,** said: "Our new directory responds to requests from families seeking clear information on the support available for them and their children.

"It is designed to be accessible, user-friendly, available at your fingertips whenever you need it, and supports our ongoing ambition to foster thriving, healthy households."

**Access the directory:**  
[careandsupport.hillingdon.gov.uk](http://careandsupport.hillingdon.gov.uk)



## Celebrating Hayes' rich musical heritage



The Elite drummers from Dhol Teaching Academy

More than 1,200 people attended the first-ever Old Vinyl Factory Festival on 15 March.

Held on Record and Material Walk in Hayes, the free outdoor event was hosted by the council in collaboration with Hanwell Hootie, Intrepid Collective and funded

by the Mayor of London's Good Growth Fund.

The festival celebrated the area's rich musical history as the former home of EMI Records in the early 20th century. Residents, local groups, and businesses enjoyed live performances from local artists, while Global Academy students gained hands-on experience in multimedia production and event management.

A record fair, organised by vinyl enthusiasts Groove Seekers, along with food and drink stalls hosted by local Hayes businesses and supported by T&T Markets, were popular highlights.

## Help to protect your child's smile

To celebrate National Smile Month (13 May to 13 June), the council is hosting a variety of events in Hayes aimed at promoting healthy teeth.

This year's theme, Feed Your Smile, identifies the link between diet and oral health and the council's libraries, children's centres and family hubs have organised a programme of events and workshops.

Highlights include an outdoor event in Pinkwell Park, an online brushathon, a special storytime at Botwell Green Library, and a fun brushing event for children at Charville Children's Centre.

Top tips for healthy teeth:

- brush twice daily with fluoride toothpaste for two minutes
- encourage children to spit, not rinse, to keep fluoride working
- choose milk or water over sugary drinks
- visit the dentist regularly.

**Cllr Jane Palmer, Cabinet Member for Health and Social Care,** said: "It's important to look after your child's teeth, and book their first visit with a dentist as soon as teeth start to come through.

"Our children's centres and family hubs run workshops and have a wealth of resources to support you in keeping your child's teeth healthy."

To book events, visit [discover.hillingdon.gov.uk/national-smile-month](http://discover.hillingdon.gov.uk/national-smile-month) and find sessions at our family hubs and children's centres at [www.hillingdon.gov.uk/cc-services](http://www.hillingdon.gov.uk/cc-services).



## Former Ruislip pub gets locally listed



The Orchard pub in Ruislip has been added by the council to the borough's local list of buildings of architectural and historical importance following its nomination by residents.

Earlier this year, a six-week public consultation saw 97 per cent of responses in favour of the building being listed, leading the council's Cabinet to approve the addition on 10 April.

The local list recognises buildings with significant design, historical, or cultural value, ensuring these aspects are considered in future planning decisions.

Originally built in 1905 as a bungalow, The Orchard served refreshments to visitors from central London who had travelled to the countryside via the Metropolitan line.

During the Second World War, it became a social hub for Polish Air Force personnel from RAF Northolt.

**Cllr Steve Tuckwell, Cabinet Member for Planning, Housing and Growth**, said: "While we support growth and new developments, it must be in the right places and not at the sacrifice of our distinct heritage and green spaces."

"Alongside updating our Local Plan, the list is a great way to protect and celebrate buildings that make the borough special."

Learn more or nominate a site:  
[www.hillingdon.gov.uk/locally-listed-buildings](http://www.hillingdon.gov.uk/locally-listed-buildings)



## Operator for new leisure centre appointed

Leisure operator Greenwich Leisure Limited (GLL) has been appointed to manage the new Platinum Jubilee Leisure Centre in West Drayton, expanding its partnership with the council.

Set to open this autumn, the state-of-the-art centre will feature a 25-metre swimming pool, teaching pool, splash pad with flume, health and fitness suite with two aerobic studios, soft play, climbing facility, sports hall with four badminton courts, rooftop 3G astro turf football pitch, and a café.

The council's existing partnership with GLL already covers Hillingdon Sports and Leisure Centre (Uxbridge), Highgrove Pool and Fitness Centre (Ruislip), Botwell



Green Sports and Leisure Centre (Hayes), and Queensmead Sports Centre (South Ruislip). This ensures consistent pricing and service quality across all five facilities.

Get active:

[www.better.org.uk/hillingdon](http://www.better.org.uk/hillingdon)



## Reclaiming homes for those in need



During a six-week key amnesty (from 12 May to 23 June), the council is giving tenants who are not entitled to live in one of its homes an opportunity to #DoTheRightThing and return their keys to the Civic Centre in Uxbridge without facing any criminal proceedings.

The council's counter fraud team, working with housing services, investigates tenancy fraud and has recovered 112 council homes in the past year, valued at £7.8 million.

Council tenants engaged in illegal subletting, abandoning

their homes, or not residing in their allocated property are encouraged to return their keys without repercussions, so the properties can be reallocated.

Keys can be handed in at the Civic Centre reception. Tenants must provide photo ID, complete a form with the property details, and ensure the home is empty.

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

"Tenancy fraud is an extremely serious issue that limits housing availability for those who are in genuine need and puts additional strain on public resources due to the cost of providing temporary accommodation."

"If you suspect tenancy fraud is taking place, you can report it to the counter fraud team by calling 0800 389 8313, emailing [fraud@hillingdon.gov.uk](mailto:fraud@hillingdon.gov.uk) or scanning the QR code below."

Report it:

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



## Stamping out borough's illegal car meets



Cllr Lavery and Cllr Steve Tuckwell at Arundel Road

New traffic calming measures have been installed by the council in two roads to curb anti-social behaviour (ASB) from illegal car meets.

Three raised tables along 216 metres of Pasadena Close, Hayes, and three sets of speed cushions along 148 metres of Arundel Road, Uxbridge, were funded by Transport for London (TfL) and

introduced following complaints from residents and local businesses of ASB from motorists and spectators on these private roads.

**Cllr Eddie Lavery, Cabinet Member for Community and Environment**, said: "We've been working closely with the police, TfL and local businesses to tackle this ASB. These new calming measures will not only help make these locations less desirable for these events but also keep residents and businesses safe and free of noise and disturbance."

Report ASB:

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



## Playground improvements gather pace



Cllr Douglas Mills, Cllr Susan O'Brien and Cllr Lavery at Shenley Park

Four newly refurbished playgrounds reopened in March in the latest phase of the council's £1.6 million boroughwide investment programme.

Cllr Eddie Lavery, Cabinet Member for Community and Environment and ward councillors attended the reopening of the play areas at Hayes End Community Park and Shenley Park, Ruislip Manor on 6 March.

Upgrades have also been completed at Croyde Avenue, Hayes and The Brambles ball court, West Drayton, bringing the total number of playgrounds improved since 2023 to 23.

The improvements feature modern, inclusive equipment, including wheelchair accessible multi-play units, climbing frames, swings, interactive play panels, and agility fitness graphics.

**Cllr Lavery** said: "We're continuing to invest in high quality, accessible play and leisure facilities as part of our drive to deliver value for money services for residents that help them keep active and healthy."

Find your nearest park or open space:  
[hillingdon.gov.uk/local-parks](http://hillingdon.gov.uk/local-parks)



## Pupils offered their top choice school place

In April, Hillingdon was ranked the top local authority in west London on Primary National Offer Day, with 91.51 per cent of children being awarded their first choice primary school place.

Figures released by the PAN London Admissions Board showed the council had once again exceeded the London average of 87.92 per cent to give 3,169 pupils their first choice of primary school.

Hillingdon also achieved best in west London for applicants being offered one of their top three preference schools at 98.18 per cent, compared to PAN London at 96.6 per cent.

The council received 3,463 primary school applications, with 98.61 per cent allocated a school of their preference, which is also higher than the London average of 97.9 per cent.

**Cllr Susan O'Brien, Cabinet Member for Children, Families and Education**, said: "I'm delighted that we're the best performing council in west London for both first choices offered to parents and top three preferences. My thanks to our school placement and admissions team for their continued dedication and support to our families."



Find out more:  
[www.hillingdon.gov.uk/primary](http://www.hillingdon.gov.uk/primary)



# Calling on government for extra funding to support asylum seekers



The council is campaigning for fairer government funding to address the significant financial pressures it is experiencing due to the high number of asylum seekers it supports.

We currently have 3,000 asylum seekers placed into accommodation by the Home Office mostly near to Heathrow Airport, more than double the threshold nationally. Of this number, 2,800 are placed into hotels.

The council cannot continue to sustain such high numbers, especially in the absence of additional funding to meet the full costs of providing local support and services.

We're committed to improving the welfare of asylum seekers and supporting them wherever possible. However, this underfunding is placing an unfair financial burden on residents, who are having to subsidise these additional costs.

The asylum funding shortfall across all Hillingdon Council services is estimated to be around £5 million in 2024/25 and £11.3 million in the five years ending

31 March 2025. We estimate that asylum related grant funding for 2025/26 will likely be exhausted by the end of November at which point, once again, we will need to use our own funds to support government policy.

We've established welfare bridging support for families and individuals to help them settle into new accommodation and access services, and we work with organisations from the voluntary sector to support asylum seekers.

## The need for greater government support

We are lobbying government for fairer funding as a result of the significant pressure we're facing.

The current local government funding model is unsustainable, and despite repeatedly raising this with successive governments, the 2025/26 settlement for Hillingdon still falls considerably short of the

financial reality of rising demand and above inflation increases.

Our population has also increased by 16 per cent against an average of nine per cent in England in the period 2011 to 2023, yet this growth has not been factored into the funding settlement.

Government policy to apply a percentage cap on council tax increases without a referendum disadvantages low tax authorities. Whereas the average outer London borough has raised its council tax for a band D property by £81.97 (at a 5 per cent increase) in 2025/26, the policy restriction limits Hillingdon's increase of 5 per cent in cash terms to £72.34 even though we are experiencing the same inflationary and demand pressures. This is resulting in an ever-widening gap between the highest and lowest tax authorities, which is not sustainable.

## Evictions from Home Office accommodation

In January, 73 individuals and 10 families left Home Office funded accommodation in Hillingdon, requiring some level of assistance with securing suitable, alternative accommodation.

In February, the figure was 10 families, and 75 individuals, March 18 families, 151 individuals, and in April 14 families and 193 individuals.

January 83 households

February 85 households

March 169 households

April 207 households

## Housing support for asylum seekers

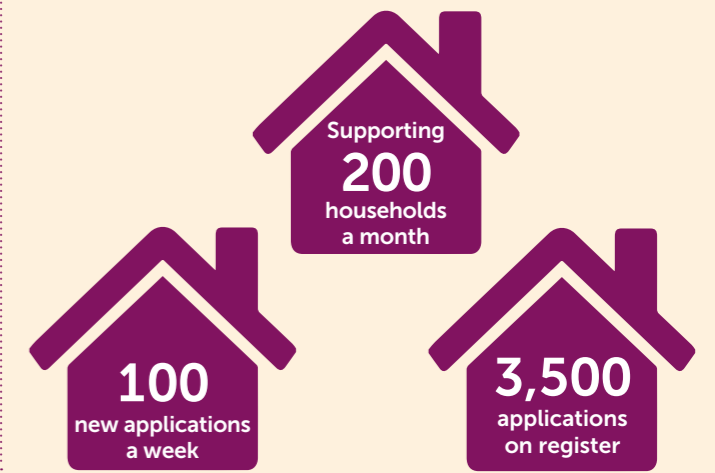
In 2024/25, the council's expenditure on housing support for asylum seekers was more than £4 million, far outstripping the funding we received (Asylum Dispersal Scheme Grant) of £2,278,500.

£2,278,500 received

£4 million spent

## Additional demand for housing

Each month, the Home Office evicts up to 200 former asylum seekers from accommodation in Hillingdon, with many needing assistance from the council to find suitable, alternative accommodation. This adds to the high levels of homelessness the council is responding to, with demand of 100 new applicants a week and 3,500 applicants on the housing register.



## Airport business rates

The costs of meeting these additional housing needs are not fully met by the share of airport business rates the council is permitted to retain.

Despite Heathrow Airport generating approximately £170 million in business rates every year, the council is permitted to retain only 18 per cent of the business rate yield, with the Ministry of Housing, Communities and Local Government and Greater London Authority retaining the rest.

## Arrivals from the Chagos Islands

The council is also seeing a significant number of families arrive from the Chagos Islands via Heathrow Airport seeking housing support.

This is being provided, where they are eligible, and while we recognise that those arriving from the Chagos Islands are UK nationals, it places increasing financial pressure on the council, with a forecast annual cost going forward of £1.2 million with the expectation of further arrivals.

Up to £800,000 nationally was made available by the Ministry for Housing, Communities and Local Government and the Foreign, Commonwealth and Development Office last financial year to support the arrival of Chagossians.

However, this only covers the costs incurred for up to 10 days after arrival, when we're often supporting some families for up to six months. The total cost to Hillingdon alone from July 2024 to the end of March 2025 was more than £800,000, and the restrictions placed on this funding mean the council can only claim back just 7.5 per cent of these total costs. The council has been advised of 130 new arrivals in April and May.



## Cllr Steve Tuckwell, Cabinet Member for Planning, Housing and Growth, said:

"The council has a strong sense of community and is proud of its work in welcoming asylum seekers and providing safe sanctuary. We want to provide support to those who need it, but the way local government is funded is fundamentally broken and in desperate need of an overhaul.

"Heathrow Airport accounts for a significant proportion of business rates payable in Hillingdon, yet as the local authority responsible for the infrastructure, services and community impact associated with this site, we receive a disproportionately small share and this must change.

"We are urging the government to take action and recognise our unique position as a port authority and provide the funding we require, as we, and in turn our residents, cannot afford to keep footing the bill whilst others reap the rewards."



# Welcoming our new foster carers

We're celebrating the successful recruitment of five foster carers following the launch of our unrivalled payment and benefits package.

Foster carers from all walks of life are needed to provide a loving and stable home for children in need.

At Hillingdon, our carers do an incredible job of protecting, supporting and caring for children, and play a key role in providing a safe and nurturing environment ensuring they can achieve their potential and thrive.

The council is continuing to recruit its own dedicated carers to support the 340 children in its care and if you think you could make a difference to a child's life by providing a loving home, start your fostering journey with us today.

## What our new carers say

We met with one of our newest carers to find out why they decided to join us, and what they thought about the benefits of our support package, which is the most competitive in England.

Our five newly recruited households can offer placements for up to 12 children and comprise a mix of new carers and those who have transferred from independent fostering agencies.

**Parveen Khan, 52**, (pictured above) moved to Hillingdon in 2023 and became a council foster carer in March after transferring from an independent fostering



agency. She praised the new package and the support she'd received from the council, saying the move would allow her to attend more training and access support groups in person.

She said: "Hillingdon has put together a great package which will help carers to move forward, especially single people who can't work because they are looking after children.

"The help with the Merlin passes, electricity bills and council tax are a big support. You can turn the heating off when you don't have children, but when you do you need to keep it on and that does help, especially with the rising cost of living.

"Being able to call our social worker and get hold of them has been wonderful. The family hub at Uxbridge is amazing – I think it's so great to have that facility

for parents and carers and to be helping them."

Several more carers are currently in the approval process and are set to join the council between now and August.

## Our unrivalled support package for carers

Hillingdon Council has the most competitive payment and benefits package in England for both new, and existing, foster carers, equating to an annual salary of up to £72,000. This includes:

- payments up to £1,500 per week
- 25 per cent off your council tax bill
- £1,000 off utility bills
- an annual family Merlin pass
- a winter fuel allowance
- more than 100 training courses.

Find out more:  
[www.hillingdon.gov.uk/fostering](http://www.hillingdon.gov.uk/fostering)



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

said: "We are delighted to welcome these fantastic new foster carers to Hillingdon and look forward to the positive difference they will have on the lives of children in need by providing loving homes.

"This shows the impact that our new package is having in attracting carers and providing the support and reassurance they need to complete the approvals process. We hope it will encourage even more people to come forward and find out more about fostering in the borough."



Local heroes were presented with their awards at April's ceremony

# More Hillingdon heroes recognised

Last month, the outstanding efforts of local volunteers who dedicate their time to improving their communities were celebrated at the 2025 Hillingdon Community Awards. *Hillingdon People* shines a spotlight on their remarkable achievements.

Held in the Council Chamber at the Civic Centre in Uxbridge on 16 April, the ceremony honoured groups and individuals making a remarkable impact in the borough.

This year, the council received 167 nominations, with 14 winners selected across three categories: Helping Communities, Helping Vulnerable People, and Promoting Health and Wellbeing.

The winners were presented with their awards by the then Mayor of Hillingdon, Cllr Colleen Sullivan; Leader of the Council, Cllr Ian Edwards; and Chief Executive, Tony Zaman.

**Cllr Edwards** said: "These awards celebrate the very best of Hillingdon and exemplify the true spirit of community within our borough.

"Nominations have been rising every year since we introduced the event, so I'm delighted that residents have embraced them as a way of recognising those who deserve it."

## Turning personal hardship into powerful advocacy



Amisha leading an arts and crafts session

**Amisha Thobhani** has turned her own journey of surviving three brain tumours into a mission to support and uplift others. As a long-time volunteer with the Hillingdon Brain Tumour and Injury Group, she raises awareness, organises events, and runs regular arts and crafts sessions for patients.

She's also raised more than £10,000 for brain tumour charities and continues to advocate for research and better support. Her creativity,

compassion and tireless work have brought hope to many people. She currently volunteers at The Centre of Hope charity shop in Hillingdon.

Amisha said: "I'm honoured to receive this award. Brain tumours kill more children and adults under 40 than any other cancer, making our work vital. Let's continue spreading awareness and advocating for more funding and research. Volunteering is my way of giving back to the community that supported me."



Alison and 4th Ruislip Beavers

### Taking pride in and enhancing the local environment

**Alison Sweeney** plays a vital role in keeping Ruislip Gardens clean and fostering community spirit. As an active member of the Ruislip Gardens Residents' Association, she leads regular litter-picking sessions, uniting people of all ages to take pride in their neighbourhood. Beyond her environmental efforts, Alison has helped raise significant funds for

Ruislip Gardens Primary School and volunteers with the 4th Ruislip Scout Group. She is also passionate about youth development and sustainability. Alison said: "I love working with young people and helping them reach their full potential. Volunteering brings the community together, and I take great pride in making our environment cleaner and more enjoyable for everyone."

### Supporting the local community through dedicated voluntary service



TCCH volunteers Thamiliniyan Aravinthan, Nagaratnam Sivaganeshan and Vijitha Jegatheeswaran

Since 2011, the **Tamil Community Centre Hillingdon (TCCH)** has provided invaluable support to residents across the borough. Run entirely by dedicated volunteers and self-funded, the centre offers vital services, such as interpreting, language classes, and help with

housing applications, passport queries, and Life in the UK exam preparation. Beyond practical assistance, TCCH also nurtures cultural and social connection. It organises trips to religious and cultural events, supports Hillingdon Foodbank, and raises money for

charities helping children and families in developing countries. **Chairman Nagaratnam Sivaganeshan** (pictured middle) said: "Being nominated for this award is an incredible honour, as it recognises the hard work, dedication, and impact TCCH has made within Hillingdon. "It's validation of the contributions our organisation makes and a reminder of the importance of our work. Winning the award takes that recognition a step further, providing a deeper sense of achievement and encouragement to continue making a positive difference."



### Empowering young people through football

For more than 17 years, **James White** has been the driving force behind Brook House Youth Football Club, where 300 children play every week. His dedication to coaching has helped children develop teamwork, confidence, and essential life skills. He recently took on coaching a new under-7s team, many with learning difficulties, with the goal of guiding them for the next decade. His commitment to youth development has left

a lasting impact on countless local families. James said: "Brook House Youth Football Club has been a part of my life for such a long time, and I thoroughly enjoy what I do. It's not only about getting kids to enjoy football but also about getting them out socialising in their local environment and being part of a team. All of us within the club strive to do the same thing, so this recognition is a testament to them all."

### Revitalising green spaces for everyone to enjoy

**Paul Evans and John Musselwhite**, (pictured right) lead Uxbridge Green Gym, transforming the area around Hillingdon Sports Centre into a thriving wildlife haven. Through their work, they have encouraged volunteers to stay active while making a tangible difference in their local environment. Their expertise in hedge-laying has helped create natural, living hedges throughout the borough, contributing to conservation efforts and biodiversity. Their

dedication has also inspired many others to join the cause. Paul said: "I started volunteering with Green Gym in 2000 and the experience has been incredibly rewarding. From hedge-laying to litter picking, we work together to maintain beautiful green spaces for everyone to enjoy. It's really good for mental health and a pleasure to give back to our community." John added: "It's nice to be nominated for this award, it



shows what we do is appreciated, although we could not do this without the support of the council."

### Bringing comfort and connection through a loving four-legged friend



**Harpal Tamber** and his therapy dog, Buddy, have brought joy and emotional relief to countless residents across Hillingdon. Through weekly visits to Hillingdon Hospital, they support patients and staff in the neurology, stroke, and children's wards, helping to ease anxiety during difficult times. Buddy has also visited local schools, including St Helen's as part of a Read2Dogs programme, which supports reading development. Additionally, at Hillingdon Manor School, Buddy

has helped children with autism build emotional resilience. Harpal said: "Buddy and I are thrilled and humbled to receive this award. He is a much-loved member of our family and a registered therapy dog with the charity Pets as Therapy. "We've had several major breakthroughs, including stroke patients who have moved their arms to stroke Buddy which has delighted the physios working on the ward. It's a privilege to see the positive impact he has on the people we meet."

### Supporting cancer patients with healing and heart

**Nicola Watson and Christine Hunter**, (pictured below) volunteer every week at the Macmillan Centre at Hillingdon Hospital, offering free Reflexology treatments to cancer patients. Nicola manages the service behind the scenes, while Christine delivers calming and therapeutic sessions that

support patients' wellbeing during treatment. Their Complementary Therapy Service provides a space for patients to feel cared for, relaxed, and uplifted, making a difficult time more manageable. Nicola said: "Receiving a cancer diagnosis and treatment can be a very anxious and stressful time for patients, so helping them feel calmer and more relaxed after their reflexology treatment is incredibly rewarding."

Christine added: "To make a difference in people's lives, you don't have to be perfect – you just have to care."



View all winners and find out more: [www.hillingdon.gov.uk/community-awards](http://www.hillingdon.gov.uk/community-awards)







The main library and seating area



Laura and Lily in the children's library



The main library's extensive book collection

# Relocated Uxbridge Library opens

In April, the council's Uxbridge Library opened its doors at its new home in the Civic Centre campus. *Hillingdon People* attended the opening event to explore this latest high quality facility.

ocated in the former Middlesex Suite, part of the 1930s Grade II listed Civic Centre, lies the new Uxbridge Library. The building has been refurbished specifically to accommodate the library, using an industrial aesthetic with exposed beams and wires, combined with modern glazing, while also retaining some of its distinctive Art Deco features.

Designed to maximise natural light, the new space creates a bright and welcoming environment for visitors. The parquet flooring has been restored to its former glory using sections of reclaimed wood from a 16th century church floor.

Some of the original furnishings from the previous site in the High Street have been carried over to the new facility, including the familiar 'Tree of Life' sculpture, which has been reinstated in the dedicated children's library.

The official opening, held on 24 April, featured the unveiling of a plaque and ribbon cutting, and was attended by dignitaries, including the then Mayor of Hillingdon, Cllr Colleen Sullivan; Leader of the Council, Cllr Ian Edwards; and the council's Cabinet Member for Community and Environment, Cllr Eddie Lavery.

The day's celebrations reflected the library's broad appeal and community focus.

In the morning, families enjoyed a special Tiny Tales story and rhyme session. **Laura Kay, from Uxbridge**, attended the session with her two-year-old daughter Lily. She remarked: "The children's library is bright, modern, with a fantastic collection for little ones. I'm excited about attending future storytime sessions and picking out books with my daughter to encourage her love of reading."



Cllr Edwards, Cllr Lavery and the then Mayor, Cllr Sullivan formally open the new library

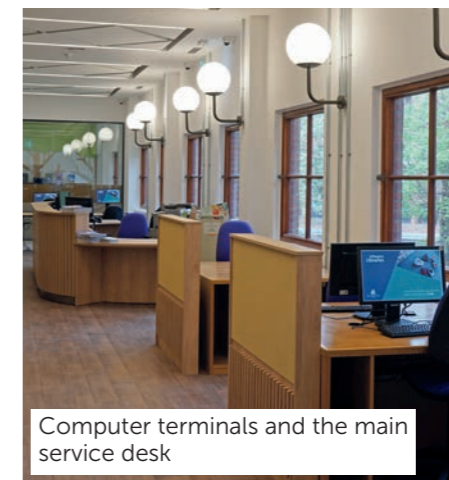
Later in the afternoon, Whitehall Infant School students visited alongside members of Knit and Natter Community Creations – a volunteer-led group that helps combat loneliness in the borough.

**Chris Donoyou, organiser of Knit and Natter**, said: "The new library is beautiful and a much better layout than the old building in many ways. I like the fact that it is so open and you can see what's going on."



Whitehall pupils at storytime

As well as its specific children's section and extensive book collection, the library also includes a dedicated study space, laptop bars, an exhibition space, event space and learning centre.



Computer terminals and the main service desk

The library also champions sustainability. The entire refurbishment is low-carbon, with all the glazing replaced using original fittings, and the building is heated by an air source heat pump.

Reflecting the council's wider strategy to deliver value for money for residents by co-locating key services to improve access, just 30-metres away are Uxbridge Family Hub and Uxbridge Adult Education Centre. And a brand new fully registered museum is also under construction next to the library and set to open later this year.

All areas of the library are fully accessible on one level, with wheelchair access via the Civic Centre's existing ramps or its new lift. And for those reliant on public transport, four bus services alight at the stop in front of the Civic Centre forecourt.

**Cllr Lavery** said: "We have created a modern, inclusive space that celebrates learning, creativity and connection.

"From toddlers enjoying their first storytime, to adults accessing lifelong learning, the library has been designed to serve as a vibrant hub for our diverse communities.

"With key services like the family hub and adult learning located just steps away, we're making it easier than ever for residents to access the support, education and opportunities they need."



Children's library

Find out more:  
[www.hillingdon.gov.uk/uxbridgelibrary](http://www.hillingdon.gov.uk/uxbridgelibrary)



# Debunking housing myths and actively preventing homelessness



Cllr Tuckwell, Cllr Bianco and Jeremy Graham, COO, Bugler Developments at the Otterfield Road groundbreaking ceremony

The council is working hard to prevent homelessness by encouraging at-risk residents to seek support early and raising awareness of some common misconceptions about housing in the borough and how it is creating more properties.

Nationally, and particularly in London, local authorities are seeing a rapid increase in demand for housing support.

In Hillingdon, the council is experiencing, on average, 100 new homeless applicants a week, mainly resulting from evictions involving private landlords or friends and family.

As part of a new awareness campaign, the council is dispelling some common myths about housing in the borough to highlight what support is available and why it's vital that those at risk take control of their housing situation.

**MYTH** "I hear that the council has recently built a lot of new council homes, so why haven't I been able to bid for them on Locata?"

**FACT** "Despite our efforts to build and buy new homes, demand is very high. We have 3,500 applicants on the housing register, and on average, 450 homes are let each year, many of which are one bedroom. New homes are allocated quickly to our most vulnerable households. We recently updated our Social Housing Allocation Policy to make it clearer how we prioritise applications."

**MYTH** "If I'm facing eviction from my landlord, I can't get help until I'm actually homeless."

**FACT** "Our goal is to prevent homelessness before it happens and work with people to stay in their current property or help them find alternative housing options. Waiting until you become

homeless reduces the support that can be offered."

**MYTH** "If I can't afford to live in the private rented sector, I'll automatically get a council house instead."

**FACT** "Council homes are in limited supply, so we work with private landlords in a variety of ways, from paying deposits or upfront rent payments on your behalf, as well as supporting you to maximise your income and assessing your expenditure to make a private tenancy a viable option."

**MYTH** "If I do become homeless, I will definitely be rehoused by the council in a council home."

**FACT** "If you are homeless, emergency housing may be provided until

alternative accommodation can be found, most likely in the private sector. This may be outside of Hillingdon due to the demand for such accommodation and what is available for us to access on the day of need."

If you have concerns about your housing situation, act quickly and contact us.

Organisations like Citizens Advice, Shelter, or Crisis can also offer support. Visit [www.hillingdon.gov.uk/housing-guidance](http://www.hillingdon.gov.uk/housing-guidance).

## Bringing empty homes back to life

The council is continually exploring new ways to acquire more homes to support residents, especially if they are empty and unused.

In April, the council's Cabinet agreed the lease of 13 properties from Heathrow Airport which will support homeless households with short-term accommodation and reduce use of costly hotel and bed and breakfast placements.

Do you or a family member have an empty property in the borough? Can you help us provide more homes, even for a short period of time?

The council's Housing Buy-back Scheme offers market value to buy or lease properties that have become permanently or long-term vacant.

Find out more:  
[www.hillingdon.gov.uk/buy-back-scheme](http://www.hillingdon.gov.uk/buy-back-scheme)



## Creating new homes

In March, the council celebrated the completion of six new properties on a former disused garage site in Harefield.

The three and four-bed houses with gardens, on the newly named Cornflower Place, will help relocate council tenants whose familial circumstances have changed and require larger homes.

One of the properties is also fully wheelchair accessible and fitted with a range of features, including a lift, bedroom to bathroom hoist, wet room and adapted kitchen.

**Prabath Paranagma** and his wife and three children (pictured above) recently moved from Northwood into the accessible property in Harefield. Their youngest child has multiple health conditions and requires full-time care. This situation meant the family was supported by the council's children's social care and housing teams to find a home that met their complex needs.

Prabath said: "Our previous home had become difficult

to live in as it wasn't fit for our daughter. We would have to carry her upstairs when she needed to use the bathroom which was distressing for her and tiring for us.

"The lift and adapted bathroom have made a huge difference and means we can easily support our daughter with daily tasks in a safe and comfortable way. Moving here has helped us regain our independence in the home."

Work has also started on a redevelopment project in Yiewsley to create 95 new properties. All of these will be affordable homes for local residents.

Using grant funding from the Greater London Authority, the scheme will deliver 45 homes on the former swimming pool site at Otterfield Road, and 50 at nearby Falling Lane.

On 1 April, Cllr Jonathan Bianco, Deputy Leader of the Council and Cabinet Member for Corporate Services and Property and Cllr Steve Tuckwell, Cabinet Member for Planning, Housing and Growth were joined by representatives from Bugler Developments, who will be carrying out the works, at Otterfield Road as part of a groundbreaking ceremony.

The project will also deliver a new, larger library and community facility, and a range of improvements at Yiewsley Recreation Ground.

Otterfield Road is on track to complete in autumn 2026 – scan the QR code to watch the video and find out more.



**Cllr Tuckwell** said: "We have a pipeline of housing developments under construction across the borough and are rapidly acquiring properties to help us create more much-needed affordable homes.

"However, the demand for housing continues to outstrip supply, and these are quickly allocated to the highest priority residents.

"It's important to be aware of these housing myths and to be realistic about your chances of securing a council home by taking proactive steps to control your housing situation."

## Access housing support:

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



Safe and strong communities

# Supporting children with additional needs

We're providing more in-borough school places for children and young people with special educational needs and disabilities (SEND) and targeted support to ensure they have opportunities to thrive.



With growing numbers of children with SEND, during the past year the council has completed a number of significant projects and launched new initiatives to help meet their needs.

- In June, enhancements at Ruislip Gardens Primary School were completed, including a new bespoke specialist resource provision providing 32 additional school places for children with autistic spectrum conditions. This also includes the borough's first assessment centre for two to five-year-olds who have severe developmental delays and other complex needs.
- A new learning space for children with autism spectrum condition, the first of its kind for primary school aged pupils in the borough, opened at Wood

End Park Academy, Hayes in October, providing 24 places for children aged four to 11.

- A new team is being created this summer to provide expert support and guidance to mainstream schools with children who have complex needs and an Education Health Care Plan (EHCP).



Cllr Jonathan Bianco, headteacher Nicky Bulpett and Cllr O'Brien at the opening of the new provision at Ruislip Gardens Primary School

- An early years specialist educational psychologist post has been created to provide more support to our early years settings to ensure needs are identified at the earliest opportunity.
- A transition pilot programme, run in partnership with the Centre for ADHD and Autism Support, has been implemented in four secondary schools to support the Year 7 transition of children and young people with ADHD and autism in mainstream schools.

## Find support for your child

If you have questions about your child's development in their early years, our family hubs support families and carers with children under-five.

The hubs offer programmes to help improve children's attention and listening skills, language development, and introduce new foods.

The council also offers support courses for parents and carers of children who have recently been diagnosed with autism or are awaiting assessment at the Child Development Centre. These courses are available both in person (Early Bird) and online (Ducklings). Find out more at [www.hillingdon.gov.uk/cc-services](http://www.hillingdon.gov.uk/cc-services).

**Kelly Pugh from South Ruislip**, shared: "Hillingdon's children's centres, along with the Early Bird and Ducklings programmes, have been an incredible support to me



The then Mayor of Hillingdon, Cllr Colleen Sullivan at the opening of the learning space at Wood End Park Academy, Hayes

and my family, especially in helping me understand and navigate my son's autism diagnosis.

"The guidance and resources they provided made a world of difference, not only in understanding his unique needs but also in building my confidence as a parent. The staff are truly lovely, so kind, friendly, and always ready to listen and help."

Our Stronger Families Hub provides early and targeted

support, including parenting advice and help with school attendance and achievement in education.

Find out more at [www.hillingdon.gov.uk/family-hubs](http://www.hillingdon.gov.uk/family-hubs) and [www.hillingdon.gov.uk/stronger-families](http://www.hillingdon.gov.uk/stronger-families).

A variety of school options are available depending on your child's needs. Visit our website to take a virtual tour of our maintained special schools and meet the dedicated staff who work in these settings, and the

parents and children who benefit from the support they receive. Find out more at [www.hillingdon.gov.uk/maintained-special-schools](http://www.hillingdon.gov.uk/maintained-special-schools).

We also offer services for a variety of health and wellbeing needs SEND children may have. This includes the health visiting and school nursing service, annual health checks for your child, as well as services for children with more complex needs.

If you would like more information and advice on the help available to prepare young people for work and further education, take a look at our Post 16 SEND Prospectus, Learn Hillingdon courses for those with learning difficulties or disabilities, and information on colleges and training providers at [www.hillingdon.gov.uk/send-local-offer](http://www.hillingdon.gov.uk/send-local-offer).

## Could your child benefit from a supported internship?

Supported internships are structured study programmes open to 17 to 24-year-olds who have an EHCP and live in Hillingdon.

Entering its fifth year, the council's Project SEARCH initiative continues to go from strength to strength, offering valuable work placements to individuals with learning disabilities or autism from its Civic Centre in Uxbridge.

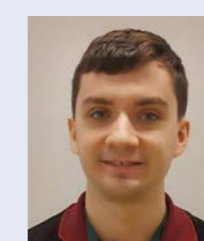
Run in partnership with the charity DFN Project SEARCH, Hillingdon Autistic Care and Support (HACS) and Orchard Hill College, 48 young people have gained new workplace skills and confidence since 2020.



Among them is **Audine Wythe, 19, from Hillingdon**, who started her internship last September. She said: "Participating in the scheme has been one of the best experiences of my life.

"I'm currently working with the digital and intelligence team, and they treat me like I've been with them for years! I've been involved in setting up mobile phones, computers, and handling password resets – I've learnt lots of valuable workplace skills."

**James Wright, 22, from Eastcote**, left college in 2022



and struggled to find a job. He said: "I have dyspraxia and have found Project SEARCH invaluable and important because I used to have low confidence."

"Being on the internship has proven to me that I can accomplish things. I'm currently working in the HR team, and I've learned how to carry out data analysis and use different Microsoft applications."

Applications are open for September's intake – find out more at [www.hillingdon.gov.uk/supported-internships](http://www.hillingdon.gov.uk/supported-internships).

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

"We want all children and young people to live healthy, active and independent lives with opportunities for learning at all ages to improve educational outcomes.

"Our school improvement and expansion programme is delivering much-needed additional school places in the borough for children with SEND. Alongside this, we offer a range of programmes and initiatives to help enrich the lives of young people as they move into adulthood and into the world of work, as well as support for their parents and carers."

**Get support:**  
[www.hillingdon.gov.uk/send-local-offer](http://www.hillingdon.gov.uk/send-local-offer)



**+** Thriving, healthy households

# A blueprint for a greener future

The council has renewed its commitment to tackling the climate emergency, with a goal to become the greenest borough in London.



Wildflowers in Pinn Meadows wetland, Ruislip

Since declaring a climate emergency in 2020 and committing to making its operations carbon neutral by 2030, the council has already reduced its carbon footprint by 53 per cent.

In April, the council's Cabinet agreed to formally adopt its revised Strategic Climate Action Plan 2025-28, which sets out its medium-term commitments to further delivering this target, underpinned by a key ambition: "To become the greenest London borough, to protect and enhance the environment, and to provide a brighter prospect for future generations."

## A plan shaped by local people

The revised strategy reflects feedback from a public consultation held between November 2024 and January 2025, and focuses on six core commitments, each tied to nine key themes.

## Six core commitments

The council's climate commitments include:

- leading and inspiring residents, businesses and schools to reduce their own carbon emissions

- becoming carbon-neutral by 2030
- switching to 100 per cent clean electricity across the council's services by 2030
- raising awareness and developing the potential of young people to respond to the challenge of the climate emergency
- enhancing opportunities for biodiversity across the borough, particularly in urban areas
- staying open to innovation and going beyond targets, where possible.

## Wider targets for the borough

Alongside the overall commitment to becoming carbon neutral, the council has also pledged to:

- make all procured services net zero carbon by 2035
- support and work with businesses and organisations towards making the entire borough net zero carbon by 2050
- increase its accountability and transparency on climate change action by including young people in shaping climate policies
- host an annual 'people's assembly' with residents and relevant organisations to discuss and shape revisions to the climate change action plan.



Elephant Park community planting to alleviate flooding

## Progress so far

The council has already made strong progress in several areas, most notably among them is its Public Sector Decarbonisation Scheme (PSDS) work, which has involved overhauling the council's least energy efficient buildings.

Through this project, new glazing, boilers, insulation, solar panels and air source heat pumps were introduced at Botwell Green Leisure Centre (Hayes), Highgrove Pool and Fitness Centre (Ruislip), Winston Churchill Theatre (Ruislip) and Hillingdon Sports and Leisure Complex (Uxbridge).

Works at the Civic Centre in Uxbridge continue and are expected to reduce the building's



Cycling training on the track near Hillingdon Hospital



New electric vehicle charging points at Highgrove



Tree planting in Dawley Road, Uxbridge

carbon footprint by almost 50 per cent once complete. The overall decarbonisation scheme is projected to lead to £190,000 of energy savings per year, 1,000 tonnes of carbon dioxide savings annually and the generation of 17 kilowatts of power.

Since 2020, the council has also planted more than 51,000 trees across the borough, replaced inefficient sodium bulbs in 25,000 streetlights with low carbon LED lanterns, and begun overhauling its fleet of vehicles to more efficient, low emission models.

## What's next?

Looking ahead, the Strategic Climate Action Plan outlines the good progress made in other key areas, such as waste, flood risk, green spaces, and new development.

The plan also sets out a range of further measures the council

will be taking to help reduce greenhouse gas emissions and address climate-related challenges, such as biodiversity loss.

Examples include:

- requiring all new major developments in Hillingdon to be carbon zero
- maximising opportunities following the introduction of biodiversity net gain for new developments
- providing residents with more information on how they can tackle climate change, including reducing their own home's carbon footprint
- creating 'tiny forests' which are small community forests that are similar in size to a basketball court
- continuing to promote sustainable transport with better cycling infrastructure and more electric vehicle charging points.

## Cllr Eddie Lavery, Cabinet Member for Community and Environment,

said: "This updated Strategic Climate Action Plan builds on the work we've already done and helps us make informed choices about how we prioritise resources and actions going forward.

"It's not just about hitting targets – it's about creating a healthier, more sustainable borough for our residents today and for future generations to come."

## Air Quality Action Plan moves forward

At April's Cabinet meeting, Members also approved the council's new Air Quality Action Plan 2025-2030 for consultation.

The plan sets out a five-year vision to improve local air quality by reducing emissions and residents' exposure to pollution, using planning measures to ensure development doesn't negatively impact air quality and achieving World Health Organisation air quality guidelines.

One of the plan's priority areas includes monitoring and reporting, which involves creating more sites to capture data on ultrafine particles around Heathrow Airport to inform further actions.

It will go through consultation with stakeholders and residents later this year before being formally adopted.



Installation of heat pumps at the Civic Centre, Uxbridge

## Find out more:

[www.hillingdon.gov.uk/climate-action-plan](http://www.hillingdon.gov.uk/climate-action-plan)



**A green and sustainable borough**



## Sign up for our e-newsletters

Be in the know and join the 48,000+ residents who have registered to receive our online updates.

You can choose from a range of topics, including:

- general council updates • events • housing • waste and recycling • adult education • children, young people and families •

Sign up now at [www.hillingdon.gov.uk/enews](http://www.hillingdon.gov.uk/enews)

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

## Going digital

The UK's old telephone lines are being replaced with a digital network by telephone providers, which may affect some of the services you use, including TeleCareLine.



Find out more at [www.hillingdon.gov.uk/digital-switchover](http://www.hillingdon.gov.uk/digital-switchover)




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

# Adult learning highly commended

Our adult education service, Learn Hillingdon, has been praised by Ofsted in helping residents achieve qualifications and progress in their careers.

An inspection conducted in February judged the service to be 'good' in all areas in a report published on 24 March.

Inspectors praised leaders and managers who ensure that the curriculum offer meets local needs effectively.

They found that learners are well-prepared for their next steps after completing their courses, thanks to tutors who offer effective advice and guidance on available opportunities.

"Many learners progress to higher-level courses and a high proportion achieve their qualification," the report said.

Learners benefit from studying in environments that are safe, friendly, and welcoming. They participate enthusiastically in their classes and greatly appreciate the support provided by tutors and staff.

The report concluded: "They diligently complete work in and out of the classroom because they are motivated to achieve."



"Vocational courses equip adults with the knowledge they need to progress towards their career goals in areas where there is high demand for qualified staff."

"Tutors, who have good subject knowledge and expertise, teach the curriculum well so that learners remember what they are taught."

"Courses for adults who have SEND help them maintain and develop their independent living skills very well."

"Courses that promote good mental health and wellbeing have a strong social impact, such as reducing feelings of isolation."

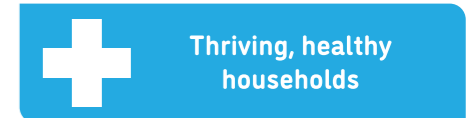
**Cllr Susan O'Brien, Cabinet Member for Children, Families and Education**, said: "I'm extremely pleased with this report and Ofsted's 'good' rating, which reflects the commitment and dedication of our fantastic staff and leadership team who work diligently to ensure our residents have opportunities for learning at all stages of life.

"Each year we help thousands of residents develop new skills, return or get into work, live more independently or advance in their careers."

### Top findings from the report

- Learners, who come from diverse backgrounds, feel valued and included.
- Tutors develop respectful and caring relationships with students.
- Tutors show patience and provide extra sessions when learners need additional support.
- Staff say they are proud to work at Learn Hillingdon.
- Through the curriculum, tutors promote learners' mental and physical health effectively.
- Senior leaders and the advisory board provide good oversight and scrutiny of the provision.
- Leaders and managers take effective action to improve the quality of the service.

**Find out more:**  
[www.hillingdon.gov.uk/adultlearning](http://www.hillingdon.gov.uk/adultlearning)






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WITH THANKS TO OUR SPONSORS:



## News from our partners

### An update from the Metropolitan Police Service

On 24 March, I became the dedicated Neighbourhoods and Partnerships Superintendent for Hillingdon, replacing Detective Superintendent Pete Thackray.

I am excited by this new challenge and have started to meet with people, including council partners, members of the community, and local councillors, who all share my aim of ensuring Hillingdon continues to be a safe place to live and work.

I would like to thank Detective Superintendent Thackray for his hard work during the past 18 months, and also Chief Inspector Ben Wright

and the wider Basic Command Unit (BCU) team for their dedication to the local community. Pete remains at the BCU and moves over to head up our Local Investigations Team.

Just to give you a bit of background about me – I have been a Safer Neighbourhoods Chief Inspector in South Area for Bromley for the past 14 months and was a Response Chief Inspector there prior to that. Before that, my background sits mostly in response policing in the Met and another force.

For me, our priority as safer neighbourhoods officers is ensuring we take a public first

approach to everything we do. Problem-solving is something I am passionate about, and it is important we work closely with our community to deal with the issues that affect them the most.

Our teams continue to work hard to do this, and I am encouraged to see, during the past month, robbery has reduced by 26 per cent, and shoplifting has seen a similar reduction of around 24 per cent, which has had a knock-on effect on other acquisitive crime types, such as theft from motor vehicles.

I hope to meet more of you in the



coming weeks and months, and I am very proud to be your new Neighbourhoods Superintendent with a team of officers who are working tirelessly every day to make Hillingdon safe.

**Superintendent Priya Shome**

### How WorkWell can support you back into work

WorkWell North West London is a free service designed to help and support individuals who are facing health-related challenges when finding work.

It provides a supportive environment and dedicated coach to guide and support participants throughout their employment journey.

Talking about the service, **Ann Waugh**, WorkWell learning and change programme manager, explained: "It is a privilege to be able to help and support people back to work. Everyone's story and needs are different."

**Kamran** (pictured right), recently used the

WorkWell service, and shared his experience, emphasising how the programme supported him during a challenging period. After leaving his job in early 2024, the 29-year-old struggled with isolation and a loss of confidence. "I was lost with no idea what to do," he explains. "I had severe mental health issues, but I was determined to return to employment."

Kamran discovered WorkWell, where he was provided with a dedicated work and health coach. Together they built a trusting relationship to work through the challenges he faced.

He explains: "She listened to what I actually wanted, rather than directing me towards unsuitable positions. I am proud of what I have been able to achieve and appreciate the unwavering support from the WorkWell service throughout this challenging journey."

Kamran has since submitted applications for multiple roles and been offered three positions, one with the NHS.

So far, WorkWell North West London has helped more than 1,200 people with employment support.

NHS North West London commissioned



West London Alliance to provide the WorkWell service for people in Hillingdon and across north west London.

The service is free, and you can find out more information at [shawtrust.org.uk/workwell-north-west-london](http://shawtrust.org.uk/workwell-north-west-london), by calling 0808 196 2386, or emailing [workwellwest@shaw-trust.org.uk](mailto:workwellwest@shaw-trust.org.uk).

## A year of pride and community

As her mayoral term draws to a close, Cllr Colleen Sullivan reflects on a year filled with cherished memories, strong community connections and proud achievements.



*Attending April's Diamond Jubilee Civic Service*

After more than 40 years as a Hillingdon resident and two terms as councillor for Hillingdon East, Cllr Sullivan completes her year as Mayor with a heart full of pride and gratitude. "Being elected Mayor is indeed a phenomenal feeling," she said. "It is a great honour to have served as First Citizen of the borough."

Throughout her tenure, Cllr Sullivan's deep-rooted bond with the community has been at the heart of her work. Whether attending local events, supporting new business openings, or marking special occasions, she fully engaged in borough life.

A particular highlight came last summer when she opened a pond at St Andrew's Church of England Primary School in Uxbridge. "As the mayoral car drove up, all I could hear was a crescendo of voices –

in fact, one young pupil even asked if I was the Queen!" she recalls with a smile. The children were fascinated by her robes and chain of office. "It's always a privilege to engage with young people – their curiosity and excitement are infectious," she added.

Cllr Sullivan's year also included poignant moments of remembrance. On the fifth anniversary of the COVID-19 pandemic in March, she attended a commemorative ceremony at Breakspear Crematorium. "It was important to represent the borough at this solemn milestone, honouring all those we lost," she reflected.

Her time as Mayor also brought opportunities for joyful public celebrations. In September, she joined the Pearly Kings and Queens at Guildhall Yard in the

City of London. "Dancing around the maypole with folks dressed in Dickensian garb – it was a truly joyful celebration of tradition dating back to 1875," she said.

A passionate supporter of the arts, Cllr Sullivan dedicated her mayoral fundraising efforts to two causes close to her heart: Radio Hillingdon and the Royal Brompton & Harefield Arts (Hillingdon branch). The first serves the patients of Hillingdon Hospital, while the latter supports residents with lung and breathing difficulties, offering vital music therapy services. "Music and the arts have the power to heal and inspire. As Hans Christian Andersen once said: 'Where words fail, music speaks,'" she reflected.



*At Guildhall Yard in September*

In her role, she hosted a variety of groups in the Mayor's Parlour, including the Police, Beavers, Sea Cadets, and many local schools. Cllr Sullivan also fondly recalled the annual Mayor's Picnic at Barra Hall Park, Hayes, in June, where around 2,000 people enjoyed live music and performances.

As she steps down, Cllr Sullivan expressed gratitude to her fellow councillors, the council's civic and ceremonial team, and her consort Anne Robinson for their support.

On 8 May, Cllr Philip Corthorne became the new Mayor of Hillingdon – read his interview in the July/August edition of *Hillingdon People*.



*Congratulating children from last year's Summer Reading Challenge in the Mayor's Parlour*

# Discover Hillingdon

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



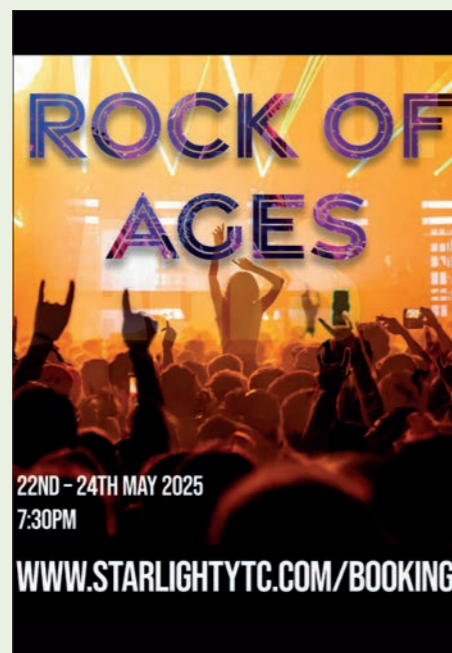
## May

- 16 Dams, icebergs and spies walk\***  
Woodland Centre
- 19 Twilight yoga**  
Battle of Britain Bunker
- 20 Dementia-friendly daytime disco**  
Compass Theatre
- 21 Wildlife walk\***  
Woodland Centre
- 21 Dementia training for carers\***  
Carers Trust Hillingdon
- 21 Dementia Action Alliance: understanding patient experience in Hillingdon\***  
Beck Theatre
- 22 Rock of Ages**  
Runs until 24 May  
Winston Churchill Theatre
- 23 Sun Records: The Concert**  
Beck Theatre
- 23 Junior Youth Club**  
Ruislip Young People's Centre
- 23 Junior Youth Club**  
Colham Manor Children's Centre
- 24 Willow weaving\***  
Cranford Country Park
- 27 Hayes and Harlington Local History Society talk and presentation\***  
Botwell Green Library
- 28 Women's healthy ageing\***  
Botwell Green Library

- 29 Hillingdon's 60-year story time celebration\***  
West Drayton Library
- 30 Games and activities in Ruislip Woods\***  
Runs to 31 May  
Woodland Centre
- 30 Craft making sessions\***  
Runs to 31 May  
Woodland Centre
- 31 Pride Hub Hillingdon\***  
Ruislip Manor Library

## June

- 1 Omid Djalili: Namaste**  
Beck Theatre
- 2 Heritage Roadshow\***  
Oak Farm Library
- 2 Sow and Grow Gardening Club\***  
Ickenham Library
- 2 Reading Friends: adult creative writing group for beginners\***  
Botwell Green Library



- 3 Curtain up!**  
Compass Theatre
- 3 Comic Club**  
Eastcote Library

- 4 Confusions by Alan Ayckbourn**  
Runs until 7 June  
Compass Theatre

- 5 Beck Community Choir: Songs of Celebration**  
Beck Theatre

- 6 Adult Read Aloud Club\***  
Yiewsley Library

- 7 The Mayor's Picnic in the Park\***  
Cowley Recreation Ground



- 6 Nature walk\***  
Woodland Centre
- 11 HiVis Sight Loss Awareness event\***  
Botwell Green Library

- 11 Gaspig**  
Runs until 14 June  
Winston Churchill Theatre

- 12 The Glenn Miller and Big Band Spectacular**  
Beck Theatre

- 18 The Best of Queen**  
Beck Theatre

- 21 Hillingdon Libraries Crime Festival**  
Winston Churchill Theatre



**PROSCENIUM**

# Confusions

**Alan Ayckbourn**

## 4 - 7 June 2025

**7.45pm, Compass Theatre**  
Ickenham, UB10 8PD  
Tickets: £17, Concessions: £16  
Groups of 10+: £13

[www.proscenium.org.uk](http://www.proscenium.org.uk)  
Book tickets: 01895 250615  
or [www.hillingdontheatres.uk](http://www.hillingdontheatres.uk)  
Online transaction fee: £1.50

## Community events

### Regular events

- **Northwood Craft Market**  
First Saturday of the month, 10am to 2pm  
Find out more: [www.northwoodcraftmarket.co.uk](http://www.northwoodcraftmarket.co.uk)  
Methodist Church Hall, HA6 3AA
- **Junior sailing with Broadwater Sailing Club**  
Saturdays May to September, 1.30pm to 4.30pm (except August)  
Open to children aged seven to 16 who can swim 25 metres.  
Cost: £35 per child and £55 shoreline membership for accompanying adults.  
Find out more and book: [broadwatersc.org.uk](http://broadwatersc.org.uk)  
Broadwater Lake, UB9 6PD
- **Aerobics class**  
Wednesdays, 6.30pm  
Cost: £10 or £30 for four classes.  
Find out more and book: [gymcatch.com/app/provider/5976/events](http://gymcatch.com/app/provider/5976/events)  
All Saints Church Hall, UB10 9PE
- **Trivial Pursuits**  
Runs until 31 May  
7.30pm, (doors open at 7pm)

Harefield Amateur Dramatic Society presents a comedy by Frank Vickery.  
Cost: £12 (£10 concessions on Thursday only).  
Tickets via [janscurr@hotmail.com](mailto:janscurr@hotmail.com) or call 01895 253346.  
St Mary's Church Hall, UB9 6BX

### June

- 7 Summer fête and picnic**  
11am  
Cost: Free  
Eastcote House Gardens, HA5 2FE
- 11 Great Railway Stations, a talk by Ian Swankie**  
2pm  
Cost: £8. Free for Arts Society Hillingdon members.  
Winston Churchill Theatre, HA4 7QL
- 14 Eastcote Horticultural Society Summer Show**  
2.30pm  
Cost: Free.  
Find out more: [www.succulent-plant.com/eastcote](http://www.succulent-plant.com/eastcote) or email [eastcotehorticultural@yahoo.co.uk](mailto:eastcotehorticultural@yahoo.co.uk)  
Oak Hall, HA4 9SQ
- 21 Well-loved moments in orchestral sound**  
7.30pm  
Hillingdon Philharmonic

Orchestra presents a unique orchestra of music chosen by their audience.  
Cost: £15, under-18s free.  
Tickets on the door or call 01895 674223/  
01895 631039.  
St Andrew's Church, UB10 0AE

- 28 Uxbridge Choral Society Summer Concert**  
3.30pm  
*The Armed Man* by Karl Jenkins and other works on the theme of peace and kindness.  
Cost: £15, under-16s free.  
Tickets on the door and via [www.uxbridgechoralsociety.org.uk](http://www.uxbridgechoralsociety.org.uk).  
St Andrew's Church, UB10 0AE

### July

- 5 Harrow Symphony Orchestra Summer Concert**  
7.30pm  
Cost: £12 online, £13 on the door.  
Tickets on the door and via [www.hso.org.uk](http://www.hso.org.uk).  
St Edmund the King Church, HA6 1QS
- 5 Eastcote and Ruislip Choral Society Summer Concert**  
7.30pm  
Cost: £15, under-12s free.  
Tickets on the door or from a choir member.  
Douay Martyrs School, UB10 8QY
- 6 Hillingdon Chamber Choir**  
6pm  
Cost: £15, under-18s £5.  
Tickets on the door or via [ticketsource.co.uk/hillingdon-chamber-choir](http://ticketsource.co.uk/hillingdon-chamber-choir).  
St Lawrence Church, HA5 2SJ
- 9 Renaissance marriage a talk by Helen Oakden**  
2pm  
Cost: £8. Free for Arts Society Hillingdon members.  
Winston Churchill Theatre, HA4 7QL

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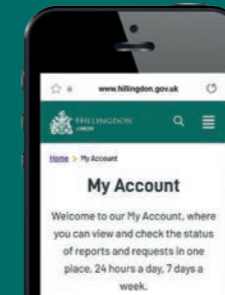
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[www.hillingdon.gov.uk/adultlearning](http://www.hillingdon.gov.uk/adultlearning)

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

**Births, deaths and ceremonies**  
[www.hillingdon.gov.uk/births-deaths-ceremonies](http://www.hillingdon.gov.uk/births-deaths-ceremonies)

**Businesses and licensing**  
[www.hillingdon.gov.uk/business](http://www.hillingdon.gov.uk/business)

**Councillors, meetings and consultations**  
[www.hillingdon.gov.uk/council](http://www.hillingdon.gov.uk/council)

**Council tax**  
[www.hillingdon.gov.uk/counciltax](http://www.hillingdon.gov.uk/counciltax)

**Families' Information Service, fostering and adoption**  
[www.hillingdon.gov.uk/families](http://www.hillingdon.gov.uk/families)

**Fraud Hotline**  
[www.hillingdon.gov.uk/report-fraud](http://www.hillingdon.gov.uk/report-fraud)  
0800 389 8313

**Health and wellbeing**  
[www.hillingdon.gov.uk/health](http://www.hillingdon.gov.uk/health)

**Housing Services**  
[www.hillingdon.gov.uk/housing](http://www.hillingdon.gov.uk/housing)  
01895 556666

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

**Leisure (including parks, leisure centres, theatres and events)**  
[www.hillingdon.gov.uk/leisure](http://www.hillingdon.gov.uk/leisure)

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

**Planning and Building Control**  
[www.hillingdon.gov.uk/planning](http://www.hillingdon.gov.uk/planning)

**School admissions**  
[www.hillingdon.gov.uk/schooladmissions](http://www.hillingdon.gov.uk/schooladmissions)

**Stronger Families Hub**  
[www.hillingdon.gov.uk/stronger-families](http://www.hillingdon.gov.uk/stronger-families)

**Transport, roads and parking**  
[www.hillingdon.gov.uk/transport](http://www.hillingdon.gov.uk/transport)

### Mental health support

**Hillingdon Mind**  
01895 271559

**Samaritans**  
116 123 (freephone)

# next gen

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[schoolgovernance@hillington.gov.uk](mailto:schoolgovernance@hillington.gov.uk)



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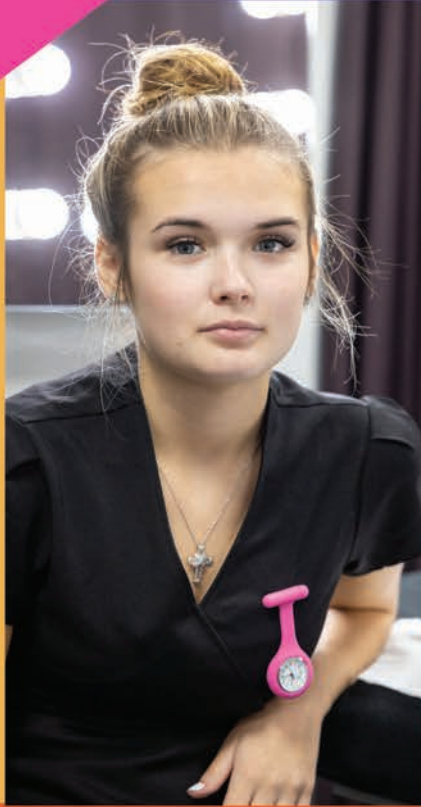
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