

Council magazine of the year

Hillingdon

people

www.hillingdon.gov.uk

News from your council
December 2006/January 2007



Feeling safer

Local people give their views on crime



How safe do you feel?

Everyone's reading

Domestic violence facts

Holiday period arrangements

Getting tough on rubbish

Could you Foster or Adopt a child for Hillingdon?

We need people like you to help make a real difference to a child or young person's life.



picture posed by models

Hillingdon's Fostering and Adoption Service would love to hear from you if you feel you have time in your life to give a child or young person real hope for the future.

Currently we are looking for:

Short and long term Foster Carers

to provide safe homes for children of all ages who cannot live with their birth families

Respite Carers

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Adoptive Families

wanting to make a family come true especially for older children and sibling groups

Call us now on freephone

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www.hillingdon.gov.uk/fostering
www.hillingdon.gov.uk/adoption



HILLINGDON
LONDON

Hillingdon Council's Bank Holiday arrangements

Household refuse, dry recycling and garden waste collections - Christmas and New Year 2006/2007

Please leave your rubbish for collection between 6am and 6pm on the revised collection days.

If you have any queries, please call the council's contact centre on 01895 556000.

Refuse and mixed dry recycling collections

Normal collection day		Revised collection day(s)	
Mon	25 December	Wed	27 December
Tues	26 December	Tues	2 January
Wed	27 December	Wed	3 January
Thurs	28 December	Thurs	28 December
Fri	29 December	Fri	29 December
Mon	1 January	Mon	8 January
Tues	2 January	Tues	2 January
Wed	3 January	Wed	3 January
Thurs	4 January	Thurs	4 January
Fri	5 January	Fri	5 January

Garden waste collections

Please note that garden waste recycling collections will be shut down over the Christmas and New Year period.

The last collections in 2006 will be on the week commencing 4 December (red week) and the week starting 11 December (green week).

They will restart on the week commencing 29 January (red week) and the week starting 5 February (green week).

Don't forget to recycle after the Christmas period at our three recycling centres

Obtaining information in your language

If you would like information about Hillingdon Council's services in your own language please ask an English speaker to phone 01895 250111 on your behalf.

Albanian Ne se kerkoni informacion ne gjuhen tuaj rreth sherbimeve qe ofron Keshilli i Hillingdon-it, ju lutem kerkojini dikujt qe flet anglisht te telefonojte ne emrin tuaj ne numrin 01895 250111.

Bengali আপনি যদি হিলিংডন কাউন্সিলের সেবাসমূহের ব্যাপারে আপনার নিজের ভাষায় তথ্য পেতে চান, তাহলে ইংরেজী ভাষায় কথা বলেন, এমন কাউকে আপনার পক্ষ থেকে 01895 250111 নম্বরে টেলিফোন করার জন্য দয়া করে অনুরোধ করুন।

Chinese 如果你想得到以你说用的语言供给有关希灵顿市议会提供服务的信息，请托一名能说英语的人替你打电话提出要求，号码 01895 250111。

Punjabi ਜੇ ਤੁਹਾਨੂੰ ਵਿੱਤਿੰਗਾਡਨ ਕਾਉਂਸਿਲ ਵਲੋਂ ਦਿੱਤੀਆਂ ਜਾਣ ਵਾਲੀਆਂ ਸੇਵਾਵਾਂ ਬਾਰੇ ਜਾਣਕਾਰੀ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਵਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਲੋਂ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੇ - 01895 250111

Tamil உங்கள் சொந்த மொழியில் ஹிலிங்டன் உள்ளூராட்சி மன்றத்தின் சேவைகளைப் பற்றி நீங்கள் ஆறிய வேண்டுமானால் தயவுசெய்து உங்களுக்காக ஒரு ஆங்கிலம் பேசுபவரை 01895 250111 தொலைபேசியில் அழைக்கச் செய்யவும்.

Urdu اگر آپ بلتھون کونسل کی خدمات کے بارے میں، اپنی زبان میں معلومات حاصل کرنا چاہتے ہیں تو براہ کرم انگریزی بولنے والے کسی فرد سے گزارش کیجئے کہ وہ آپ کی طرف سے 01895 250111 پر ٹیلیفون کریں۔

Somali Hadii aad ierlaanlahadi wararka ku saabsan adeegyada Hillingdon Council in aad ku heshid Luqaddaada, fadlan waydiiso qof ku hadlo luqada af ingiriiska in u ku diro Teleefoonkan 01895 250111.



HILLINGDON
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Hillingdon people

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Cover story: getting safer
(page 8)

In this edition of Hillingdon People, we give you the results of the latest crime survey which asked local people how safe they feel living in the borough. We also look at what community projects are helping local young people, giving them the skills to put their life on track as well as two pages of ideas of what to do this festive season.

The next edition is due out from 26 January 2007.

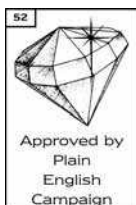
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Prison for benefit fraudster

A Hayes woman was sentenced to four months in prison after failing to declare savings which meant she was not entitled to housing and council tax benefit.

Fatima Begum of Egret Way, Hayes was sentenced at Uxbridge Magistrate's Court on three counts of benefit fraud. She was ordered to pay back £3,982 and the council's £639 legal costs.

If you suspect benefit fraud, call 0800 389 8313.

Hillingdon selected for education pilot

Hillingdon Council is one of only 12 councils in the UK to be chosen to take part in a national education pilot. It investigates good practice in meeting the needs of more able pupils with English as an additional language (EAL). The council is working with three local schools to highlight best practice which will form part of the national guidance when the pilot ends in two years' time.

Funds for arts groups

Hillingdon Arts Association (HAA) is offering grants to arts and drama groups based in the borough to enable them to take up new projects or extend existing ones. The grants range from £100 to £1,000. To find out more, email secretary@hillingdonarts.org.uk or write to The Secretary, HAA, c/o Key House, 106 High St, Yiewsley UB7 7BQ

Could you be a champion?

New street champions are being sought for Ruislip and Eastcote as the successful scheme extends across the borough.

Street champions are volunteers who tell the council about residents' concerns in their local area ranging from refuse collection, abandoned cars, damaged street lights to graffiti, litter and noise.

Cllr Sandra Jenkins, cabinet member for environment, said: "We'd like to carry on the good work we have already undertaken and hope that more residents will become street champions."

Cllr Douglas Mills, cabinet member for



PHOTOGRAPH COURTESY OF THE GAZETTE SERIES, PICTURE BY TOBY VANDELDE

Street Champion volunteers celebrating the first birthday of the scheme with Cllr Sandra Jenkins, cabinet member for environment

improvement and partnerships, said: "We need to establish what concerns local people. Street champions help us take action to address these problems quickly and effectively."

At present, there are street champions groups in Uxbridge South, Hayes End and Heathrow Villages.

If you would like to become a street champion call David Frost on 01895 556247.

At your service

You can now combine your shopping trip to Ruislip High Street with your housing benefit or general council enquiries, pensions and housing advice.

The Hillingdon access point is located at the Hillingdon Homes offices, 130 High Street, Ruislip and will be open from 9am to 4.30pm every Wednesday and Friday:

- Wednesdays - general council enquiries and housing applications (Locata).
- Fridays - pension service enquiries, housing benefits and applications.

You can also find out about council services at the Hayes One Stop, 49-51 Station Road, from 9am to 5pm.

Many council services are also available online at www.hillingdon.gov.uk, by telephone on 01895 556000 or by email to contactcentre1@hillingdon.gov.uk

Mini motorbikes warning

The council and the local police are advising parents to think carefully about the hidden costs and practicalities before buying a 'mini motorbike' or moped this Christmas.

Mini motorbikes, otherwise known as 'mini motos', 'pit bikes', 'peewees', and micro bikes', might sound like the perfect Christmas present but they need to be used legally. Users must be 16 years or over

and hold an appropriate driving licence. The bike also needs to be insured and registered.

Parents should also think about where the bike will be used as it can only be used on private land.

The council continues to work closely with the local police and will confiscate bikes being used on roads, in parks, open spaces and other public areas.

Residents should report incidents involving the illegal use of these bikes to the parks patrol on 01895 239241 (including evenings and weekends).



Clearer streets



Shopkeepers and traders who put display boards on the pavement will have to apply for a licence from this month following a recent decision by the council's cabinet.

Older people had told the council that they wanted to see stronger action taken to prevent obstructions by traders and shopkeepers on pavements. This would make it easier for people with disabilities, parents with pushchairs and

others to use them.

Council officers will be visiting shopkeepers to advise them of the changes.

Cllr Keith Burrows, the council's cabinet member for planning and transportation, said: "This new scheme should make an immediate visible difference to everyone using pavements because boards will be removed while an application is being processed."

Unlicensed boards will be removed immediately.

Festive lights

Residents will enjoy more festive lights in their villages and shopping areas this winter, thanks to a £6,000 increase in council funding this year.

Residents' associations, local businesses and village groups were invited to apply for the £30,000 funding.

Nine organisations will benefit this year including Ruislip Manor Chamber of Commerce, who is receiving the funding for the first time. The other organisations are:

- Eastcote Association
- Ickenham Festival Committee
- Harefield Village Forum
- Hayes Town Partnership
- Northwood Residents Association
- Northwood Hills Residents Association
- Uxbridge Initiative

The funding is used towards buying equipment for festive lights, installation, licence fees, electricity costs and the removal of the lights in the New Year.



Some of last year's Christmas lights put up by the Uxbridge Initiative in the town centre.

World AIDS Day



Wearing red ribbons to raise awareness and an all day vigil by a local charity are some of the actions being taken this year to mark World AIDS Day on December 1.

Hillingdon is a very diverse community and the council is working towards meeting the needs of those who are more vulnerable. This year the organisers aim to raise local awareness of AIDS and those who give support to people who have HIV.

The day will start with the Mayor of Hillingdon raising a flag at 9am outside the Civic Centre and end with an evening reception organised by Healthy Hillingdon (who are funded by Hillingdon Primary Care Trust and the council) for community representatives and those who work with people with HIV.

Hillingdon AIDS Response Trust (HART) has organised a quiz and display at a local gay-friendly pub and will be holding a vigil at their offices from 9am. Council staff will hand out red ribbons at Uxbridge tube station on the day. Ribbons will also be available at the Civic Centre, clinics and libraries.

Cllr Scott Seaman-Digby, cabinet member for co-ordination and central services, said: "We need to ensure that information is reaching young people and adults through the media, schools, libraries and clinics. Many people from various age groups, cultures and backgrounds continue to be at risk and HIV will not disappear by ignoring these risks."

inbrief

New conservation areas

Local residents will be asked for their views in January on creating new conservation areas at The Glen, Eastcote Park and Copsewood Estate in Northwood. Two of the sites are currently areas of special local character, which means that they have a local character and identity.

Further areas of special local character are also being proposed in Cowley, Yeading and an extension to North Uxbridge.

To find out more information or give your views, call Sarah Drysdale on 01895 277078.

Housing choices for everyone

A new DVD has been produced to provide comprehensive information on housing options and choices in West London, including homes in the private sector:

Produced by The West London Housing Partnership, a collaboration of seven councils' housing departments, the DVD is fully signed and subtitled in 16 languages. Copies will be available from participating councils and their community partners.

Talking website

People with visual impairments and the blind will now find it easier to use the council's website www.hillingdon.gov.uk thanks to the availability of new speech-software. The website contains a link from the homepage and instructions on how to download the easy-to-use software from supplier, Browsealoud.

New disabled access service

A new telephone service has been launched to provide people with disabilities and parents with pushchairs with access information.

Provided by Arthritis Care and Direct Enquiries, the Access Information Line provides information on parking, entrances, lifts, toilets, counter heights, as well as wheelchair and pushchair access, Braille, large print and induction loops.

Tel 0870 1620 162, 9am to 5pm, Mon to Fri (national rate call charge).

Making it easier to 'be arty'

The compass theatre and arts centre is to become more accessible to everyone, thanks to new renovations to improve the car park and access points to the building.

The council consulted with disabled users on the improvements which will include resurfacing the car park, more disabled parking bays, an alternative entrance with automatic doors and signage.

Jean Palmer, director of planning and community services said: "The compass theatre is a great community resource and we are looking forward to improving the venue so people can continue to enjoy the range of theatre shows and classes that the arts centre offers.

"We will be making every effort to ensure that our clients are not inconvenienced too much whilst the improvement works are underway."

The work will be completed by the end of March.

School children take to the road

School children were taught to 'keep their eyes on road safety' last month as part of the National Road Safety Week.

The event included road safety officers giving talks in schools to reinforce the message to cross safely and observe traffic signs. They also promote awareness of speeding and taking extra care when driving and cycling to the wider community.

This year the council invested £160,000 into education and training in schools and the community to promote road safety.

Last year casualties in accidents on Hillingdon roads fell by 14%.



PHOTO COURTESY OF GAZETTE NEWSPAPERS

Pupils from St. Andrews CE Primary School in Uxbridge at the launch of the Road Safety Week.

Cllr Keith Burrows, cabinet member for planning and transportation, said:

"Road safety should be thought about all year

round and we will continue to work with all road users and in particular children, to make them feel safe when using them."



I-r Clive Bailey and Ben Wright from Octagon Security, Mike Harper PCSO, Ian Geddes, the council's Chrysalis manager, Cllr Douglas Mills, Stephen Bird from Ruislip Manor Chamber of Commerce, Gareth Summers, crime prevention officer, Doug Dewey, acting police sergeant, Les Drussell, Ruislip Manor Chamber of Commerce and Carl Bruce PCSO.

CCTV for Ruislip Manor

Shoppers in Ruislip Manor should feel safer after a new CCTV system was recently installed on Victoria Road.

Ruislip Manor chamber of commerce joined the local police and council representatives including Cllr Douglas Mills, the council's cabinet member for community safety to mark the new installation. The cameras are joint funded by the council and police.

Which date will you choose?



Paying by direct debit is the easiest and most convenient way to pay your council tax

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- There's no paperwork
- One call is all it takes

Interested?
Tel: 01895 250000
(9am to 5pm)

**DIRECT
Debit**



l-r: Cllr Henry Higgins, Sean Tolley, general manager, Daniel Hawkesworth, duty manager, and Jackie Collins senior fitness instructor, from Highgrove Pool

Top performing Highgrove Pool

Discounted leisure fees and more specialist equipment that helps people with disabilities have made Highgrove Pool one of the top leisure centres in the UK.

Sport England's national benchmarking service compared the centre's performance against others across the country and found Highgrove to be a 'top performer' in the access category for attracting membership from people with special needs or low incomes.

The national benchmarking service surveyed a total of 986 leisure centre users during April and May this year and 272 at Highgrove

Pool on a range of questions regarding each leisure facility.

The centre also performed well in other areas including how helpful staff were, their booking processes, how many activities are put on at convenient times of the day as well as the quality of coaching and instructor-led activities.

The results also showed that people who used Highgrove Pool, Hayes Pool and Queensmead Sports

Centre were more satisfied with their services (an average of 86.5%) compared to last year (66.7%).

Cllr Henry Higgins, cabinet member for culture, sport and leisure, said, "To be recognised as a top performer in a national context is an excellent achievement. It shows how the financial commitment made by the council to improve leisure facilities is having a positive impact on community use. The success also reflects the hard work and commitment shown by the centre staff that are acknowledged by customers as one of our main strengths."

Hillingdon shortlisted for e-government award

The council's planning team have been shortlisted in the national e-government awards for their work in providing online planning services. The judges recognised the work done by the team to encourage more people to use their online services, which includes submitting and viewing a planning application and making comments on the website.

The team also ran hands-on training sessions and consultations with local residents, councillors and land agents when developing the service. The national awards celebrate the UK's best e-government services which through innovative online services or IT have positively transformed the lives of citizens, local communities and businesses.

Getting

The latest crime and disorder survey shows that residents are feeling safer than at any other time in the last three years.

The introduction of safer neighbourhood teams, environmental audits to identify crime and environmental concerns in the borough's neighbourhoods, more CCTV cameras than ever before, street champions, estate champions and a range of proactive projects and initiatives to support local young people have all helped to make people feel safer.

Overall, the number of residents who feel worried about crime in Hillingdon is down a massive 25 percent from last year.

The picture is even better amongst the borough's young people, with the number of people feeling worried about crime dropping by nearly half.

There have also been dramatic reductions in how concerned people feel about a range of crimes.

Anti social behaviour remains your number one worry, although the number of residents who have experienced it has dropped by more than 10% in the last year.

The number of people who have been victims of crime in the last 12 months is also down – from 40% to 25%.

These figures come from the first public opinion survey since safer neighbourhood teams were introduced across London and show the improvements they are already making to local neighbourhoods.

The work that has already taken place in the borough has highlighted a range of things that

local people want their safer neighbourhood teams to tackle. As well as crime these include graffiti, fly-tipping and abandoned vehicles.

Residents have also been very positive about the council's Chrysalis project. This provides neighbourhood schemes with extra

council money to improve the local environment. One example of the difference this project has made is the introduction of the alleygating scheme, which is a simple but effective way to deter people from congregating in and around alleyways and

has helped to reduce crime such as burglary and graffiti in those areas.

Cllr Douglas Mills, cabinet member for community safety, said: "Working with our partners in the police, the council has made community safety one of our top priorities and that investment is starting to pay off.

He added: "The new safer neighbourhood teams are the best example of how successful partnership working can improve everyday life for our residents."

Cllr Mills says that the new crime and disorder survey findings are the result of significant work to identify key crime hotspots in the borough and concerns of local residents.

"This is good news for Hillingdon

and we must now make sure we build on this so that we continue to help people to feel safe in the areas in which they live."

Chief Inspector Maurice Hartnett said: "This is clearly good news and shows that all of the work the safer

"Police patrols come in to the shop two or three times a week so I do feel safe in Uxbridge."
Charity shop worker, Uxbridge

"I feel very safe... seeing police officers on patrols does make me feel safer."
Elderly resident

neighbourhood teams do and other work we and our community safety partners are doing is having an impact. However, we are not complacent and need to make sure we maintain this and in terms of the number of crimes, particularly robbery, we are working hard to help to reduce them."

By January 2007, all safer neighbourhood teams will have six staff in place (one sergeant, two police constables and three police community safety officers).

Fourteen environmental visual audits have been carried out so far and have proved to be successful. Environmental visual audits are visits to an area by the council, safer neighbourhood teams and others to identify work that needs doing to improve the look of an area.

Future audits are planned in the following wards in the weeks commencing:

4 December	Yiewsley
18 December	Yeading
11 January 2007	South Ruislip
22 January	Townfield
5 February	Eastcote and East Ruislip

safer

To find out what local people had to say, *Hillingdon People* took to the streets of Hayes, Ruislip and Uxbridge to ask what residents think about living in Hillingdon.



Mr and Mrs Burke, South Ruislip

"We feel fairly safe in South Ruislip – safer than 12 months ago. Since gates have been put on alleyways in the area, we feel safer and crime seems to have gone

down. We are looking forward to the gates being put on the alleyway near our house."



Mrs Marsh and Ms Hicks, Hayes

"We feel very safe these days, and it makes me feel much more confident to walk about freely. But there are still troublemakers around and I feel the safer

neighbourhood people should follow things through."



Mr Arnold Worster, Hayes

"I've lived in Hayes since 1958, and in general I think its still reasonably safe, though it would be nice too see more of them (police officers) walking around."



Sidra Sheeaz, Uxbridge

"I've lived in Uxbridge for four years and feel safe here otherwise I wouldn't have stayed. I do see the police officers on the street and I think it helps that they're visible."



Gwen Turner, Ruislip

"Probably yes, although I usually have my dogs with me too. As long as the teams are around regularly..."



Nima Lou, works in Uxbridge

"I have noticed police officers on the street which helps me to feel safe here. I have just seen them challenge a group of youths which is reassuring."

Making contact with your safer neighbourhood team

The local teams are:

Barnhill

Tel: 020 8721 2554

Botwell

Tel: 020 8721 2757

Brunel Safer

Tel: 020 8721 2551

Cavendish

Tel: 020 8721 2550

Charville

Tel: 020 8721 2552

Eastcote & East Ruislip

Tel: 020 8721 2548

Harefield

Tel: 020 8721 2544

Heathrow Villages

Tel: 020 8721 2557

Hillingdon East

Tel: 020 8721 2553

Ickenham

Tel: 020 8721 2543

Northwood

Tel: 020 8721 2545

Northwood Hills

Tel: 020 8721 2546

Pinkwell

Tel: 020 8721 2556

Ruislip Manor

Tel: 020 8721 2549

South Ruislip

Tel: 020 8721 2011

Townfield

Tel: 020 8721 2009

Uxbridge North

Tel: 020 8721 2782

Uxbridge South

Tel: 020 8721 2758

West Drayton

Tel: 020 8721 2018

West Ruislip

Tel: 020 8721 2547

Yeading

Tel: 020 8721 2733

Yiewsley

Tel: 020 8721 2713

Further contact details for these teams are available on www.hillingdon.gov.uk

Young get drug-wise

A new drugs awareness poster campaign is being launched in the New Year to challenge young people's ideas about drugs, especially cannabis and to encourage them to get help.

Organised by the Hillingdon Youth Awareness Programme (HYAP), who are based in Harlington young people's centre, the poster designs were created by young people who took part in HYAP's drugs education course. The posters are intended to convey the negative aspects of cannabis use amongst young people.

HYAP gives young people, aged 13 to 15, factual information about drugs and their effects to help encourage them to stop using drugs. The young people use music, art and design to express their feelings as well as attend a formal drugs information course.

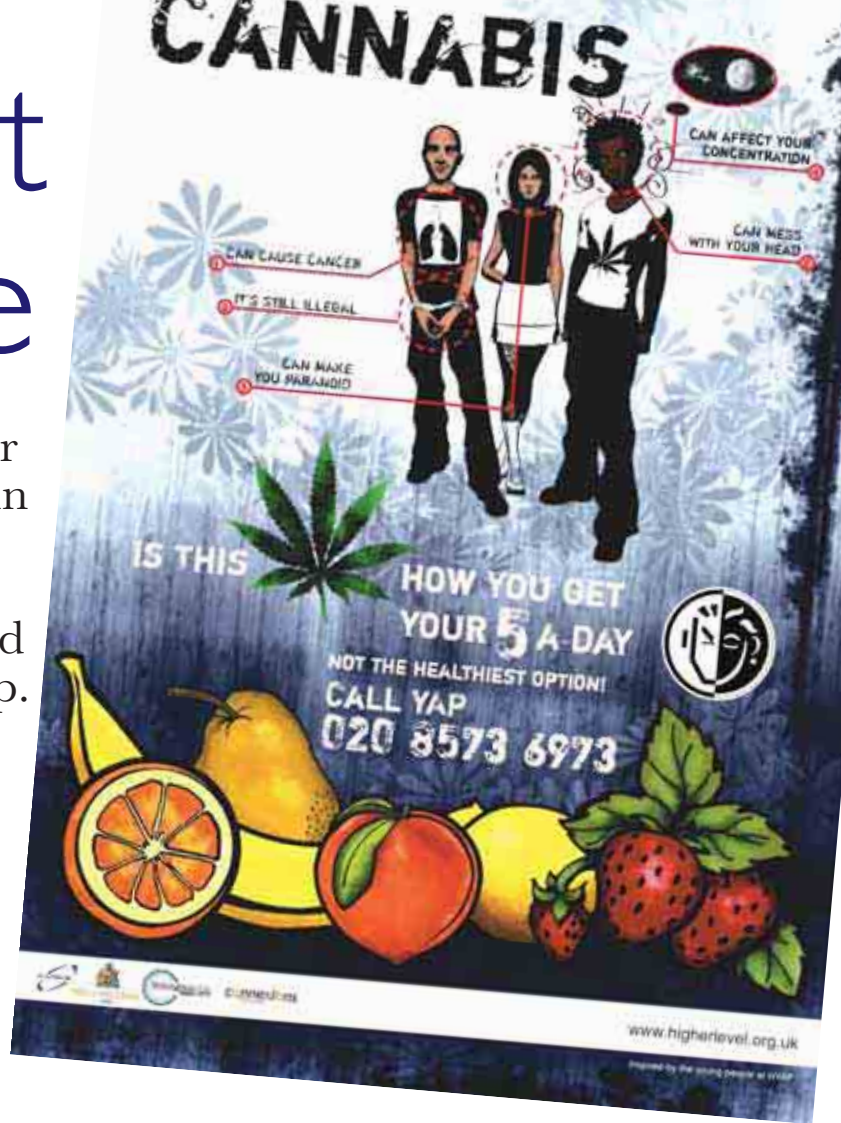
Patrick Maloney, HYAP's manager said, "Initially young people don't see cannabis as a problem because of its status both legally and medically. They associate its use as a way to 'chill out', deal with the pressures of school or family life or make them fit in.

"However, when armed with the facts and consequences of drugs and in particular cannabis use, they often change their minds about why they want to take drugs."

One young person who has benefited is Grant, 21, from Hayes. He recently completed the HYAP drugs course and said, "I had already used a lot of drugs in my life and was looking to give them up. The information I received at HYAP gave me the incentive to do this. I've learnt a lot of things that I didn't know, so now as a former

drugs user I am less likely to use cannabis or any other drugs."

Looking forward, he added, "I would also like to help young people like myself at some point in the future."



Contacts

Hillingdon Youth Awareness Programme

Tel 020 8573 6973 or visit www.in-voke.org.uk

Police close cannabis factories

A call from neighbour complaining about smells coming from a house led the police to uncover their 39th cannabis factory. The latest factories were found in New Broadway in Hillingdon, and The Thickets in Yiewsley.

So far this year police officers have closed down 39 cannabis factories. The police use specialist thermal imaging equipment to find the factories, which picks up the heat and high electricity used by the sophisticated lighting and equipment installed to grow the cannabis plants.

If you have any information about drugs crimes or any crime, call Crimestoppers anonymously on 0800 555111.





Everyone's reading

WWW.THRD-AVENUE.CO.UK

What did you enjoy reading this year?

Hillingdon's libraries are inviting everyone, young or old, to tell them about their favourite books with two book events this winter.

Up until the middle of December, local libraries will be asking visitors to nominate their favourite book. The title that receives the most votes will become Hillingdon's 'People's choice'.

Last year, J.K. Rowling's *Harry Potter and the Half-Blood Prince* took the top spot and nominations will be accepted from children and adults for fiction and non-fiction, new or old titles. The results will be published in the New Year.

Primary and secondary schools are sent a range of books to read and pupils are also asked to vote for their favourite book in a similar competition called 'Hillingdon Book of the Year'.

From January 8, libraries will also be promoting 'Family reading fortnight', to encourage parents and grandparents to borrow more books to read with their children.

The campaign aims to show the benefits of reading in the home and will be publicised nationally on television and radio.

The campaign will highlight research evidence that shows what

a difference it makes when parents, family members and carers get involved in a child's education.

Library staff will be preparing a special collection of books for parents to choose from, based on what they enjoyed when they were young children.

They hope that these books will stir parents' memories about what they enjoyed reading with their own parents and encourage them to spend time reading or using books with their children.

Contacts

Hillingdon libraries outreach team
01895 250703

Tough on

Residents and businesses are key to helping the council keep the local environment clean and tidy. *Hillingdon People* looks at what council services are available to help get tough on rubbish.

Tougher penalties for rubbish

Residents and traders are being advised to take more care in checking how they dispose of their rubbish or face new fixed penalty notices from the New Year.

Councils have been given new powers by government to get tougher on people dropping litter, businesses disposing their trade waste and organisations who take your rubbish away.

Under the Clean Neighbourhoods and Environment Act 2005, the council will be able to issue fixed penalty notices for offences that were previously dealt with as prosecutions. The fines range from £80 to £300 depending on the offence and failure to pay the original fine can lead to prosecution. The fixed penalty for dropping litter has also increased from £50 to £80.

Between April 2004 and March 2005, councils dealt with an average of 88,500 flytipping incidents a month, which cost council tax payers' £84 a minute. Around 50%

of these incidents involved household waste and every day almost 800 van loads of rubbish are illegally dumped.

Bill Hickson, from the council's environment enforcement team, said: "We hope that we won't have to use these new powers as the majority of people are responsible about disposing of their rubbish properly and legally.

"If you use the services available, such as the council's special collection service for bulky items, your local refuse and recycling centre or a registered waste carrier, then you should feel confident that your rubbish is getting disposed of legally."

Warning letters will be issued before penalty notices are served.

To avoid a fine, residents and traders need to store their waste securely and make sure they obtain a waste transfer note from a skip company or any other organisation they use to take their rubbish away.

Traders and businesses also need to comply with any litter clearing or street litter control notices served on them.

Don't get caught out

You will risk getting a fixed penalty if:

- You continually let your rubbish spill out over the street
- You employ a gardener who isn't a registered waste carrier and your garden waste gets dumped illegally
- You do not obtain a waste transfer note from someone who takes your rubbish away, such as a skip company
- You are a trader and you haven't got a contract in place with a registered waste carrier to collect your business waste
- You do not store your business waste securely.

Contacts

The council's environmental enforcement team 01895 556920

The Environment Agency helpline 08708 506506

rubbish

Recycling your glass

From December 1, residents will be able to add glass jars and bottles to their recycling sacks as the council extends its dry mixed recycling scheme.

New stronger recycling bags will be supplied, although residents are asked to use up their existing bags, but to take care not to overfill them.

Glass recycling – at a glance

- Put your glass into your mixed dry recycling bag – the other items will act as a cushion to the glass, helping to stop it getting broken in the bag
- Wrap any broken glass securely in newspaper before you put it into your recycling bag
- Don't put in Pyrex glass, glass from windows, cars or mirrors
- Don't overfill your recycling bag if you are using the original recycling bags supplied by the council.

Contacts

For queries about recycling, call the council's contact centre on 01895 556000.



The council is asking local residents to contact them to report graffiti around the borough so we can get it cleaned up quickly (on average within two days). If you spot anyone writing graffiti, please call your local safer neighbourhood team.

During the past 12 months the council has removed around 6,100 graffiti compared to 4,180 cases last year. This cost council taxpayers £400,000 this year, which equates to a brand new flood-lit astro turf sports pitch.

Contacts

To report graffiti to the council, call 01895 556000.

Abandoned vehicles

Residents are being warned that vehicles are being stolen in the borough as part of a scrapyards car theft scam.

The council offers a free collection and disposal service to those wanting to surrender their unwanted cars. Over the past 18 months alone, more than 500 vehicles have been surrendered and disposed of through this service which has led to less vehicles being abandoned on our roads.

To arrange for the collection of your unwanted vehicle, call the council's customer contact centre on 01895 556000 or go to our website www.hillingdon.gov.uk and complete the online forms.

Help us to help you

Cllr Sandra Jenkins, cabinet member for environment, said:

"The council is committed to keeping your neighbourhoods clean and tidy. We need local people to help us continue to improve the local environment."



A helping hand



People who want to work are getting the skills they need, thanks to a local charity, Project 2041.

Based in Hayes, Project 2041 helps disadvantaged and isolated young people aged 16 to 25 years with the support and skills they need to get on with their lives.

The charity's work was recently recognised at this year's National Training Awards when they received a regional training award for their Routes to Work scheme in conjunction with their partners BAA and the Heathrow City Partnership.

The charity, which receives council funding, launched Routes to Work last April which has so far helped 268 local people gain work skills.

Since it started, the scheme has trained and supported many jobless young people, some of whom are ex-offenders, homeless, disabled, refugees or young parents with low skills.

The young people attend a range of personal development and

work-related courses including a one week retail or customer services course, motivational training, basic skills, English language and other work-based training. Project 2041 also provides help in finding them work placements and jobs as well as sessions on CV writing and interview skills.

One young person who benefited from the scheme said: "I learned a lot and it changed me as a person. When I handed out my CV, I had something to be proud of finally."

Luka Miklavc, community development officer for Project 2041, said: "All clients feel some benefit undertaking the Routes to Work programme. Even if they are unsuccessful in finding work initially, they continue to train, having risen in self-esteem, to find work using skills which will be valuable for the rest of their lives."

Project 2041 also runs other schemes to help local people including:

- the Job Shop in Station Road, Hayes to help match local employers with young people wanting jobs
- two 'Navigator' advice centres
- two learning shops which provide a range of free, multi-media based training courses
- an outreach service targeting those at risk of social exclusion
- a floating support service to help resettle young people into independent accommodation
- three supported housing schemes in Hillingdon.

The council also works closely with the charity, referring young care leavers, ex-offenders and the homeless to their services.

Contacts

Project 2041

Tel: 01895 472041

Don't suffer in silence



The London Borough of Hillingdon has launched its annual Christmas campaign to raise awareness of domestic violence.

The Hillingdon domestic violence forum was set up so that all of the organisations in the borough who work with victims, survivors and those who are responsible for domestic violence, can work together to deliver a range of support services.

The forum has also recognised that the usual way to communicate with people, such as leaflets can often identify to those who commit domestic violence that someone is trying to get help. So in 2004, the forum took an innovative and award-winning approach by developing pages on the council's website. The pages, which provide information to victims of domestic violence were awarded the 'Best Internet Site' in the Safer Surfing category of The Lilith Project Awards 2004.

The key to its success is the 'panic button' on the page which allows the user to quickly leave the internet page if they need to, defaulting to another page.

To find out more about the work that goes on in Hillingdon to tackle domestic violence, *Hillingdon People* caught up with Cllr Mary O'Connor, who is the chairman of the multi-agency domestic violence forum.

We started by asking her who is the typical domestic violence victim?

"Domestic violence is a unique crime in that it crosses all boundaries – age, class, gender, race and religion. The wives and parents of company directors can just as

easily suffer from domestic violence as anyone else. It should not be tolerated and more importantly, there are people in the borough who can help you." she said.

The forum works with many survivors of domestic violence who have all suffered a wide range of experiences. From people who have put up with abuse for more than forty years, to people who may have tolerated abuse themselves but finally seek help and support when their children become involved.

"We take the very strong view that people must not feel they are to blame and often, the way we, as a society, talk about people can make a difference. The Forum does not refer to people who have come through an abusive experience as 'victims' or 'ex-victims'. We refer them as 'survivors'. This is a much better way to describe their situation." she added.

"This year's campaign is aimed at those young people who may find themselves in an abusive relationship; often they may not even be living with their partner.

"Sadly, too many young women think that a 'slap' or verbal abuse from their partner is part of everyday life."

Cllr O'Connor is keen that people realise that they are not alone and others may be suffering exactly as they are.

"We want to make sure that people do not suffer in silence."

If you are experiencing domestic violence or would like more information on help and support, please contact the community safety unit on 020 8246 1766.

The campaign is supported by the council, the police, local voluntary groups and charities, which all work together to tackle domestic violence in Hillingdon.

The campaign was launched to coincide with International White Ribbon Day. Its purpose is to raise awareness of domestic violence and to make a clear public statement that domestic violence, in all its guises, is not acceptable.

This year, the Christmas publicity campaign is focusing on young people.

Posters and beer mats will be put in local bars and pubs.

Domestic violence in Hillingdon

- The target for detecting domestic violence in Hillingdon is 30%
- Since 1 April 2006, the detection rate (people charged or cautioned) is currently standing at 37.9%
- From April to November 2006, there have been 1,161 reported domestic violence incidents in the borough.



Access to health services over the holidays 2006/2007

Feeling unwell, have a health problem or question?

Call NHS Direct on 0845 4647

www.nhsdirect.com

NHS Doctors — how to obtain services out of hours

Telephone your own GP and listen carefully to instructions and advice. Have a pen and piece of paper ready to write down the information given to you.

Emergency pharmacy access

Christmas Day — 25 December 2006 — open 10am-12 noon

La Pharma Ltd Ross 128 Joel Street, Northwood Hills HA6 1PF	01923 821 596
McParland Chemists 118/120 Cowley Road, Uxbridge UB8 2LX	01895 233 668
Pick Ups Chemist 20-21 Broadway Parade, Hayes UB3 3HF	020 8573 1322

Boxing Day — 26 December 2006 — open 10am-12 noon

Ashworths Pharmacy 64 High Street, Ruislip HA4 7AA	01895 632 101
Orchards Pharmacy 6 Laurel Lane, West Drayton UB7 7TU	01895 444 103
Grosvenor Pharmacy 788 Uxbridge Road, Hayes UB4 0RS	020 8848 4612

New Year's Day — 1 January 2007 — open 10am-12 noon

Moss Chemists 210 Whitby Road, Ruislip HA4 9DY	020 8868 6555
Adell Pharmacy 392 Long Lane, Hillingdon UB10 9PG	01895 256 394
Kasmani Enterprises Ltd 6 Northfields Parade, Station Road, Hayes UB3 4JA	020 8573 0679

Within 72 hours of unprotected sexual intercourse you can obtain the morning after pill at the following pharmacies

Moss Chemists 14/16 Station Road, West Drayton UB7 7BY Tel: 01895 442 589	Green Light Pharmacy 111 Field End Road Eastcote Pinner HA5 1QJ Tel: 0208 866 2572
Daya Pharmacy 750 Uxbridge Road Hayes UB4 0RU Tel: 0208 573 3084	Malthouse Pharmacy Breakspear Road North Harefield UB9 6NF Tel: 01895 824 782
Vantage Pharmacy 1 Park Parade Barra Hall Circus Hayes UB3 2NU Tel: 0208 573 4689	Flora Fountain 283 High Street Uxbridge UB8 1LQ Tel: 01895 258 000

Emergency contraception

Hillingdon Primary Care Trust's family planning and sexual health clinics will operate as normal except on 25 and 26 December 2006 and 1 January 2007.

Weekends, 25, 26
December 2006 and 1
January 2007 only
Hillingdon Hospital,
Accident & Emergency,
Pield Heath Road,
Uxbridge UB8 3NN
Tel **01895 238 282**



Hillingdon Council Christmas and New Year arrangements 2006/2007



Hillingdon Council will have a reduced service between 23 December 2006 and 1 January 2007. 25 and 26 December and 1 January are public holidays.

The arrangements for essential services are given below. If you plan to visit the Civic Centre in Uxbridge, or other council offices, between 27 and 29 December it's advisable to ring 01895 250111 beforehand to check that the relevant staff are available to help you.

If you have a genuine emergency and require a council service please telephone 01895 250111 and if needs be you will be put in touch with duty or standby staff. Details of council services can also be found on www.hillingdon.gov.uk

Adult social care, health and housing

Meals service and home care services:

Weekend and bank holiday service on 25 and 26 Dec and 1 Jan. Normal service on 27 to 29 Dec and from 2 Jan.

Day centres for people with learning disabilities:

All day and employment services will be closed on 25 and 26 Dec and 1 Jan.

The majority of centres will be open as usual on 27, 28 and 29 Dec, except Coaxden Day Centre and Maple Road Centre which will be closed all three days (Coaxden service users will be welcome at Pheonix Day Centre and Maple Road service users at Southbourne).

Older people's services' day centres:

Asha Day Centre, Eastbury Road Day Centre, Grassy Meadow Day Centre and Poplar Farm Day Centre are all closed on 25 and 26 Dec and 1 Jan. Normal opening hours on 27, 28 and 29 Dec and from 2 Jan.

For adult social care out of hours, on public holidays or at weekends, please telephone the emergency duty team on 01895 250111. For help and advice on 27, 28 and 29 Dec during office hours, please call:

People with physical and sensory disabilities and older people: 01895 250100/250738 or 01895 277903/277731

People with learning disabilities: 01895 250532

Housing needs and housing benefits service:

Closed on 25 and 26 Dec and 1 Jan. Limited service on 27 to 29 Dec, enquiries can be made to housing needs on 01895 250417 (01895 250111 after hours) and housing benefits on 01895 556666. Normal service from 2 Jan.

Hillingdon Homes:

Closed on 25 and 26 Dec and 1 Jan. Normal service on all other days. For out of hours enquiries please call 01895 250111.

Children's services

Children's services: 01895 250200 (Hayes) or 01895 250731 (Uxbridge)

Children with disabilities: 01895 277880

Noise service

Closed from 24 to 27 Dec and 31 Dec. An out of hours service will run on 21 Dec (8pm to 2am), 22 and 23 Dec (9pm to 3am), 28 Dec (8pm to 2am) and 29 and 30 Dec (9pm to 3am). Tel 01895 250111 to make a noise complaint.

Libraries

All libraries will be closed from 24 Dec to 26 Dec. Uxbridge, Manor Farm, Hayes, Ruislip Manor and Harlington libraries are open as usual from 27 Dec. All other libraries will be open from 28 Dec. Uxbridge library only will be open from 12.30pm to 4.30pm on 31 Dec. All libraries will be closed on 1 Jan.

Hayes one stop

Closed from 23 Dec to 1 Jan. Normal opening hours from 2 Jan.

Swimming pools and sports centres

Highgrove pool: Closed on 25 and 26 Dec and 1 Jan. Open from 8am to 2pm on 24 and 31 Dec. Normal opening hours all other days.

Hayes pool: Closed from 18 Dec to 1 Jan. Normal opening hours from 2 Jan.

Queensmead sports club: Closed on 24, 25 and 26 Dec and 1 Jan. Open from 10am to 4pm from 27 to 31 Dec. Normal opening hours from 2 Jan.

Northwood sports centre: Closed from 23 Dec to 2 Jan. Normal opening hours from 3 Jan.

Hayes stadium: Closed from 24 Dec to 1 Jan. Normal opening hours from 2 Jan.

Refuse, recycling and garden waste collections

Please refer to advert on the inside front cover.

Cashiers office

The cashiers office at the civic centre will be open for payments from 9am to 12.30pm only on 27, 28 and 29 Dec. The office will be closed from 23 to 26 Dec and 30 Dec to 1 Jan.

Parking enforcement

Please remember that parking regulations apply on public holidays and you could be liable for a fine if you park in restricted areas. For further information please call 01895 277217.

Hillingdon Council's contact centre

Closed 25, 26 Dec and 1 Jan. Normal opening hours (8am to 6pm) for all other days:

Fraud hotline: 01895 250374

Environment and street scene: 01895 556000

Housing or council tax benefits and noise: 01895 556666

Schools admissions and benefits: 01895 556644

Council tax: 01895 250000

Older people's service: 01895 556633

Racial harassment: 0800 694 0240

Anti-social behaviour: 01895 556611

Remember, in an emergency the council can be contacted out of office hours by calling the main switchboard on: 01895 520111

Building West London's Future

Leading property developer St George has an unrivalled reputation for building high quality residential and mixed-use developments across the capital. Their portfolio includes Kew Riverside Park, the award winning development on the river's edge in a private parkland in Kew, 4 Little Green, the beautifully converted Victorian church on Little Green, Richmond and, most recently, sales launched at the exciting new development Parkwest in West Drayton.

St George has built an impressive reputation, and won awards for regenerating disused parts of the capital and transforming them into vibrant communities in attractive landscaped grounds, offering on-site facilities such as fitness suites, business centres, concierge service, shops, cafés and restaurants.

Formed in 1985 as a result of a joint venture between The Berkeley Group and Speyhawk, the company became a wholly owned subsidiary of the Berkeley Group in 1991. St George has always been at the forefront of urban regeneration and this can be seen at developments such as Charter Quay - a mixed use flagship scheme in the heart of Kingston upon Thames. In total Charter Quay comprised 239 apartments,

5 townhouses, 3 bridges, a river walkway, a new wetlands and 45,000 square feet of commercial space which resulted in 300 new jobs!

As a major contributor to London's renaissance St George are committed to improving the quality of life in the communities that it develops, recognising the need to respect the physical environments and the communities in which the company operates in. Environmental and social responsibilities are, therefore, central to the success of the business.

St George are intent on developing a progressive sustainability strategy and to making a positive contribution to the long-term physical, social and economic fabric of the communities in which they work.

In particular, St George aims to:

- Enhance the local environments where they work.
- Make efficient use of natural resources and consider the long-term environmental impacts of the homes and commercial premises that they build.
- Understand and respond to the concerns of their customers and the local communities in which they operate.
- Develop successful partnerships with stakeholders and engage them in their work towards sustainability.

It is not just property developments that St George is famous for. The work undertaken within each and every community we feature in is also a major driving force of the business. In addition to being the Brentford FC shirt sponsors for the 2002-2005 seasons; the company has also celebrated various events with the club and its supporters, such as the annual St George's Day celebrations each April and the St George Schools Cup, where a 6 a-side schools tournament takes place at Griffin Park every May. Over the past 3 years, St George have also provided funding for 2 Football in the Community trainees and both have since now been offered full time jobs.

A new sponsorship deal puts £30,000 per year into the Trust and Club for the next four years with the emphasis on funding community based projects which will allow the club to commit to projects in a sustainable manner.



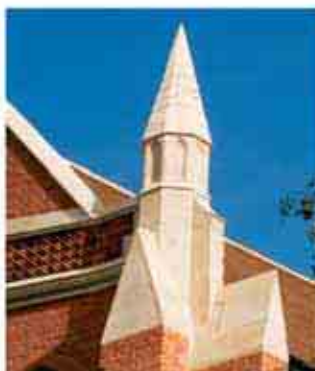
Charter Quay



Computer generated image of Parkwest



Football in the community



4 Little Green



Putney Wharf

Goggles for Guide Dogs is an innovative campaign by St George, aimed at drastically reducing both minor and serious eye injuries. The campaign has now raised thousands of pounds for the Guide Dogs for the Blind Association since it began in 2002. It is also expected to play a significant role in reducing the risk of eye accidents that occur in the construction industry.

St George, is now set to transform the historic RAF site on Porters Way in West Drayton into a stunning development of 574 new homes which will be set around spacious landscaped open spaces. These include 2 formal squares, gardens and lawn areas. Building work has now commenced with the first phase, Arlington House, now over 50% sold. The development is the first of its kind in West Drayton and St George brings with them a wealth of experience in place creation. Parkwest will offer site amenities such as a private residents' fitness suite, business facilities and 24 hour concierge, providing everything today's

purchaser looks for. Parkwest has been designed by renowned architects, Broadway Malyan who have great experience of working with St George on many of their award winning schemes.

The site is just 2 miles north of Heathrow Airport and just over a mile from Stockley park. The combined workforce is over 75,000 people. With Terminal 5 due to open in 2008, the area is set to extend its reputation as an important business community.

St George West London Managing Director Ian Dobie commented, "We are excited to be working within the London Borough of Hillingdon and know that this development will be a huge success due to its style and location. The apartments at Parkwest have been designed to provide spacious and flexible living accommodation and will be ideal for owner occupiers, investors and first time buyers alike. This is a vibrant area, which benefits from excellent employment opportunities."

In 2002, St George PLC was honoured to be awarded The Queen's Award for Enterprise in Sustainable Development, which was granted to a property developer for the first time ever. It was awarded to St. George for the company's approach to building successful mixed use schemes in London which deliver major benefits for the environment, society and the wider economy, together with its culture of continuous improvement over the last 5 years.

Prices at Parkwest start at just £199,950*
For further information call: 01895 449 009,
visit www.park-west.co.uk or text
parkwest9 to 60123.

*Price correct at time of going to print



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we treasure your tots



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Open
Monday - Friday
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First week **free**
Call now for more information.

Full and part-time places for children aged 18 months to 5 yrs
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Call now for your free information pack
0800 0352 567
www.tinygems.co.uk

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The Will Group
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Telephone for a free brochure or appointment
01895 635490
WillGroupMiddx@aol.com



First Aid at Work and Paediatric First Aid courses for 2007

+

Hillingdon Council's Safety Services now offer **First Aid at Work** courses one day a week, on Saturdays or in the evenings.

We also offer evening and weekend courses in **Paediatric First Aid**.

Information and booking details for these or our other courses, can be found at:
www.hillingdon.gov.uk
(under Business/health & safety).

For times and dates please contact the training team on 01895 250866.

Can you Cycle Safely?

Your local road safety team offers free cycle training to all children living or attending school in the borough.



For more information, visit www.hillingdon.gov.uk (type in 'cycling' in the A-Z section)
Telephone **01895 250950**

Casual Cycle trainers wanted

Keen on cycling?
Earn good money at hours to suit you
Make a contribution to the community and become a **cycle trainer**

Trainers are needed for:

- Term time
- School holidays
- On Saturdays
- Weekdays and twilight sessions

You should have your own bike and plenty of enthusiasm.

To apply call the council's road safety officer on 01895 850950 or email afulton@hillingdon.gov.uk



Are you suffering from:

Racial harassment or anti-social behaviour

and rent your home privately or own your own home?
Then...

Report it to our anti-social behaviour and racial harassment team

Freephone: 0800 694 0640
Email: racialharassmentteam@hillingdon.gov.uk
Write: Anti-social behaviour team, Adult social care, health and housing, 2N06, Civic Centre, Uxbridge, UB8 1UW.

We will investigate your complaint and take any action available to resolve the problems.

Hillingdon Council is committed to dealing with racial harassment and anti-social behaviour.




HILLINGDON
LONDON

Aged 16-18? Studying at sixth form or FE college this autumn? Looking for financial support to help make this happen?

An important factor in your decision will be how your course expenses will be paid for. For example, the cost of home-to-school travel, books and equipment.



The solution may be the Education Maintenance Allowance (EMA) providing means-tested financial support for 16-18 year olds continuing their study.

All schools and colleges have supplies of the application pack so make sure you get a copy and see how you could benefit.

Further information about this scheme can be obtained via the website (www.dfes.gov.uk/financialhelp/ema) or by ringing the student/parent helpline on 08081 016219.

If you do not qualify for EMA it may be possible to seek funding under learner support funds from your local council.

If you live in Hillingdon telephone 01895 250490 for more information.

HILLINGDON
LONDON

Events for all ages this winter

Make friends, learn a new skill or see a show this Winter with our guide to what's on around the borough.

Go ice-skating in Hayes

Why travel into London to go ice-skating when you can go to Hayes? Wrap up warmly and enjoy a skate on the temporary ice-rink which will be set up in Botwell

recreation ground for three days before Christmas. The ice-rink has been funded by Hayes Town Centre Management Group and Hillingdon Community Trust.

Where: Botwell recreation ground (access through Central Avenue) in Hayes

When: 20, 21 and 22 December, 10am to 5pm

Information: £2 for half an hour, which includes skate hire



Mister Humbug

Get into the festive spirit with Pandora Box's fun adaptation of Charles Dickens' classic 'A Christmas Carol'. This children's musical has lots of laughter, catchy tunes and is guaranteed to appeal to younger theatre goers.

Enjoy watching the three ghosts of Christmas try and cheer up the ever-grumpy Mister Humbug (whose character is based on Ebenezer Scrooge) with their magical skills and the children in the audience will be encouraged to join in with their songs and jokes. A great family show and recommended for children from 3 to 9 years.

Where: Compass theatre and arts centre, Glebe Avenue, Ickenham, tel 01895 673200.

When: Sunday 10 December at 6pm, Thursday 14 and Friday 15 December at 7pm.

Information: All tickets £5.50



Ballet among the books

Balletomane is a small company of ballet dancers who give free performances in public buildings, such as hospitals, day centres and libraries so that more people, especially those with limited mobility can enjoy ballet. They are visiting Hillingdon to give a performance of The Nutcracker in Uxbridge's central library, followed by a dance workshop afterwards for anyone who would like to try out ballet steps.

Where: Atrium gallery, central library, Uxbridge

When: Sunday 17 December at 2pm for 45 minutes

Information: no charge.



New sports and social club for over 50s

People over 50 are being invited to join a new sports and social club at Hayes Stadium. The weekly club gives members a place to socialise and make new friends as well as take part in sports at the fitness centre. The fitness centre staff will be on hand to provide help and advice and members can currently choose from a range of sports including badminton, table tennis, short mat bowls, general stretching and light aerobic exercise.



When: Every week from 10am to 2pm

Where: Hayes Stadium, Judge Heath Lane

Information: Entry £1 per person. For further details, contact Angelo Pignone or Juliet Collins at Hayes Stadium on 020 8573 0093.

Does your voluntary group work with young people?

Is your group based in Hillingdon?

Do you work mainly with young people resident in Hillingdon?



If yes, you may be eligible for affiliation to Hillingdon Council's youth service.

Affiliation benefits include eligibility for capacity building assistance to help you to increase your membership and contact with young people, help with premises hire for special events and training assistance for your organisers and leaders.

Hillingdon Council's youth service is now accepting applications for affiliation for 2007.

To apply, you can download an application form and further information from the Hillingdon Council website www.hillingdon.gov.uk/communityandliving/youthservice

Existing 2006 affiliated groups can apply for capacity assistance now. Application forms and further information can be downloaded from the website.

Alternatively, call Hillingdon Council's youth service on telephone number 01895 277252 to request forms to be posted to you.

Please note: organisations affiliated to Hillingdon Council's youth service for 2006 must re-apply for affiliation in 2007.

Youth Opportunities Fund and Youth Capital Fund

Hillingdon Council has money available to be spent on projects that are initiated by young people for the benefit of the community or for the benefit of young people.

Application forms and guidance notes are available from the council's website www.hillingdon.gov.uk/communityandliving/youthservice or alternatively call Hillingdon Council's youth service on 01895 277252 to request forms to be posted to you.



HILLINGDON
LONDON

Time on your hands?

volunteers

Host afternoon tea

Contact the Elderly is appealing for volunteers across the borough to host monthly teas for housebound older people, on Sunday afternoons.

Help volunteers

Hillingdon Association of Voluntary Services (HAVS) is looking for someone to follow up with volunteers and organisations for a few hours each week, ideally on Fridays. Full training will be provided.



For more information on these appeals call the Volunteer Centre Hillingdon on 01895 442730

Ruislip widows group

A new widows group set up in Ruislip is looking for committee members and meets once a month to socialise, listen to talks or go on local trips. If you are interested, email patewildr@yahoo.co.uk

Become a Relate counsellor

More counsellors and therapists are needed to help local families in need and you will receive regular training and ongoing support. The local branch is holding an information evening on Tuesday December 12, at 6.30pm. For more details call 020 8427 8694.

Volunteers' work reopens local nature reserve



Volunteers' hard work has brought a new lease of life to a community woodland area that had become so choked with overgrowth that no one could get near it.

The area was identified by the local safer neighbourhood team as needing action in a recent environmental visual audit.

Students from Uxbridge College took on the challenge with council staff to clear the area and worked on The Grove, off Robinwood Grove in Hillingdon with council staff almost every day for three weeks uncovering paths, chopping back greenery and putting up bird boxes.

They also strengthened fences on two bridges over the pond in the middle of The Grove and

also salvaged one of the reserve's signs.

The students' work was part of the Key Challenge qualification, which develops skills in communication, teamwork, problem solving and learning.

One of the students, Craig O'Donnell, 17, said: "It was hard work when and at first we thought it would take months. But when the paths started showing we said: 'we can do this'.

"We have learned a lot about working together and it has been really satisfying to see the results of all our efforts."

The Grove was re-opened last month when officials including Cllr Sandra Jenkins, cabinet member for the environment, toured the area with the group. It is now suitable for parents

using prams and wheelchair users.

Cllr Jenkins, gave out certificates to the nine students to commemorate their efforts and said: "Many thanks for what you have done – you have done a wonderful job."

Carolyn Bartley, course leader for Key Challenge at Uxbridge College, said: "It has been an excellent team-building exercise and they really have achieved a lot. As well as giving the Grove a terrific tidy up, they have learned a great deal about the importance of green spaces and keeping them maintained."

Volunteers from Brunel University are now looking at ways to keep the area tidy, and considering plans to drain and clean the pond, and install edging around parts of it.

Are you switched on to **energy** this Christmas?

Make up for the energy used by your Christmas fairy lights with these top energy saving tips

- Switch off appliances and do not leave them on standby
- Buy *Energy Saving Recommended* appliances
- Wrap up your home with loft and cavity wall insulation
- Wash your laundry at 30°C
- Replace three lightbulbs with energy saving ones
- Turn the thermostat down by 1°C - it could cut your heating bills by 10%
- Draw your curtains at dusk when it's cold
- Don't overfill your kettle – only put in the water you need
- Put on a 3" warm red jacket on your water tank, it will only cost a few pounds
- When stocking up on food remember your fridge or freezer works best when it's at least 70% full
- Put aluminium foil behind any radiators fitted on outside walls and save around £11* a year

• Get cheaper energy this Christmas – see below

You may be eligible for a grant or discount for heating or insulation.

We can also advise on budget schemes and other ways of paying your fuel bills, or you can talk to your fuel supplier direct.

For free impartial and expert advice on saving energy in the home, call the Hillingdon energy helpline on 0800 358 6664



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email: save@saveonyourbills.co.uk
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If you would like a **FREE** no obligation quotation please complete your details below and send in the post to us at: Saveyourbills.co.uk, 1907 Maryhill Road, Glasgow, G20 9BY

Your name:			
Your address:			
Your postcode:			
Your tel no.:			
Who is your electricity supplier?			
How much are your bills?			
How do you pay them (eg: direct debit, cash, etc.)?			
Do you have night storage heaters (yes or no)?			
Who is your gas supplier?			
How much are your bills?			
How do you pay them (eg: direct debit, cash, etc.)?			
How would you like to pay them in future? Tip: paying direct debit and taking a dual fuel product could save you up to £100 a year more. Please tick below.			
Cash/cheque	<input type="checkbox"/>	Direct debit monthly	<input type="checkbox"/>
Prepayment meter	<input type="checkbox"/>	Direct debit quarterly	<input type="checkbox"/>

Useful information

Contacting the council

www.hillingdon.gov.uk

Civic Centre switchboard & out of hours 01895 250111

Library information desk 01895 250600

To report problems

www.hillingdon.gov.uk/services_online

Advice and support

To report housing benefit fraud and other fraudulent claims including the unauthorised occupation of

council housing 0800 389 8313

Anti-social behaviour 01895 556611

Children's Information Service 0800 073 4800

Citizens' advice 0870 126 4021

Hayes One Stop Shop 01895 556004

hayesonestop@hillingdon.gov.uk

Industrial or commercial noise 01895 250155

Racial harassment 0800 694 0240

Care services

www.hillingdon.gov.uk/care

To request social services for people aged over 65 years or for younger people who have physical or sensory disabilities. 01895 556633

Careline 01895 250380

Adoption and fostering 01895 277850

Drugs or sexual health 01895 250414

Community information

Hillingdon Age Concern 01895 431331

Hillingdon Racial Equality Council 020 8848 1380

London Fire Brigade Hillingdon team 020 7587 4402

NoTrag 020 8759 1677

Samaritans 01895 253355

Social Security (Benefits Agency) 020 8426 3000

Three Valley Water 0800 376 5325

Council tax

General enquiries & payments 01895 250000

Council tax benefits 01895 556666

Environment and street scene

To report abandoned cars, flytipping, graffiti, flooding,

grass cutting, parks and open spaces, potholes and

pavements, recycling, refuse collection, trees, street

lighting, parking appeals and request special collections.

01895 556000

Housing

www.hillingdon.gov.uk/housing

housingadvice&options@hillingdon.gov.uk

For enquiries for people facing homelessness, those who need advice on housing rights and options, benefits,

Locata, temporary accommodation, energy grants and

private sector housing and to report domestic violence.

01895 556666

Empty properties helpline 01895 277438

Noise 01895 556666

Pest control 01895 250184 / 2772

Learning

www.hillingdon.gov.uk/learning

Advice and guidance (young people) 01895 257855

Enquiries about free school meals, travel,

uniform grants and school admission 01895 556644

Truancy hotline 01895 250858

Leisure

www.hillingdon.gov.uk/leisure

General leisure enquiries 01895 250453

sportsdev@hillingdon.gov.uk

Hayes Pool 020 8573 2785

Hayes Stadium 020 8573 0093

Highgrove Pool, Ruislip 01895 630753

Northwood Sports Centre 01923 824833

Queensmead Sports Centre, Sth Ruislip 020 8845 6010

Local democracy

www.hillingdon.gov.uk/central/democracy

Councillors' names, addresses and advice surgeries

01895 250600

Council meeting dates and agendas 01895 250636

Conservative group office 01895 250316/250728

Electoral registration 01895 250251

electoralservices@hillingdon.gov.uk

Labour group office 01895 250780/250271

Liberal Democrats group office 01895 277821

Mayor's Parlour 01895 250764

Planning applications

www.hillingdon.gov.uk/environment/planning

Aviation applications 01895 277580

Building control enquiries, inspection

requests and dangerous structures 01895 250804

/05/06/07/08

Dangerous structures (out of hours) 01895 250111

Domestic planning applications 01895 250400/250401

Land charges enquiries 01895 250689

Major applications 01895 250404

Planning enforcement 01895 250604

Planning policy and environmental assessment 01895 250844

Planning reception 01895 250574/250834

Registration and fee enquiries 01895 250568

Telecoms applications 01895 250610

Transportation policy and projects 01895 277206

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 Direct advice line 0845 4647

Police

Hayes 020 8569 1212

Ruislip 01895 271212

Uxbridge 01895 251212

West Drayton 01895 437212

hillingdon.enquiries@met.police.uk

Hillingdon Police Community Advice Line (for non urgent

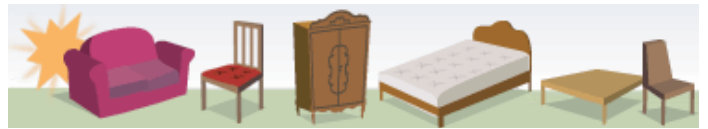
matters), 10am to 5pm, Mon to Sat 020 8246 1860

Solo (Single Opportunity Lodgings scheme)
run by Frays Charitable Housing Association Ltd

Accommodation wanted

- Do you have a spare room in your house?
- Would you like to earn up to £81.73 per week, tax free?
- We need lodgings **NOW** for our list of clients
- We offer personal advice, care and support - **FREE!**
- All clients are interviewed and matched to your requirements.

For further information contact Teresa Simmonds
on 01895 678026



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By **donating furniture** to The Yeldall Shop you can **help local disadvantaged people** gain skills, get jobs and find a place to live.

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020 8797 9505

www.yeldall.org

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26 November,
3, 10 & 17 December
Noon 'til 5pm

Bookings not required
but please come early

Santa enquiries
020 8866 9654

£4.00 With present for the children
Fares unchanged from 2004

Hillingdon Primary Care Trust Board Meetings

Hillingdon **NHS**
Primary Care Trust

Hillingdon Primary Care Trust Board Meetings



19 December 2006 Kirk House
23 January 2007 Kirk House
27 February 2007 Kirk House
20 March 2007 Kirk House

Kirk House, 97-109 High Street,
West Drayton, Middlesex UB7 7HJ

All PCT board meetings start at 2pm
and end at 4pm and are held in public.

what's on?

arts events in Hillingdon

community events

Christmas coffee morning and carols

Fri 8 Dec, 10.30am to 12pm
Christmas coffee morning with carol singing from St Andrew's school choir
Central library, Uxbridge

Christmas coffee morning and carols

Fri 8 Dec, 10.30am to 1pm
Christmas coffee morning with carol singing from Highfield and Oak Farm junior school choirs
Oak Farm library

Ickenham Festive community night

Fri 8 Dec, 6pm to 9pm
Late night shopping, music, food and fun for everyone in Ickenham shopping area and festive events in the Village Hall.
For further information call 01895 633217

Christmas storytime for children

Fri 15 Dec, 11am to 12pm
Storytime for children of all ages
Central library, Uxbridge

Ice-skating

Wed 20 to Fri 22 Dec, 10am to 5pm
Enjoy whizzing around the new temporary ice-rink in Hayes. Price includes skate hire.
Tickets £2 for half an hour Botwell recreation ground

Christmas crafts for children

Fri 22 Dec, 11am to 12pm (Oak Farm), Fri 29 Dec, 2pm to 3pm (Manor Farm)
Keep your children amused at these Christmas craft sessions at your local library.
Suitable for all ages. Free admission. For information call 01895 250703

Christmas coffee morning

Fri 22 Dec, 11am to 12.30pm
Ickenham library

dance

Ballet among the books

Presented by Balletomane
Sun 17 Dec, 2pm
Live short performance of The Nutcracker (see page 21)
No charge
Atrium gallery, central library

exhibitions

Art exhibition

By Dinah Jones
Sun 3 to Sat 9 Dec
Exhibition of mixed-media, drawings, sculptures and figurative pieces
Cow Byre Gallery

Art exhibition

By Les Parrott
Sun 10 to Sun 16 Dec
Handmade ceramics, landscapes and buildings
Cow Byre Gallery

Art exhibition

By Peter Hopper
Sun 28 Jan to Sat 3 Feb
Exhibition of mixed media drawings, oil paintings, pen and ink and watercolours
Cow Byre Gallery

Photography exhibition

Fri 5 to Fri 19 Jan
Wildlife photographs of South America, Africa and Europe
Atrium Gallery, Central Library

Geology exhibition

Fri 2 to 16 Feb
Exhibition by Harrow and Hillingdon geology society
Atrium Gallery, Central library

music

Christmas Concert

Sat 9 Dec, 2.30pm and 7.30pm
Performance features a small brass ensemble St Albans Brass, Ruislip Operatic Society and local school choirs, as well as with a traditional pantomime. Proceed in aid of Ruslip Lions Club.
Tickets £8, children £5
Contact 01895 634743 Winston Churchill Hall

60th anniversary concert

by Eastcote Choral Society
Sat 9 Dec, 7.30pm
Enjoy a recital of Haydn's Nelson Mass, conducted by David Vinden.
Tickets £10, under 16s free
Tel 01895 676378
or on the door
Emmanuel Church

theatre

Treasure Island

Presented by British Airways Cabin Crew Ent. Society
Tues 7 to Sun 10 Dec
various times
Go on a sea voyage like no other in this show. Visit distant shores of a magical island with Jim Hawkins, his mum and others as they try and get to the treasure to claim it is rightfully theirs. This show comes complete with scurvy pirates and swashbuckling goodies.
Tickets £11, £12 and £15
Beck Theatre

Mister Humbug

Presented by Pandora Box theatre company
Sun 10 Dec 6pm, Thurs 14 to Fri 15 Dec, 7pm
A light-hearted version of Charles Dickens' classic 'A Christmas Carol' (see page 21). A show for all the family.
Tickets £5.50
Compass theatre

Jack and the Beanstalk

Fri 15 Dec to Sat 13 Jan 2007
Various times
CBBC's Kirsten O'Brien stars as Jack in this much-loved story. Go along to see her and other TV stars in this family pantomime.
Tickets £16 and £15, concessions are available.
Tel 020 8561 8371
Beck Theatre

Hansel and Gretel

Presented by Argosy Players
Fri 19 to Sat 20 Jan, 7.30pm, Sun matinee at 12pm and 3pm.
Enjoy a traditional family pantomime, featuring your panto favourites, music, magic and laughter.
Tickets £10 (conc. £7)
Tel 0845 838 9058
Winston Churchill Hall



venues

Atrium Gallery, Central Library
High Street, Uxbridge
01895 250600

Beck Theatre
Grange Road, Hayes
Tel: 020 8561 8371

Botwell recreation ground
Central Avenue, Hayes

Cow Byre Gallery
Manor Farm Site,
Pinn Way, Ruislip

Emmanuel Church
High Street, Northwood

Manor Farm
Bury Street, Ruislip

Ickenham Library
Long Lane, Ickenham

Oak Farm library
Sutton Court Road, Hillingdon

Winston Churchill Hall
Pinn Way, Ruislip

If you wish to publicise an event, please email details by 29 December to hillingdonpeople@hillingdon.gov.uk or send to Hillingdon People, 3E/07 Civic Centre, High Street, Uxbridge, UB8 1UW. Events are selected at the editor's discretion.

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