

Appendix C

**Achievements for Quarter 2
(1st July to 31 September 2009)**

	Contributing to						
	Council Plan	Community Strategy	LAA	HIP	Good News	Equalities	Value for Money
SERVING OUR COMMUNITY AND CUSTOMERS							
Street Scene Locality Team - JETS (Junior Environmental Teams) successfully trialed in 4 schools around the borough and will be rolled out in Quarter 3. Second Streets Ahead Week of Action held in Ruislip	Y	Y	Y	Y	Y		
Green Spaces - awarded 14 Green Flags including 4 new sites. Awarded Silver Gilt in the large city category at the London in Bloom Awards 2009, successfully completed the 2009 Hillingdon in Bloom	Y	Y	Y		Y		
Civic Pride - hosted RAF parade for troops returning from Afghanistan, rededication of Ruislip War Memorial and refurbishment works carried out on 6 of our war memorial sites.				Y	Y		
Improvement Projects - new pedestrian crossing in Pinkwell Lane (part of our programme for 10 new crossings this year), resurfacing of Oxford Road using a new surface material which helps reduce traffic noise.	Y	Y			Y		
Parking Services - innovative Brown Badge scheme for residents aged over 65 extended to selected private car parks with other site owners in negotiation for further extensions.		Y			Y	Y	
Enforcement actions - successes to report across a number of teams eg - Street Scene Enforcement Team - 2 successful court cases against flytippers, Trading Standards - Operation Blunt in cooperation with the Police to reduce knife crime, Environmental Protection Unit -4 successful prosecutions for noise nuisance.	Y	Y			Y		
Community Safety - Hillingdon has been chosen by the Home Office as best practice following their attendance at an Early Intervention Panel meeting in dealing with ASB caused by young people. This scheme was also subject to a presentation made to GOL and London Community Safety Managers as an example of best practice.	Y	Y			Y		
Property - Highgrove House was sold at auction on Tuesday 15th September for £1,295,000 which was considerably in excess of what was estimated.					Y		
Help for Heroes charity family fun run helped to raise over £13,000 with over 1500 people of all ages taking part and enjoyed the day					Y	Y	Y

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Procurement The Procurement team worked closely with Community Resources and the Economic Development team to secure £44,000 of grant funding for the development of Heathrow Area Supply Chain.	Y	Y					Y
ICT The completion of IT work for the new North Chapel at Breakspear Crematorium has allowed new technology to be used to enhance services. An example of this involved a webcast of a service to Perth, Australia.	Y			Y	Y	Y	Y
Students Celebrate success with Sir Alan Sugar's Apprentice Hillingdon Training apprentices and employers celebrated their achievements at an awards evening at the Novotel Heathrow on the 10th July. Lee McQueen, winner of television's 'The Apprentice' in 2008 and the Mayor of Hillingdon, Councillor Shirley Harper-O'Neill presented certificates to apprentices who have completed programmes with Hillingdon Training. John McDonnell MP also presented certificates to employers who support the programmes.	Y	Y			Y		Y
Kidz in Care Awards Every year, children who are in care across the borough are recognised for their achievements in a range of areas such as education, sport or overcoming personal tragedy etc. Two young people, Evelyn Kaibanda and Katie Forester, who use the services at Merrifield House received awards. For the first time last year the team secured additional funding/sponsorship from private companies for the event. This year funding has increased with additional sponsorship from the Sofitel Hotel, Reed Social Care, HSBC and other external bodies and private	Y	Y			Y		Y
FIESTA 2009 – A Great Success! FIESTA 2009 has been a great success, with around 4,000 places for young people on around 135 different courses, ranging from fashion to motor mechanics programmes, sailing to cooking competitions. The scheme drew to a close with the FIESTA Celebration Event on Tuesday 8th September, where young people came together to celebrate and showcase their achievements.	Y	Y			Y		Y

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GCSE 2009 results The percentage of pupils achieving 5 A*-Cs (including Maths & English) increased from 45.9% in 2008 to 51.5% in 2009. The percentage of pupils achieving 5 A*-Cs increased from 63.1% in 2008 to 68.5% in 2009.	Y	Y	Y		Y		Y
Jobs Job output achievements on the Gateway Heathrow 2012 programme are ahead of profiled target. Despite the current economic downturn we have achieved 30 confirmed job starts and 30 further job offers to start in October 2009.	Y	Y	Y		Y	Y	
Business - Hayes Business Studios has exceeded its occupancy target of 50% in Year 1.	Y	Y			Y		
Helping First Time Home Buyers - the scheme to assist couples or single people to buy their first home in Hillingdon has been an overwhelming success. During the first six months of 2009/10, 39 households have been assisted with grant funding to get a foot on the property ladder. We will successfully achieve our target this year despite the economic downturn.	Y	Y			Y	Y	Y
New Funding Secured for Affordable Homes - We have successfully secured additional funding from the Homes and Communities Agency to build 95 new units of affordable rented housing in Hillingdon. The total funding is £15.1m and the largest allocation in London.	Y	Y			Y	Y	Y
Preventing Homelessness - Hillingdon's Mortgage Rescue Scheme has helped prevent homelessness for a householder affected by the economic downturn. The household in Hillingdon was the first to be helped by a mortgage rescue scheme in West London.	Y	Y			Y	Y	Y
Disabled People's Plan is Launched - The new plan for people with disabilities was successfully launched in September at the Disabled Peoples Assembly. More than 90 people attended the launch including the Mayor.	Y	Y			Y	Y	Y

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Building a culture for success							
Arts - Delivered a successful programme of events including a community-focused Hayes Carnival, the biggest ever Medieval Festival, two weeks of summer theatre workshops for children, an exhibition and school workshops on the West London Story and a series of events at the Great Barn at Manor Farm	Y	Y	Y	Y	Y	Y	Y
Customer Contact The Contact Centre successfully helped launch the Hillingdon First Card, and by the end of August managed in excess of 22,300 contacts without any additional staffing.	Y			Y			
Apprenticeships 18 apprenticeship opportunities have been identified across groups. 40+ young people attended an open day on the 7th July to find out about these opportunities, resulting in 50+ interviews on the 15th July. 4 apprentices started in June, with a further 12 starting on the 5th October and an additional role will be filled shortly, with a further 6 opportunities being followed up for a Jan/Feb start					Y		
Communications Hillingdon has been named Local Authority of the Year for the second year running at the Good Communications Awards held on 8 July. The awards recognise all the communication that the Council's contact centre and Corporate Communications team deliver to our residents. In addition, Hillingdon also won a number of other awards including Local Authority Website of the Year, the Contact Centre Training Award, Telecoms Innovation Award, and David Holdstock, Head of Communications, won Local Government Communicator of the Year.					Y		
Registrars Registrars have achieved the status of 'New Governance' from 1st December 2009 due to its high level and standard of service.					Y		