

Appendix C

**Achievements for Quarter 4
(1st January to 31 March 2010)**

	Contributing to						
	Council Plan	Community Strategy	LAA	HIP	Good News	Equalities	Value for Money
SERVING OUR COMMUNITY AND CUSTOMERS							
New Young People's Centre Opens Charville Young People's Centre opened in March, the first of 3 centres to be opened across the borough. The centre will provide a wide and varied range of activities and services for young people including music and dance studios, ICT facilities, information, advice and guidance access points and youth cafes.	Y		Y		Y		Y
A new Connexions One-stop Shop for Young People in Uxbridge. The Connexions Centre recently reopened as the newly refurbished One Stop Shop offering young people a place to access a wide range of services. Connexions continues to provide a drop-in service as well as offering young people the choice to be booked in for confidential, one-to-one interviews.	Y		Y		Y		Y
Skidz Hillingdon Road User Education Project launch The Youth and Connexions Service, in partnership with Skidz Motor Project, Hillingdon Community Trust, Hillingdon Training Ltd and Porsche Cars Great Britain launched a new motor vehicle training facility for young people on 17th February.	Y		Y		Y		Y
Parking Services- received 3 awards at the British Parking Awards including team of the year. Improved enforcements to dropped kerbs and around schools. Also carried out further installations of Brown Badge scheme parking bays in private car parks.		Y			Y	Y	
Bereavement Services - Breakspear Crematorium was fully reopened following major refurbishment works which were carried out with minimal disruption to the service.					Y	Y	
Street Scene Locality Team - completed all 5 "Streets Ahead Weeks of Action" covering the whole borough. Also launched the Junior Environmental Teams (JETs) scheme with 15 schools signed up - focusing on recycling and envirocrime issues.	Y	Y		Y	Y		
Highways Improvements - 12 new Pedestrian Crossings were installed across the borough - improving road safety (the initial target was for 10)	Y				Y	Y	
Green Spaces - improvements were carried out to a number of parks including - Cowley Rec. ball court, Addison Way play area, Swakeleys Park tennis courts, and improvements to the Hillingdon Trail.		Y			Y		Y
Consumer Protection - staff from the Environmental Protection Team were heavily involved in the successful court action reviewing the Government's decision to build the third runway at Heathrow Airport.		Y			Y		

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Enforcement - there were several successful enforcement actions eg - Noise Team - 5 prosecutions against domestic noise, Licensing - review of the Base Bar in Uxbridge, Food, Health and Safety - action against a rogue food business and Street Scene Enforcement Team - success in working with partners to arrest 2 men persistently flytipping.		Y			Y	Y	
Major Initiatives - Trees Officers have exceeded the annual target and achieved 12 Tree Preservation Orders							
Sport & Leisure - The Council's new flagship leisure centre was officially opened to the public by Mayor Boris Johnson on 23 March. The £31m redevelopment of the site features the first 50m, 8 lane pool to be built in London for over 40 years.	Y	Y			Y		
The opening of the re-furbished Townfield Community Centre , where more than £700K was secured from the Government's Community Assets programme & local funders	Y	Y			Y	Y	Y
Improved Electoral Canvass response to highest ever figure (97.06%) and increased number of postal voters to 22,775 - also highest ever figure						Y	
Excellent Home Care Service - Hillingdon Council's in-house home care service has been judged as a three star excellent service by the Care Quality Commission. The service provides care for people in their own home so they can remain independent for as long as possible and provides support to approximately 290 residents in the borough. The report gives the service the best rating possible and highlights areas of excellence within the service.	Y	Y			Y	Y	Y
Hillingdon tenant empowerment project - Hillingdon Council has developed a Local Housing Partnership with all the registered housing providers in the borough. Hillingdon and five of these partners are now encouraging tenants to scrutinise local housing policy and service delivery regardless of landlord.	Y	Y			Y	Y	Y
Mortgage Rescue Scheme helps more residents The mortgage rescue scheme is a Government initiative which depends on the council and key partners for delivery. It is designed to prevent homeowners adversely affected by the recession through loss of employment or reduced income from losing their homes. Since the launch of the scheme six residents have been accepted on to the scheme.	Y	Y			Y	Y	Y

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More people helped on to the property ladder - The first time buyer's scheme has been very successful and we have assisted 54 people to get on to the property ladder under this scheme. Additionally, 185 people became home owners under the various low cost home ownership schemes so far this financial year.	Y	Y			Y	Y	Y
Support, Choice and Independence - Self directed support, step one - Since 22 February, a group of social care practitioners from across the department have been trialing self directed support (SDS). As a result, 10 residents - six older people, two adults with a learning disability and two with a physical disability - will be offered a personal budget this month. This exercise will be used to improve the forms and processes for SDS, ahead of the full implementation to existing customers in August 2010.	Y	Y			Y	Y	Y
Little Britain Lake Improvement Programme - Initial improvement work at Little Britain Lake has now been completed. Officers successfully engaged with Abbotsfield School construction team and Blue Sky Development and Regeneration (Groundwork Thames Valley) who assisted the contractors on various aspects of the work programme.			Y	Y	Y		Y
Town Centre Mosaic - The installation of the mosaic artwork was unveiled on 4th March 2010. The site outside The Mall shopping centre was chosen as a focal point to encourage interest and pride in the town centre. This project engaged with local school children of ages between 3 and 11 years of age. The art competition was completed over a 12 month period working with a local community artist. The project included an educational visit for participants to the Manor Farm Heritage site, a tour of the Council Chamber and culminated in a small official function at Uxbridge library on the day of the unveiling by Cllr Keith Burrows.	Y				Y	Y	Y
Community Safety - During 2009/10 the Council's anti social behaviour Tasking Team received over 1,000 cases from residents with almost 70% closed due to the intervention of the Tasking Team.		Y			Y	Y	
Adult Learners with Learning Difficulties Lunchtime Event - an annual celebration of the achievements made by Adult Learners was held in February 2010. The event was organised by staff from Planning and Community Services Business Support Unit led by the Director together with colleagues from Adult Education, and certificates of achievement were presented by the Leader of the Council, Cllr Ray Puddifoot.	Y	Y	Y		Y	Y	Y
		Y			Y	Y	

