

Minutes of Hillingdon's Older People's Assembly
19 June 2024
Council Chamber, Civic Centre, Uxbridge

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| 1. | Welcome Sasha Jeffries, Senior Customer Engagement Officer (Chair) welcomed everyone and went through the housekeeping, agenda, and the processes to report issues and service requests. Apologies were made for issues experienced by residents in accessing the meeting from the car park, which will be resolved for the next meeting. Opening remarks: Cllr Jane Palmer, Cabinet Member for Health and Social Care, welcomed everyone to the assembly and advised that residents can approach her or their local Councillor for any issues they'd like to raise. |
| 2. | Update from Chair Entrance to Assembly meeting: Attendees were asked for feedback on accessing the Council Chamber via the steps by the Middx Suite, rather than entering via main reception. Feedback was mainly positive. Introduction to the Steering Group (SG): Steering Group members were introduced, and it was explained that the SG meets 4 times a year, meetings are relaxed and informal and consists of residents, Council staff and partners. The group gives feedback on previous assemblies, looks at ways to improve meetings and sets the agenda for future meetings. Residents were asked to let staff know if they were interested in joining. Uxbridge Library Update: Reps from the Library Service were due to present at the assembly to give updates, however, planning permission for Uxbridge Library |

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| | <p>is still underway. A presentation will be given once plans have been approved to ensure residents are given the most up to date and correct information. Feedback from residents has been taken on board and plans have been changed to provide a bigger library in the Civic Centre than first proposed, with more room for books, study, and activities.</p> <p>For more information residents can speak to library staff or visit www.hillingdon.gov.uk/uxbridge-library-relocation</p> <p>Reminder re: Day of the Older Person:</p> <p>This event will take place on 24 September 2024, 10am – 4pm, Pavilions Shopping Centre. No booking required.</p> |
| <p>3.</p> | <p>Presentation 1:</p> <p>Supporting Unpaid Carers – Gary Collier, Health and Social Care Integration Manager</p> <p>Key points:</p> <ul style="list-style-type: none"> • Who can be a carer • What is the carers strategy • Issues strategy seeking to address • Outcomes of the strategy and how this will be achieved. <p>Key contacts:</p> <p>Carers Trust Hillingdon</p> <ul style="list-style-type: none"> • Telephone: 01895 811206 • Email: office@carerstrusthillington.org • Website: www.carerstrusthillington.org <p>Hillingdon Council</p> <ul style="list-style-type: none"> • Telephone (Social Care Direct): 01895 556633 • Email: socialcaredirect@hillington.gov.uk • Website: www.hillingdon.gov.uk/socialcare |

Presentation 2:

Street cleaning – John Barrett, Waste Services Supervisor

- Definition of fly-tipping
- Street Cleaning Resource
- Deployment of staff
- Litter from Refuse Collection
- Private land
- Graffiti Removal
- Reporting an issue
- Joint action days

Presentation 3:

Fly-tipping Enforcement – Joanne Howells, Service Manager, Street Scene Enforcement

- Legal definition, enforcement and powers
- Rubbish accumulation and littering
- Investigations
- Fixed penalty notices and court action
- What to do if you witness fly-tipping or littering

Contact information:

- Website: www.hillingdon.gov.uk/flytipping
- Telephone: 01895 556600

Questions and Answers

Q1. Will Library staff be able to give residents an update regarding the new library if they ask.?

A1: Yes, but they may have limited information to share with you.

Q2. Is support for the Carer's means tested?

A2. It depends on the type of support – support provided by Carers Trust is free of charge, support arranged by the Council as a result of a needs assessment specifically for the carer is not means tested,

support arranged by the Council for the 'cared for' person is means tested. Carers Allowance, which is a benefit paid by the government is not means tested. Carers are encouraged to contact Carer's Trust directly for advice and support on this.

Useful links:

<https://www.hillingdon.gov.uk/article/4381/Carers-Assessment>

<https://www.gov.uk/carers-allowance>

Q3. We have had some issues with the food waste degradable bags falling apart when transferring them between bins.

A3. We are aware of this issue and it's a balance to find the strongest material for the bags which is still biodegradable.

Q4. Can we buy storage for our bin bags to prevent foxes from ripping the bin bags?

A4. Residents are welcome to buy storage for their bins, the Council does not provide this. Residents are encouraged to order and use their food waste bins to firstly recycle their food waste and the bin provided will prevent foxes from accessing the food waste.

Q5. Who is responsible for clearing leaves from drains?

A5. Hi Vis Team, Waste Services

Q6. The Street Enforcement team is doing a good job cleaning the area near the Hillingdon Hospital.

A6: Positive feedback is very welcome.

Q7. If I provide evidence regarding fly tipping, will I need to give evidence in court?

A7. Yes, it is likely that anyone providing evidence, even if it is a video clip or photograph, would need to attend court to verify the evidence.

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| | <p>Q8. Is evidence from CCTV and Ring doorbell acceptable as evidence to prosecute someone?</p> <p>A8. Yes, this type of footage can be used as evidence and again, it is likely, they would need to attend court to verify the evidence.</p> <p>Q9. Could the council promote recycling/deter fly-tipping by making short videos and playing them in places like cinemas at the beginning of the films to promote awareness?</p> <p>A9: We will put this suggestion forward to the relevant department.</p> <p>Q10. There are adverts on social media to say companies can remove rubbish, does the Council monitor these?</p> <p>A10. Yes, the Council provides a Trade Waste License and encourages residents to ensure the company they are using has a license.</p> <p>Q11. Harefield Recycling Centre used to close at 6pm before but it now closes at 4pm, even in the summer months, why?</p> <p>A11. We are unable to answer this question but will find out and report back at the next assembly meeting.</p> <p>Q12. Why don't you go to schools to educate them regarding recycling?</p> <p>A12. We will put this suggestion forward to the relevant department</p> <p>Q13. Has fly-tipping increased in the borough?</p> <p>A13. We are getting more reports of fly-tipping, but this may be because it is easier to report via the online system. It is very common for fly tipping to increase during the summer months.</p> |
| <p>4.</p> | <p>Any other business (AOB)</p> <p>Minutes will be made available on the Council website and can be emailed or posted on request.</p> |

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| | <p>Copies of slides are available on request</p> <ul style="list-style-type: none">• Email: customerengagement@hillington.gov.uk• Telephone: 01895 277038 |
| <p>5.</p> | <p>DATE OF NEXT ASSEMBLY</p> <p>10 September 2024</p> <p>Provisional agenda items:</p> <ul style="list-style-type: none">• New Library in Uxbridge• Metropolitan Police• The Green Doctors |