



**Older People's Assembly  
16 December 2025 - 2:00pm to 3:30pm  
Council Chamber, Civic Centre  
Minutes**

No	Item
1	<p><b>Welcome, housekeeping and introductions</b></p> <p>Jasmin Buckley, Customer Engagement Officer (Chair) introduced herself, welcomed attendees and outlined the agenda. Speakers were reminded to use microphones to ensure everyone could hear clearly.</p>
2	<p><b>Opening Remarks</b></p> <p>Cllr Palmer welcomed attendees and was pleased to see so many residents in attendance. She explained that she attends the assembly to hear directly from residents using services, stressing the importance of honest feedback about what the council does well, where it can improve and wished everyone a happy festive period. She invited residents to approach her directly after the meeting with any issues.</p>
3	<p><b>Steering Group</b></p> <p>Jasmin confirmed the Assembly for Older People's Steering Group will be restarting and the plan is to hold a meeting in February. Residents are encouraged to get involved by leaving their contact details or reaching out to the Customer Engagement Team. The group aims to address themes and issues that matter most to residents, ensuring older people in Hillingdon have a leading role in shaping priorities.</p>
4	<p><b>Presentation 1: New Museum and Hillingdon Heritage membership, Fiona Sweet, Museums &amp; Heritage Manager, Hillingdon Council</b></p> <p>Fiona explained the council have been working on moving the museum collection into its new home, within Uxbridge Library. She was excited to announce that the new museum will be officially opened tomorrow, by the mayor.</p> <p>Previously, the museum was on the 6th floor of the previous library building, which made access difficult. Space was limited, and conditions</p>

	<p>such as temperature were not ideal. The new building is purpose-built and perfectly suited to the needs of the museum. It is located behind the new Uxbridge library, within the Civic Centre, all on one floor, and the venue has a rich history. Exhibitions will change every 18 months to keep things fresh.</p> <p>One upcoming exhibition will focus on shopping in Hillingdon, which looks at the history and culture of shopping from 19<sup>th</sup> century to today and features artefacts such as milk churns and items from local shops.</p> <p>The museum will showcase Hillingdon’s treasures, including documents and artefacts that reflect its history as a former market town.</p> <p>Permanent features include a 1930s fireplace to evoke the Victorian era, and there will be temporary exhibitions, such as one celebrating Hillingdon’s 60th anniversary, where stories from local residents will be collected.</p> <p>A dedicated research room will be operational from January 2026. The Hillingdon Heritage Membership will be launched, which makes the museum more accessible and offers opportunities to join workshops and walks. Membership is available for a fee, with concessions offered.</p> <p>To learn more about the benefits or get involved, please get in with the Museum &amp; Archives service who are keen to build a members’ group to stay connected and share updates.</p> <p>Fiona thanked everyone for listening and encouraged everyone to come and visit the museum.</p>
<p><b>5</b></p>	<p><b>Presentation 2: Hillingdon Advice Partnership (HAP), Susan Walden, Head of Information &amp; Advice, Age UK</b></p> <p>Susan Walden introduced the Hillingdon Advice Partnership (HAP) as a new, council-funded information, advice, guidance and wellbeing support service. The partnership is led by Age UK Hillingdon, Harrow and Brent and delivered in collaboration with Disability Advice and Support Hillingdon (DASH), Bell Farm Christian Centre and Nucleus Legal.</p> <p><b>Who can HAP help?</b></p> <p>Support is available to all adults aged 18 and over, including those with physical disability, learning disability, autism or ADHD diagnosis, and mental health needs including dementia.</p> <p><b>What does HAP offer?</b></p> <ul style="list-style-type: none"> <li>• Free, independent information and advice on welfare benefits, housing, finances and debt, care and support needs and health and wellbeing services.</li> <li>• Personalised guidance to help navigate disability-related benefits and support services.</li> </ul>

	<ul style="list-style-type: none"> <li>• Information to support access to community activities, walking groups and volunteering opportunities to promote health and wellbeing.</li> <li>• Community-based services delivered with partners across Hillingdon, including advice surgeries and events.</li> </ul> <p>To demonstrate impact, Susan shared data from the first six months of operation (2 June to 30 November 2025). In that period HAP supported 1,694 new clients and dealt with 2,399 separate enquiries, with 9,116 repeat contacts as cases progressed. Through this work, the partnership identified £494,000 in potential benefit income and secured £380,000 in confirmed annual awards for residents.</p> <p><b>How to contact HAP:</b></p> <ul style="list-style-type: none"> <li>• Advice line: 020 8044 5676, open Monday to Friday, 9:00am to 5:00pm.</li> <li>• Online: Quick contact form available at <a href="http://www.hillingdonadvicepartnership.org.uk">www.hillingdonadvicepartnership.org.uk</a>; a trained adviser will call back.</li> <li>• Face-to-face outreach: Drop-in at Ruislip Manor Library (Monday mornings), Bell Farm Christian Centre (Tuesday), and appointments at Fassnidge Community Hall in Uxbridge (Friday), with plans to expand venues in 2026.</li> </ul> <p>The importance of partnership working and early intervention was emphasised. Susan explained that by linking legal advice, welfare benefits expertise, community-based support and disability-specific knowledge in one service, HAP aims to resolve issues before they escalate into crises such as homelessness, unmanageable debt or health deterioration. She noted that the single point of access model is designed to reduce the need for residents to retell their story multiple times to different organisations, instead co-ordinating support so that complex cases receive joined-up responses tailored to individual circumstances.</p>
6	<p><b>Presentation 3: Keeping warm in winter, Sarah Durner, Senior Officer, Public Health, Hillingdon Council</b></p> <p>Sarah Durner joined the meeting online to present the Council's Warm Welcome Centres programme, which has run for three consecutive winters. Sarah confirmed that each Warm Welcome session offers a hot drink and an opportunity for social contact, with some venues also providing light meals, exercise sessions and talks.</p> <p>The current programme runs from December through to the end of March 2026, supported by posters and leaflets in libraries and via partners such as Age UK so that residents can find information about locations, times and activities.</p> <p>Key points to note:</p>

	<ul style="list-style-type: none"> <li>• In the previous year there were 13 participating centres, with 547 individuals making over 8,000 visits to warm-space activities.</li> <li>• Sessions take place across a mix of community centres, faith venues and libraries, including St Margaret's Church in Uxbridge, Crane Community Centre in Harlington/Hayes, and several local libraries offering board games and reading groups.</li> <li>• Additional examples include Charville Community Centre, a new "focus on football" conversation group in Northwood, Hayes Muslim Centre coffee mornings and "Welcome Wednesdays" at Hayes Methodist with light lunch, exercise and guest speakers.</li> </ul> <p>The programme is linked with wider health initiatives, including pop-up vaccination and health-check sessions delivered by roving teams.</p> <p>Talks on topics such as winter wellness, falls prevention and hypertension are being held at selected centres to help residents look after their health while using the warm spaces.</p> <p>Sarah further highlighted that the offer is designed to complement, rather than duplicate, existing community provision. Some centres have adapted their usual groups, such as knitting or craft sessions, to sit within the Warm Welcome timetable, while others have introduced new activities specifically for the scheme, ensuring a varied menu across the borough. She encouraged residents to check local publicity regularly, as additional talks or health pop-ups may be added during the winter period in response to resident feedback and emerging needs.</p> <p>The programme aims to support residents during winter by offering accessible spaces for social interaction and health support.</p>
7	<p><b>Questions and Answers</b></p> <p><b>Q: Where is the museum and how can I find it?</b>  <b>A:</b> The museum is located next to Uxbridge library.</p> <p><b>Q: Do I need to be a member to access the museum?</b>  <b>A:</b> The museum is free to visit. The only charge applies to the Battle of Britain Bunker exhibition.</p> <p><b>Q: Is only 10% of the collection on display and will exhibitions change?</b>  <b>A:</b> Exhibitions will rotate regularly. We have a large collection spanning 15–20 years, and the idea is to showcase different items over time.</p> <p><b>Q: What are the opening hours?</b>  <b>A:</b> The museum is open Monday to Saturday, from 9:00am to 5:00pm. Please enter via the library.</p> <p><b>Q: What is the Heritage Roadshow?</b>  <b>A:</b> The Heritage Roadshow visited all libraries to collect local stories.</p>

These stories are part of our local history and are important to share. Residents were also asked to contribute artefacts for display, such as a drinks cabinet. Further stories from the community are welcomed.

**Q: Is there a school programme?**

**A:** There is a programme that welcomes around 14,000 school visits. Engagement with local interest groups during their visits is ensured.

**Q: Was the Museum & Archive service involved in previous archaeological digs in Cranford Park?**

**A:** That is correct and there is a meeting scheduled at Cranford Park on Thursday to discuss further projects and explore opportunities.

**Q: How does the Museum & Archives service engage the community?**

**A:** It can be challenging to get the message across, but posters, social media, and other methods are used. Ideas on how to reach more people is welcomed.

**Q: Why is Hayes the main focus for Warm Welcome Centres? What about the rest of the borough?**

**A:** Most of the centres are currently based around the whole borough. Free spaces in other areas in the borough need to be identified to expand the programme.

**Q: Can the HAP help with transport options like Dial-a-Ride or taxis?**

**A:** They can assist with that.

**Q: You mentioned that three libraries provide advice. What about the others?**

**A:** AGE UK offers outreach services, including pop-up sessions in different libraries, telephone support, and appointments in Hayes, West Drayton, and Ruislip. They also provide home visits and aim to reach more libraries in 2026.

**Q: What happened to the HAP at Old Manor Farm?**

**A:** During the summer, the location can feel isolated. There are staff onsite, but there were previous issues with anti-social behaviour. Sessions usually run from 10.00am to 1.00pm, but on one occasion, sessions were cancelled due to staff illness and apologies for any inconvenience were made.

**Q: Can you share data on how many people HAP have helped and their age profile?**

**A:** Currently, most people supported are aged between 40 and 90. The data is not yet complete, but younger age groups may prefer drop-in sessions, especially in Ruislip.

**Q: There is no library in Heathrow Village. How will HAP reach us?**

**A:** This will be a separate discussion.

**Q: What's happening with Citizens Advice Bureau?**

**A:** They are still operating and working alongside HAP, however they no longer work from the Civic Centre. They provide help with various issues, but staffing is limited. AGE UK is fully staffed and deliver a better service for residents.

**Q: Can I access the HAP poster online?**

**A:** It can be accessed it via the website. Printed copies will be shared.

**Q: Why wasn't the church in Heathrow Village selected as a Warm Welcome Centre?**

**A:** Unfortunately, places were allocated on a first-come, first-served basis, and a high number of applications were received.

**Q: Is there bias in how services are delivered?**

**A:** There is no bias, the goal is to deliver services fairly across all areas. It is recognised that the Heathrow Villages face challenges and disadvantages, and the council is committed to addressing this. Services are available for and provided for everyone, regardless of whether they live in the north or south of the borough.

**Q: It's difficult to talk to someone at the council. A resident waited on the phone for 20–25 minutes. The website upgrade helped to find collection service details, but gutter cleaning couldn't be found or accessed.**

**A:** The council understands that residents can be frustrated when trying to call the council and are working on improvements. There are significant changes happening in Housing, with a full restructure launching at the end of January 2026, which aims to provide significant improvements.

**Q: What about contacting the repairs service or making complaints?**

**A:** There are dedicated telephone lines for repairs and complaints, and a new ASB duty line has been introduced. Changes are being made to improve accessibility.

**Q: When will residents be updated about these changes?**

**A:** Changes will be showcased in the new year. The new structure in Housing will launch on 27 January 2026. Residents are requested to remain patient and expect noticeable improvements.

**Q: Is there a forum for leaseholders?**

**A:** The Leaseholder Forum was relaunched in September 2025, and members are encouraged to join. There is also a quarterly newsletter for tenants and leaseholders to keep them informed.

**Q: Can you remove the music on the phone when we call? Just say you can't take the call instead.**

**A:** Thank you for your feedback. We will share this with the Resident Hub team.

**Q: Residents have heard about many problems at the council with waiting times and IT issues in the Housing service.**

	<p><b>A:</b> The Housing service has previously faced challenges due to understaffing and capacity issues. Officers were managing 800–1,000 properties each. Under the new structure, 20 officers will manage around 500 properties each, improving engagement and contact. Recruitment is ongoing, and in January we are hosting a Tenant &amp; Leaseholder Conference, which residents are encouraged to attend in person or online. Residents may feel that progress is slow, but the council is making changes.</p>
<p><b>8</b></p>	<p><b>Date of next assembly</b></p> <p>The next Older People’s Assembly will take place on Wednesday 15 April 2026. Residents were thanked for attending and wished a Happy New Year.</p>