



RedbridgeLife

winter 2018

Ambitious for Redbridge

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Youth Council make their mark



London Borough of
Redbridge



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 **METROPOLITAN
POLICE**
Working together for a safer London

Looking for something to do this Winter?

Check out some of the best events taking place in the borough on our events calendar www.redbridge.gov.uk/events



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HAVE YOUR SAY AT COUNCIL MEETINGS

All meetings listed are held at the Town Hall, Ilford at 7.15pm unless stated otherwise.

Council Meetings

Thursday 17 January 2019
Thursday 28 February 2019

To ask a question at a council meeting written notice of the question must be submitted to Fiona Alderman, fiona.alderman@redbridge.gov.uk, by midday on the third working day prior to the meeting (ie normally midday on the Monday before a Thursday meeting).

Cabinet Meetings

Tuesday 11 December 2018
Tuesday 22 January 2019
Tuesday 12 February 2019

If you wish to speak at meetings of the Cabinet, you must inform the Committee Support Officer by 5pm the day before the meeting at which you wish to speak. Contact: Jon Simes, tel: **020 8708 2163** or Helena Tredgold, tel: **020 8708 2203**.

Scrutiny Committees

Health Scrutiny Committee
Wednesday 23 January 2019
Overview Scrutiny Committee
Thursday 6 December 2018
Monday 21 January 2019
Monday 11 February 2019
Thursday 14 March 2019

People Scrutiny Committee
Tuesday 5 February 2019

Place Scrutiny Committee

Monday 4 February 2019

Strategy & Resources Scrutiny Committee

Thursday 7 February 2019

External Scrutiny Panel

Friday 25 January 2019 – 10.00am
Tuesday 12 March 2019

Education Panel

Monday 14 January 2019

Public participation at meetings is welcomed. To find out more information go to www.redbridge.gov.uk/publicmeetings or contact: Kalbinder Benning, tel: **020 8708 2465** or Jilly Szymanski, tel: **020 8708 2739**.

Councillor surgeries

Many councillors hold regular surgeries in their wards or can be contacted directly to make an appointment so residents can discuss concerns or ask for help. To contact your councillor or find details about surgeries, go to www.redbridge.gov.uk/councillors or call **020 8554 5000**.

Customer Contact Call Centre Christmas opening hours

The Customer Contact Call Centre will operate as normal up to 6pm on Monday 24 Dec 2018 and will be closed on 25, 26 and 27 Dec 2018.

We reopen again from 8.30am to 6pm on Friday 28 and Monday 31 Dec 2018 and are closed on Tuesday 01 Jan 2019.



Welcome to the Winter edition of Redbridge Life

The past three months since our last issue have been jam packed with news and achievements.

There has been so much exciting news, that we simply can't mention it all, but here are some of my favourite highlights.



Councillor Jas Athwal

Leader, London borough of Redbridge

One of the most important things this month, is the commemoration of 100 years since the end of World War One. Those men and women who sacrificed their lives from not only the UK, but all over the then Empire including the United Indian Sub-Continent, Australia, Canada and Africa, to name a few; was not in vain.

Redbridge Council commemorated this with a variety of memorial services and public displays, including one which many, many residents played a big part – this was the Knitted Poppy Appeal where I asked residents to knit poppies which were displayed over the Town Hall. The response was amazing and we are truly grateful for the support.

We are cracking down on illegal HMOs and tackling beds-in-sheds. Our enforcement teams will be carrying out early morning raids on unlicensed HMOs as the council steps up its tough action on unscrupulous landlords. The crackdown will be funded by new fees for landlord licenses, which are rising to bring Redbridge into line with neighbouring boroughs.

The Government finally lifted the borrowing cap for council housing, which means we will have the ability to borrow against the value of our housing stock to build more homes.

This was further boosted, by our announcement with the Mayor of London that we were awarded a grant of £20m to build at least 200 much needed council homes. I am excited at the prospect of building more council homes for our residents and being able to take families out of unsuitable and often cramped and insecure accommodation. This is also helping us achieve our goal of at least 1,000 affordable houses across the borough over the next four years.

We also began our new look Local Neighbourhood Forums, we took a fresh look at the way we engage with our communities through the local forums. We've had two so far and are taking feedback from residents at each meeting about what they like about the new style, and ways we can improve them. I hope you will join us at your next forum.

We've also achieved some great work in our enforcement activities over the past few months. We introduced the 'Wall of Shame' which displays videos of those in our community making our streets dirty. Your response has been great and we have caught and fined at least four people from those videos. I encourage you to look at www.redbridge.gov.uk/wallofshame

We delivered on our election and fairness commission promise to become a London Living Wage Employer, meaning all directly employed staff receive the London living wage and we're rolling this out to ensure our contractors do the same. We also want to work with local businesses to ensure they too pay their workers a London Living Wage.

I am proud to be a London living wage council, paying our staff London Living Wage is certainly the right thing to do as it not only improves the lives of our staff but means we can attract and retain a quality, dedicated workforce.

We also delivered on yet another election commitment to build swimming and leisure facilities across the borough. This time the Mayfield Leisure Centre was opened at Mayfield School, with its £4m investment from the Council and £750k from Sport England. We are well underway to start works on the Wanstead Leisure Centre upgrade and pool installation, as well as ambitions for one in Ilford Town.

Finally, I just want to wish every resident a safe and happy festive period, and I'm looking forward to another jam packed three months with you in our next edition.

Local Voices Matter

Improving our neighbourhood together

Are there problems in your local area?
Do you want to help change things?

Come to a Local Forum meeting.
Let's find solutions together.

 www.redbridge.gov.uk/localforums

Meeting dates

South Neighbourhood

Tuesday 8 January
6.30pm to 8.30pm

Lambourne Room,
Ilford Town Hall,
128-142 High Road, IG1 1DD

North Neighbourhood

Wednesday 6 February
6.30pm to 8.30pm

Coppice Primary School,
Manford Way,
Chigwell, IG7 4AL

East Neighbourhood

Tuesday 5 March
6.30pm to 8.30pm

Marjorie Collins Centre,
237 Grove Road,
Romford, RM6 4XF

West Neighbourhood

Tuesday 26 March
6.30pm to 8.30pm

Churchill Room,
Wanstead Library,
Spratt Hall Road, E11 2RQ

Produced by Redbridge Council

The editor can be contacted on 020 8708 3766
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Next
issue out
in March

The Spark Ilford

Ilford's new Cultural Quarter takes shape



Spark Ilford projects – sparking a bright future for Ilford.

2019 is going to be a year of renewed energy for Ilford town centre, bringing our communities together to create a place they can be proud of.

The Spark will ignite the town centre both day and night, transforming Ilford with the introduction of a covered food market, workspace and artist studios, with an array of community events for all.

This innovative project will generate over 150 new jobs, provide 40 work placement opportunities for young people and support residents into employment, through partnership working with our providers: SPACE, Things Made Public and Mercato Metropolitano.

SPACE will be offering 38 affordable artist studios to rent at Redbridge Town Hall. A new public art gallery and exhibition area will also be opening in the Town Hall.

Things Made Public will create affordable business start-up space, provide support for budding entrepreneurs and put on fun creative events involving schools and community groups.

Mercato Metropolitano (MM), known for its successful food market at Elephant and Castle, will blend fresh local produce, community events and amazing food from around the world.

Cash for the £5m plus venture comes from the Mayor of London's Good Growth Fund with matching money from Redbridge Council ringfenced for regeneration.

Planning applications for the market and commercial spaces are anticipated later this month with the projects opening throughout 2019.

Spark Ilford will bring intriguing creative events and illuminate the community spirit of Ilford, bringing people together through art, enterprise, events and food.



Council Leader Cllr Jas Athwal said: "We are ambitious for Ilford and want to reclaim the town's place as the heart of a modern east London. This project will kickstart the transformation of the High Road with art, enterprise, food and culture."





Huge £20m boost to build affordable homes

The council's pledge to deliver 1,000 genuinely affordable homes has received a huge boost and backing from the Mayor of London.

This month Sadiq Khan confirmed Redbridge Council has been allocated £20m from City Hall to accelerate the building of council homes in the borough.

Responding to the announcement, the Leader of the council Jas Athwal, said: "I am immensely pleased for the residents in my borough who are desperate to have a secure roof over their heads.

"We have been working closely with the Mayor's team on his council homebuilding programme – we put in a bid for £10M and I am delighted to announce that we will now receive £20M."

Redbridge has historically had a relatively small council house stock and the new funding will be ploughed immediately into delivering at least 200 new homes.

The London Mayor already announced that Redbridge would be able to retain more of its right to buy receipts and this announcement will mean a further boost for much needed housing.

Cllr Athwal added: "My administration has committed to delivering 1,000 affordable homes over the next four years and this funding from the Mayor of London is a brilliant outcome for

Redbridge and testimony to the hard work of my team and our officers."

Mayor of London Sadiq Khan said: "London's housing crisis has been decades in the making – but we are showing what a difference councils can make by working closely with ambitious leaders like Jas.

"The funding recently announced will help Redbridge build a new generation of council homes, and if Government gave us the money and powers we need, we could go much further still."

HMO landlords **under the hammer**

The council is determined to root out rogue landlords who cause misery for tenants. Redbridge Life looks at the measures being taken to improve standards in the private rented sector.

Enforcement teams are carrying out early morning raids on unlicensed Houses in Multiple Occupation (HMO's) as the council steps up its tough action on unscrupulous landlords.

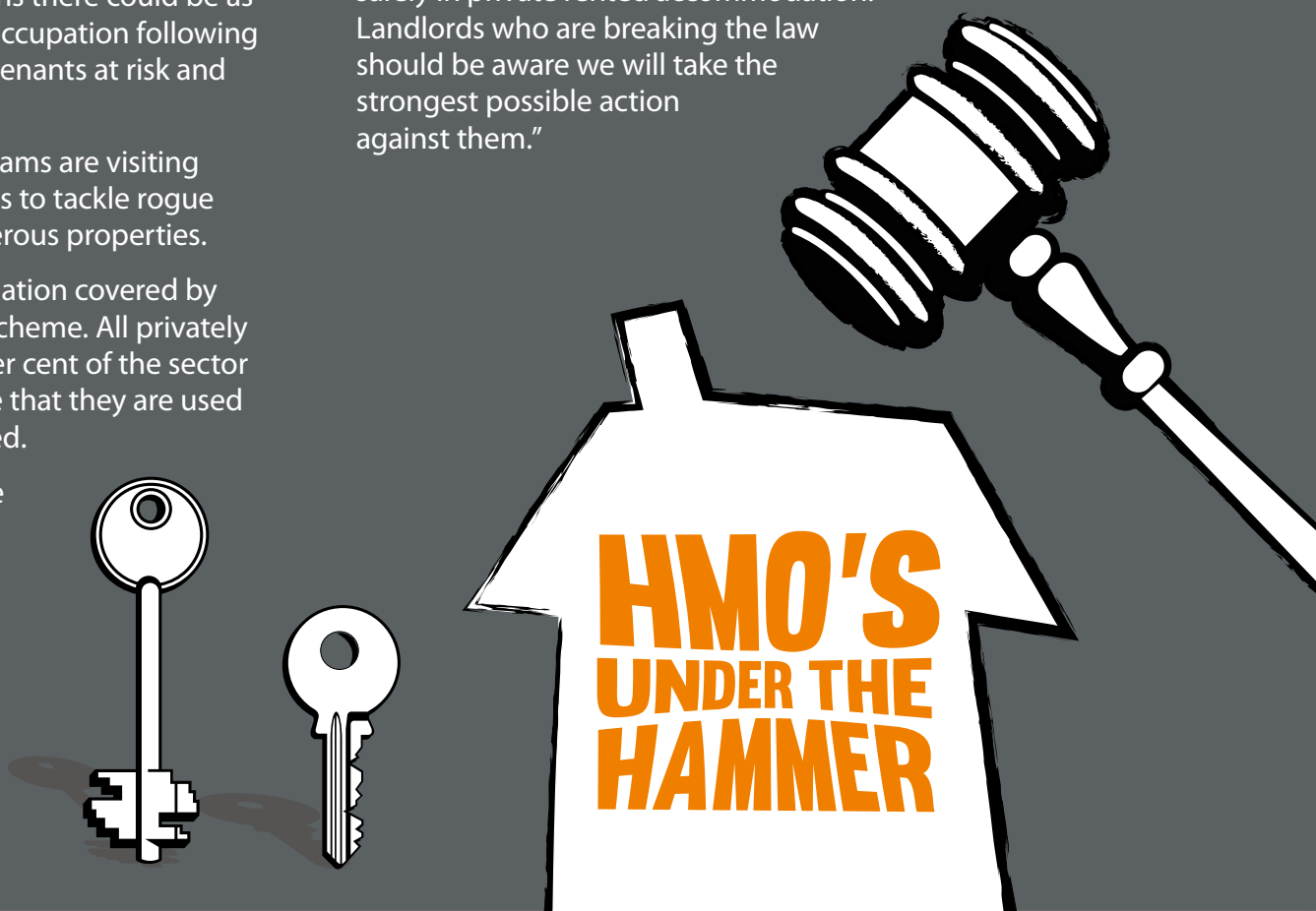
A major report published by the council warns there could be as many as 700 unlicensed houses in multiple occupation following tip-offs from local people concerned about tenants at risk and anti-social behaviour.

HMO licensing is mandatory. Enforcement teams are visiting all suspected HMOs as part of proactive plans to tackle rogue operators renting out inadequate and dangerous properties.

The crackdown will also focus on accommodation covered by the council's expanded Selective Licensing scheme. All privately rented property in 14 wards – covering 79 per cent of the sector in Redbridge – need to be licensed to ensure that they are used and occupied correctly, and are well managed.

Landlords who have not applied for a licence risk prosecution or a financial penalty of up to £30,000 if they fail to act. They can also be forced to repay rent to tenants if they do not obtain a licence or comply with council orders.

Cabinet Member for Housing and Homelessness Cllr Farah Hussain said: "Everyone in our borough deserves a safe and secure place to call their home. There are some good HMOs in Redbridge but too many are poorly maintained, causing misery for tenants and leading to dirty streets and nuisance to neighbours. We won't stand for landlords that put tenants at risk and wash their hands of anti-social behaviour. Our teams will be knocking on the doors of all suspected HMO's to make sure residents are living safely in private rented accommodation. Landlords who are breaking the law should be aware we will take the strongest possible action against them."



Landlords: are you signed up to official redress scheme?

As part of its enforcement activity, the council will be reviewing all letting agents to ensure mandatory registration with an official redress scheme, so that tenants and landlords can get independent adjudication of disputes. Information on the redress scheme and how to register can be found at www.gov.uk by searching for 'redress' scheme'

Check rogue landlords online

The council has signed up to the Mayor of London's Rogue Landlords and Letting Agents Checker, a free online tool which allows Londoners to check if a landlord or letting agent has been convicted of any housing offences. You can access the checker here <https://www.london.gov.uk/rogue-landlord-checker>

Tenants Forum

If you are a tenant in the borough and want to make a difference to the streets where you live, get along to the next Tenants Forum on Wednesday, 13 February 2019 at 7pm.

Redbridge Central Library
Gloucester Room,
Clements Road,
Ilford IG1 1EA

prslicensing@redbridge.gov.uk

ROGUE LANDLORD ENFORCEMENT

SINCE JANUARY 2018

- 31** financial penalty notices
- 39** multi agency operations
- 308** HMO licenses issued
- 1975** selective licenses issued
- 71** notices addressing poor standards

**NAMED
AND SHAMED**

As part of its zero tolerance of rogue operators, the council will name and shame landlords it prosecutes for breaches of the law.

FINED

HMO property owner fined **£16,000** for renting out a property without a licence that would have cost £500

**ZERO
TOLERANCE**

FINED

Fined: Private landlord fined **£7,500** for breaching a HMO licence by squeezing up to 23 people into a house with room for only six

FINED

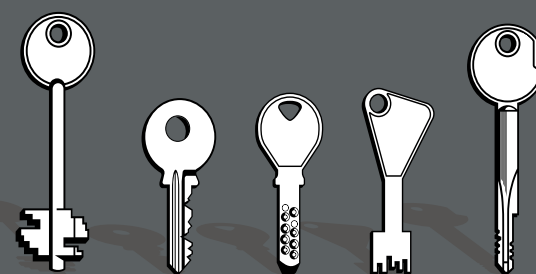
Letting agent fined **£5,000** for failing to sign up to a complaints redress scheme

Landlords: Are you licensed?

Selective licence – compulsory for all residential property let under Scheme 1 and Scheme 2 which covers 79 per cent of the private rented sector.

Additional HMO (house in multiple occupation) licence – compulsory for properties occupied by three or more unrelated occupiers that are sharing facilities such as a kitchen or bathroom.

HMO licence – compulsory for properties occupied by five or more people living in two or more households.



To find out more and to apply for a licence click on www.redbridge.gov.uk/propertylicensing

A discounted fee of **£250** is available until **31 December 2018**

Council leading the battle against inequality



Redbridge Council is **leading the battle against inequality** in the borough by being recognised as a **London Living Wage employer**.



The announcement was made on 5 November – the day the living wage in London increased to £10.55 an hour.

The council was officially accredited at a Living Wage Foundation event to launch London Living Wage Week 2018.

The Living Wage is an independently-calculated figure which is updated annually to reflect the basic cost of living in the UK.

It is voluntarily paid by over 3,500 UK businesses who believe their staff deserve a fair day's pay for a hard day's work.

The council already pays directly employed staff the living wage and has pledged to ensure contractors do the same.

The move honours a commitment made by the council to the Fairness Commission, which was set up with partners to investigate inequality in the borough.

As part of receiving accreditation, the council will be encouraging private sector businesses in the borough to follow suit.

Leader of the Council, Cllr Jas Athwal said:

"We're proud to be a London living wage council and recognised on the day the Foundation announces the new increased Living Wage. Paying our staff the London Living Wage is certainly the right thing to do as it not only improves the lives of our staff but means we can attract and retain a quality, dedicated workforce.

"It was an election commitment to extend the Living Wage to our contractors and we also invite other employers in the borough to do the same, so ensuring the cost of living in the capital is acknowledged and to help hundreds of our low paid residents."

"Paying our staff the London Living Wage is the right thing to do."

£20,500-a-year:
all full-time
council employees
will be paid at
least this amount

£10.55 an hour:
the new London
Living Wage

"We're proud to
be a London Living
wage council"



Council ranked one of the best in the country

Ranked top 10
in the country

Redbridge Council has been declared one of best in the country in a major independent survey.

Consultancy **iMpower** ranked the council sixth most productive out of **150** local authorities.

The benchmarking was calculated by value for money and to what degree each pound spent is improving lives.

As well as the top 10 rating, the council was ranked best nationwide for older people's services, third for health and social care and fourth for all age disability services.

Only one other London council featured in the top 10. How councils outside this group fared was not revealed by iMpower.

Council leader Cllr Jas Athwal said:

"This is great news and is proof that pound-for-pound we are delivering some of the very best services in the country. It's particularly pleasing that we are recognised as the best for older people's services because this has been achieved with one of the lowest levels of funding. We want Redbridge to be a great place to live and this acknowledgement of our performance shows that we refuse to let irresponsible national government cuts stand in our way."

Top 10 most productive councils

Authority	2018 ranking	2017 ranking
Leicestershire	1	1
East Riding of Yorkshire	2	2
Wigan	3	5
Gloucestershire	4	9
Havering	5	48
Redbridge	6	30
Essex	7	23
Windsor and Maidenhead	8	14
Rutland	9	11
Derbyshire	10	7

New family leisure centre opens its doors

The council and its leisure partner Vision invited neighbouring residents for a preview before the centre, in Kinfauns Road, Goodmayes, fully opened its doors to the public on 12 November.

They were the first to experience the six-lane 25 metre pool, multi-purpose studio, 40-station high tech gym and changing village.

The council has invested £4million in the centre, with an additional National Lottery award of £750,000 from the Sport England Strategic Facilities Fund.

The complex is part of a major commitment by the council to improve leisure facilities in the borough.

Vision have developed a leisure programme to meet the needs of the local community. A range of classes from Yoga to Box-fit, Zumba to Body Max will be on offer alongside specialist sessions for youth fitness and active lifestyles. The swimming programme includes lessons and general, women, family and adult sessions.

The project also includes first-class facilities for Mayfield School, including an all-weather 3G floodlit pitch, multi-use games area and sports hall, which is open to the public in the evening and weekends – with extended hours during school holidays.

Leader of the council Jas Athwal, who is responsible for leisure, said: "It gives me great pleasure to see this impressive leisure centre open to the public. This was a key election promise and we have delivered yet again. We are determined to improve swimming and sports provision across our borough and I'm proud that we are once again delivering on our manifesto commitment to do so. I hope the scale and quality of these state-of-the-art facilities will encourage residents, of all ages, to take part in physical activity and take control of their health and well-being."

Deputy Leader of the Council, and Councillor for Goodmayes, Kam Rai said: "I am really proud that we could deliver our election promise of these amazing swimming and leisure facilities to the residents of Goodmayes and Redbridge more widely. We are looking forward to the grand opening in the next few weeks."

Director of Property at Sport England, Charles Johnston, said: "Thanks to £750,000 of National

Lottery funding, people living in Mayfield and Goodmayes will have top quality sports facilities right on their doorsteps. Offering a brand new pool and a high tech gym, it will deliver a quality experience to both Mayfield students and the wider community. I wish Redbridge Council, Mayfield School and Vision Redbridge every success with this fantastic centre".

Mayfield School headteacher Andy Rehling said: "I welcome the pool's completion and the way in which Vision is looking to engage with the school with opportunities for staff and students."

David Backhouse, Chair of Governors at Mayfield School said: "The Governing Body is very enthusiastic about the project. We are delighted at the full range of sporting and leisure facilities the school and Vision collectively can offer to the local community – and on their doorstep."

Local families were the first to enjoy the fabulous state-of-the-art Mayfield Leisure Centre after they got an exclusive opportunity to use Redbridge Council's new sports complex.



In addition to Mayfield Leisure Centre, the council has refurbished the community swimming pool at Loxford School of Science and Technology and has submitted plans for a new leisure centre at Wanstead High School to include a public pool and dance studio.



Vision are offering a range of memberships as well as discounts for Redbridge residents aged 16 and 17 or over 60. To find out more and take advantage of the opening offers, visit Mayfield Leisure Centre in Kinfauns Road, Goodmayes.

Clubs interested in a block booking for the sports halls or the 3G pitch, please email mayfield@vision-rcl.org.uk

Opening times:

The swimming pool and gym is open from 7am to 9.30pm Monday to Friday and 8am to 5.30pm at weekends.

The all-weather pitch, multi-use games area and sports hall is available for use by residents from 5.30pm to 9.30pm during term time, 9am to 5pm at weekends and 9am to 9.30pm during school holidays.

To register interest in swimming lessons, please visit www.vision-rcl.org.uk/mayf-swimlesson.html

Streets opened up for play

A pilot project which opened up streets to allow hundreds of youngsters to play and make new friends has proved such a success it is being rolled out.



The council has been undertaking a pilot of Play Streets which halts traffic on local roads and lets children play safely on their doorstep.

The project is part of Our Streets – the council's civic pride strategy to work with and for residents to create a cleaner, greener and safer borough.

Play Streets is resident-led, with support from the council who organise the temporary road closure.

The feedback from residents who took part has been so positive Play Streets will become a more regular feature in the borough.

Cabinet Member for Civic Pride Cllr John Howard said: "This project ticks all the boxes. As well as a great opportunity for children to flourish through free and active play, residents can get to know their neighbours much better leading to a strong community spirit. By encouraging local people to take ownership of the places where they live in this way, we're helping them foster civic pride and create great neighbourhoods."

The next round of applications for Play Streets opened on 29 November 2018 and closes on 1 February 2019. If you would like to start running your play street from March, April or May you must submit your application during this period. If you are interested in running a play street on your local road and want to find out more visit redbridgeplaystreets.eventbrite.com/

If you would like to receive future updates about Play Streets and other Our Streets community initiatives, please sign up to the "Our Streets" newsletter.

Newbury Park station officially step free

Users of Newbury Park tube station will have easier journeys thanks to a successful campaign led by MPs and local resident groups for step-free access at the station.

Leader of the council Jas Athwal joined Mayor of London Sadiq Khan to mark the official launch of the improvements, which includes two brand new lifts.

The project, part of the Mayor's accessibility programme, will significantly improve the accessibility of the station for older and disabled people and directly benefit parents or carers with buggies.

Cllr Athwal said: "On his first visit to a London borough following his election, Mayor Sadiq Khan met with me at Newbury Park Station and promised this important project would be completed; and I am pleased it has now been delivered."



New play spaces opened

Council Leader Cllr Jas Athwal and Deputy Leader Cllr Kam Rai unveiled impressive new and refurbished play spaces at two parks as part of a £1.6m investment pot for the borough's green spaces.

Elmhurst Gardens in South Woodford and Clayhall Park are the first to benefit from the council's commitment to upgrade facilities in the boroughs parks.

The major improvement programme means residents of all ages now have use of a free calisthenics gym at Clayhall Park, including fitness equipment for all ages and abilities so people can get fit. The play area at Elmhurst Gardens has received an overhaul with a new safety surface, rope bridge and improvements of existing equipment.

Other projects to be completed this year include installation of new play equipment for older children at Ray Park, refurbished and restored equipment at Barley Lane Recreation Ground, with Goodmayes Park and Hainault Recreation Ground also having new play equipment installed.

Visit our website for more information on the parks and open spaces in Redbridge at www.redbridge.gov.uk/parks



SPACE Open House at Redbridge Town Hall

Sat 8 Dec, 1 – 4pm
Redbridge Town Hall, Ilford

Join **SPACE** on a **FREE** tour of Redbridge Town Hall and find out about our plans to turn this historic gem into a buzzing arts hub in the heart of Ilford.

SPACE, a leading contemporary visual arts organisation, will be opening 38 creative studio spaces as well as a public art gallery in Redbridge Town Hall in spring 2019. Come and join us for a sneak preview behind the scenes. Take a look at some of the studios on offer, register your interest in a space and tell us about your hopes and ideas for the building.

Three tours will take place between **1pm – 4pm on Saturday 8 December 2018**. Tours are **FREE** but spaces are limited, so please book a ticket at your preferred time slot at eventbrite.co.uk and search **SPACE Open House tours**.

For any queries about the event, please contact Emma Guest, Communications Manager, at:

emma@spacestudios.org.uk

[space]



www.spacestudios.org.uk

Residents to help design new community hubs

A plan has been unveiled to work with local people to shape and design five state-of-the-art Community Hubs – integrated facilities that enhance and improve the quality of services for local people. Residents will be fully involved in developing the proposals and encouraged to help co-design the project, including what services are delivered from each hub. We answer your questions on Community Hubs and council Leader Jas Athwal explains his vision for the project.

Message from the Leader of the Council

The Community Hubs scoping document tabled at Cabinet on the Tuesday 13 Nov 2018 gave council officers the go-ahead to consult with residents and other stakeholders about design and content of community hubs at various locations across the borough. The sites are owned by the council and working together with residents, we can determine how it best meets the needs of local residents.

I want to dispel residents' concerns because the Cabinet decision merely gives officers the consent to consult with residents on the design and content of the services they want in their locality. Together, we will design and determine what the future of our most valued services look like. Doing nothing, is waiting for the inevitable lack of money to dictate which services will have to close in the future.

That is not an option we should wait for, we have to be proactive and improve the services whilst we have the resources. Lack of funding has meant some other councils now simply doing their statutory duties and unable to do little else. I want much more than that for Redbridge, that's why we must grasp the mettle whilst we have the opportunity.



This is a really exciting opportunity to proactively work with residents, service users and businesses to design new, accessible and modern state of the art facilities.

This document isn't proposing to knock down any buildings or close services, it's about being ambitious for Redbridge. Our vision should be to have state of the art libraries supplemented with children's centres, co-located with spaces for the police and the council's cleansing and enforcement teams. Some of the hubs will have leisure facilities attached to it making them truly the beating heart of local communities in our borough but that will be up to the residents to decide.

Together, we will co-design each hub with residents and local stakeholders and consult before any decisions are taken down the line. The Council's proposed community hubs programme is a chance to build stronger, more accessible Redbridge services in partnership with our residents.

Community Hubs Your questions answered



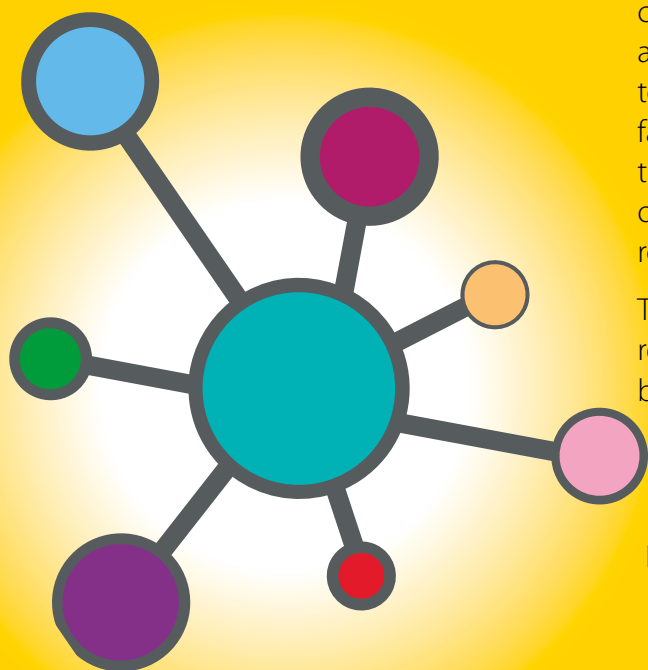
Our community hubs programme is a chance to build stronger, more accessible Redbridge services in partnership with our residents. We want to build **five new centres around the borough** so we can deliver services closer to the people who need them. It's really important that we're clear about what is being proposed, so here are some frequently asked questions.

Why are we proposing these hubs?

We want to find better ways to deliver our services, ensuring that they are more accessible for our residents. At present, the council works from over 50 properties across the borough. Some of these properties are old, dilapidated and are not well located. Because some of these properties are reaching the end of their natural lifespan, we want state-of-the-art facilities for our residents, and proactively planning for the future means we can ensure service delivery rather than react when buildings go beyond their lifespan and may have to close for good.

What has the cabinet agreed?

Cabinet has approved the principle of the community hubs approach and authorised officers to explore options for the five sites and to consult with residents what they want in their locality. The only outcome is that residents' views are taken on board to design new, accessible and modern facilities. We will co-design each hub with local stakeholders and consult before any decisions are taken.



Aren't you changing things without any consultation?

No. The Cabinet paper is clear that we must engage with local stakeholders asking them to help design the services that they want at their local community hubs.

What will be in each hub?

Services that might go into the hubs will include state-of-the-art modern libraries, children's centres, as well as social work locality teams and neighbourhood street cleansing with police services, GPs, voluntary and community groups and leisure services, but that will depend on what our residents want.

Will any services close as a result of this programme?

No, this is about improving services and increasing accessibility and not about service closures or reductions.

Isn't this all going to be very expensive?

The community hubs will be built by council's housing company, Redbridge Living, as part of wider housing developments across the borough. We expect that this approach will mean the council faces very few direct costs. In the long run it will save money improving quality whilst preserving services locally.

What will happen if we don't consolidate our services?

If Redbridge doesn't consolidate its services into Community Hubs and protect what we have, it could mean a reduction in services due to government cuts to council funding. This funding cut is dramatically reducing our ability to provide services in different locations. Hubs would allow council to keep open the services most valued by residents.

Gants Hill FAQ's

Do you own the site?

Yes, the Council owns the Gants Hill site.

Are you closing Gants Hill Library down?

No, we will ensure a state-of-the-art modern library facility to exist on this site.

Will there be a new library of the same size and offering same services in Gants Hill?

Yes, there will be a better library with more services than now.

Will the new library be open for the same hours as it is now?

Depending on what residents choose, it could mean that the library opens for longer.

Will the new hub have any community space that we can rent for events?

This is an opportunity for the residents to design what they want here.

Will there be a reduction in car parking spaces in the car park?

There will be ample parking space available to residents in and around the Gants Hill Library and onsite.

What will happen to the library during construction?

If any construction needs to take place, this will either be done as a phased build, or a temporary location for the library would be found in close proximity to the current one.

Will you keep the existing building?

This depends what resident consultations reveal and what the residents want.

Is the existing building listed – if so, what is its status?

Yes, this is a locally listed building. Any changes and demolition would need to have residents' involvement before anything can happen.

Why not just leave Gants Hill Library alone? Are there any problems with it right now?

As the council's grant funding is cut further by central Government it could mean that facilities such as this may need to be closed. Future proofing the currently library and other services, accommodated in a community hub to save time and money for our residents is vital if we are to secure the future of the library.

How many new homes are you proposing?

None are proposed as yet but we will need to fund the building of Hubs, hence everything will go through public consultation before we make any plans or recommendations.

How big will the new homes be?

This will depend on the number, which has not been consulted on.

Is this an appropriate location for new homes?

The locations we are proposing Community Hubs, like at Gants Hill are close to public transport links which is vital for any new housing sites.

Will there be any commercial space for small/local businesses?

This will be open for consultation with residents, but we envisage space will primarily be available for services rather than business.

Will the proposed space for local police teams be a contact point for the public too?

If the police and residents want this, we will make this available for police-public contact.

How much will this library cost and will local taxpayers cough up the money for it?

As there are no current plans, we are unable to estimate costs but it is envisaged that any new homes will help pay for the build.

When will you submit a planning application?

There are no current plans because we must consult on the design first.

How long will construction last?

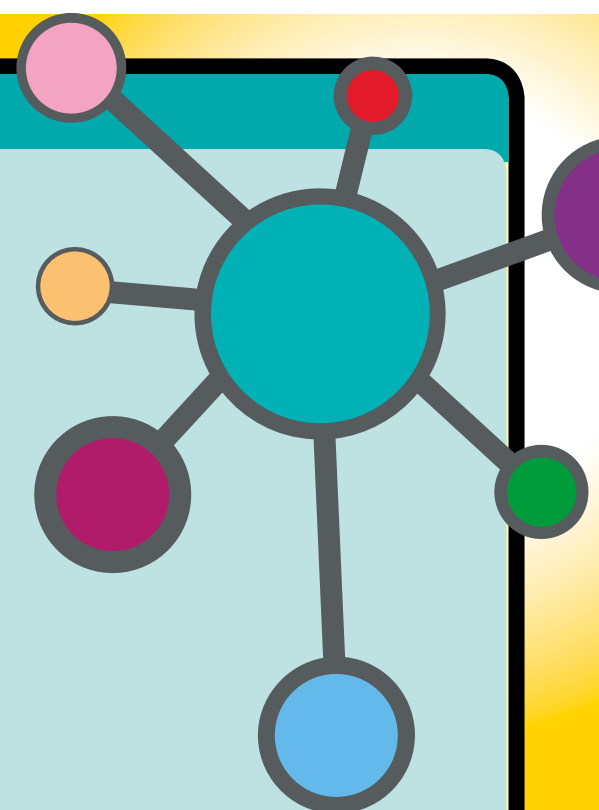
This will depend on when the Hub is designed and will depend on the complexity and nature of the build.

Will the current garden be built over? Will there be any open space?

This is open to resident consultation; green space is important to Redbridge Council so we would look at keeping as much green and garden space as possible in any new Community Hub.

What will happen to the traffic light crossing in front of the library now?

Any safety crossings in an around any Community Hub will remain or relocated very close to sites depending on requirements.



Have your say on funds to improve your neighbourhood

The council is encouraging residents and organisations to apply for funding to improve their neighbourhood.

The Community Infrastructure Levy (CIL) Local Project Fund consultation gives you the chance to have your say on how local community infrastructure funds should be spent, by nominating projects you would like to see delivered in your area.

Every year, the council can spend 15% of all CIL on local projects, such as improved lighting, playground equipment or planting.

Consultation starting **4th of December 2018** and closing on **1st of February 2019**, gives you just **under 9 weeks** to get an applications in.

Deputy Leader and Cabinet Member for Finance and Resources Cllr Kam Rai is an advocate of the CIL local project fund, and looks forward to this year's process.

He said: "CIL funding gives communities an opportunity to have an impact on their own area. With ever reducing government budgets, this money is a great way for local people to have a tangible and immediate say on improving their area. We have had some superb bids from tree planting, park boats, disabled changing facilities to bulb planting and I look forward to seeing more of your great ideas".

The council will be running CIL drop in sessions in January at three of the borough's libraries, for those who need help submitting the funding application form:

Wanstead Library

Wednesday 9th January 2019
4:30pm to 6pm

Gants Hill Library

Monday 14th January 2019
4:30pm to 6pm

Redbridge Central Library

Tuesday 22nd January 2019
5pm and 7pm



Any queries, please contact: planning.obligations@redbridge.gov.uk

For more information or to complete the application form visit www.redbridge.gov.uk/CIL or visit www.redbridge.gov.uk/ourstreets to explore ideas and inspiration for your project.

Ready for winter weather

Our new fleet of gritters will be taking to the borough's streets in a bid to keep roads clear of snow and ice this winter.

The council grits major roads, bus routes and some smaller roads that keep local traffic moving.

We also grit key pavements and pathways, particularly near town centres, hospitals, schools, pedestrian subways, bridges and railway stations.

While not all roads can be gritted, we aim to ensure that roads are gritted within 500m of every resident's home.



We provide gritting updates on social media and will let you know if the cold weather has caused any disruption to our services.

So be sure to follow us on: Twitter at www.twitter.com/redbridgelive and like our Facebook page www.facebook.com/redbridgelive



www.redbridge.gov.uk

OUR STREETS

Help us create great streets and neighbourhoods

Recycling and Refuse Special

Christmas, New Year and Bank Holiday collections



Christmas 2018 and New Year 2019



Due on

Collected on

Monday, 24 Dec 18 → Monday, 24 Dec 18
Tuesday, 25 Dec 18 → Thursday, 27 Dec 18
Wednesday, 26 Dec 18 → Friday, 28 Dec 18
Thursday, 27 Dec 18 → Saturday, 29 Dec 18
Friday, 28 Dec 18 → Monday, 31 Dec 18
Monday, 31 Dec 18 → Wednesday, 2 January 19
Tuesday, 1 January 19 → Thursday, 3 January 19
Wednesday, 2 January 19 → Friday, 4 January 19
Thursday, 3 January 19 → Saturday, 5 January 19
Friday, 4 January 19 → Monday, 7 January 19
Monday, 7 January 19 → Tuesday, 8 January 19
Tuesday, 8 January 19 → Wednesday, 9 January 19
Wednesday, 9 January 19 → Thursday, 10 January 19
Thursday, 10 January 19 → Friday, 11 January 19
Friday, 11 January 19 → Saturday, 12 January 19
Monday, 14 January 19 → Monday, 14 January 19

Easter Bank Holiday 2019



Due on

Collected on

Friday, 19 April 19 → Friday, 19 April 19
Monday, 22 April 19 → Tuesday, 23 April 19
Tuesday, 23 April 19 → Wednesday, 24 April 19
Wednesday, 24 April 19 → Thursday, 25 April 19
Thursday, 25 April 19 → Friday, 26 April 19
Friday, 26 April 19 → Saturday, 27 April 19

May Bank Holiday 2019



Due on

Collected on

Monday, 6 May 19 → Tuesday, 7 May 19
Tuesday, 7 May 19 → Wednesday, 8 May 19
Wednesday, 8 May 19 → Thursday, 9 May 19
Thursday, 9 May 19 → Friday, 10 May 19
Friday, 10 May 19 → Saturday, 11 May 19

Spring Bank Holiday 2019



Due on

Collected on

Monday, 27 May 19 → Tuesday, 28 May 19
Tuesday, 28 May 19 → Wednesday, 29 May 19
Wednesday, 29 May 19 → Thursday, 30 May 19
Thursday, 30 May 19 → Friday, 31 May 19
Friday, 31 May 19 → Saturday, 1 June 19

August Bank Holiday 2019



Due on

Collected on

Monday, 26 August 19 → Tuesday, 27 August 19
Tuesday, 27 August 19 → Wednesday, 28 August 19
Wednesday, 28 August 19 → Thursday, 29 August 19
Thursday, 29 August 19 → Friday, 30 August 19
Friday, 30 August 19 → Saturday, 31 August 19



www.redbridge.gov.uk



Happy Recycling this Christmas

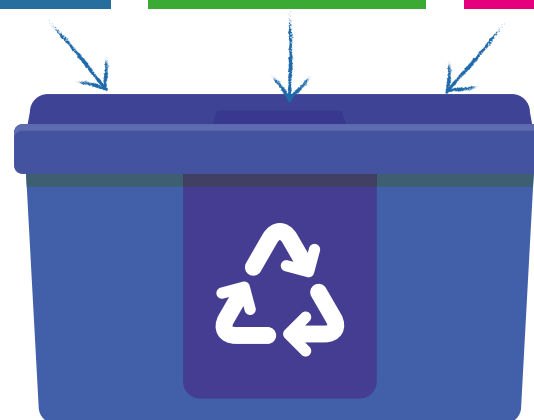
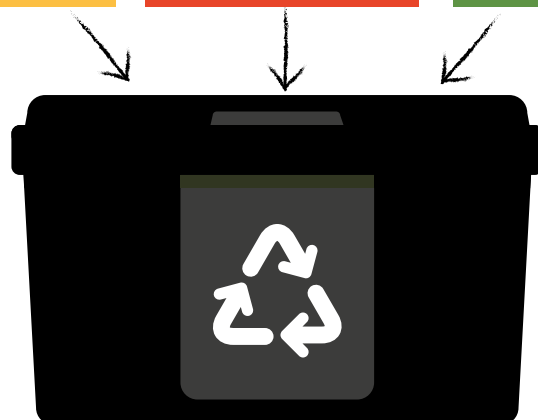
What can you recycle?

Use our recycling services to the max this festive season for cards, cardboard boxes, wrapping and much more.

See the list of things you can recycle in your black and blue recycling boxes at www.redbridge.gov.uk/ourstreets

Over 30 types of rubbish are reused and recycled at the Chigwell Road Reuse and Recycling Centre.

For the whole list of the items you can recycle, as well as the centre location and opening times over the holidays, visit eastlondonwaste.gov.uk/chigwell



Where to leave your recycling and household waste

Recycling and refuse is collected on the same day from front gardens. Place your waste out so that it is clearly visible from the road and inside the boundary of your property, (as close to the roadside as possible), by 7am on the day of your collection.



Let us collect your clutter... for free

Our free bulky waste collection service is a simple and responsible way of getting rid of everything from TVs to sofas. Book a collection at www.redbridge.gov.uk/bulkywaste

Please do not to put bulky items on the roadside in the hope that others may take it away.



Waste less this winter

Save time, money and waste this winter by planning purchases and meals around what will be appreciated and used to avoid lots of rubbish piling up after the celebrations. There are tools to help you plan portions, love leftovers and get clued up about how to store food at www.lovefoodhatewaste.com

....and finally, don't forget

Kerbside **green garden waste collections** have stopped for the winter. Until the free fortnightly service resumes in the spring, you can take your garden waste to the Chigwell Road Reuse and Recycling Centre.

 www.redbridge.gov.uk

Recycle Christmas trees

Free Christmas tree collection – place your tree out on Monday 14 January by 7am at the boundary of your property.

It will be collected any day between 14 January to the 25 January.

Alternatively, we would encourage you to dispose of your Christmas tree at Chigwell Road Re-use and Recycling Centre.



Let's talk less rubbish... and more recycling

Do you want to help reduce the amount thrown away and protect our environment?

The council has an ambition to achieve a 50 per cent recycling rate in Redbridge.

Only by the council, residents and businesses working together can this target be achieved.

Now a major survey is underway to get local views on cutting waste and increasing recycling.

By participating, residents and businesses can talk about the barriers preventing them from doing more and suggest ways we can all work together to shape the future of not just waste management, but also its impact on our neighbourhoods.

For example, would you be interested in facilities to recycle food waste? What's stopping you from recycling more? How best can we communicate with you about our recycling services?

The online survey can be completed by any resident or organisation who wants to have their say.

The results of the survey and feedback will be used to inform a new Waste and Recycling Strategy to be considered by the council's Cabinet in the new year.

Waste and recycling in numbers



75% of waste collected in Redbridge not currently recycled

22million household black sacks of waste filled each year across the borough

65% of what people put in their black sacks could be recovered through the council's dedicated recycling services



To take part in the survey, which is open for comments until **6 January 2019**, please visit: www.redbridge.gov.uk/consultations

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What matters most to you?

Consultation on the council's budget for 2019/20 and beyond runs until 31 January 2019.



The proposals come against a backdrop of steep and sustained central government cuts. The council has seen its budget fall by £166m since 2010 and will have to raise all its funding locally by 2021.

Despite severe financial challenges and some of the lowest per person spending levels in the capital, the council is continuing to deliver the services residents want and deserve.

In Redbridge, weekly bin collections are being maintained as well as free garden waste and bulky waste collections when many other London boroughs have cut these important frontline services.

The council has also achieved the highest levels of customer satisfaction for adult care services in the capital, and the second highest in the country, with one of the smallest budgets.

Residents are being encouraged to share their views on individual budget proposals, the services the council should be focussing on delivering and potential future savings.

If the budget proposals for 2019/20 were approved, they would save £12.8m over the first three years of the Medium Term Financial Strategy.

You can participate in the budget by clicking on



www.redbridge.gov.uk/consultations

View from the Cabinet

Councillor Kam Rai,

Deputy Leader of the Council & Labour Party and Cabinet Member for Finance and Resources



We have all heard the government claim that austerity is over, well unfortunately it would be untrue in relation to local government finances.

Since 2010 we, Redbridge, have effectively lost £166m of our annual funding and this is set to continue over the foreseeable future. Alongside this loss in government grant we are also seeing an increasing demand for services, and this makes for a very difficult equation to solve.

My objective has been to ensure we remain financially stable as a council whilst minimising cuts to services, and to achieve this we have been on a journey to deliver efficiencies through the way we deliver to you. Yes this means change, but the stark choice in front of us is to embrace the change or take the easy option and cut services that we all value.

We have embarked on a journey to invest capital into property for housing and commercial use which will essentially provide an income we can use to plough back into council facilities. We want to make more of our assets multi use, such as creating hubs with the aim to preserve and enhance amenities such as libraries for the long term.

You may have read about the community infrastructure levy (CIL), which is one off funds any resident or group can bid for to improve their area. I have been pleased to agree funding for a 'changing places' disabled facility in the Exchange, bulb planting across the borough and soon to announce a borough-wide defibrillator provision plan, alongside many other local projects.

Our payments and benefits team have continued to support residents in providing much needed welfare benefits advice, and this has meant helping to put vital money into the pockets of residents who were unaware of the help available to them.

The budget proposals have been published at www.redbridge.gov.uk/budget and we are consulting on what matters most to residents; we want to hear your thoughts and you can have your say at www.redbridge.gov.uk/consultations. This is the first draft of the budget with further ideas to bridge the gap to come in the New Year.

REDBRIDGE YOUTH COUNCIL TAKEOVER



Redbridge Youth MPs shine in the House of Commons

On Friday 9th November, Members of Youth Parliament (MYPs) from all over the United Kingdom came together for the long-awaited UK Youth Parliament (UKYP) Sitting in the House of Commons.

Ali Raja, Member of Youth Parliament for the London Borough of Redbridge was chosen to give a special speech commemorating the centenary of World War One. In his speech, he highlighted the importance of World War One for contemporary society and the honourable actions of individuals who lived in the time of the Great War. After his speech, he was complimented by John Bercow, the Speaker of the House of Commons, when he exclaimed: "You did it with style and panache". Also, he received a special shout-out from Wes Streeting, MP for Ilford North, during his speech when he said: "in expressing immense pride on behalf of the London Borough of Redbridge that one of our own MYPs spoke so powerfully to mark the centenary of World War One". The day was extremely insightful and inspiring for both of us.

We debated the top five issues voted by young people in Europe's largest youth referendum: Make Your Mark. This year, history was made when over 1.1 million young people voted for the problems they felt that they

were confronted with predominantly. And the top five issues were: "Put an end to Knife Crime", "Let's tackle Homelessness", "Equal Pay for Equal Work", "Mental Health" and "Votes at 16". Over 300 MYPs voted for the top two which would become the national campaigns for UK Youth Parliament. The national campaign is "Votes at 16" and the devolved issue is "Put an end to Knife Crime". All

in all, the day was filled

with interesting debates and enabled

Redbridge Youth MPs to shine.

Lastly, the Redbridge Youth Election is underway, this grants young people that are aged 12

to 17 and live or go to

school in the borough with the opportunity to become a Member of Youth Parliament (MYP). The role of an MYP is very complex. Over the one-year term that each Redbridge MYP serves, they receive the opportunity to: lead the national ballot (Make Your Mark), achieve their campaign promises and take part in the annual House of Commons Sitting. Locally, an MYP is expected to chair the weekly Redbridge Youth Council Meetings. We have had a fantastic year as an MYP and wish the new MYPs all the best for the future. Watch out for your opportunity to vote in the Election in February 2019.

By Ali Raja MYP and Kishan Sharma MYP

Redbridge Members of Youth Parliament organise mental health awareness event.

On Monday 26th October the Peace of Mind event took place hosted by Redbridge Members of Youth Parliament (MYPs) Ali Raja and Kishan Sharma. The event was aimed at changing the negative stigma that is related to mental health. It consisted of workshops, speakers, poetry and singing. The workshop was presented by NELFT (North East London NHS Foundation Trust) who addressed exam stress which has a huge impact on young people's health.

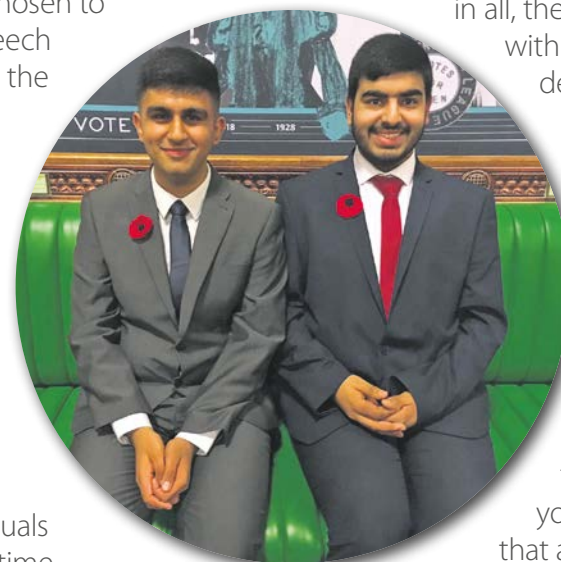
A great discussion took place about preventing stress and young people's experiences with revision. Overall it was seen that many young people in Redbridge were not confident in managing revision or the stress that came with it.

To change the mood, we had the honour of hearing live music from Joti Bhamra, who sang the very moving "Scars to your beautiful" and "Hallelujah". We also had a speaker talking about her experiences of mental health and giving an inspirational honest insight into the life of someone affected by mental health issues. Shakira Lee and Shamika Lee performed their own poems, "Let's Talk Mental Health" and "A Bruise", shining a light on the nature and commonness of mental health issues. The Sky Sharma foundation added value hugely to the evening by furthering our knowledge more and revealing layers to the life of Sky Sharma, a talented man who had lost his life to the battle of depression and anxiety.

During the event we had the opportunity to complete an anonymous survey from Healthwatch around healthy eating. Two people who completed the survey, Shakira Lee and Rachel Perira, were randomly selected and were given a gift for taking part.

Ending the evening with our hearts touched, we were able to realise mental health issues could impact the people we know, without us being aware and there are things that we can do to look after ourselves and others.

Shakira Lee



Borough top in the country for youth participation

Make your mark



Make Your Mark is the largest youth consultation in Europe, the issues are voted on by young people aged 11 to 18 years across the whole of the United Kingdom.

In 2016, Redbridge had the highest percentage of the youth population vote in the election and we wanted to earn that title for another year. Over the summer holidays, we had a team of youth council members all wearing their Make Your Mark T-shirts go out across Redbridge to help our MYPs to gather as many votes as possible and just by campaigning for a couple of days we gained over 10,000 votes alone.

Through all our hard work from our Youth Council, we smashed our previous record of 75% to a whopping 98% which meant we had the majority of young people's voices heard and were once again first in the UK.

On Monday the 12th of November, the youth council were invited to talk to councillors and other influencers in Redbridge. The Youth Council prepared 8 questions, featuring hate crime, Brexit, mental health, period poverty, Gang Violence and a range of other important issues. We were all ecstatic to attend as these issues are so important to the youth council, and represent what we do as a whole.

In the meeting, Simon Parker (Corporate Director of Strategy) chaired the panel consisting of Councillor Norman (Cabinet member for Children and Young People), Councillor Adams (Conservative Group Shadow for Children and Young People) and Chief Inspector Lisa Butterfield. For many who attended the meeting, it was their first time ever walking into a councillor chamber. Everyone really enjoyed having their voices heard and the room was buzzing with excited young people. In our borough, we had 11 schools achieving the Gold Award for over 70% participation and many schools were well over that, with two schools with over 60% participation. In addition, we had 14 Make Your Mark Champions – young people who personally managed to collect over 1,000 votes and received a certificate at the annual Redbridge Youth Debate.

Hopefully next year we have all our local schools signed up and hit that 100% goal so we can maintain our first position.

Khatira Kazemi



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Are you caring for somebody else's child?

London Borough of

Redbridge



If you are looking after someone else's child or if your child is being looked after by someone else you might be part of a private fostering arrangement.

Private fostering is when a child or young person aged 16 or under (or 18 if they are disabled) is cared for by an adult who is not a close relative for more than 28 days.

A private foster carer may be:

- a friend of the family
- the parent of a friend of a child
- an extended family member such as a cousin, great aunt or great uncle
- someone previously unknown to the child's family who is willing to privately foster a child

Help us to keep children safe and support families by notifying us of private fostering arrangements. If you are a parent or carer of a child who is being privately fostered you have a legal duty to inform your local council. If you don't you might be missing out on free advice and support.



The Child Protection & Assessment Team, Lynton House, 255-259 High Road, Ilford, IG1 1NN.

020 8708 3885 cpat.referrals@Redbridge.gov.uk www.redbridge.gov.uk/privatefostering

CUSTOMER VOICE

We're listening.....and putting the customer first

We have launched a major initiative to ensure the council is listening and designing its services around you.

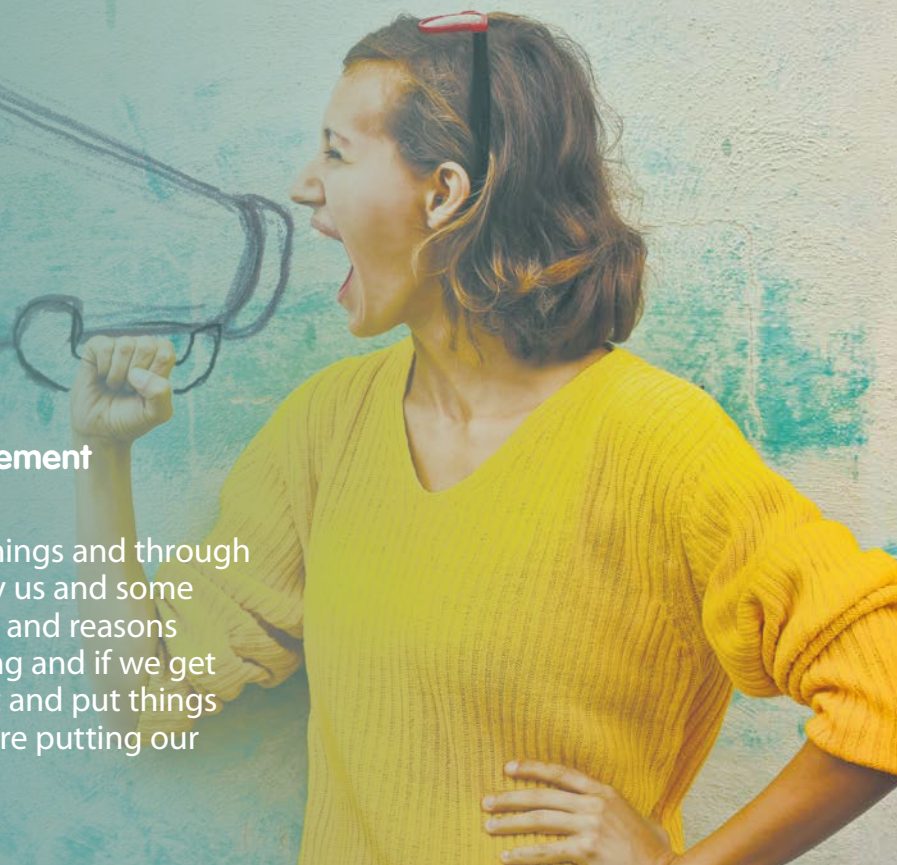
Called Customer Voice, information is being gathered on the issues important to you so that we can improve your experience with the council and the services we provide.

Work is already underway to highlight issues you have told us about – so that we are putting your needs at the heart of service design and able to resolve your problems quickly.



**Cabinet Member for Transformation and Engagement
Cllr Helen Coomb said:**

"Our customers contact us about lots of different things and through different channels. Some interactions are started by us and some are started by our customers. Whatever your needs and reasons for contacting us, we need to ensure we are listening and if we get things wrong then we need to be open and honest and put things right. This important initiative will help ensure we are putting our customers first in everything we do."



We're recruiting volunteers for the shelter at Ilford Salvation Army

CAN YOU HELP SPREAD THE WORD?

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www.ilfordshelter.com



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London Borough of
Redbridge



prostate cancer is the most common cancer in men in the uk

but the condition is responsive to treatment if detected soon enough.

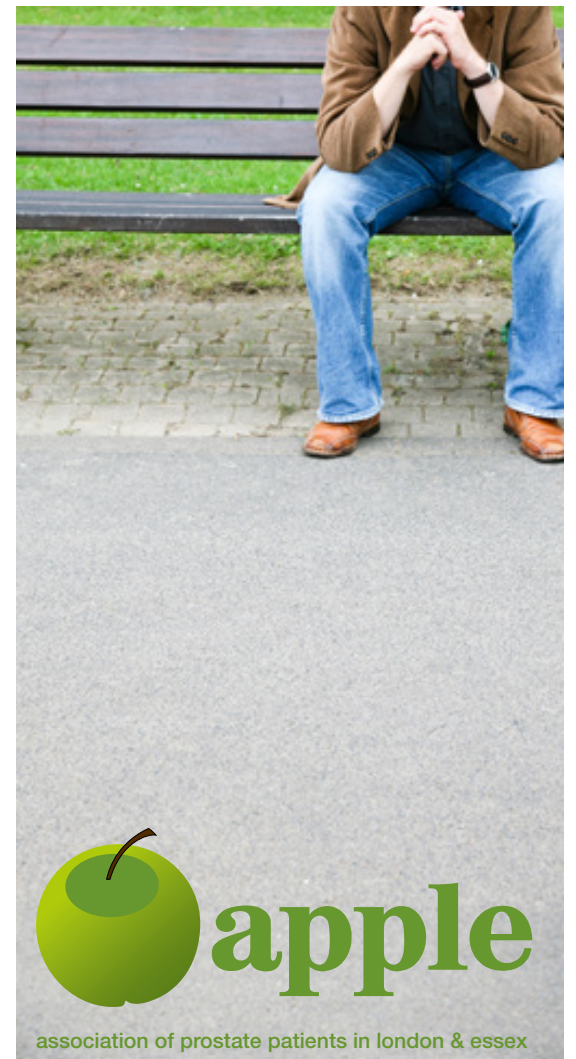
The most common symptoms of Prostate Cancer are:

- Having to rush to the toilet to pass urine
- Difficulty in passing urine
- Passing urine more often than usual - especially at night
- Pain on passing urine, but this is rare
- Blood in the urine or semen, but this is very rare

Please seek medical advice early if you, or somebody you know, is experiencing these symptoms.

APPLE is a locally run charity. If you would like more information about us and our monthly support group meetings, please visit our website www.appleprostate.co.uk or contact us on:

E: info@appleprostate.co.uk T: 07505 816973. Charity No. 1086824





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Participate in the Duke of Edinburgh's Award

REDBRIDGE YOUTH COUNCIL TAKEOVER

I signed up for the Duke of Edinburgh's Award (DofE) because I wanted to gain this achievement, and to develop myself in areas out of school. To achieve my Bronze award, I had a few things that I needed to commit to. I soon realised I was already doing some things in my own time that could be included in the award sections; Volunteering; Skills, Physical and the expedition.

For the volunteering section, I volunteered in my school library, for the skills section, I learnt more about my religion, at my religious school and for the physical section I kept fit with weekly netball training sessions, which all contributed towards my award.

During the course of this period, I made many friends and learnt orienteering skills; the expedition part of this award was very exciting because we got lost and had to find our way back, we had to put up tents in severe weather and cook in a trangia!

I would encourage any young person to take part in the Duke of Edinburgh's Award as it develops you in areas that you wouldn't pursue in school.

By a young person who has completed their Bronze Award



If you are interested in finding out more about DofE or enrolling email the DofE team at DofE@Redbridge.gov.uk or check out the web page www.redbridge.gov.uk and search DofE awards



Celebrating the best in the borough

Nominations are now open for the 2019 Mayor's Awards. The annual awards recognise and celebrate the achievements of those who have made a real difference to the lives of our residents.

Councillor Debbie Kaur-Thiara, Mayor of Redbridge, said:

"There are lots of unsung heroes in our borough who go about their business doing wonderful things and making a significant difference in the community with very little regard for reward or recognition for their efforts. The Mayor's Awards are to celebrate and recognise their work."

"I am looking to the residents and businesses who know someone or a group who have helped to make this borough great, so please get nominating."

The categories for the awards are:

- **Best Business Contribution to the Community**
- **Community/Neighbourhood Champion**
- **Taking Pride in Redbridge**
- **Caring for others in Redbridge**
- **Contribution in Support of Young People**
- **Creating a Safer Redbridge**

Mayor's Community Awards 2019



If you know someone who always goes the extra mile to help others or a local business that has contributed positively to their local community, make sure to nominate them before Sunday 30 December 2018.



www.redbridge.gov.uk/mayorawards



Lifeline

London Borough of

Redbridge

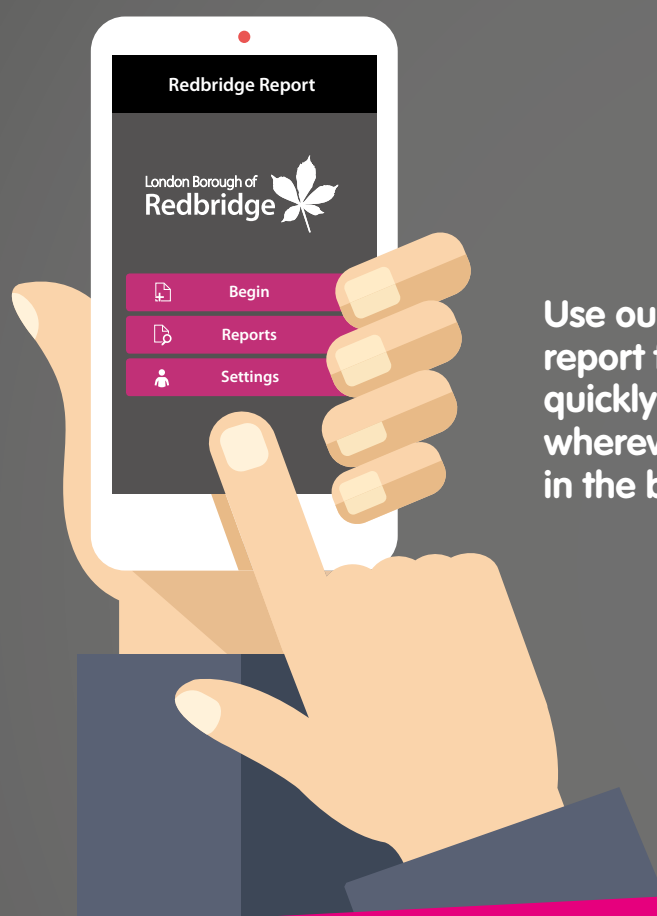


Keep independent with Redbridge Lifeline...

The council's Lifeline service allows residents to alert a dedicated team at the touch of a button if they have any problems, such as a fall or feeling unwell, 24 hours a day, 365 days per year.



If you would like to know more about how to obtain a Lifeline please contact us:
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another when it has been resolved – you can also check progress within the app.

Please make sure your location services are switched on to use the geo-location function.

**Our Streets:
Don't Rubbish Redbridge**

Redbridge Report app is ready to download for all Apple, Android and Windows devices

www.redbridge.gov.uk/report

Pest Control Service

London Borough of
Redbridge 

What we do

- we offer advice to residents and businesses about how to get rid of insects or rodents
- we have effective treatments for certain types of pests and can help with identifying pests and information about what to do

What pest control officers do

- we investigate the cause of infestations and recommend a treatment
- we will give you safety information, offer proofing advice and tell you roughly how long the treatment may take



Pests we treat and cost

Rats	£95.00
Mice	£95.00
Cockroaches	£130.00
Bedbugs	£180.00
Pharaoh Ants	£150.00
Garden Ants	£95.00
Wasps	1 nest 65.00
Wasps	2 nests £105.00
Fleas	£105.00
Commercial premises starting from (non-food premises only)	£172.00



Report a problem online at
customer.cc@redbridge.gov.uk
or contact us on **020 8554 5000**

(contactable Monday to Friday 8.30am-6pm
– except bank holidays when we are closed)



ENROLLING NOW

Counselling Courses

Enrol now for January 2019



- No previous qualifications required
- CPCAB Accredited Courses
- Flexible payment plans available
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Daytime & Evening Counselling Courses from *Beginner to Practitioner*



For more information

Call 020 8505 5335

Email admin@elect-training.co.uk

Website www.elect-training.co.uk

Counselling, Hypnotherapy, NLP and Coaching Sessions available by appointment

Elect Training and Therapy Centre, Fairways House, 2a St Barnabas Road, Woodford Green, Essex IG8 7DA

We are a 2 minute walk from Woodford Underground Station.

Fostering in Redbridge

Local children & young people need safe, caring foster homes. Could you help?

- must have a spare room
- must have time and patience to make a positive difference for children
- we need people to care for sibling groups
- we need people to care for young people aged 11 years and over

To find out more visit www.redbridge.gov.uk/fostering or call the Fostering Service on **020 8708 7528** or come to one of our information sessions:

Tuesday 11 December 2018 6pm – 8pm (presentation at 6.15pm)

Tuesday 8 January 2019 6pm – 8pm (presentation at 6.15pm)

Station Road Centre, Station Rd, Barkingside, Ilford IG6 1NB

No need to book, just drop in.



To find out more visit www.redbridge.gov.uk/fostering
or call the Fostering Service on **020 8708 7528**

Redbridge Children's Flu Catch up Clinics 2018-2019



Wednesday 5th December	15.00 – 17.00	Redbridge Central
Monday 17th December	10.00 – 14.00	Fullwell Cross
Friday 4th January	10.00 – 14.00	Redbridge Central
Monday 18th February	09.30 – 15.30	Fullwell Cross
Tuesday 9th April	09.30 – 15.30	Redbridge Central
Monday 15th April	09.30 – 15.30	Fullwell Cross
Friday 31st May	09.30 – 15.30	Redbridge Central

Redbridge Central Library
Clements Road, IG1 1EA

Fullwell Cross Library
140 High Street, Ilford, IG6 2EA

Stop Norovirus spreading this winter

Norovirus, sometimes known as the 'winter vomiting bug', is the most common stomach bug in the UK, affecting people of all ages. It is highly contagious and is transmitted by contact with contaminated surfaces, an infected person, or consumption of contaminated food or water. The symptoms of norovirus are very distinctive – people often report a sudden onset of nausea followed by projectile vomiting and watery diarrhoea.

Good hand hygiene is important to stop the spread of the virus.

People are advised to:

- Wash their hands thoroughly using soap and water and drying them after using the toilet, before preparing food and eating
- Not rely on alcohol gels as these do not kill the virus

An infection with norovirus is self-limiting and most people will make a full recovery in 1-2 days. It is important to keep hydrated – especially children and the elderly.

Do not visit either A&E or GPs with symptoms as this may spread the virus.

Further information and advice is available from NHS 111, including an online symptom checker at [nhs.uk](https://www.nhs.uk)

5 reasons to vaccinate your child against flu



Protect your child
The vaccine will help protect your child against flu and serious complications such as bronchitis and pneumonia.

Protect you, your friends and family
Vaccinating your child will help protect more vulnerable friends and family.

No injections needed
The nasal spray is painless and easy to use.

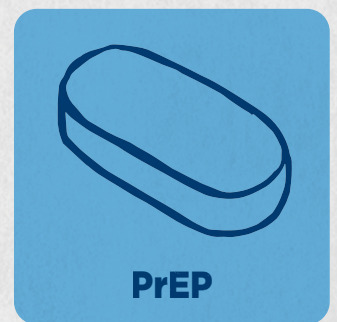
It's better than flu
The nasal spray helps protect against flu, has been given to millions of children worldwide and has an excellent safety record.

Avoid costs
If your child gets flu, you may have to take time off work or arrange alternative childcare.

What should I do?
If your child missed the flu Immunisation at school we have clinics in November/December/January at Redbridge Central Library & Fullwell Cross Library.

Please contact us to book a date.
Contact the Redbridge Immunisation Team:
Telephone: **020 3432 1537**
Email: **Redbridge@vaccinationuk.co.uk**

There are
MANY WAYS
— to —
PREVENT



Do it your way at doitlondon.org

LONDON 
TEST·PROTECT·PREVENT HIV

LONDON HIV PREVENTION PROGRAMME: PROUDLY SUPPORTED BY LONDON BOROUGHS

Local HIV Services:

Terrence Higgins Trust: www.tht.org.uk 020 8069 0100

HIV online testing website: www.test.hiv

Barking, Havering and Redbridge University Trust (BHRUT)
Outpatients East, Barking Hospital, Upney Lane, Barking
020 8924 6571 / 020 8924 6547

Local HIV Support Service
Positive East: www.positiveeast.org.uk
020 7791 2855

For further information go to: mylife.redbridge.gov.uk/hiv-and-aids



Sometimes we say we're fine when we're not.

With 1 in 4 of us experiencing a mental health problem each year, if your mate says they're fine, they might not be.

To really find out, #AskTwice.

time to change
let's end mental health discrimination



Good mental wellbeing is part of feeling good and functioning well.

Here are **FIVE** things we can do to improve our mental wellbeing:

Get active

Connect with others

Keep learning

Be aware of yourself and the world

Give to others

If you think you need help or are concerned about your own or someone's mental health, there is support available:

You can see your GP

Your GP will ask you about your symptoms, and your feelings, and will then direct you to the help you need. Most people will be helped by their GP, either by medication, or arranging for you to receive counselling from a trained person. But you might be referred to one of our more specialist services.

Talking Therapies

This free service provides counselling to residents with low to moderate mental health concerns. The service can help with a range of problems such as depression, anxiety, stress, bereavement and relationship problems. You can access: self-referral or GP and other health professionals on:

Tel: 0300 300 1554

Email: RDBtalkingtherapies@nhs.net

24 hour crisis line

Samaritans: 116 123

Samaritans runs a telephone helpline which is open 24 hours, every day. They listen and give emotional support to anyone who wants to talk. You can tell them anything that is bothering you.

Why do Dry January?

There are loads of reasons for taking part in Dry January, here are a few:

- Reset your relationship with alcohol – realise you don't need it
- New year, new you – do Dry January and feel healthier and happier as:
 - you sleep better
 - your skin improves
 - you lose weight
- More money in your pocket (the average person spends £50,000 on booze in their lifetime)
- Get healthier – through giving up alcohol for a month you do your insides a lot of good.
- **Amazing sense of achievement!**

If we could come up with a new health supplement or discovered a superfood that had all those benefits, we'd be millionaires.

Our local service, R3, will offer the help, advice and encouragement to let you get these benefits yourself, all for free. Contact R3 at:

Phone
0300 303 4612

Location
**Redbridge Recovery and Reintegration service (R3),
3rd Floor Ilford Chambers,
11 Chapel Road,
Ilford, IG1 2DR**



Don't let **BURGLARS** take your **GOLD**



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A local disability charity - www.vibrance.org.uk