

# Hounslow Matters

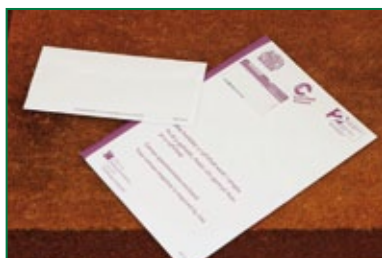
March 2011

Community news from around the borough. All you need to know about the services that matter to you.



## Balancing our books

Read about our tough budget decisions. Pages 4-6



## Counting on you

Why filling in your Census form is a must. Page 7

[www.hounslow.gov.uk](http://www.hounslow.gov.uk)



## Fostering faces

Read about two of our fostering heroes.

Page 3



London Borough  
of Hounslow

HOUNSLOW TOGETHER



Great West

Commissioning Consortium

# Welcome

## Welcome to this edition of Hounslow Matters

We've been extremely busy here at the council over the last few months, making the tough decisions that came with setting the budget for the next year. We couldn't have done this without your help and would like to thank everyone that took the time to return our budget consultation document or reply to particular consultations.

Despite the challenges we've faced this year in light of the 13.1% cut in the money we receive from the Government, we hope you will be glad to hear that your council tax has been frozen for the fifth year running. You will be receiving a leaflet all about your council tax with your bill towards the end of this month, but we also wanted to take this opportunity to give you an insight into what has been a very tough process. Read more on pages 4-6.

During these tough times we think it's more important than ever before to keep communicating with you. We've worked hard to make sure that every article in this magazine is useful and covers a range of services that are important to your day to day life. For example, you will find contributions from NHS Hounslow and the police in this magazine and this will continue in future editions.

Finally, we'd love to know what you think about this magazine. If you have any comments, or ideas for future editions, please feel free to contact us at [hm@hounslow.gov.uk](mailto:hm@hounslow.gov.uk)

Best wishes,



*Jagdish Sharma*

**Cllr Jagdish Sharma, Leader**  
London Borough of Hounslow



*Mary Harpley*

**Mary Harpley, Chief Executive**  
London Borough of Hounslow

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# Fostering heroes

## Celebrating our foster carers

In a typical 1930s semi-detached house in Feltham, Lyn and Martin Davis seem to have what you might call a typical family life; both have steady jobs – Martin is a CCTV operator for a bus company and Lyn a stock controller for a supermarket – and they have a fairly typically-sized family, with two sons, a cat and an Irish Wolfhound called Murphy.

Lyn and Martin have been together for 34 years, living in rented properties in the borough, before eventually buying their house in Feltham.

For 25 of those years, Lyn and Martin have been foster carers for the council, committed to looking after children and young people who, for a variety of reasons, are unable to live with their own family.

They began fostering when their sons were very young, usually looking after children younger than their own two boys. They have cared for children as young as six weeks all the way up to 17 years old, with the length of placements varying from a weekend to up to two years.

Martin believes that looking after children of all ages and from all backgrounds has enhanced not only their own lives, but also their sons' lives:

**“One of the biggest benefits of fostering for us was that our sons grew up with a hugely diverse group of siblings. This has greatly enriched their lives as adults, and as a result I believe they have a much greater understanding of diversity of cultures and lifestyles.”**

As their sons grew up, the ages of the children Lyn and Martin cared for also increased, and eventually they ending up caring for teenagers, posing a different set of circumstances.

Lyn explained: “Dealing with challenging behaviour is probably the hardest part of fostering, and this is where the support network of social workers and fellow carers is crucial. The fact that we have been doing this for so many years is entirely down to the help we have received from the fostering team at Hounslow and between us we have made such a difference to many young people’s lives.”

The couple was recently recognised by the council with an award for their outstanding commitment to fostering in the borough.

Advice and support is always available for carers, 24 hours a day, 365 days a year and a generous weekly allowance is paid to meet the needs of each child placed with a family. Hounslow’s allowances are higher than the recommended national rate for foster carers.

If you are interested in finding out more about fostering, please visit [www.hounslow.gov.uk/fostering](http://www.hounslow.gov.uk/fostering), email [fostering@hounslow.gov.uk](mailto:fostering@hounslow.gov.uk) or call **0800 731 8558**.



Lyn and Martin receive a long service award from the Mayor

# Council tax frozen for a fifth year

On 1 March, councillors voted to freeze the level of council tax in Hounslow for the fifth year in a row. This decision makes Hounslow one of only three councils in the country to have not increased their share of the council tax since 2006.

The box below lists the bands that properties in the borough fall into. With inflation currently at 5 per cent this freeze represents, for example, a real terms saving of £55 for residents in band D homes.

A	727.10	206.55	933.65
B	848.28	240.97	1,089.25
C	969.47	275.40	1,244.87
D	1,090.65	309.82	1,400.47
E	1,333.02	378.67	1,711.69
F	1,575.38	447.52	2,022.90
G	1,817.75	516.37	2,334.12
H	2,181.30	619.64	2,800.94

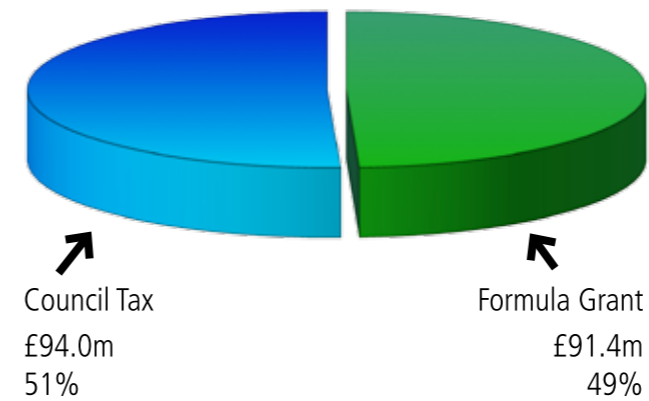
More detailed information about your council tax will arrive over the next few weeks with your new bill for 2011/12.

## Tough decisions

These are some of the most challenging financial times for the public sector in recent history. In the financial year 2010/11, which is now ending, the council's net budget was £186 million. Fifty one per cent of this came from the council tax we collect from residents and 49 per cent in grants from central government. For this next financial year, our main government grant is being cut by £13.7 million (13.1 per cent) and a number of other grants which we have traditionally received from central government are also being cut or abolished.

Councillors have taken £3 million from council reserves to protect a number of critical services for the next year to give themselves time to try and find ways of paying for these services in the longer-term. Of this £3 million, £2.8 million is being used to protect services for children and young people in the borough, and £200,000 to fund

## Funding Sources for Net Revenue Expenditure 2010-2011



community cohesion and community safety initiatives.

But still the overall result is that councillors have had to find savings of £18 million in the next twelve months.

Cllr Jagdish Sharma, leader of the council, said: "It has been very difficult to make the savings we needed because of the cut in our funding. The comprehensive spending review was in October and our government grant was announced in December, which gave us a very short time in which to find £18 million of savings by March.

"But, thanks to a lot of hard work from everyone involved – particularly you, our residents – we have been able to manage the savings better than we could have imagined.

"Key services that local people rely on have been protected as much as possible, as you have told us that this is what you want us to do.

"Unfortunately, this is only the beginning of what will be a difficult journey as the Government has told us it will be cutting our funding even more over the next few years. We will need to find at least another £18 million of savings over the next financial year and at least a further £18 million in 2012/13."

## Listening to you to create a better borough

Following central government's announcement that it

would be cutting funding to the council, Hounslow's Executive decided to ask residents for their views about the savings proposals. The last few months have seen the most comprehensive programme of engagement with local people ever carried out by the council.

As part of the budget setting process, a range of activities took place. These included:

- a consultation document on more than £21m of potential savings sent to all 105,000 households in the borough
- a consultation event with residents looking at spending priorities
- the You Choose online consultation tool, looking at spending priorities
- budget presentations at area committees
- a business rate consultation meeting with local businesses
- specific consultations for services affected.

The results of all this activity were fed back to councillors to help them decide where savings could be made.

Continues overleaf →



# Council tax frozen

We received more than 6,000 replies to the consultation document. During January and February the council also received many petitions on 18 different options related to one or more of the savings proposals. The petitions expressed residents' concerns about the potential loss of lollypop men and women, the possible closure of libraries and the proposed closure of the Chiswick Day Centre. In total, the petitions had 14,709 signatures between them.

Cllr Jagdish Sharma, leader of the council, said:

"The volume and quality of consultation responses and petitions we received have been vital in helping us to make the tough choices about where we can save money.

"We are committed to listening to local people and making sure the services that are important to them are protected as much as possible.

"We have done all we can to protect frontline services as far as possible by looking at changes to back office processes. However, every area had to be examined and some service areas have been affected."

On 1 March, taking into account the consultation responses, councillors decided that several of the cuts originally proposed should not go ahead in 2011/12. They decided to:

- retain the majority of youth services
- make no cuts to the street cleansing service
- postpone plans to close any libraries
- keep school crossing patrols
- postpone plans to close community halls
- retain some education welfare officer posts.

However, a large number of savings proposals have had to be agreed. Some of the savings which contribute most to the £18m total are:

- making changes to the pay and conditions of council staff
- saving money by keeping all possible council jobs vacant when people leave and cutting down on interim staff
- reducing management costs
- finding more efficient ways of providing home care and looking after the children in the council's care

- closing the Chiswick and Bedfont day centres and providing support to people who have used these centres in different ways. This is an in principle decision subject to the closing of the ongoing consultation at the end of March.

## Moving forward

Now that the budget for 2011-12 has been set, we have already started planning how we can make the minimum £18 million savings needed for 2012/13 and the further minimum £24 million required after that.

Cllr Sharma continued:

"To deal with this unprecedented situation, we will be spending the next year planning how we will transform the council. We will not only need to look at how we deliver things, but also at what we are delivering and if we can afford to carry on doing so.

"We will continue to make sure we involve as many people as possible in this process, including service users, partner organisations, the voluntary sector and staff."

## Five Pledges

Cllr Sharma added:

"While we are cutting costs, we remain committed to delivering on the five pledges we made to you. In the current financial climate, these may seem challenging, but we are determined to work as hard as we can to succeed as they aren't just our pledges, they are yours. They are what you have told us you want us to do for you, to make your life in the borough better."

## Our five pledges to you

1. Action on crime with 100 uniformed officers on the streets and CCTV in crime hotspots
2. Extra cash for schools to improve standards and new school places to give parents a better choice
3. A new partnership with local businesses and housing associations to create jobs and build 2500 affordable homes to rent or buy
4. A 24/7 team of Grimebusters to tackle graffiti, litter, and dumped rubbish, and a direct dial phone number for immediate action
5. A fresh war on waste and a council tax cut for all residents.

# Get what you deserve!



Did you know that if just one in ten borough residents don't fill in their Census forms the council could lose around £139 million of government funding over the next ten years?

We all know that government funding is in short supply, so it is critical that you fill in your form to make sure that we receive as much funding as possible to pay for vital services including housing, transport, healthcare and education.

The Census, carried out by the Office for National Statistics (ONS), happens every ten years and provides a count of the entire population of England and Wales. How much funding we get is directly related to how many and what kind of people the Census says live in our area.



This year the Census will take place on **27 March** and your form will arrive any time this

month. Not only is it vital for the council, it is also a legal requirement to fill it out even if you are only living here temporarily.

## Confidentiality

The ONS will not share any of the information you give with any other organisation, including other government departments, marketing agencies or council departments (including immigration, benefits, council tax or housing).

If you don't receive your form, you can request one via the Census helpline. In addition to the ONS, we are providing support for those needing help to fill in their forms.

For more information, visit

[www.hounslow.gov.uk/census](http://www.hounslow.gov.uk/census)

## For more information

Census helpline: **0300 020 111**

Textphone: **18001 0300 0201 160**

[www.census.gov.uk](http://www.census.gov.uk)

# Have your say on 5 May



A UK-wide referendum on voting reform has been announced for **5 May**. Don't miss out on your chance to cast your vote.

The referendum will seek everyone's views on whether the system for electing the UK Parliament should change from 'first past the post' to the 'Alternative Vote', which ranks candidates in order of preference.

Polling stations will be open for you to cast your vote from 7am - 10pm on **5 May**.

## Registering to vote

If you are not already registered to vote, you will need to send in an application

form to register. This must be received by 5pm on 14 April 2011, as must application forms to register for a postal vote.

It is recommended that you register as soon as possible if you have not already done so.

For more information about the referendum, visit

[www.aboutmyvote.co.uk](http://www.aboutmyvote.co.uk)

To request application forms to register to vote or to vote by post, email [elections@hounslow.gov.uk](mailto:elections@hounslow.gov.uk) or call **020 8583 2828**.

# Improving healthcare in Hounslow

## Urgent care

NHS Hounslow is looking to improve the way urgent care is provided in the borough.

Urgent care is needed when you (or your child) have had a minor injury and you think you need the help or advice of a health professional, or you are feeling unwell and do not think it will wait until the next available GP appointment (either that day, or the next morning if it happens overnight).

Emergency care is needed if you (or your child) have had a major accident, heart attack or stroke, when you will be taken by ambulance to the closest specialist emergency centre.

## Why change?

There is currently a range of services that is not co-ordinated, causes delay and inconvenience. A large proportion of attendances at A&E is classified as 'minor', and these patients could be better cared for in a different way, often over the phone. When someone arrives at A&E the doctors do not have access to their patient information, so they often need to run tests and even admit them for a precautionary overnight stay.

Patient surveys also indicate that Hounslow residents do not highly rate the system for contacting a GP outside their normal opening hours and have difficulty getting an early GP appointment.

Hounslow residents will see significant benefits through improving access to urgent care. By streamlining the process and by making the best use of the skills of all staff, access to appropriate services for patients will improve. NHS Hounslow wants to:

- build a new urgent care centre in front of A&E at the West Middlesex Hospital (pictured)
- make it easier for patients who need to contact their GP outside their normal working hours, known as out-of-hours services
- help patients to register with a GP. Currently about 21,000 people living in Hounslow are not registered with a GP
- make it easier for doctors to look up information on patients; The new centre would have the same patient database as your GP, this may avoid extra tests or overnight observation stays
- speed up access to a range of professionals with general and specialist care skills so that patients can be seen and treated and returned home as soon as possible
- offer quicker and smoother access to be able to make

onwards referrals to community health services such as rapid response nursing, hospital at home, community matrons and community rehabilitation including physiotherapy and occupational therapy etc

- establish telephone advice for chronic conditions, minor injuries and illnesses (call **111**) giving access to relevant information and advice.

## How to make your views known

This is the chance to have your say about urgent care services in Hounslow. NHS Hounslow will give full consideration to the comments it receives. The team is also keen to recruit people to join a focus group to discuss the proposals in more detail.

To get involved:

- complete the online questionnaire by visiting [www.hounslowpct.nhs.uk/hpct\\_consultations.html](http://www.hounslowpct.nhs.uk/hpct_consultations.html)



West Middlesex Hospital

- pick up a copy of the consultation document – available at your local GP surgery, pharmacy, library and children's centre
- call the involvement team on **020 8583 5704** or email [involvement@hounslow.gov.uk](mailto:involvement@hounslow.gov.uk) to request a copy of the consultation document by post.

## Integrated care

The integrated care pathway (ICP) is for adults (18 years plus), frail elderly and older people with mental health needs, and those requiring end of life care. An ICP is an agreed pathway of care for particular conditions or procedures.

This new pathway is being designed to promote recovery from illness and prevent unnecessary hospital admission, and support patients to leave hospital earlier and maximise

independent living at home or the normal place of residence if appropriate.

Key elements of the pathway will be to:

- provide a rapid response to avoid admission either at home or in the hospital
- allow patients to leave hospital sooner to continue their recovery at home under the care of the community multi-disciplinary team.

Care will be provided by a medically led multi-disciplinary team, including health and social care professionals, in the patient's own home. Providing this at home will improve individual patient experience and quality of care, thereby reducing the need for patients to go to hospital.

Patients will be assessed, individual care plans, including treatment,

developed for them and provided for at home. This will be overseen by their own dedicated case manager. Patients would then be involved in the choice of tools and skills to enable them to stay at home and live as independently as possible.

The integrated health and social care pathway will be better value for money and will produce a major shift in care to community services. This will improve choice and quality of life, enabling people to achieve their optimum level of independence.



# Keeping town centres safe

## See how you can get involved

You could be part of the council's and Hounslow Police's vital work to reduce crime in all our neighbourhoods.

Working together within the Community Safety Partnership, there is currently a particular focus on keeping the borough's town centres safe.

Over the past year, additional police patrols have been working with local residents on projects to keep these areas crime-free. Even stronger partnerships with businesses and retailers will be formed over the next year to deliver crime prevention projects and there are also plans to deliver a significant increase in the visibility of

patrols in uniform, supporting the council's pledge to take action on crime.

To help, more constables who have been recruited into the Metropolitan Special Constabulary (MSC) will be patrolling the borough's streets. The MSC comprises entirely volunteer officers and in the past 12 months, has doubled its membership in the borough.

There are still opportunities for new officers and for you to be a part of policing Hounslow. To find out more, visit [www.metpolicecareers.co.uk/specials](http://www.metpolicecareers.co.uk/specials) or call **020 8247 6662**. There are also opportunities to help in many other support roles. Visit [www.met.police.uk/careers/volunteers](http://www.met.police.uk/careers/volunteers) or call **020 8247 6116**.

# Using personal budgets

## Importance of independence

The council is working in partnership with the voluntary sector and community organisations to support all residents to remain independent and lead a fulfilling life in their own homes. You know best about the kind of support you need and we will help you to access the support you choose.

Did you know that you may be eligible for a personal budget to help pay for that support? So whether it is equipment to help with your mobility at home, telecare to alert someone in case of a fall, home care to help with food and getting you in and out of bed or paying for the support of a personal assistant, we can help you.

For more information email [adultsocialcare@hounslow.gov.uk](mailto:adultsocialcare@hounslow.gov.uk) or call **020 8583 3100**.

## Help is at hand

We all have times in our life when we experience stress and need a little extra support. To help, the Staying Healthy, Staying Active website ([www.stayactive.org.uk](http://www.stayactive.org.uk)) provides advice, services and events in Hounslow for people over 50 and those with a disability.

You can also access the Help in Hounslow information, advocacy and advice telephone service which aims to help residents with issues that affect their day to day life. These can include money problems, housing or social care issues, or simply some support to find out what activities are available in the local area. They also have an online directory of over 750 organisations in the Hounslow area. Visit [www.helpinhounslow.org.uk](http://www.helpinhounslow.org.uk) or call **0300 012 0246**.

# Housing benefit is changing

If you are a tenant who pays rent to a private landlord, it is possible that the amount of housing benefit you get to pay your rent could go down. If your housing benefit is paid directly to your landlord, the amount your landlord gets for your rent could also reduce.

If you receive or are thinking of claiming housing benefit, you need to consider these changes before you renew or make a new tenancy agreement with a private landlord.

## Who will the changes affect?

These changes could affect you if:

- you are claiming housing benefit, or are going to make a new claim, under the Local Housing Allowance scheme (LHA)

- you receive more housing benefit (up to £15) than you pay for rent.

## When will the changes affect you?

- from 1 April 2011 if you receive more housing benefit (up to £15) than you pay for your rent
- from 1 April 2011 if you are making a new claim for housing benefit
- if you are already claiming housing benefit, you will normally have more time before your rate changes. There will be up to nine months transitional protection from when your claim is next assessed, or from the anniversary date. Your anniversary date is the date on which your claim was first calculated under the

LHA scheme. For example, if your anniversary date is June 2011 the changes to LHA rates will not affect you until March 2012.

## The changes may affect you sooner if:

- you are getting housing benefit and are planning to move home
- your household is changing, such as someone leaving or coming to live with you.

For more information, visit [www.hounslow.gov.uk/lha](http://www.hounslow.gov.uk/lha) or call **020 8583 4242**.

# Sport in the community

Young people in the borough have the opportunity to get involved in a whole range of sports this year, thanks to the Brentford FC Community Sports Trust.

The Brentford FC Football in the Community Programme, established in 1987, was part of a pioneering programme aimed at engaging football clubs with their communities.

Now into their sixth year as a charitable sports trust, they continue to develop as one of the leading providers of sports, education and career opportunities in west London.

The council is one of the original founding partners of the Brentford FC Community Sports Trust and provides support for many of their programmes. This includes the trust's social inclusion team that currently delivers 29 free weekday and weekend sessions for young people across 21 of the borough's estates.

New programmes for 2011 include all-new football development camps



at Chiswick Community School and Goals Soccer Centre in Osterley, which are open to boys and girls aged 5-12 years. All abilities are catered for with the camps designed to encourage technical and skills development whilst having fun in a friendly, safe and secure environment.

Also new for 2011 is the planned re-opening of Brentford Boating Arch (BBA) in May. BBA is located in the arches at Kew Bridge. The scheme will see improvements to the meeting/teaching space, kitchen, and kayak storage area and will create new toilets, showers and changing rooms.

Originally opened in 2008, this is the second phase of the project that aims to open up the River Thames to people of all ages, allowing community groups, schools, and individuals, including children and adults with learning and physical disabilities, to participate in all the water based activities offered by the trust and connected organisations.

## For more information

Visit: [www.brentfordfccst.com](http://www.brentfordfccst.com)

or call **0844 247 1889** to request a brochure

# Calling all young athletes!

Could you be one of the 25,000 young Londoners that take part in the London Youth Games in over 30 different sports this year?

This is a fantastic opportunity to represent Hounslow in the largest sporting event in Europe. This event mainly caters for secondary school pupils, however there is also a mini-games competition for primary school children in years 5 and 6.

For more information about how Hounslow's young people can take part in this year's games and to download a consent form, visit [www.hounslow-leisure.com](http://www.hounslow-leisure.com)

For further information please contact the community sports development team by calling **0845 456 2856/7**.



# Your local GP consortium

There has been a lot in the press recently about GPs taking over the responsibility for commissioning (buying) local health services and this is no different in Hounslow. For the last two years the Great West Commissioning Consortium (GWCC) has been taking on greater commissioning responsibility.

Dr Nicola Burbidge, GWCC chair, said: "This is a natural part of our development as a consortium and the work we are doing will help give patients a better service."

The consortium's vision is to improve the care provided to patients, reduce health inequalities and raise the quality and standards of GP practice while managing finances in the best way possible. Achieving this will:

- improve the commissioning of services and as a result improve the quality of care for local patients

- bring services out of the hospital and closer to patients' homes where possible
- share good practice and work beneficially with NHS Hounslow and local service providers
- develop ways of involving and connecting with patients and the public during the commissioning process.

GWCC was among the initial 52 GP consortia from across England that successfully applied for pathfinder status. This forms part of the Government's plans set out in the NHS White Paper *Liberating the NHS: Equity and Excellence*. As a pathfinder, the GWCC will be one of the first to take on commissioning responsibilities. It will work to manage local budgets and commission services for patients direct with NHS Hounslow and the council from April 2011.

# Diabetes - get the facts

## Type 2 Diabetes patient programmes

NHS Hounslow provides four programmes to help people with type 2 diabetes to take control over the day to day management of the condition and to improve quality of life. If you would like to attend one of these, you can book a place yourself (you don't need to see your GP to do this).

The programmes are:

### 'XPert'

Five half-day sessions over five weeks covering:

- understanding diabetes
- diet, exercise and weight management
- carbohydrate awareness
- a supermarket tour
- complications, emotional aspects and foot-care

### South Asian 'XPert' (given in Hindi, Punjabi or Urdu)

Four half-day sessions over four weeks covering:

- understanding diabetes
- diet, exercise and weight management
- carbohydrate awareness
- complications and foot-care

## Introduction to diabetes

A one-off two-hour introduction to diabetes lifestyle changes, including:

- diet
- exercise
- monitoring
- emotional aspects

## Holding off diabetes

One half-day introduction to having a healthy lifestyle, including:

- diet and exercise for those who have been told they may be developing diabetes.

The programmes are held in Feltham Centre for Health, The Heart of Hounslow, West Middlesex University Hospital and Chiswick Health Centre. They are run by the Hounslow diabetes team during weekdays and also some evenings and weekends.

For further details on your nearest courses and to book a place email [hou-pct.diabetes@nhs.net](mailto:houn-pct.diabetes@nhs.net) or call **020 8630 3564**.

# Time to quit

## Make this the year you give up

Smoking is the single most preventable cause of death. It causes 50 different health-related conditions and costs the NHS £2.7 billion to treat every year.

Hounslow has a higher rate of smoking related illnesses compared to the average in London and England so NHS Hounslow and the council have put tobacco control at the top of their agenda, taking coordinated action to address the harm caused by tobacco products. We are also in the process of forming a Tobacco Control Alliance that will develop a ten year strategy to take action in each of these areas:

- enabling smokers to give up easily – we know you're four times more likely to quit successfully with NHS support so we will ensure we have a service that provides a full range of nicotine replacement therapies and gives access to a trained professional (see below for contact details)

- ensure smokefree spaces – we will make sure that Hounslow's public spaces are clean, fresh and enjoyable for our residents and free from the harms of second-hand smoke
- tackle illicit tobacco – we will crack down on the supply of illegal tobacco products. These are often packed with harmful, unregulated substances that pose serious risk. Counterfeit cigarettes have been found to contain up to six times the level of lead, five times the level of cadmium and three times the level of arsenic found in ordinary cigarettes as well as some even containing rat and mouse droppings, dead insects, floor sweepings and dust
- stop the rise of young smokers – it is a sobering fact to learn that as many young people are taking up smoking today as in the past, and young people can quickly become addicted. We know if you start smoking young, you're more likely to smoke for longer and find it harder to give up. We will empower our young people to take informed action against tobacco.

Contact Hounslow Stop Smoking Service today for help to end the addiction. Last year nearly 2000 people went smokefree with NHS Hounslow and you can too.

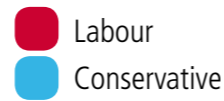


**// Smoking is the single most preventable cause of death. It causes 50 different health related conditions and costs the NHS £2.7 billion to treat every year. //**




## For more information

Visit: [www.hounslowpct.nhs.uk/documents/Stopsmokingclinicalleaflet.pdf](http://www.hounslowpct.nhs.uk/documents/Stopsmokingclinicalleaflet.pdf)  
or call 020 8630 3255

# Know your councillors



**Bedfont**

**Tom Bruce**  
**Sachin Gupta**  
Executive member  
**Liz Mammatt**

**Brentford**





**Ruth Cadbury**  
Deputy leader of the council  
**Melvin Collins**  
**Matt Harmer**

**Chiswick Homefields**





**Gerald McGregor**  
**Robert Oulds**  
**John Todd**

**Chiswick Riverside**





**Felicity Barwood**  
**Sam Hearn**  
**Paul Lynch**

**Cranford**





**John Chatt**  
**Poonam Dhillon**  
Deputy mayor  
**Sohan Sangha**

**Feltham North**





**Mark Bowen**  
Leader of the opposition  
**Gillian Hutchison**  
**Allan Wilson**

**Feltham West**





**Colin Botterill**  
**John Cooper**  
**Barbara Harris**




**Hanworth**





**Alan Barber**  
**David Hughes**  
**Andrew Morgan-Watts**

**Hanworth Park**

**Paul Jabbal**  
**Becky Stewart**  
**Beverley Williams**




**Heston Central**








**Gopal Dhillon**  
**Mohinder Gill**  
**Peta Vaught**

**Heston East**




**Kamaljit Kaur**  
**Gurmail Lal**  
Executive member  
**Amrit Mann**

**Heston West**

**Rajinder Bath**  
Executive member  
**Elizabeth Hughes**  
**Shantanu Rajawat**

**Hounslow Central**

**Lily Bath**  
Executive member  
**Ajmer Grewal**  
**Pritam Grewal**  
Executive member

**Hounslow Heath**





**Colin Ellar**  
Mayor  
**Darshan Grewal**  
**Corinna Smart**  
Executive member




**Hounslow South**





**Lin Davies**  
**Brad Fisher**  
**Pamela Fisher**


**Hounslow West**

**Ajmer Dhillon**  
**Jagdish Sharma**  
Leader of the council  
**Balvir Sond**




**Isleworth**








**Mindu Bains**  
**Ed Mayne**  
Executive member  
**Sue Sampson**

**Osterley & Spring Grove**

**Peter Carey**  
**Sheila O'Reilly**  
**Barbara Reid**

**Syon**

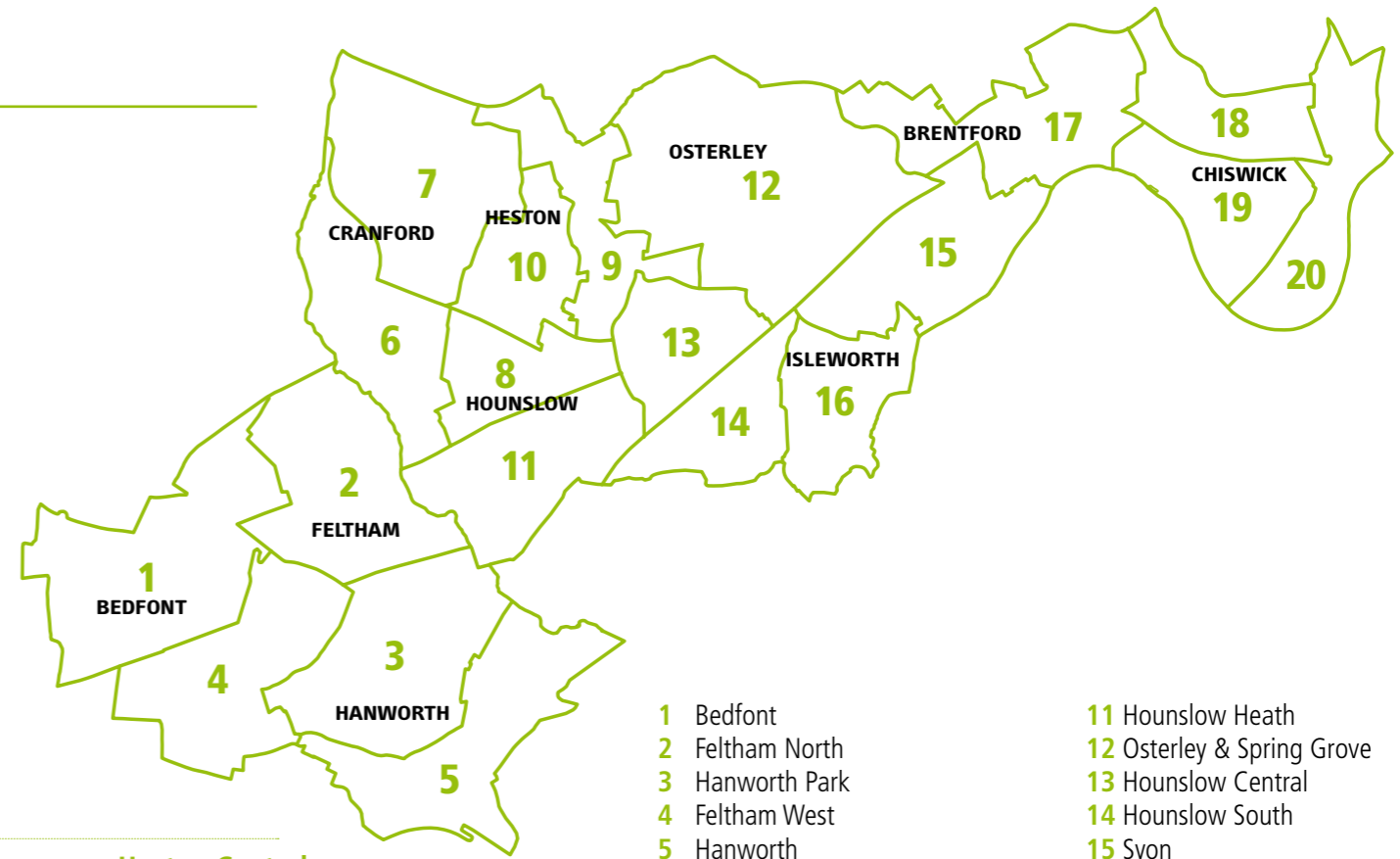
**Steve Curran**  
**Theo Dennison**  
Executive member  
**Jason Ellar**

**Turnham Green**





**Samantha Davies**  
**Adrian Lee**  
**Peter Thompson**



- 1 Bedfont
- 2 Feltham North
- 3 Hanworth Park
- 4 Feltham West
- 5 Hanworth
- 6 Cranford
- 7 Heston West
- 8 Hounslow West
- 9 Heston East
- 10 Heston Central
- 11 Hounslow Heath
- 12 Osterley & Spring Grove
- 13 Hounslow Central
- 14 Hounslow South
- 15 Syon
- 16 Isleworth
- 17 Brentford
- 18 Turnham Green
- 19 Chiswick Riverside
- 20 Chiswick Homefields

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Councillors elected until May 2014.  
For more information about your councillor, the executive members and how to contact them by telephone or email, visit our website [www.hounslow.gov.uk/councillors](http://www.hounslow.gov.uk/councillors) or call **020 8583 2250**.

Committee dates, agendas and minutes and the council's Forward Plan are also published on the website.

# Collection dates for Easter recycling



Waste and recycling collection days will be changing over the Easter and royal wedding bank holidays.

The table below shows how this will affect you.

Normal collection day	Revised collection day
<b>Easter 2011</b>	
Monday 18 April – Friday 22 April (Good Friday)	No change – normal collection day
Monday 25 April (Easter Monday)	Tuesday 26 April
Tuesday 26 April	Wednesday 27 April
Wednesday 27 April	Thursday 28 April
Thursday 28 April	Friday 29 April (Royal wedding bank holiday)
Friday 29 April (royal wedding bank holiday)	Saturday 30 April
<b>Bank holidays for the rest of the year</b>	
Weeks starting 2 May, 30 May, 29 August	Collections will be one day later than normal

For full details about collections over the next few months, please refer to the new collection calendar that you will receive through your door very soon.

You can also check your collection dates by visiting [www.hounslow.gov.uk/household\\_recycling](http://www.hounslow.gov.uk/household_recycling)

## Keep recycling

Remember, you can recycle a wide range of items using your recycling box. These include cans and foil, cardboard, glass bottles and jars, textiles and shoes. You can only recycle paper in the blue paper recycling bag.

To find out more about what you can recycle, helping to reduce the amount of rubbish that goes into landfill, visit [www.hounslow.gov.uk/household\\_recycling](http://www.hounslow.gov.uk/household_recycling)

Your recycling box should be put out for collection with the paper bag on the top as a lid. Place it at the front boundary of your property, clearly visible from the road, by 7am on your collection day each week.

For more information, or to report a problem with your waste and recycling services, visit [www.hounslow.gov.uk/recycling](http://www.hounslow.gov.uk/recycling), email [recycling@hounslow.gov.uk](mailto:recycling@hounslow.gov.uk), or call **020 8583 5555**.

## Keep in touch - Useful council contacts

The quickest way to get in touch is by using our website [www.hounslow.gov.uk](http://www.hounslow.gov.uk)

Service	Telephone no.
Adult education courses	020 8583 6000
Adult social care	020 8583 3003
Brentford, Isleworth and Chiswick Mental Health Trust	020 8583 3365
Blue badges	020 8583 3073
Business rates	020 8583 5708
Car park season ticket hotline	020 8583 5235
Children's services	020 8583 2600
Electoral services	020 8583 2828
Freedom Passes	020 8583 3073
Housing	020 8583 3000
Housing benefit and council tax	020 8583 4242

Service	Telephone no.
Hounslow Homes	020 8583 4000
Learning disabilities	020 8583 3529
Out of hours	020 8583 2222
Parking	020 8583 6666
Pay a parking ticket	0845 1300 555
Pay for other council services	0845 30 10 210
Planning and environment	020 8583 5555
Registrars (births, deaths & marriages)	020 8583 2090
Switchboard	020 8583 2000
Taxi Card	020 8583 3073
Translation and Interpreter Unit	020 8583 2299