

Autumn 2017

Hounslow

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

MATTERS

Including Housing News

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fundraising
reaches new
heights



Delivering on our promises

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A borough to feel proud of

Dear Residents,

Back in 2014, immediately after the current council's election, I set out that my objective as Leader was to work with organisations and individuals across the community to make Hounslow a place that we could all be proud to live, learn and work in.

The borough was in a tremendous position to achieve this, thanks not least to the diverse and vibrant mix of people who call this part of west London "home".

Achieving this ambitious goal was not going to be quick or easy. Not least because the council had been required to reduce its budget by £60 million over the previous four years, and was facing having to do the same again. Nevertheless, I was determined we should aim for this vision.

Our approach would build on the existing successes of the borough and tackle the key challenges that it faced. It would deliberately be innovative, as traditional methods alone were unlikely to be successful.

We would introduce new online services, build new Civic Offices in the town centre to boost regeneration, develop housing on the old Civic Centre site, and create new commercial ventures to generate income.

All of this would enable the council to provide residents with the widest possible range of quality services and real value for money.

The last three and a half years have been every bit as challenging as we could have expected. Funding for the council, like other parts of the public sector, has reduced massively, and at the same time the demand

for our services has increased due to factors such as a growing and aging population.

It is against this backdrop that the effectiveness of our approach is now clear to be seen.

Great customer service is available from an expanded range of council services accessible via our website and over the phone. Construction of the new Civic Centre is underway, and the first blocks of new flats are nearing completion around the current Civic Centre. The council's trading company, Lampton 360, is now handling improved refuse and recycling collections across the borough, and the new depot to handle these materials will open later this year.

A full review of what the council set out to accomplish between 2014 and 2018, and what has been achieved, forms the bulk of this edition of Hounslow Matters. I believe this amounts to dramatic progress in achieving the ambitious goals.

Credit for that though is not just due to the council, its employees and contractors. Residents have played a huge part too. In everything from helping increase recycling to helping tackle anti-social behaviour such as littering and dog fouling.

By continuing to work together I am utterly confident Hounslow will become, and remain, the best borough in London.

Best wishes.
Councillor Steve Curran
Leader of Hounslow Council

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Send us your news

If you have a local story and pictures you'd like to see in Hounslow Matters send it, with your name and daytime contact details, to hm@hounslow.gov.uk and maybe it'll get into the next issue!

Simple steps to cut “White Goods” fire risk



Hounslow Council is advising residents to take a few simple steps to help avoid fires caused by faulty “white goods” such as washers, dryers, fridges and freezers.

There have been 65 fires in the borough involving this type of appliance since 2010. Across the capital, London Fire Brigade attends,

on average, to one of these fires each day, and between 2010 and 2016 they caused nine deaths and 298 injuries.

By taking some simple steps, everyone can minimise the risks:

- **If any appliance starts making a strange noise, don't ignore it. Always unplug it and contact the manufacturer or a qualified appliance repair technician**
- **Check which electrical products have manufacturer recalls at www.london-fire.gov.uk**
- **Fit at least one smoke alarm on each floor of your home, and fit enough alarms to cover all areas where a fire could start**
- **Test your alarms regularly**
- **Plan how you would get out of your home**
- **Make sure appliances do not block routes out of your home so, if they do catch fire, they don't hinder your escape**
- **If a fire does start, don't try to fight it. Get out, stay out, and call 999 immediately.**

Steve Curran, Leader of Hounslow Council, said: “While most white goods work safely without incident, it is clear that fires do occur. The council and Fire Brigade will play their part in addressing this but it is vital that residents follow the guidance above as well.”

Hounslow students rise to tougher challenge of A levels and GCSEs

Cheers rang around the borough in August as Hounslow pupils celebrated top grades in both A levels and GCSEs.

More students in Hounslow who took on the new tougher A Levels achieved above the London and national average.

The percentage of A Levels in Hounslow at A*- A was up 2.1 percentage points to 23.2% in 2017, compared to 21.1% last year.



This year's provisional figures show that Hounslow's overall pass rate at 98.4% was above the London (97.6%) and national (97.9%) figures.

In GCSEs, pupils performed to a higher standard in the new tougher English and Maths GCSEs, now graded from 9 (higher than A*) to a 1.

In English, 84% achieved a Grade 4 (standard pass - broadly equivalent to grade C) or better.

With Mathematics, 76% of students gained a GCSE Grade 4, which was 16 per cent better than other pupils in England.



Beat the Street

Thousands of people are taking to the streets of Hounslow once again to see who can walk, run or cycle the furthest for Beat the Street.

Schools, businesses, community groups and residents are taking part in the scheme which is funded by Hounslow Council and run by Intelligent Health.

It began in September and runs until Wednesday 8 November.

It is free to join in and there will be rewards including prizes for those clocking up the most miles across the borough either on foot or on a bicycle.

More than 180 special sensors

called 'Beat Boxes' have been allocated across Hounslow outside local landmarks, in parks and along popular walking and cycle routes.

Those taking part can pick up their own Beat the Street cards and maps from their local libraries and swipe the cards on the boxes to receive points and win prizes and raise money for charity.

To find out more about Beat the Street, follow @BTSHounslow on Twitter or 'Beat the Street Hounslow' on Facebook.

Leader visits hospital

Councillor Steve Curran, Leader of Hounslow Council, visited hard-working staff at Hounslow's Extended Hospital Social Work (EHSWT) team recently.

Based at the West Middlesex University Hospital, the team ensures that vulnerable residents over the age of 18 are discharged safely from hospital with the support needed to ensure that they can return home safely.

Councillor Curran also visited one of the wards for stroke patients and saw how a new scheme called Red to Green, deals with any delays which lead to a patient being in hospital for longer than they should be.



Views on cycle super highway sought

A cycle super highway could be on its way to the borough connecting Chiswick and Brentford town centre.

Following an announcement from the Mayor of London, Sadiq Khan, a consultation is under way until 31 October on plans that could see safer cycling for residents.

More than half of the proposed 5.6 mile route between Kensington Olympia and Brentford town centre would be on segregated tracks protecting cyclists from other traffic and creating a more pleasant environment for cycling.

The proposed route would run from King's Street in Hammersmith along Chiswick High Road with a two-way cycle track provided on the southern side as far as Heathfield Terrace. The route would then transfer onto Heathfield Terrace and Wellesley Road.

Access for motor vehicles to the South Circular via Wellesley Road and Stile Hall Gardens would be removed allowing cyclists to use Wellesley Road in comfort, by-passing the busy Chiswick Roundabout.

One-way cycle tracks would be built on either side of the South Circular Road, Kew Bridge Road and Brentford High Street with those cycling toward Brentford town centre being routed through Watermans Park.

The intention is to eventually extend the route west in Hounslow town centre. A second public consultation is expected in summer 2018.

Councillor Amrit Mann, Deputy Leader and Cabinet Member for Environment, Hounslow Council said: "This will make a real difference in encouraging residents and people who work in and visit our borough to get on their bikes.

"The council is committed to encouraging people to take up cycling as part of leading more active lifestyles and invites all residents and local businesses to take the opportunity to shape these proposals."

Subject to the results of the consultation, Transport for London (TfL), which would fund the scheme, aims to start building the cycle superhighway in late 2018.

To comment on the proposals visit www.tfl.co.uk and search for Cycle Super Highway 9



HOUNSLOW GETS GREENER & CLEANER

New recycling and waste services introduced in Hounslow in the summer are already having a positive impact on increasing recycling and improving the cleanliness of the borough's streets.

Weekly collections of recycled waste were introduced in June and, as a result, the percentage of waste recycled in the borough has quickly climbed to 33.9% and is on track to reach our target of 50% by 2019.

As well as improving the environment, by recycling local waste rather than disposing of it in landfill sites £1.3 million can be saved each year. These savings can be used to protect other services for residents.



In introducing the new recycling and waste services Hounslow Council invested £6.4 million in a fleet of more than 40 new, low-emission, recycling and waste collection vehicles, and is in the final stages of building a £22 million state-of-the-art new depot at Southall Lane where everything collected will be handled, and materials sorted for reuse and sale.

The new depot (pictured left) should open before Christmas enabling SpaceWay, Hounslow's reuse and recycling centre to return to public use seven days a week before Christmas too.

Councillor Amrit Mann, Deputy Leader of Hounslow Council and



Cabinet Member for Environment said; "These early improvements in recycling levels are a great endorsement of the investment made by the council and the commitment of local residents to recycle.

"In order to maximise the benefit, it's important everyone puts the right thing in the right collection container."

Fortnightly collection of your BLACK WHEELIE BIN

What CAN GO in your black wheelie bin?

- ✓ Non-recyclable household waste
- ✓ Polystyrene, plastic bags and film
- ✓ Nappies, incontinence pads, sanitary waste
- ✓ Empty stoma and urine bags

What CANNOT GO in your black wheelie bin?

- ✗ Plastic bottles
- ✗ Cans, tins, foil and aerosols
- ✗ Card and paper
- ✗ Glass
- ✗ Small electrical appliances
- ✗ Textiles, clothing and shoes
- ✗ Food waste
- ✗ Garden Waste
- ✗ Building rubble, bricks and soil

RED BOX - Use for PLASTICS and METAL CANS

Collected WEEKLY

YES PLEASE ✓

- ✓ Plastic bottles
- ✓ Plastic tubs, pots and trays
- ✓ Drink cans, food tins and aerosols
- ✓ Aluminium foil and aluminium foil trays

NO THANKS ✗

- ✗ Plastic carrier bags and cling film
 - ✗ Polystyrene
 - ✗ Flower pots
- We will not collect the wrong type of plastic

BLUE BOX - Use for PAPER and CARD

Collected WEEKLY

YES PLEASE ✓

- ✓ Newspapers and magazines
- ✓ Cardboard
- ✓ Envelopes
- ✓ Paper
- ✓ Tetra Pak

NO THANKS ✗

- ✗ Shredded paper
- ✗ Plastic sleeves to catalogues
- ✗ Any type of plastic including plastic bags

GREEN BOX - Use for GLASS BOTTLES and JARS

Collected WEEKLY

YES PLEASE ✓

- ✓ Glass bottles
- ✓ Glass jars
- ✓ Non-food bottles (e.g. aftershave, face creams)

NO THANKS ✗

- ✗ Window glass
- ✗ Pyrex (or similar)
- ✗ Glass tumblers etc.

FOOD WASTE - Use for FOOD SCRAPS and UNWANTED LEFTOVERS

Collected WEEKLY

YES PLEASE ✓

- ✓ Meat and bones
- ✓ Leftovers and plate scrapings
- ✓ Teabags and coffee grounds
- ✓ Fruit and veg peelings

NO THANKS ✗

- ✗ Food packaging
- ✗ Liquids and oils
- ✗ Plastic bags
- ✗ Garden waste

Garden waste collection service NOW AVAILABLE FOR LESS



Residents in Hounslow can now take advantage of garden waste collection from their home by the council at a greatly reduced price.

For just £30, garden waste will be collected fortnightly over the six months until the end of March 2018 (apart from two weeks over the Christmas/New Year period). This is a 40% reduction on the annual £50 charge.

If you receive Council Tax Benefit you qualify for a 50% reduction so will pay just £15.

The reduced-price service is available to sign up to from 1 October until 31 October. Everyone subscribing can choose between having a 240 litre wheelie bin or two 90 litre sacks to put their garden waste in for collection.

For anyone with a garden this service is a great way to dispose of cuttings etc. with minimal effort and at an affordable price.

More and more people across the borough are taking advantage of the service and seizing the opportunity to keep on top of their garden.

For more information and to sign-up for the service visit www.hounslow.gov.uk/garden_waste



New Extra Care Scheme opens its doors

Hounslow Council has opened Bridgewater House - a development of extra care apartments exclusively for the over 50's in Isleworth.

Extra care provision is part of the council's strategy to promote independent living with the added benefit of support and reassurance when residents need it the most. It offers people with care needs who are no longer able to live in their own home a real alternative to moving into a care home, with the opportunity to live an independent life with their own front door, safe in the knowledge that care and support services are close at hand.

Bridgewater House in Isleworth consists of 36 extra care flats, 32 of which will be offered on an affordable rent basis and four which will be shared ownership units, specifically for residents over 50.

There is a growing demand for extra care housing in Hounslow and the opening of this service brings the council another step closer to delivering its target of an

additional 180 units of extra care flats by 2019.

Bridgewater House offers 24-hour on-site care for vulnerable older people, but also caters for those with

a range of needs from dementia and learning disabilities to general frailty due to ageing. The level of support is dependent on, and adaptable to, the needs of the resident.



The apartments offer level access, comfortable communal living, onsite laundry, an activities room, a small landscaped secure garden, CCTV to ensure added security, the use of colour co-ordination on fixtures and fittings to support people with sensory impairment or dementia and call-cord systems which supports independent living and ensures peace of mind.

Extra care housing can be accessed following an assessment by a social worker. To find out more email adultsocialcare@hounslow.gov.uk or call 020 8583 3100.

Taking a family holiday during term time...

What you need to know

Earlier this year Jon Platt lost a Supreme Court battle over taking his daughter on holiday to Disney World during school term-time. Five senior judges at the court gave the ruling on 6 April after his local authority challenged the decision that Mr Platt did not have to pay the fine. Mr Platt had previously won an earlier battle against a £120 fine after taking his daughter out of school without permission.

The Supreme Court justices considered whether or not Platt committed an offence by failing to ensure his daughter “attended school regularly”, as required by section 444(1) of the 1996 Education Act. They ruled that “regular attendance” had to be keeping with rules of the school.

After the Supreme Court made their ruling, the case was returned to the Magistrates’ Court in the Isle of Wight, whereby Mr Platt was found guilty.

If the court finds that a parent or carer has broken the law by taking their child or children on term time leave that is not authorised and a penalty notice has not been paid then the possible outcomes are: a fine up to £2,500, a community order or a jail sentence of up to three months.

Hounslow Council’s policy on school attendance, including term-time leave, is based on the Department for Education guidance and the law. We appreciate that holidays are generally more expensive during school holiday periods but if you do decide to take your child out of school during term-time and it is not authorised by the school then the law is clear.

Since August 2016 the council’s Education Welfare Service has issued 229 Penalty Notice fines to parents whose children have poor attendance. We are fortunate in Hounslow to have so many schools that are judged good

or outstanding by Ofsted and we want children and young people to benefit as much as possible from what our schools offer.

School attendance is important so that pupils maximise their educational opportunities as much as possible during the 38 weeks of the year that schools are open.

It is helpful to remember that even a pupil with 95 per cent attendance will have missed an additional 9.5 days out of the 38 weeks a school is open and if attendance drops to 90 percent this increases to just under four weeks (19 days) away from school.

It is always important to talk to your child’s school and keep them informed of any occasion when your child might be absent from school, whatever the reason.

Headteachers in Hounslow follow the Department for Education’s guidance which states that any absences for term time leave can only be authorised where there are “exceptional circumstances”.

There are 14 weeks during the academic year when schools are closed to take holidays. Is it really worth the risk of receiving a fine or prosecution for taking your child on holiday during term time?

For more information regarding term-time leave visit:
www.gov.uk/school-attendance-absence/overview



The Mayor of Hounslow has been visiting people and places across the borough

HERE'S A TASTE OF WHERE SHE HAS BEEN AND WHO SHE HAS MET

As Mayor, Cllr Sue Sampson is raising money for two chosen charities, **Pink Ribbon Foundation** and **Refuge**



PINK RIBBON FOUNDATION

www.pinkribbonfoundation.org.uk

Pink Ribbon Foundation is a grant-making trust with a mission to fund projects and provide financial support to UK charities which relieve the needs of people who are suffering from, or who have been affected by breast cancer or who work to advance the understanding of breast cancer, its early detection and treatment.



The Mayor kick-started her fund-raising for both charities at her inaugural ball in July, raising over £13,000 in a big way and followed that by jumping out of a plane in a parachute jump at the end of August. That was for the Pink Ribbon Foundation and although nervous of undertaking such a feat, she enjoyed every minute of it. So far, over £5,000 has been raised and donations are still flying in.



REFUGE

www.refuge.org.uk

Refuge is the country's largest single provider of specialist accommodation and support to women and children escaping domestic violence.

Refuge provides safe, emergency accommodation through a growing network of refuges throughout the country and runs the Freephone 24-Hour National Domestic Violence Helpline in partnership with Women's Aid. It also offers services for children, individual and group counselling for abused women and community based outreach services.

The Mayor was on to her next fund-raising effort soon after, when she took part in the Walk4Refuge at the start of September. Donations are still coming in, but the Mayor has so far raised £3,500.



ASK FOOTBALL ACADEMY

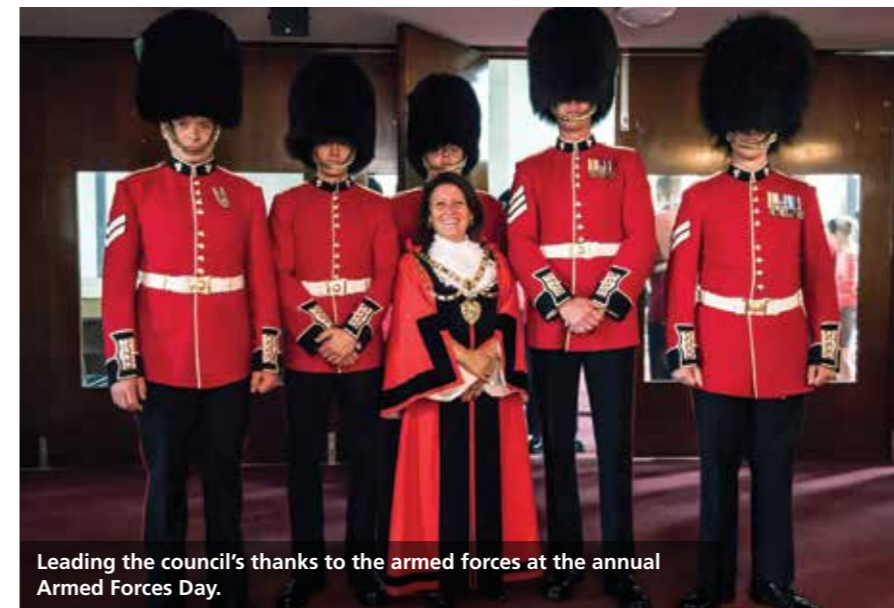
A community project launched as part of several sporting initiatives in response to residents' passionate pleas for more activities for children and teenagers on the Ivybridge Estate, Isleworth, following estate resident Sahil Roy's tragic death last year.

Ask Football Academy is holding open session events in October, suitable for all ages. Contact ask@agfootballacademy.com and 07914 657 621 / 07932 017 282



SKILLS HUB

Which offers young people a programme to enhance social & personal skills and find employment
Old School Building, Providence Road
Contact: 01895 447 102



Leading the council's thanks to the armed forces at the annual Armed Forces Day.



100-YEAR-OLD RESIDENT

Joining Elizabeth Clark, who was marking her 100th birthday at Vicarage Farm Care Home.



DANEHURST CENTRE

Sheltered accommodation managed by Hounslow Council. Brent Lea, Brentford Contact: Hounslow Council on 020 8583 6590



CERTITUDE

Which provides personal support to residents with learning disabilities, autism, and mental health issues, across the borough
The Drive, Hounslow
Contact: 020 3397 3033/3070

Since becoming Mayor of Hounslow in May this year, Councillor Sue Sampson's feet haven't – literally – touched the ground!

From a charity parachute jump for one of her chosen charities to leading the council's gratitude on Armed Forces Day, it has been a busy but most enjoyable start to her year-long role.

"I was extremely honored to be elected Mayor of Hounslow and I am really enjoying meeting all the wonderful people who are the heartbeat of our borough, she said.

"I am also finding out about organisations and groups, projects and schemes, of which I didn't know about before.

"My aim is to ensure that these people, groups, volunteers and organisations, will all be recognised in some way for the work they do.

"They provide such an invaluable service to so many people and I want to hear from those that we still don't know about, so I can visit them, help them raise money or awareness of what they do.

"My message is, get in touch, let me know what you are doing and how we can help you.

"All the groups and organisations I am visiting and finding out about, are open to help all of our residents. Please get in touch with them and they can let you know how they can help you."

Sue

If you have an event you would like the Mayor to attend, please complete the e-form at goo.gl/BbzLE6. The event will be considered and you will receive confirmation by the Mayor's office. Please note the Mayor's attendance is subject to availability

Progress on Hounslow's

School Expansion Programme

The borough has experienced one of the fastest growing birth rates in London, and with new housing developments being built to provide homes for more families, the demand for school places is growing at a rapid rate.

As part of its commitment to all borough children and young people, Hounslow Council has been creating high quality school places. Since 2008 twenty five permanent forms of entry have been added to existing local authority primary schools, four Special Schools expanded and places at four free schools within the borough facilitated.

By 2023 the council predicts there will be a need for 26 additional forms of entry at secondary level, this includes the expansion of three existing Hounslow Secondary Academies and plans for two additional secondary free schools. Recently Hounslow's planning committee approved the planning application for Bolder Academy, a non-denomination, mixed gender, six form entry Secondary school for 11 to 16 year olds providing 900 school places within the Osterley, Brentford and North Isleworth area.

The School Expansion Programme is progressing well to meet demand and the council is now undertaking major permanent expansions of various provisions to meet additional places for Primary, Secondary and Special Educational Needs. Building projects have now been completed at various schools, including St Pauls CE, St Mary's Isleworth RC, Wellington Cedars, Lindon Bennett and Woodbridge Park.

Councillor Tom Bruce, Cabinet Member for Education, Children's Services and Youth Services, Hounslow Council, said:

"One of our main priorities is to ensure there are enough high quality school places for all children and young people who need them. It is an important responsibility and a big part of our promise to provide them with the best possible start in life with a solid education."

Hounslow has also been approved to create a new special school through the free school process. This new school will provide places for pupils with Social, Emotional and Mental Health needs (SEMH). **To find out more visit www.hounslow.gov.uk/freeschoolcompetition**





Fostering success

Maurice and Blanca Lyons talk about their experience as approved long term carers to foster children between five and 18 years old.

People always ask what motivated us. Well we saw a fostering poster in the high street saying they needed foster carers for the borough of Hounslow. I guess the timing was right, all our children are now married except for our youngest son who was 23 at the time. As parents, we wanted to make a difference to the lives of young people by giving them the love, care and attention that they deserve for a normal life as other children have. Many of these children have either been neglected, mistreated or abused in this cruel world, so we applied, did the training and were approved as Hounslow foster carers.

One of our placements came to us aged 14 and last June he turned 17 and we are very pleased with how things have turned out for him. The environment where he came from

was very stressful to say the least and we were a bit apprehensive with the thought of looking after him at first but we were given unlimited support from social services.

Looking after fostered children is slightly different than bringing up your own children because raising your own children everything is down to you about what happens to them, in other words 'the buck stops here'.

With fostered children you have the backing of social services behind you.

Fostered children have their own social worker who is regularly in touch with them and we also have our own supervising social worker who we can contact anytime during

office hours, we even have the out of hours' duty desk from 5-11pm or the emergency duty team. So, support is always at hand.

Over a period of time when you have completed all the mandatory training from first aid to safer caring you will be confident to cope with anything that may arise. It doesn't end there as there is a foster carers support group that you can attend with other foster carers to discuss anything you want in a confidential environment. And to add icing on the cake, four times a year there is a carers consultation forum where you can voice your concerns. This makes you feel you are part of the team which puts you at ease.

There are lots of young people who need loving care in a stable environment. For us we could see the changes in our foster child from him arriving at our house nervous and withdrawn with no confidence which caused him to be slightly behind in his school work, but now he seems like a different person. He has so much more confidence and is full of life. We are so proud of him, he has taken part in the Duke of Edinburgh award scheme and most of his summer break he attends West Thames College and mentors other children.

You might think that all that activity would hamper his education, but no, he achieved 6 GCSE's at A grade and three A*. Also, he has just received his results for his mock A level exams and they were all A grades for the three subjects he has chosen to take next year, which means if he is successful he will attend university.

Blanca and I are committed to fostering because

we get a great deal of satisfaction that we have given a child a great start in life

that gives them the same opportunities as other children in the borough.

Foster if you can, you have nothing to lose and if your circumstances change in the future you can always stop. So, go for it. Do something amazing. Foster a child and give them a bright future.

**To find out more visit
www.hounslow.gov.uk/fostering**



London Borough
of Hounslow

Delivering on our promises

When the current Hounslow Council was elected in 2014 it promised to improve the Borough in several key ways by 2018.

These commitments responded to the things residents said were important.

As we approach the last few months of the current council (elections will take place in May 2018) the good news is that major progress has been made on delivering the promises.

Over the following pages we look at what has been achieved.

More for less

The challenge of having to spread money around is familiar to most households in the borough. It's the same for the council, but on a dramatically bigger scale.

Although our annual budget is over £600 million, the money we receive from central Government has fallen dramatically since 2014 while increases in the number of residents, and especially the number of young and old people, have significantly increased demand for council services.

The council has focussed on the things that matter most to residents of the borough at large, while also protecting those who are most vulnerable.

By renegotiating contracts and improving online and over the phone services, savings have been generated. Our workforce is now smaller, and Lampton 360, our trading company, now provides services including the collection of waste and recycling.

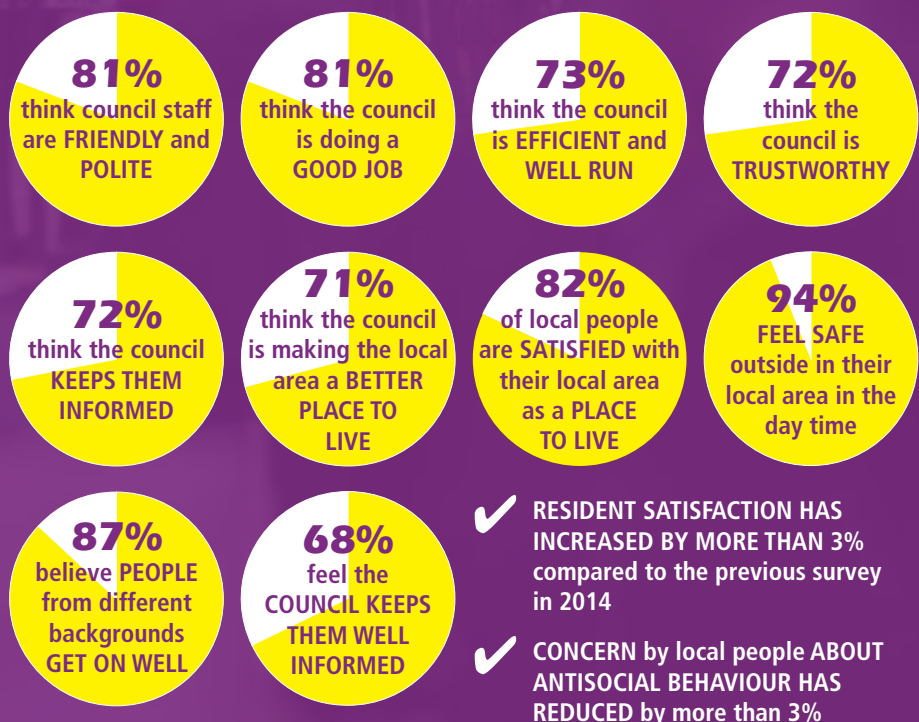
Council Tax in Hounslow did not increase from 2006/7 to 2017/18 despite the financial pressures. Further reductions in funding mean it will have to increase in 2018, but by just 1.99%.

More cost saving initiatives are already underway and our new, smaller council offices in central Hounslow will play a major role, while also boosting the regeneration of the town centre.

What you think

The most important judges of the Council's performance are, of course, the people living in the borough. For this reason, every two years the council commissions an independent research company to seek the views of residents.

In the latest survey, in late 2016, a total of 1,207 people carefully selected by the researchers to be representative of the community at large, were interviewed about all aspects of the council's services and its effectiveness. Encouragingly, the results were overwhelmingly positive.



Delivering on our promises



WE PLEDGED TO:

Invest in education to provide a better choice of schools for local children

Brighter futures for our children

Providing the best start in life for our children and young people with improvements in health and education. Keeping them safe from harm to help inspire more fulfilling lives.

What has happened so far:

- ✓ **Investment in education** in the borough has enabled a better choice of schools for local children.
- ✓ **25 new permanent forms of entry** have been introduced at primary schools. **Four Special Schools** have been expanded. And the opening of **four Free Schools** has been facilitated by the council.
- ✓ Over **80%** of children have a **place at their first choice school**. And 94% have a place at one of their top three choices.
- ✓ Planning permission has been granted for a **new non-denominational, mixed gender, sixth form entry secondary school** that will provide 900 school places for Osterley, Brentford and North Isleworth.
- ✓ Activity to **raise the aspirations** of the borough's poorest children has been mounted.
- ✓ The number of young people aged 16-25 in **training apprenticeships and employment has been increased**
- ✓ **Fostering services** in the borough have been strengthened.

Delivering on our promises

Keeping you safe

Making Hounslow a safe borough by reducing crime and anti-social behaviour, and tackling drug and alcohol misuse that can lead to crime.

What has happened so far:

- ✓ Working closely with the police the council has sought to **tackle local drug dealing** through targeted enforcement officer patrols and CCTV monitoring.
- ✓ Activity to **reduce anti-social behaviour** has included a focus on problem individuals, groups, premises and locations.
- ✓ **Support for people at risk** of domestic violence has included improving the Violence Against Women and Girls One Stop Shop. Over 1,500 victims have received support.
- ✓ **More homes are being made safe** and secure reducing the number of fires and burglaries.
- ✓ **Upgraded street lights** are keeping streets safer at night.
- ✓ New developments in the borough are designed to **minimise opportunities for crime**.
- ✓ The number of **young people entering the justice system** in the borough **has nearly halved**.
- ✓ The number of people **reoffending has decreased** in Hounslow in the past year and is lower than the London average.

Delivering on our promises

Good quality homes and jobs

Making sure more good quality homes, including affordable homes, are provided for residents and tackling homelessness. Supporting economic growth and improving our town centres. And making the most of being close to Heathrow, central London and the Thames Valley to help people get and keep good quality jobs.



WE PLEDGED TO:

Secure a further 3,000 affordable homes in Hounslow, 400 of which will be new council homes

Provide 300 new apprenticeship places for young people and more local skills training

Regenerate Brentford and Hounslow town centres and develop a master plan to improve Feltham





What has happened so far:

- ✓ **Two new housing zones** have been created. More than **3,600 new homes** will be built **in Hounslow** and **3,300 in Feltham**.
- ✓ **2,760 affordable homes** have been provided (**93% of the target**). **310 new council homes** have been built and a further 102 are under construction.
- ✓ **400 homes on the Ivybridge estate** have been **modernised** with new kitchens and bathrooms.
- ✓ A **new 40 home sheltered scheme** for older residents has been opened at Hogarth Court in Heston.
- ✓ **All council housing meets the “decent homes” standard** for warmth, dryness and safety.
- ✓ **Nearly £2 million** has been **invested** each year in **improving communal areas** at council housing.
- ✓ Tenants are increasingly satisfied with the council’s improved housing management service. **83% are happy with the quality of repairs**.
- ✓ **People in temporary accommodation** has been **reduced by 23%** and the use of **Bed & Breakfast** has been **reduced by 67%**.
- ✓ **Tough action** has been taken **against rogue landlords** renting sub-standard and illegal accommodation.
- ✓ The council campaigned for a better not bigger Heathrow Airport. In light of the go-ahead for a third runway we will seek to **ensure that Hounslow residents benefit from the economic growth and good quality jobs** created.
- ✓ **Regeneration of Hounslow and Brentford town centres**, and the “Golden Mile” area of the Great West Road is underway.
- ✓ **Public transport links along the Golden Mile are being improved**. Plans for a service from Transport Avenue to Crossrail at Southall are well developed.

Delivering on our promises



WE PLEDGED TO:

Overhaul bin collection to boost recycling and get streets cleaner

A photograph of a recycling worker from behind. The worker is wearing a blue baseball cap and a bright yellow high-visibility vest with reflective silver stripes. The vest has the text 'Lampton' and 'Recycle 360' printed on it, with a circular logo containing the number '360' between the words. The worker is standing in front of a large pile of cardboard boxes. In the background, a white car is partially visible.

Lampton
Recycle 360

A cleaner, greener borough

Making sure the borough is a place where people feel proud to live and work.

What has happened so far:

- ✓ A new system of **fortnightly wheelie bin waste collections and weekly recycling collections** has been introduced.
- ✓ Recycle 360, part of the council's trading company Lampton 360, has taken over the collection of waste and recycling from all homes.
- ✓ Each week 333,000 containers are collected from 72,000 private properties on 1,810 roads, plus collections from a further 33,000 homes where there are communal waste and recycling facilities.
- ✓ **Recycling levels** in the Borough have **increased to 33.9%** and are on target to hit 50% by 2019.
- ✓ Firm enforcement **action** is taken **against** irresponsible people **littering and fly-tipping** in the borough. We have fined tens of thousands of people and businesses that have disposed of waste illegally.
- ✓ A striking poster campaign has encouraged dog owners to clear up any fouling by their pets in public spaces.
- ✓ **£2.7 million** is invested each year on average in maintaining and **improving the borough's roads and pavements**. Concerted effort has reduced the number of potholes on Hounslow's roads.
- ✓ **All** the borough's **street lights** will be **replaced** with new improved lamps on schedule.
- ✓ Gates have been installed across the borough where residents have faced problems with alleyways.
- ✓ Prestigious **Green Flag status** has been won for 14 parks.
- ✓ **Heritage Lottery Funding** has been secured for major restoration and improvements at Gunnersbury Park and Boston Manor.
- ✓ Plans for a **new War Memorial** have been progressed.
- ✓ Campaigning to ensure a better not bigger **Heathrow** airport continues and efforts will focus on ensuring **noise and air pollution is controlled**.
- ✓ **20mph zones** have been introduced **around all schools** to improve the safety of pedestrians.
- ✓ **Overnight parking by lorries** on residential roads has been **banned**.
- ✓ **New cycle lanes** have been introduced in Hanworth and Hounslow and a largely-traffic free cycle route created from Brenford to Twickenham.
- ✓ **Over 70 electric vehicle charging facilities** have been installed and a car club launched.
- ✓ **Over 600** households have been helped to make their **homes warmer and more energy efficient**.



Delivering on our promises

Active, healthy communities

Promoting lifestyles that improve people's wellbeing and quality of life with less need for health and social care. Supporting people taking an active part in community life and reducing loneliness and social isolation.



What has happened so far:

- ✓ Council initiatives to encourage participation in sport and exercise have led to **an increasing proportion of people who are active**. The increase has been in line with London (since 2014) and England as a whole (since 2012).
- ✓ **Heston leisure centre has been completely refurbished** and now features a 25m pool, learning pool, 100 station gym, soft play area for children, exercise studios, cycle training, cricket, football, basketball and tennis facilities.
- ✓ **£2 million investment** with Fusion Lifestyle from late 2017 will see major improvements **at Hanworth Air Park Leisure Centre, Isleworth Leisure Centre and New Chiswick Pool**.
- ✓ **£1.1 million** is being invested in new and improved **Active Spaces** to get children more active outdoors.
- ✓ **Over 3500 children taking part in daily running** as part of the Super Active Schools programme.
- ✓ **Eight new outdoor gyms** suitable for people of all ages and fitness levels have been created.
- ✓ **Over 29,000 residents took part in Beat the Street** a walking and cycling challenge to get more active and reduce car use.
- ✓ At **Feltham Arena** the **car park** has been **improved**, and new sports facilities, play areas and a renovated running track are in the pipeline. Access will be improved and the Parkguard service utilised to prevent anti-social behaviour.
- ✓ One You Hounslow has **helped 5,000 adults to get active**, over **1,200 to stop smoking**, and offered advice on healthy eating across the borough.
- ✓ **2,145** residents have been provided with **free health checks**.
- ✓ Working with local voluntary and community groups **local people's lives have been improved**. Examples include **Goodgym**, whose runners do community tasks like gardening and weeding, and **Green Gym** which improves people's health and wellbeing while creating green spaces for everyone to enjoy. **Parkruns** in the borough are participated in by over 800 people each week.
- ✓ The council continues to **press for** appropriate **health services to be available for all residents** as changes to the NHS take place across London.

A woman with blonde hair, wearing a blue vest over a grey long-sleeved shirt, is smiling and holding a white cup with both hands. She is sitting at a wooden table in a bright, indoor setting. A yellow banner is at the top left.

Delivering on our promises

Help and support when you need it

Improving quality of life to reduce the need for care and hospital admissions, while making sure there is high quality care and support for those who need it. Keeping vulnerable adults safe.



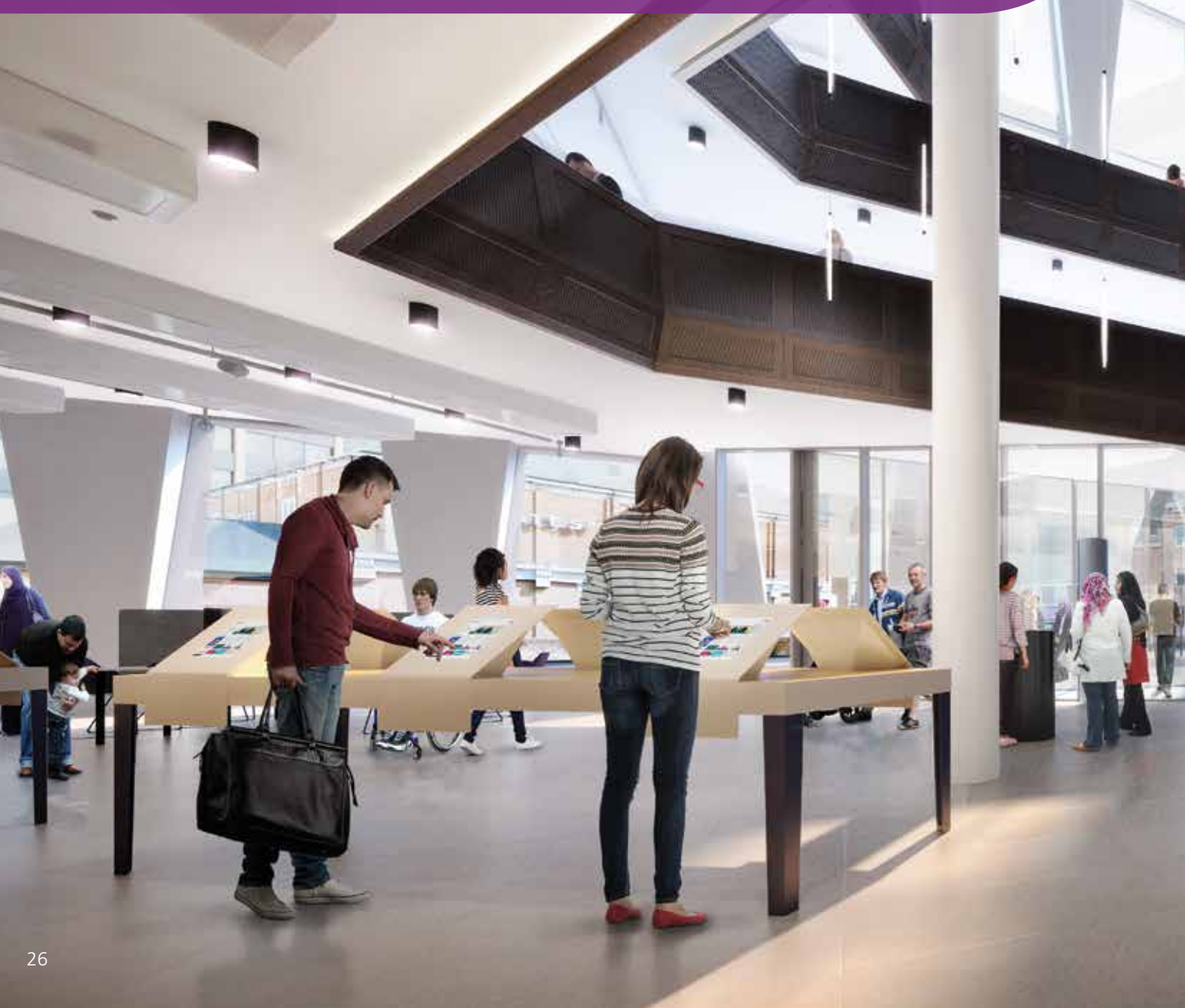
What has happened so far:

- ✓ **Advice and information** for people looking for care services has been **improved** including through the CarePlace website.
- ✓ Services and **support for people with learning disabilities and dementia**, and their carers, have been improved.
- ✓ **Support for elderly, isolated and vulnerable residents** has been improved by a new integrated service that has introduced a home care service and also achieved 46% savings.
- ✓ **Strengthened safeguards** have helped vulnerable people to continue living in their own homes.
- ✓ **36 apartments** for older and disabled people have opened in Isleworth.
- ✓ **94 apartments** in Feltham with facilities for people with dementia and learning disabilities are planned.
- ✓ People have been given **greater choice and control** over the care services they receive. More than 1,000 residents now get direct payments.
- ✓ A **new community recovery service** provides rehabilitation and reablement support to older people and people with physical disabilities.
- ✓ **94%** of care and support service users said they **feel safe**.
- ✓ **89%** of people are **satisfied with their care and support**.

Delivering on our promises

An ambitious council delivering quality services and value for money

Having the best interests of residents at heart. Providing leadership for the community and finding new, ambitious ways to improve our customer care for our residents and deliver even better value for money.





What has happened so far:

- ✓ **New, smaller council offices** (pictured) being built now in central Hounslow **will** replace the Civic Centre in 2019, **reduce costs, and help regenerate the town.**
- ✓ The current Civic Centre site is being redeveloped to provide **hundreds of much needed new homes**, including many that are “affordable”.
- ✓ **Council Tax** in Hounslow **did not increase at all from 2006/07 to 2017/18** despite reducing Government funding and increasing demand for council services. In 2018/19 it will increase, but by just by 1.99%.
- ✓ Improved council online services, including a **completely new website** designed specifically for easy use on tablets and phones, have meant fewer people need to visit our offices. The number visiting the Civic Offices is now half what it used to be.
- ✓ Satisfaction with council services has increased, and the number of **complaints received has fallen by 60%.**
- ✓ **97%** of people are **satisfied with council reception services.**
- ✓ An **improved council telephone system** offering better services for callers is launching in October 2017.
- ✓ **Improved IT facilities** are enabling council staff to work more flexibly and offer **improved services to residents.**
- ✓ Lampton 360, the council’s new trading company, is **reducing the cost of** providing services such as **waste and recycling collections** and will generate income for the council to help fund services for local people.



Be wary about contractors

Elderly people and anyone who feels vulnerable are being reminded to take care when people claiming to be contractors visit their home.

Hounslow Council's Trading Standards team is offering some straightforward guidance to prevent rogue contractors ripping off the borough's residents.

The simple advice is:

- **Never let an uninvited contractor into your home.**
- **Never give them any money.**
- **Always ask for their contact details.**

In this way, you have the chance to discuss any work needed with a relative, neighbour or friend, and they can also be present when you do invite the contractor to meet you.

If you need a council Trading Standards officer to be there, this might be possible too.

**Contact the team on
020 8583 5149.**

Mrs Rogers* is a fiercely independent 89-year-old resident who lives alone in Chiswick. At the beginning of May this year she was at home and answered a knock at her front door.

Two men, apparently, from a roofing company called DUNNS & SONS ROOFING were standing there. Mrs Rogers invited them in to discuss the state of her roof and the maintenance work they claimed was needed. The men said they would be more than happy to carry out the work but they would need £1,000 in cash up front. Mrs Rogers had the money in the house and handed it over to them in good faith.

The next morning the two men were back saying they now needed £2,500 upfront to complete all the roofing work and they would drive her to and from her bank that afternoon.

Hounslow's Trading Standards team had already established a banking protocol with local banks and building societies in the borough to protect our

elderly and vulnerable residents. As a result, when talking to Mrs Rogers about the cash withdrawal, Halifax bank staff on Chiswick High Road became suspicious and called the police. On their arrival, the 'workmen' and their white Ford estate fled and were nowhere to be seen.

The police officers brought back Mrs Rogers to her home to see the abandoned building materials and ladder in her front garden. They then contacted Hounslow Council's Trading Standards team who took over and visited Mrs Rogers to give her reassurance, advice and confidence with dealing with rogue traders in the future.

Mrs Rogers is very thankful that Trading Standards intervened as they also managed to glean a description of the rogue traders. They then shared this information with neighbouring boroughs so they could be on the alert for these men who may try and prey on their elderly residents.

*name has been changed

what's going on AROUND HOUNSLOW

Welcome to Hounslow

Hounslow is an exciting and vibrant west London borough with lots of things to see and do. We have a fantastic offer for visitors and residents alike including a diverse range of attractions, museums, beautiful parks, stately homes, riverside pubs, cycle paths and walks. A visit to and around Hounslow is a great day out for all the family.

Around Hounslow includes fun things to do for all the family, including children and young people.

It is advisable to check with the organiser or venue if the event or activity is still going ahead. All listings are available at www.hounslow.info/news-events

Bell Square hosts free fortnightly entertainment for the whole family in the heart of Hounslow. Go to www.bellsquarelondon.com for listings. Please note all dates and times are correct at the time of going to print

CHISWICK HOUSE AND GARDENS W4 2RP



Just some of the events taking place over the next few weeks:

GET READY FOR HALLOWEEN!

Crafty pumpkin fun -
Thursday 26 October, from 12pm.



Suitable for 4-11 year olds. Wearing your best scariest costume, enjoy pumpkin carving and other themed activities.

MAGIC LANTERN FESTIVAL

From Friday 24 November 2017 to Monday 1 January 2018

The second year of the lantern festival, a spectacular fusion of art, heritage and culture.

WINTER WREATH MAKING WORKSHOP

Sunday 3 December, from 12pm



You will be taken through the wreath making process by renowned florists and take home your very own creation.

For information on all events, opening times and admission details, visit www.chgt.org.uk or call 020 8742 3905

BELL SQUARE - ENTERTAINMENT

An array of entertainment this Autumn, including:

STREET GAMES

Saturday 4 November, 10am-1pm and 2pm-5pm

Games featuring bikes, balls, magnets, mirrors and more.

WINTER LIGHTS

Saturday 18 November, from 6.30pm

Annual lights celebration, including lantern procession
For more events and

information, visit
www.bellsquare.london.com

HOUNSLOW PENSIONERS FORUM

Monthly open meetings take place on the last Friday of a month, includes talks by visiting speakers, member discussion, friendly company and refreshments.

All meetings held at the United Reformed Church, corner of **Chapel and Hanworth Roads, TW3 1UF**
10.30am-12.30pm.

For further details, contact Bob Hardy-King on 020 8230 3596.

Forthcoming meetings:

Friday 27 October:

Speaker on NHS discussing health matters;

Friday 24 November, will feature Jack Hunt, on NHS Integrated Community Response Service.

JUNIOR PARKRUN



Run by volunteers and suitable for 4-14yrs

Every Sunday, 9am

Osterley National Trust Park, Jersey Road, TW7 4RB
Hanworth Park, Feltham, TW13 7QE

Admission: FREE

YOGA – OURPARKS

For adults, every Tuesday, from 7.30pm.

Redlees Park, TW7 6DW

Admission: FREE

Details: visit ourparks.org.uk/borough/redlees-park

BOOTCAMP – OURPARKS

For adults, Every Saturday, from 9am

Redlees Park, TW7 6DW

Admission: FREE

Details: visit ourparks.org.uk/borough/redlees-park

GREEN GYM



Conservation activities to suit all levels of experience

Pevensey Road, TW13 5HA

For adults, every Monday, from 10.45am-2pm

Admission: FREE

Details: visit tcv.org.uk

THE GOOD GYM - Get Fit by Doing Good!



Chiswick Town Hall, W4 4JN

For adults, every Wednesday, from 6.45pm

Admission: FREE

Details: visit goodgym.org

LET'S SWISH!



Thursday 19 October, Hounslow Library, Civic Centre, Lampton Road, Hounslow, TW3 4DN

Bored of what's hanging in your closet? Then it's time to GET SWISHING!

Dig out those clothes lurking at the back of your wardrobe and use them as currency to get clothes you will wear.

Bring up to 10 items of clothing you no longer want, which are clean and in a good condition to swap.

Drop them off from 12noon - 12.30pm in exchange for tokens (1 item = 1 token).

The Swish is open from 12.30pm-1.30pm and then it's time to shop! Browse the rails and use your tokens to take away a fabulous new outfit.

To find out more visit the Facebook event Hounslow Library Swish
Admission: Free

WEST MIDDLESEX FAMILY HISTORY SOCIETY: Advice Sessions

The West Middlesex Family History Society will be holding advice sessions on the third Saturday of each month in the Local Studies department at Hounslow Library. Even if your family is not in the West Middlesex area, we can still offer advice on researching your family.

Feltham Library, TW13 4GU
Saturday 21 October,
10am - 1pm

Hounslow Library, TW3 4DN
Saturday 18 November,
10am - 1pm

Hounslow Library, TW3 4DN
Saturday 16 December,
10am - 1pm

Admission: Free

Drop in or make a booking by emailing surgeries@west-middlesex-fhs.org.uk

Murder in the Library!

Author Talk with Tammy Cohen, Mark Hill and Susi Holliday

Join us for our second Murder in the Library authors talk series. Usually the season of goodwill

to all, our authors have chosen the festive season for their latest novels. So, if preparations for Christmas are getting you down, then enjoy an evening of psychological thrills, serial killers and murder!

With authors, Mark Hill, Tammy Cohen and Susi [S.J.I.] Holliday

Admission: £1.50 library members/ £3 non-members. Places limited, please book a place.

CHRISTMAS CRAFT FAIR



Drop-in to our seasonal craft fair for some homemade jewellery, cards, tie dye clothes and other unique bits and bobs. Children will also be able to join our craft workshop for just 50p. Small charge for refreshments.

Bedfont Library, TW14 8DB
Saturday 11 November
10am - 12noon

Admission: Free

Osterley Library
Thursday 7 December
6.30pm

RHYME TIME – for toddlers



Every Wednesday – nursery rhymes and songs suitable for Unde-5s

From 10.30am, at Hounslow Library, Civic Centre, Lampton Road, TW3 4DN

Admission: FREE

Children's Book Lover's Group

Heston Library, TW5 0LW

Thursday 2 November, from 4pm

For ages 7-10yrs, a range of activities for children who like reading for fun.

We would love to hear from clubs and organisations around the borough not featured here. If your club or organisation has an event, activity, including on-going events, please email hm@hounslow.gov.uk with the following information and we can look to consider publication: name of organisation/ event/activity; dates and venue; Price/admission; contact details, including telephone number and website or email address.

COUNCIL MEETINGS

Follow Cabinet and Borough Council meetings on Twitter [LBoFHounslow](https://twitter.com/LBoFHounslow)

BOROUGH COUNCIL

When: Tuesday 31 October, Tuesday 28 November, 7.30pm
Where: Council Chambers, Civic Centre, Lampton Road, Hounslow TW3 4DN

CABINET

When: Tuesday 10 October, Tuesday 21 November, Tuesday 12 December, 7pm
Where: Council Chambers, Civic Centre, Lampton Road, Hounslow TW3 4DN

AREA FORUMS

Central Hounslow

When: Thursday 9 November, 7.30pm

Where: Committee Rooms 1&2, Civic Centre, Lampton Road, Hounslow, TW3 4DN

Bedfont, Feltham and Hanworth

When: Thursday 30 November, 7.30pm

Where: Public Meeting Room, Feltham Library, Feltham High Street, TW13 4GU

Chiswick

When: Tuesday 14 November, 7.30pm

Where: The Hogarth Hall, Chiswick Town Hall, Heathfield Terrace, Chiswick W4 4JN

Heston and Cranford

When: Thursday 16 November, 7pm

Where: Committee Rooms 1&2, Civic Centre, Lampton Road, Hounslow, TW3 4DN

Isleworth and Brentford

When: Thursday 23 November, 7.30pm

Where: Clayponds Community Centre, Clayponds Gardens, London W5 4RQ

Calling all Hounslow ADVERTISERS...

There's only one way to effectively reach **ALL HOMES IN THE BOROUGH.**

With a high quality, full colour message.

FROM ONLY £500.

Advertise in Hounslow Matters - Hounslow Council's quarterly residents' magazine.

Call **020 8583 3741** or email **advertising@hounslow.gov.uk** for more information and to make a booking.



BEDFONT



Keith Anderson



Samantha
Christie



Sachin Gupta

BRENTFORD



Guy
Lambert



Melvin
Collins



Myra Savin

CHISWICK HOMEFIELDS



Gerald
McGregor



Robert Oulds



John Todd

CHISWICK RIVERSIDE



Felicity
Barwood



Sam Hearn
Leader of the
Opposition



Paul Lynch

CRANFORD



Daanish Saeed



Gurpal Viridi



Sukhbir
Dhaliwal

FELTHAM NORTH



John Chatt
Chair of Overview
and Scrutiny
Committee



Khulique Malik
Chair of Bedfont, Feltham
and Hanworth Area
Forum



Hina Mir

FELTHAM WEST



David Hughes



Elizabeth Hughes



Alan Mitchell

HANWORTH



Candice
Atterton
Jobs, Skills and
Opportunities



Samia
Chaudhary
Green Policy and
Leisure



Richard Foote

HANWORTH PARK



Bishnu Gurung



Tina Howe



Hanif Khan
Community
Protection and
Enforcement

HESTON CENTRAL



Harleen Atwal
Hear

Chair of Heston and
Cranford Area Forum



Manjit Buttar



Surinder Purewal
Chair of Audit
Committee

HESTON EAST



Kamaljit Kaur
Adult Social Care, Health
Services and Public Health



Gurmial Lal



Amrit Mann
Deputy Leader of
the Council
Environment

HESTON WEST



Lily Bath



Rajinder Bath



Shantanu
Rajawat
Chair of Licensing
Committee

HOUNSLOW CENTRAL



Ajmer Grewal



Pritam Grewal
Chair of Central Hounslow
Area Forum
Chair of Standards
Committee



Nisar Malik

HOUNSLOW HEATH



Colin Ellar



Mukesh Malhotra
Deputy Mayor
Chair of Pension Fund
Panel



Corinna Smart

HOUNSLOW SOUTH



Tom Bruce
Education, Children's
Services and Youth
Services



Shaïda Mehrban



Bob Whatley
Chair of Planning
Committee

HOUNSLOW WEST



Bandna Chopra



Puneet Grewal



Jagdish Sharma

ISLEWORTH



Linda Green



Ed Mayne
Customer Care and
Performance



Sue Sampson
Mayor

OSTERLEY & SPRING GROVE



Peter Carey



Tony Louki
Chair of the Isleworth
and Brentford Area
Forum



Sheila O'Reilly

SYON



Steve Curran

Leader of the Council
Corporate Strategy,
Planning and Regeneration



Theo Dennison

Finance
and Citizen
Engagement



Katherine Dunne

Housing

TURNHAM GREEN



Samantha
Davies



Adrian Lee



Peter
Thompson

To find out which ward you live in, who your councillor is and how to contact them, visit www.hounslow.gov.uk/democracy_and_elections or call 020 8583 2265

Key

Labour

Conservative

Cabinet Portfolios

Autumn 2017

Housing News

Latest housing news for London Borough
of Hounslow residents

Including Housing Matters



Passionate about the
community we live in

Brentford Towers Residents Association working
with the council



Brentford residents come together

Lailaa Carr, Chair and Yvette Feyisayo, Secretary, explain Brentford Towers Resident Association's role

The association acts as a voice by raising concerns and providing information and advice to the council about the homes we live in. We are actively raising awareness of the rich history of Brentford thus promoting and fostering the community spirit. Further, we campaign on the protection and promotion of our homes to include its internal and external architectural preservation as well as passionately supporting initiatives that seek to preserve them and the environment in

which they are a part of. We do this by working with the council and by applying for funding that helps us to meet our purpose.

We are working alongside Hounslow Council on the most effective way for the towers to blend in with the environment in which they stand, possibly washed with soft hues of pastels to give them a fresh, modern look and feel. Coupled with this, we hope to agree to the redesign of the

landscape that further compliments the beautiful cherry blossom trees and bushes that line the road. We are also looking for funding for the six towers to have a plaque that names all six of the towers and road signage leading to each tower that highlights the links it has with the Museum of Steam & Water on Green Dragon Lane. Each of the towers are built on the old historical water-fill land used by the Museum of Steam and Water and each of the houses is either named after one of the Victorian water pumps or one of the engineers that built them.

We wish for everyone in Brentford to celebrate the community and area, so we are looking into having a Christmas Market on the green space at Watermans Arts this year and for an Easter Bonnet Parade and Easter Egg Hunt in the spring. We will be contacting the Watermans to discuss these ideas further and we are hoping to receive funding and support to get this off the ground, we see this as a great way to showcase local businesses, arts and crafts and to give the children some yearly spring fun.

The BTRA is very excited about all the initiatives it has planned and welcomes support from anyone who offers, great or small.

If you would like to get involved please contact info.btra@gmail.com

Communities making a difference

In May 2017, the Community Impact Fund (CIF) was launched. Community groups, sheltered tenants, housing tenants and leaseholders had a chance to apply for up to £1000 for a project or activity that would benefit Hounslow Housing tenants.

We were able to award 13 applications totalling just over £10,500 and projects and activities that will benefit Hounslow Housing tenants, sheltered and leaseholders.

Here are a few examples of what has been funded:

- A Summer Reading Fair – where families came together and were given the chance to take books

how with them to encourage reading throughout the summer

- A range of day trips for families and elderly residents
- Celebration events in sheltered schemes
- A launch event of the disability allotment project
- A range of summer projects

The projects and activities benefit the communities in a many different ways:

- Bring communities together
- Reduce isolation
- Help people experience new things
- Improve their health
- And much more...

The CIF opened on 18 September for Round 2 and will close on Friday 27 October at 12noon - so if you have an idea then why not apply.

For more information and an application form, please contact the Community Partnership Team 020 8583 2454 or email community.development@hounslow.gov.uk





Welcome to our latest edition of Housing News

Councillor Katherine Dunne, Cabinet Member for Housing

Following the horrific Grenfell Tower fire in Kensington back in June, our thoughts are with the victims, their loved ones and all those affected. The scenes we have witnessed have been beyond belief, and witnessing the pain of the affected community in west London is utterly heart-breaking.

I want to reassure you that as a Council, we ensure all our council managed blocks have regular fire safety checks to ensure all equipment, are in good working order. We also have fire safety signs installed in entrances. Please read them carefully.

Grenfell has changed the landscape for housing. We will continue to be proactive in assuring our tenants and leaseholders that the buildings they live in, are safe and we are re-evaluating our existing investment plans for our housing stock. Through our engagement with the Department of Communities and Local Government, London Fire Brigade inspectors and public meetings we have gained a wealth of knowledge of the issues faced by our residents.

In view of the gravity of the issues and the pressing need to take steps to improve the safety of our housing stock and to reassure our tenants, the Leader of the Council announced at Borough Council in July the preparation of a Fire Safety and Estate

Improvement Programme across all of our 16,000-housing stock. We are developing this programme which we believe will amount to over £125m over four years. This will include plans for replacing internal and communal fire doors, and improving coverage of safety lighting and signage.

The council has a statutory duty to carry out Fire Risk Assessments (FRA) and undertake general precautions to, as far as is possible, safeguard its tenants and leaseholders from the risk of fire. Scheduled Fire Risk Assessments are carried out on all of the council's stock with frequency varying according to the assessed level of risk. There will be a one page summary about fire risk assessments placed on each communal board on high-rise blocks every two weeks.

If there is a fire in your home, don't try to tackle the fire yourself. Leave your home, closing the door behind you and call 999.

Safety in your council home

Following the devastating fire at Grenfell Tower, we understand that people will be concerned about the safety of their own homes. The safety and wellbeing of our tenants is very important to us and we have pledged that lessons will be learnt from this incident.

The council works very closely with London Fire Brigade to deal with fire safety issues to deliver improvements on fire safety and to ensure that we offer good advice. Advice to residents in high rise blocks remains unchanged. If there is a fire in your flat or floor, leave, shut the door and call London Fire Brigade on 999; otherwise shut the doors and windows and remain in your flat to await rescue.

Evacuation plans for elderly, disabled and vulnerable residents will have been agreed with housing officers. In blocks of sheltered accommodation this information is stored externally to

the blocks in a secure box for the fire brigade and is updated monthly.

The advice from London Fire Brigade for people who live in high rise properties or purpose built flats and maisonettes, aside from having a

working smoke alarm and taking fire safety precautions, is to make sure you know your escape plan and what to do if there is a fire inside your home or somewhere else in the building.



Do you know someone who is experiencing ABUSE?

If you've been a victim of domestic abuse, we can help. Our housing officers can give you free and confidential advice.

DOMESTIC VIOLENCE AND ABUSE

isn't just about bruising, violence can be just one part of it. There are many other factors that can be domestic violence and abuse:

- **Not being allowed to talk to family or friends**
- **Having to 'walk on eggshells', being blamed for things out of your control**
- **Being in a relationship where your partner is charming in one instance then switches to being aggressive; this is just a way of manipulating**

and ensuring that you feel confused about whether there is abuse or not

- **Being monitored constantly and your phone being checked**
- **Getting shouted at or even hit for having a message on your phone from someone who your partner believes may be someone you are involved with**
- **Being stalked.**

Jealousy and possessiveness may seem like tokens of love but they

are signs of control and can easily escalate into emotional abuse or violence. Domestic violence and abuse can also be experienced between family members and ex-partners.

You don't have to go through this alone, there is help available. Please contact your housing officer in the strictest confidence, and they could help get the support you need. If you don't know who your housing officer is, please use the online search tool at www.hounslow.gov.uk or call 020 8583 4000.

Supporting you to get involved

The tragic fire at Grenfell Tower has underlined the importance of Local Authorities doing more to engage with the communities they serve, and at September's meeting of the housing Joint Consultative Committee (TLSTJCC), Peter Matthew, Director of Housing, committed to doing just that.

The TLSTJCC is made up of three forums, representing tenants, leaseholders and sheltered tenants respectively, and Peter recognised

that for the overarching group to function effectively, its constituent parts must also be effective. Peter committed to an improved support offer for the forums, to be developed with their input, which would allow them to attract members with the right skills to effectively represent the views of the tenant, leaseholder and sheltered communities.

Resident engagement is a priority for Hounslow Housing, and we are developing new ways for

residents to have their say. Over 300 residents have already signed up to let us know they want their voices to be heard, whether that means taking part in surveys or workshops, becoming part of a forum or registering an interest in our upcoming 'mystery shoppers' and 'estate inspectors' programmes. Email community.development@hounslow.gov.uk with your name, address and contact details if you'd like us to add you to the list.

Housing Tenants, have your say!

Understanding the views of our tenants is very important if we are going to make good decisions about how we provide housing services. We need a strong Tenants Forum, made up of tenants who are not afraid to challenge us when they think this is necessary, and who can help us get messages out into the community when we need to do this. If this sounds like you, then consider putting yourself forward to be on the Forum.

The Tenants Forum is holding a general meeting, open to all tenants, at which it will elect a new committee. The general meeting will elect 15 members to the committee. If you are a Hounslow Housing tenant, you can nominate yourself to be on the committee by submitting 30-50 words on why you think you would do a good job, along with your name and address to community.development@hounslow.gov.uk

Forum members attend four meetings a year, and the Forum nominates five of its members to be part of the council's Tenants, Leaseholders and Sheltered Tenants Joint Consultative Committee, which is the formal consultation body for Hounslow Housing residents. We'll give you training on being a committee member and effectively challenging and questioning, which could prove useful in other areas of your life.

All tenants will receive a letter inviting them to attend the general meeting. We hope to see you there and look forward to hearing what you have to say.



Is your home too big?

Transfer to a smaller, manageable and more affordable home

Do you have a spare bedroom, have your children left home or is your home too big for your current needs and you're finding it expensive to manage? If you have answered 'yes' to any of these questions, we may be able to assist you.

Hounslow Council's downsizing incentive scheme is aimed at providing support and financial assistance to council tenants who wish to transfer to smaller, manageable and more affordable homes. It is a voluntary scheme which means that you do not have to move unless you choose to do so. Our aim is not just to help people wanting to transfer to a smaller

home but to release properties that are in high demand.

If you qualify for the scheme, you will get an incentive payment of £1,000 per bedroom. If you are in need of one bedroom and reside in a property with three or more bedrooms and do not request for an extra bedroom, you will qualify for an additional £1,000. You may also get £300 towards the cost of your removal, and you may also get £100 if you leave your property in a clean condition.

If you are interested to find out more, please contact us on 020 8583 4452 to find out more or email downsizing@hounslow.gov.uk

Support for Community Groups



The Community Partnerships Unit launched the Community Tool Kit on the 19 July at Montague Hall, Hounslow which was opened by the Mayor.

The Community Tool Kit is a free best practice guide for all community groups to use which gives you lots of top tips and support with running meetings, putting key documents in place, how to plan an event, how to do a risk assessment, applying for funding and much more!

A number of residents and local groups attended the event to take part in two works – How to use the Community Tool Kit and Best Practice Guidance and Basic Fundraising. There was also an opportunity to gain more information from stall holders such as USwitch, local Police, Volunteering Hounslow, Beat the Streets to name but a few.

If you would like more information about the Community Tool Kit or the Community Partnerships Unit then please contact our team on 020 8583 2454 or email Community.development@hounslow.gov.uk