

Autumn 2018

Hounslow

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

MATTERS

GCSE and A Level results

p10

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Reduce your food waste

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Housing News p15-18



**New Homes for
Disabled and Older
Residents**



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**London Borough
of Hounslow**

Welcome to the autumn edition of Hounslow Matters – September 2018

I am delighted we have appointed Niall Bolger as our new Chief Executive

Dear residents,

The record-breaking weather of this summer seems to be continuing into the autumn! It's a great time of year to enjoy our parks and open spaces even as the evenings close in, so have a look at what we've got going on around Hounslow and make the most of the Indian summer!

But it wasn't just the weather that was great this summer, as yet again our young people achieved wonderful success in their GCSEs and A Levels, with 97.2% achieving the overall pass rate for A Levels. We wish our young people all the best in whatever they decide to do, whether it's to continue their education, take up an apprenticeship or start employment.

I am delighted to confirm that we have appointed Niall Bolger as our new Chief Executive. It was a unanimous decision from our interview panel to recommend the appointment, and this was ratified at Borough Council on 18 September. Niall will be joining us from Sutton Council, and brings with him a wealth of experience which will be helpful here in Hounslow.

I'm sure you will all join me in welcoming Niall to our borough, which we anticipate will be by December. In the meantime, we are very pleased that Alan Adams has stepped into the role on an interim basis as Mary Harpley has now moved on to her new role as the Chief Officer for the Mayor of London.

The five pledges in our manifesto, voted in by residents in the 2018 election, have been approved by



Cabinet and Borough Council:

1. Create 4,000 new apprenticeships and training opportunities to help young people into work and take action to ensure employers pay at least the London Living Wage.
2. Secure 5,000 affordable homes, of which 3,000 should be new council and housing association homes for social rent and 2,000 for shared ownership and other affordable products that contribute to local needs. Crack down on rogue landlords and help local residents buy their first home.
3. Invest £2 million to fix potholes in local roads - and invite residents to nominate the roads that need it.
4. Overhaul doorstep collections to make recycling easier and collect fridges, mattresses and other bulky items to reduce fly tipping.
5. Ensure sound financial management to maximise available funding to priority services.

We have also added, as an area of particular focus, our Air quality action plan – a rolling programme of schemes and initiatives to improve air quality in the borough. To find out more about one of these initiatives visit page 5.

Councillor Steve Curran
Leader of Hounslow Council

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To view Hounslow Matters online visit:
www.hounslow.gov.uk/hounslowmatters

For translations or accessible formats email:
communications@hounslow.gov.uk

For advertising email:
advertising@hounslow.gov.uk

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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!

New online community guide for residents

An exciting new online directory has been launched detailing voluntary, community groups and organisations across the borough that provide support, advice and important services for our residents.

It also includes information about community buildings that are available to hire. The site has been designed to be as accessible as possible whilst remaining visually interesting and easy to use. **You can visit it here: cig.hounslow.gov.uk**



What does good customer service mean to you?

We would like to hear your views on what good customer service means to you. Do you appreciate a friendly person to talk to, someone who is polite and listens? Do you like to have all your questions answered through online instant chat? Let us know your views by emailing **susan.austin@hounslow.gov.uk**

We are creating a new customer service strategy and your comments will provide us with food for thought for this strategy. There will be a consultation on the draft strategy so look out for this from the end of November on our consultation hub: **www.hounslow.gov.uk/consultations**

Your views matter

Would you like to shape how we deliver services? If so we invite you to join our successful Customer Service Focus Group. The group will meet up to four times a year, both during office hours and in the evening, at our main Civic Office (currently at Lampton Road, moving to Bath Road in 2019).

We meet to discuss customer service across all service areas within the council and to look at proposals for new ways of working, to suit your needs.

The group has previously helped us to build a new telephone menu system reducing the number of options you hear and making it easier to route quickly to the right service team. The group also tested new forms to apply for services prior to going live on our website, and tested the website menu system to determine how easy it is to use.

Your opinion counts - you don't need to have ICT skills or to be aware of the full council service delivery. All we ask is that you are a resident, use our services and have the motivation to want to challenge and make a change.

Interested in joining? Simply email the Head of Customer Experience, susan.austin@hounslow.gov.uk with your contact details. Our next meeting, to be determined, will be looking at our plans for customer service and delivering services in our new building – due for completion early 2019.



New Parking Permit online system

On 4 September the borough changed to a new parking ICT provider – Taranto – because we believe the new service will better meet your needs and give you more control over the way you manage your parking permit account.

You will need to register online for either a new permit or to renew an existing permit and provide all documentation requested.

To create an account visit **www.hounslow.gov.uk** and go to the 'apply for a new permit' or 'renew a resident parking permit' pages. Please provide

an individual email address and create a password. A PIN will no longer be required. Once you have set up your account you will have easy access to your information including permit processing updates and expiry dates. Payments will be processed in real time which will allow for faster and easier transactions.

The pricing for new permits is on a tiered system, with the first permit purchased being the cheapest. Up to five permits can be issued per address on a first come first served basis. Please visit **www.hounslow.gov.uk** and click on 'apply' to find more information on parking permits.

New Chief Executive

Niall Bolger, Chief Executive of Sutton Council, will be joining us as our new Chief Executive later this year.



Cllr Steve Curran, Leader of Hounslow Council said "I am delighted we have appointed Niall to

services in Sutton achieve a 'Good' Ofsted rating, managed over £90 million of council budget savings whilst maintaining and improving services, and secured commitment from the Greater London Authority and Transport for London towards making the proposed London Cancer Hub a reality.

be our new Chief Executive, the decision to offer Niall the role was a unanimous decision by the interview panel. I look forward to welcoming Niall to Hounslow, I'm sure he will do a fantastic job for the residents of the borough, as he has done so in Sutton."

Niall joined Sutton in March 2011 and since then has overseen children's

On his appointment, Niall said: "I am really looking forward to helping councillors and residents in Hounslow realise their ambitions, and I am delighted and humbled to have been selected for this incredibly important job. I'm really impressed by the ambition of Hounslow Council and its partners and it will be a privilege to provide officer leadership to colleagues in the borough."

Mayor makes a splash at New Chiswick Pool



The Mayor of Hounslow, Cllr Samia Chaudhary joined residents to celebrate the re-opening of the recently refurbished New Chiswick Pool, and the wait seems to have been worth it!

Residents of all ages got stuck into a day of outdoor games, health assessments, colouring competitions, a spin challenge, studio taster sessions and a float frenzy session in the pool, complete with a disco! It's safe to say the fun-filled day was enjoyed by all, including the Leader of the Council, Cllr Curran and Cllr Sue Sampson, Cabinet Member for

Leisure Services who also attended.

Works to the pool included re-tiling to the walls of the pool and surrounding area, redecoration of the changing rooms and improved lighting.

To find out more visit:
www.fusion-lifestyle.com

Have your say!

Do you want to get involved in making sure our decisions are fair and in the best interests of the community?

The council makes decisions about how to provide public services and spend public money.

To make sure these decisions are fair, local residents are involved and services are provided in the best way, councillors sit on scrutiny committees. In Hounslow, we have one overarching scrutiny committee and three panels as well as a special panel of housing tenants and leaseholders.

Here are some ways you can get involved:

- 1. Become a co-optee:** We have vacancies on the Children and Young Peoples' Scrutiny Panel and need representatives from faith communities and school governors. If you are a tenant or leaseholder, you can also join the Housing Tenant and Leaseholder Scrutiny Panel.
- 2. Suggest a topic for the scrutiny work programme:** If you are concerned that an issue is not being properly addressed, or a significant number of people are being unfairly affected by a service and the way it is delivered, then email us about it or complete a scrutiny referral form on our website as this will be taken to the Chair.
- 3. Come to a meeting:** Scrutiny meetings are held in public, you'll find the agendas on our website. Have a look at each Panel/Committees' page to see what they are working on.
- 4. Submit feedback on a review:** Scrutiny panels may call for feedback or evidence on a particular issue under review, keep an eye on our webpages and communication channels.

For more information on Scrutiny and how to get involved visit our webpage www.hounslow.gov.uk/scrutinypanel or contact: scrutiny@hounslow.gov.uk



Have you heard about our 'Talking Pants' campaign?

Hounslow Safeguarding Children's Board has been working with the NSPCC to keep children safe from sexual abuse. We encourage parents and carers to talk to their children using very child friendly materials, games, songs and colouring-pages. The materials aim to keep children safe and are suitable for early years to primary and they are fun!

There's lots of advice from other parents, so if you are not sure you can see what others have said. They are available in various languages and in easy-read. To access the materials, visit

www.nspcc.org.uk/preventing-abuse/keeping-children-safe/underwear-rule

New PEACE Project to support vulnerable children

The council has secured funding of £1.2m that will finance an innovative project to support vulnerable young people affected by sexual exploitation, gangs, child criminal exploitation and trafficking.

The PEACE Project aims to address issues of both Child Sexual Exploitation and Child Criminal Exploitation across the borough by utilising a mixture of assertive outreach work, systemic family therapeutic intervention and a Contextual Safeguarding approach to minimise risk to children vulnerable to exploitation outside of the family home.

Safeguarding children from exploitation is everybody's

responsibility. Any child can be a victim of sexual exploitation and criminal exploitation no matter what age, gender, culture, ethnicity, religion or family circumstance.

If you have a concern about a child, you should call the police on 999 if it is an emergency or 101 if an immediate response is not needed. You can also call children's services on 020 8583 6600. Or visit: **www.hounslow.gov.uk/childprotection**

The running club on a mission to do good - one plastic bottle at a time

UK-wide charity, GoodGym, combines doing good and getting fit by forming groups of runners that combine regular exercise with helping local communities.



This summer, GoodGym Hounslow was spotted doing shoreline clean-up from Kew Bridge to Hammersmith Bridge. The Whale Company and Active 360 asked GoodGym Hounslow for help on several occasions to fish plastic bottles out of the Thames as part of their plastic pollution awareness campaign.

GoodGym Hounslow ran to meet them along the shore and got to work picking up litter and sorting out intact bottles for The Whale company to fashion into paddleboards while binning the rest.

As the days grow shorter, it will no doubt become even more challenging to get motivated to exercise after work – but GoodGym Hounslow runners have a reason to run. Whether it's shoreline cleanup, assisting at local homeless shelters, or doing gardening work, GoodGym runners feel they're more likely to continue to get out there and do good whilst getting fit.

Do you want to do good and get fit? GoodGym Hounslow meets every Wednesday at 6.45pm at the Chiswick Town Hall. For more information, visit **goodgym.org/areas/Hounslow**



Joint Services Open Day a success!



It was a great turnout at the Joint Services Open Day which took place earlier this month at Thornbury Park. Families enjoyed a day of fun and activities whilst having the opportunity to find out more about how emergency services and partners across the borough work together to keep our communities safe.

Residents got stuck into sport taster



sessions, face painting, a food hall, fun fair and to top it all off, enjoyed live entertainment led by street dance group Alumnae. Educational displays were also present, giving a first-hand look at some of the great work of the emergency services, which included the Hounslow Police and volunteer cadets, the London Fire Brigade and London Ambulance Service as well as the Army and the Irish Guards.



How clean is the air you're breathing?

Exposure to high levels of air pollution can lead to a range of short and long-term health impacts. That's why we're offering a free AirTEXT service to alert you, via SMS or email, when high levels of pollution are forecasted and to offer simple advice to reduce the impact.

We recommend that everyone signs up for the service, particularly people with lung or heart problems who are more prone to the impacts of air pollution.

The AirTEXT service is operated by Cambridge Environmental Research Consultants Ltd (CERC) in partnership with a Consortium made up of representatives from all the member local authorities, the GLA, Public Health England and the Environment Agency. The service also provides forecasts for UV, pollen and temperature.

To sign up, simply text 'Airtext Hounslow' to 78070 or visit www.airtext.info/signup

Adult learning can give you the chance to make a change

We offer an extensive range of courses for you to choose from, whether you are looking to improve your English, Maths or computer skills, seeking to build or change your career, or for personal enjoyment to develop practical and social skills and build confidence. Family Learning is available for parents and children to learn new skills together.

We offer flexible learning, providing day and evening lessons across the borough and in some cases online. Many are free or offered at concessionary rates depending on your personal circumstances. For more info visit www.hounslow.gov.uk/adulteducation

Are you looking for a job and need support?

We have a mobile job support centre that you can visit. You can get one-to-one support with employment skills and training, job applications, jobs, advice on CVs, apprenticeships and if you're looking to start your own business. Find us in Bell Square, every Monday from 12noon to 4.30pm

To find out more, contact us by email: work@hounslow.gov.uk or call **020 8583 6174**

Information and advice for families in Hounslow

The Hounslow Family Services Directory is an online directory for parents, carers, young people and professionals. Information on childcare, children's centres, schools, activities and family support services for your bump, baby, toddler, young child or teenager can be found on our online Family Services Directory. Visit fsd.hounslow.gov.uk to find out more.



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Moving to a more digital council

Visitors to the Civic Centre can't have missed the new housing that is now fronting Lampton Road, Hounslow, which will shortly see new residents moving in. As the council has released the current site for housing, it will be moving to new, smaller offices on the corner of Bath Road, from spring 2019.

Hounslow House will be a more modern building with a greater community focus, not to mention better green credentials – improved energy rating, solar panels, and travel planning to encourage less car use for staff and visitors – as well as reduced running costs compared to the current Civic Centre.

New technology means that staff can work more efficiently, going out to meet clients instead of needing residents to come to the council for appointments, or to drop off forms or ask for information. There is also much more that is available to do online at **www.hounslow.gov.uk** allowing you to self-serve on a number of issues, whether you want to apply for something, pay for a service, report

an issue or request an appointment or information.

The digitisation of council services, making it easier to do business with the council online, whether from a computer, tablet or mobile phone, allows residents to choose when and how they contact us, 24/7, and more services are being added all the time. Make sure to visit the website and see if you can do what you need without a trip to the Civic Centre!



What are the top ten things that people currently do at **www.hounslow.gov.uk**?

1. Pay Council Tax
2. Apply and claim housing benefit
3. Recycling and waste collection finder
4. Apply for planning permission
5. Pay online
6. Apply for a resident parking permit
7. Apply for a Garden Waste collection
8. Apply for jobs
9. Check My Account
10. Pay PCNs
11. Register births, deaths and marriages



Hounslow pupils celebrate **A level and GCSE success**

Schools across the borough have had an excellent summer after hundreds of pupils celebrated some of the best ever GCSE results and another strong year at A level.

This year's provisional A-level results show an overall pass rate at 97.2 per cent, with 21.2 per cent of grades being at A*-A, giving students the passport to take up their chosen university courses, apprenticeships or career openings.



For the first time the majority of GCSE subjects taken were more challenging for pupils and were assessed using the new grading system from 9 (higher than the previous A*) to 1, with a grade 4 seen as a 'standard pass' (broadly equivalent to the previous grade C).

These exam reforms were introduced by the Government to ensure that young people leave school better prepared for work or further study. GCSEs are now more challenging and designed to match the standards of other high performing education systems elsewhere in the world.

Pupils have achieved huge improvement in Maths and English GCSE results this year with 68 per cent achieving grade



4 in both subjects, four per cent better than the national average last summer.

Almost half achieved the more challenging grade 5 in both English and Maths, two per cent above last year and six per cent above last year's national average.

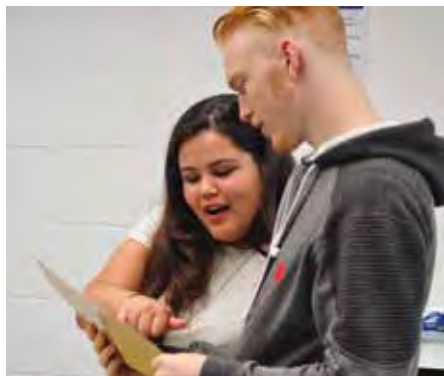
Pupils across the borough also performed well in other GCSEs, with provisional information indicating Hounslow pupils have outperformed their peers nationally across their best eight GCSEs.

Hounslow students also maintained a very strong position in the English Baccalaureate (EBacc) (comprising five subjects including English, Maths, Science, a language and a humanities subject) with 39 per cent of pupils achieving this with grade 4s or better (15 per cent above national performance last year) and 27 per cent with grade 5s (five per cent above 2017 national performance).

Councillor Tom Bruce, Cabinet Member for Education and Children's Services, Hounslow Council, said: "As a council we are proud of the continuing high-quality education that is available in our schools and we want to ensure that our children and young people are given every opportunity to succeed and progress into sixth form, college or apprenticeships."

For free impartial advice and guidance on the range of post 16 options available, visit hounslow.gov.uk/connexions or call **020 8583 5151** to make an appointment.

Adults succeed at gaining GCSE English and Maths



The Adult Education Service has been working hard over the last year to expand their community learning offer across the borough to continue supporting residents. We are pleased to share that 94 per cent achieved GCSE Maths (grades 9-4) and 62 per cent achieved GCSE English Language (grades 9-4). This is a great achievement for the commitment and hard work of the adult learners who often juggle studies with the demands of family life and work. Most employers see GCSE Maths and English as essentials and they want employees with a good command of the English language. These skills are vital too if you want to go on to higher level courses at a university, or to do an apprenticeship.

Hounslow continues to offer an extensive range of courses for you to choose from, whether you are looking to improve your English, maths or computer skills, seeking to change your career or looking to return to work, or simply looking for something for your personal enjoyment or self-development. To find out more contact HACE on **020 8583 6000** or email courses@hounslow.gov.uk

Can you find the childcare you need? **Have your say...**

If you have a child aged from newborn to 14-years-old (or up to 18-years for children with a disability), we are keen to know if your childcare needs are being met. Knowing what is going well and what could be improved is important to inform future planning of childcare places.

If your child attends a pre-school, day nursery, before or after school care, a holiday playscheme or is with a registered childminder, please complete the online survey to help

improve childcare choices.

An online childcare demand survey will run until Friday 2 November 2018. People can submit their views at www.haveyoursay.hounslow.gov.uk

The information provided in the survey will help to ensure that there is sufficient high quality childcare available in the places and at the times that parents and carers need it.



For more information, visit www.hounslow.gov.uk/free15 or call **020 8583 3470**

IS YOUR CHILD MISSING OUT ON FREE EARLY EDUCATION?

All three- and four-year-olds, regardless of whether they have British citizenship, can get up to 15 hours of free early education each week for 38 weeks. If your three- or four-year-old child is not in school they can get their free 15 hours at an Ofsted registered pre-school, day nursery or childminder.

The date your child can start their free place will depend on when your child's birthday is.

Child's birthday	Free place starts in
1 September - 31 December	Spring term (January - March)
1 January - 31 March	Summer term (April - August)
1 April - 31 August	Autumn term (September - December)



"I feel so privileged that someone trusts me in their home to care for them."

Agnes – care worker

Adult learning can give you the chance to make a change

We offer an extensive range of courses for you to choose from, whether you are looking to improve your English, Maths or computer skills, seeking to build or change your career, or for personal fulfilment to develop practical and social skills and build confidence. Family Learning is available for parents and children to learn new skills together.

We offer flexible learning, providing day and evening lessons across the borough, and in some cases online. Many are free or offer concessionary rates depending on your personal circumstances. For more info visit www.hounslow.gov.uk/adulteducation

A career in care

We are pleased to announce our recently appointed new homecare providers: Nation Care, Quality Caring Ltd, TC Care Ltd, Westminster Homecare Ltd, Care Outlook Ltd, Eleanor Nursing and Healthvision UK. All are now recruiting for staff to deliver home care services to residents in their own homes.

If you want to make a real difference to people's lives and are interested in

a career in care, begin your journey and come along to our drop-in recruitment event on Thursday 4 October, 10am-2pm at the Civic Centre, Lampton Road.

All new contracts start on 1 November 2018 and all seven providers will be paying the London Living Wage which is currently £10.20 per hour.

Are you looking for a job and need support?

We have a mobile job support centre that you can visit. You can get one-to-one support with employment skills and training, job applications, jobs, advice on CVs, apprenticeships and if you're looking to start your own business. Find us in Bell Square, every Monday from 12noon to 4.30pm

To find out more, email work@hounslow.gov.uk or call **020 8583 6174**

Do you have care and support needs?

If, because of illness, disability or getting older, you are finding it difficult to manage tasks like cooking, washing, using your home safely or getting out and about, you are entitled to a Needs Assessment. The assessment is the essential first step to finding out if you are eligible for funding from the council to pay for care and support.

If you look after someone as their carer, you are entitled to a Carer's Needs Assessment which may help you to access services to help you take a break.

Both assessments can now be completed confidentially online www.hounslow.careplace.org.uk



The Gazebo – pop up for information and advice

The Gazebo is the council's new adult social care information and advice pop-up shop. It will be out and about across the borough at

community events and venues such as supermarkets and garden centres. Council staff will be on hand to answer questions on a wide range

of subjects and the services that may be available to you. The Gazebo also gives you the opportunity to talk to a social worker informally if there is a specific issue you want to discuss.

If you would like The Gazebo to attend your community event or venue, please email careplace@hounslow.gov.uk



Living with **DEMENTIA**

Dennis and Sylvia have a story that is unique

There are 850,000 people living with dementia in the UK, with a new case being diagnosed every three minutes. Yet too many people living with dementia face the condition alone and are excluded from society. It is estimated that there are approximately 2,038 people living with dementia in Hounslow.

Dennis and Sylvia



Dennis's story

After Dennis's mum was taken ill, Dennis quit his job to care for her full time. This is Dennis's story:

"Caring has always been a big part of my life. Mum had health issues, and suffered multiple strokes, which made her physically very dependent. At that time, I was working for Barnet Council. I loved my job, but I was getting constant calls at work about her medical appointments. That's when I decided to give up work to care for her as she needed me. It wasn't the easiest change. It was a big decision, but for me was the right one, that lasted twelve years until mum died.

"Eight years ago, I met the love of my life Sylvia, here at Owen House. She caught my eye the day she walked in with her

son. Of course I had to ask her to dinner, and she kindly accepted. We've never been apart since.

"In 2016 at the age of 74, I was diagnosed with Vascular Dementia. Vascular Dementia is the second most common type of dementia. In Vascular Dementia, symptoms such as memory loss and problem solving occur when the brain is damaged because of problems with the supply to the brain. I've lost a kidney to cancer, had a pace maker fitted and suffered three heart attacks, yet I'm still going strong.

"Since being diagnosed with dementia, at first I was in shock and I thought "Oh that's it then". But now I think I'm just going to do as much as I can to live as best I can and help others."

Sylvia's story

My life has been similar to that of Dennis. I nursed my father for eight years who had Alzheimer's, so I have first-hand experience of what it's like to care for someone with dementia and how to handle them.

"Like Dennis, I was also diagnosed at 79 with Alzheimer's. Alzheimer's disease is the most common cause of dementia. The word dementia describes a set of symptoms that can include memory loss and difficulties with thinking, problem-solving or language. These symptoms occur when the brain is damaged by certain diseases.

"I'm not sure how to feel about it, but I know what's happening and what's coming and I'm ready to face it.

"I struggle with going out and travelling long distances – I get tired all the time. I know I'm still the same strong woman inside – but I'm not capable like I used to be. We do however go out to Sunbury Gardens with a picnic, we find a nice shaded spot and sit under the tree, this has been our regular routine every Sunday afternoon. It's always good to get out.

"We recently got blessed at our local Salvation Army and raised £250 in collections from our day, which we are donating to the Alzheimer's Society. It's not much but we don't need anything as we have each other to support, we just want to help someone else with Alzheimer's."

Adjusting to life after a diagnosis is challenging for Dennis and Sylvia, but they want everyone to talk about it.

If you know somebody with dementia, take them out for a stroll or go for a coffee. It's important people become more aware of dementia.

Remember - advice and support is available
www.hounslow.gov.uk/dementia

Help us spread the word.
#itcouldbeyou

EXERCISE DAILY THROUGH



In order to get the most benefit from physical activity it's important to make it manageable and easy to maintain. Brisk walking increases your heart rate and you will not be able to maintain a conversation if you are walking briskly. Walking briskly is also considered to be a speed of 3mph or more.

If you feel that you are too busy or not sure what kind of activity you would like to do to be more active, then brisk walking can be a great way of getting daily exercise.

'Active 10' is 10 minutes of brisk walking and the idea is to try and do as many 'Active 10s' as you can every day. Set yourself a goal to do between one and three 10 minute sessions of brisk walking every day and the Active 10 app will track your progress for you. Start today by downloading the app www.nhs.uk/oneyou/active10/home

If you would like support to be more active or to find a particular activity in Hounslow, call us on 020 8973 3530 or email us at oneyou.hounslow@nhs.net



STOPTOBER

GET THE SUPPORT YOU NEED TO KICK THE HABIT

Stoptober returns for its seventh year in September 2018. Stoptober is a mass participation event where smokers are encouraged to attempt to stop smoking in October. The campaign is based on research showing that if you can stop smoking for 28 days, you are five times as likely to stay smokefree for good. Stoptober encourages smokers to access a range of support to

help make their quit successful, including free on demand tools like the Smokefree app, Facebook messenger and email.

One You Hounslow is encouraging Hounslow residents to get free stop smoking support to help them quit for Stoptober 2018.

THE FOLLOWING CLINICS RUN EVERY WEEK ACROSS HOUNSLOW:

HESTON HEALTH CENTRE

25 Cranford Lane, Heston TW5 9ER

Tuesdays 3pm to 5pm

BRENTFORD HEALTH CENTRE

Room 70, Boston Manor Road
Brentford TW8 8DS

Wednesdays 3pm to 5pm

WEST MIDDLESEX UNIVERSITY HOSPITAL

Room 1, Outpatients 4, Twickenham Road,
Isleworth TW7 6AF

Wednesdays 10am to 12noon

HEART OF HOUNSLOW, CENTRE FOR HEALTH

92 Bath Road, Hounslow TW3 3EL

Tuesdays 10am to 11.30am

Thursdays 4.15pm to 6.15pm

FELTHAM CENTRE FOR HEALTH

Third Floor, The Centre,
Feltham TW13 4GU

By appointment only:

Mondays 1pm to 3.30pm

call 020 8973 3530 to book

Drop-in clinic:

Mondays 4pm to 6pm



Substance misuse service opens its doors in Hounslow

Do you know someone who needs support for drug or alcohol misuse? The new substance misuse services 'Addiction Recovery Community' (ARC) and 'Hounslow Young People Engaged (HYPE)' offer free and confidential support into recovery for Hounslow residents of all ages, or those who are registered with a GP in the borough.

For information or to make a referral please call 020 8538 1150.

Thinking about being active?

There are a whole range of activities that you can take part in across Hounslow to help you get active. There are free park runs every week, parks sessions, maintaining green spaces with Hounslow Green Gym as well as lots of sports sessions provided by Fusion and other local providers. One You Hounslow also provides free health walks, which run at the same time and location every week and you can just come along on the day to join any of our walks. To find out more visit www.oneyouhounslow.org/move-more



Housing News

Latest housing news for London Borough
of Hounslow residents

New Homes for Disabled and Older Residents



Topping out ceremony at Blenheim Park

Council staff joined our contractor Willmott Dixon for the topping out ceremony at the Blenheim Park Extra Care Scheme development in July.

'Topping out' celebrates the first watertight roof on a development. Roger Forsdyke, Managing Director of Willmott Dixon, presented the Leader of the Council and Cabinet Member for Corporate Strategy, Planning and Regeneration, Cllr Steve Curran and Cllr Candice Atterton, Cabinet Member for Adults, Social Care and Health, with an engraved trowel to mark the occasion.

This scheme is part of the council's new pledge to develop additional extra care provision for those in need of social care. Blenheim Park, which will provide 94 self-contained flats, is designed to improve the independence and quality of life of our older and disabled residents by enabling them to live in their own home with varying levels of care and support on site. In

doing so, we aim to avoid the need for residents to move into care homes or become frequent users of acute services.

The close proximity of the sheltered scheme at Owen House and its large size has made the redevelopment of the former Feltham Ex-serviceman's Club ideal for an extra care facility, providing for the needs of people with learning disabilities, physical disabilities and dementia. The range of communal facilities provided by the new development, will include a restaurant, laundry and communal gardens which have been created for each of the user groups. The scheme has been designed to create a balanced community for older people and is due for completion at the end of July 2019.



Cllr Lily Bath
Cabinet
Member for
Housing

Welcome to our latest edition of Housing News

You'll have noticed we've shaken things up this time round as we've now moved to the centre of the magazine!

Improving residents' satisfaction is a key priority for us. You can read about the new housing management service we've set up, along with monthly drop-in sessions to give you a chance to meet your new area housing team. See page 16 for more information.

What's your view worth? The Hounslow Housing Photography Competition was launched earlier this year calling on council tenants to dust off their lenses (or smartphones!) and send us snaps of the view from where they live. Turn to page 17 to see the winning photos and find out how you can get involved in the next round focusing on 'Summer Time'.

On another note, if you need help managing your finances, turn to page 16 to find out more about the support that's available to you.

And finally, don't forget to read the latest news and events from our Leaseholder Forum on page 18.

Please do continue to send us your housing news and stories - they could feature in our upcoming editions. Send your suggestions to hm@hounslow.gov.uk

New Housing Management Service

Better organised to deliver your services

Improving resident satisfaction is a key priority for us. To help towards achieving this, we have set up a new Housing Management service. The service includes Housing Management, Caretaking and the Concierge service, joining up how we look after tenants and the quality of the places you

live in. We are also setting up a new specialist Anti-Social Behaviour team which will support Housing Officers with complex cases.

The new service is made up of four Housing Management teams covering the following wards:



Council tenants will continue to have a dedicated Housing Officer. You can look up your Housing Officer contact details on the council website:

www.hounslow.gov.uk/info/20086/about-your_tenancy

We have written to all tenants providing you with the contact details of your Housing Officer. We have also established a range of flexible estate based locations across the borough, where you can arrange to meet with your Housing Officer by calling or emailing them, or by calling the Customer Services Centre on **020 8583 2000**.

Meet your Housing team

A series of monthly drop-in events will be taking place to give you the opportunity to meet your new area housing team. The West Team ran the first successful event in early September in the Southville Community Centre. Further events will take place in each of the other new housing areas in October.

Let's talk money

Helping you to manage your finances



Financial inclusion aims to ensure that all households, regardless of income level, have access to, and can use, the right financial services they need to improve their lives. We do this by implementing the council's response to welfare benefit reforms, working collaboratively with partner agencies

to manage the impact of reforms upon our residents.

We have appointed a new Financial Inclusion Manager to lead a team to improve the financial literacy of residents, and promote financial inclusion within the wider community.

The team will be offering help to tenants and leaseholders with:

- income maximisation
- assistance with debt
- money and benefit advice
- digital support for online claims

The team also offers budgeting assistance to any Hounslow resident referred by the Department for Work Pension (DWP). We will give further information on all these services once the team is fully recruited, including budgeting workshops to be held in community centres.

In the meantime, you can access the assistance of Welfare Benefit Money Advisers by getting in touch with your Housing Officer or calling the **Customer Services Centre on 020 8583 2000**.

Breaking down employment barriers

Future Path can help you into work



Do you or a member of your family need help getting into work? Future Path are experienced wellbeing employment specialists working with local families to help encourage happier and healthier living through employment. The team focus on the individual, looking at the barriers that may prevent them from taking on and sustaining employment, which could include physical or mental health issues, childcare, financial concerns and more.

Staff are trained to understand mental health worries, with a focus on anxiety and depression. The staff also look at the employment choices of the individual to help improve their lives through positive change.

Located in the Civic Centre, Future Path have access to Job Centre Plus and Housing Support Teams, acting as the glue to bring everything together through one point of contact. The aim being simply to remove the obstacles that prevent people wanting to work, and to continue to support them while they start and remain in work.

At Hounslow, Future Path have supported over 58 per cent of clients into work, including the long term unemployed and those experiencing multiple barriers preventing them from securing work.

If you are interested in hearing more about the team, please call the Team Lead, Tajinder on 07387 105 573.

Help shape and improve your estates

Join the team and make a difference

Would you like to be a Resident Estate Inspector?

This autumn Hounslow Housing will be looking for enthusiastic tenants and leaseholders who are interested in being trained up as Resident Estate Inspectors.

What is a Resident Estate Inspector?

Resident Estate Inspectors are volunteers who live in council properties and are trained to inspect and monitor the communal areas on our estates. If you become an inspector, we will train you on what to look for when on estates and whether the cleaning and gardening is of an acceptable standard.

What's in it for you?

You will gain a greater understanding of our service standards, while helping us to shape and improve services. We also offer a small token of our appreciation to say thank you for your hard work.

"There is more to an estate than you think. Join the Inspection team and make a difference."

Peter Harnes,
Resident Estate Inspector



**For more information email Liz Gers
Community Engagement Officer
liz.gers@hounslow.gov.uk**

What's my view worth?

Photography competition winners

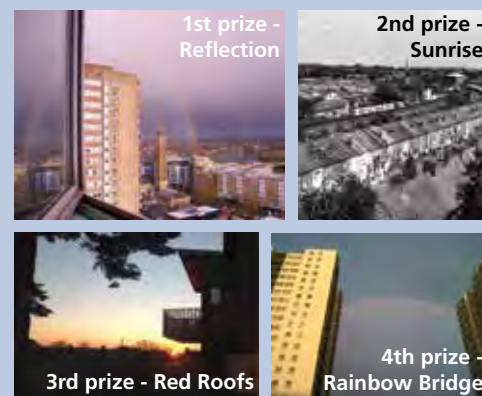
What comes to mind when you think of a council estate? The Hounslow Housing Photography Competition launched in May 2018, with the aim of challenging negative perceptions of life as a council tenant. The theme for the first round was My View and we had a fantastic response, with 47 entries from our residents of the views from where they live.

It was wonderful to see the passion, enthusiasm and talent from Hounslow Housing tenants and leaseholders across the borough. The range of photos was amazing and showed a true reflection of what living on an estate is like.

The photos were judged by a panel made up of Housing Officers, officers from the community Partnerships Unit and community organisations. The panel were very impressed with the high standard of entries.

The Judging Panel said: "There is so much talent in Hounslow" and "It's amazing these views are from our estates."

For the first My View round, there were four winners:



The next round, Summer Time, is now open and will close Friday 28 September 2018 at 12noon. There will be two more rounds on the themes of Nightfall and Happiness. We will hold an open exhibition in April 2019 where the community will be invited along to view all the entries.

For more information and to get involved, please contact the Community Partnership Team 020 8583 2454 or email **community.development@hounslow.gov.uk**

SARA Annual General Meeting



The Sheltered Accommodation Residents Association (SARA) will be holding its Annual General Meeting where all members will meet to elect their new officers and discuss aims and objectives for the coming year.

When: Wednesday 26 September 2018

Time: Meeting 12noon-1.30pm followed by lunch and chat with residents and council staff 1.30-2.30pm

Where: Danehurst, Brent Lea, Brentford TW8 8HX

Guests and residents of sheltered schemes welcomed as observers.

Can't make this meeting? You can join us for the next SARA meeting on Thursday 22 November 2018 at Hyde House, Pears Road Hounslow, TW3 1RZ

If you have a mobility issue please call 020 8583 3899 to arrange a taxi.

For more details please contact:
David Penman at
davidpenman@outlook.in or
Hibo Warsama on 020 8583 4364 or
hibo.warsama@hounslow.gov.uk

Improving services for our residents

The Hounslow Tenant and Leaseholder Scrutiny Board (HTLSB) is the borough-wide body that holds Hounslow Housing to account, on behalf of tenants and leaseholders.

In July this year, the HTLSB reviewed tenants' experience of responsive repairs and put forward recommendations for 11 improvements, all of which were accepted. These include requests for more information about the service on the council's website and asking the service to explore ways to offer limited evening and weekend slots for repairs to be carried out.

For a copy of the full report, or if you're interested in becoming a scrutiny board member, contact chairhtsb@hounslow.gov.uk or telephone 020 8583 2365

Leaseholder forum



News and recent events from the Leaseholder Forum

At the Leaseholder Forum, we work hard on behalf of all Hounslow Housing leaseholders to make their life easier and to help resolve the key issues they face on a daily and long-term basis. We meet once a quarter to discuss these issues alongside council officers, making sure that, where possible, appropriate action is taken.

In July we had a very productive meeting with Elliott Brooks, the new Director of Resident Service. We are really impressed with his vision for the recently restructured Resident Services, and we have high hopes of successful outcomes on the issues we are currently working on.

Hounslow Housing invited residents to attend five focus groups, most of which were held at the Civic Centre. They gave residents an opportunity to have their say on how services are delivered.

Focus groups were conducted on the following topics:

- Safety across your estates and the Estate Police Officers
- How we deliver and communicate

service charges and leaseholder services

- Improving customer services and the delivery of responsive repairs.
- Improving how we manage your estate and neighbourhood
- Improving communications including the Housing website

Members of the Leaseholder Forum attended a number of these meetings. Attendance could have been higher, and we will be encouraging Hounslow Housing to find better ways to increase participation.

We were asked for opinions on what does and doesn't work, suggestions on how things could be improved and for feedback on things that Hounslow Housing does well. Notes were taken to be passed on for discussion and hopefully action... watch this space!

If you want to know more, are interested in getting involved or have issues related to your home and/or estate, please contact us at hibo.warsama@hounslow.gov.uk or jennysamuel297@gmail.com

Hounslow Housing Disability Group

Did you know there is a Hounslow Housing Disability Group for residents that meets every three months to discuss a variety of housing and health related subjects? The meetings also include guest speakers. Any disabled or elderly tenants can attend. We meet at Danehurst Sheltered Housing scheme in Brentford TW8 8HX. The next meeting is Thursday 18 October from 2pm - 4pm. For more information email Sarfraz.kherdin@hounslow.gov.uk or call 020 8583 2567.

Alert codes

If you are a tenant whose age or health presents difficulties when someone comes to

do a repair in your home, or works in your building, please do let your housing officer know so they can put an 'alert' code on the system that the Call Centre can then pick up and try to help you with.

Password protection for home visits

For tenants and residents that feel vulnerable when someone from Housing comes to your door, you can set up a password which will be used by whoever attends and is personal to you. Please call your housing officer or the call centre to arrange this.

To find out who your housing officer is, please visit Hounslow.gov.uk/myhousingofficer

DIRECT LET

LET YOUR PROPERTY THROUGH THE COUNCIL

WE CAN OFFER:

- ◆ No fees
- ◆ Dedicated team to provide advice to landlords
- ◆ Tenancy Sustainment Service
- ◆ Periodic property inspection
- ◆ Quick and easy lets to suit landlords' timeframes



London Borough
of Hounslow



Mayor of Hounslow
Cllr Samia Chaudhary



Hounslow's new Mayor **MAKES HER MARK!**

Since her election in May, Hounslow's Mayor, Cllr Samia Chaudhary, has barely had a moment to herself!

"It's been a real rollercoaster, and that's just the last three months!

"Since May, I've attended over 60 events, meeting lots of people across the borough at everything from street parties to religious festivals.

"It's been a real eye-opener, seeing what a diverse community we have, and finding out for myself just how amazing, dedicated and committed – not to mention talented! – the borough's residents are."

The Mayor has also been working hard to raise money for her chosen charities.

CW+, Sun and Stars Appeal, the charity for West Middlesex University Hospital, improving the care and experience for patients and their families.



Mind Ealing and Hounslow, which promotes mental wellbeing in the community through empowering people to lead positive and independent lives, raising awareness about mental health and advocating for change locally.

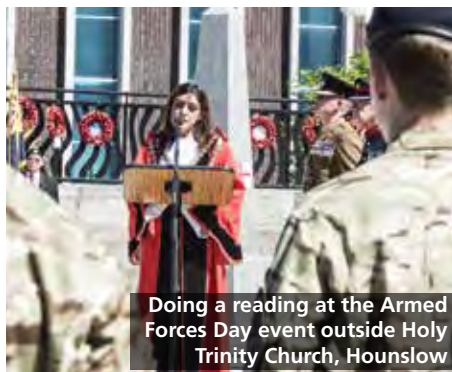


Several cake sales, raffles, auctions and a charity cricket match have already contributed to the fundraising effort. Cllr Ron Mushiso (Turnham Green) took part in the London to Brighton Bike Ride, raising money for CW+ earlier this month, and the Mayor will be taking part in a charity skydive later in the year!

Cllr Chaudhary said: "It sounded exciting, so I thought I'd give it a go! It's to raise money for causes that are close to my heart, and I'm really looking forward to it!

"It's been a hectic few months, but I've had the support of family and friends, which I'm sure will continue throughout my Mayoral year."

To support the Mayor's charities through donations or sponsoring her events, visit www.hounslow.gov.uk/mayorscharities



Doing a reading at the Armed Forces Day event outside Holy Trinity Church, Hounslow



Meeting the Nepalese community with the Deputy Mayor at the Gurkha VC Cup



At the World War I commemoration to remember the sacrifice made by local men from Heston in the Great War

Reduce your FOOD WASTE

MANAGING YOUR FOOD CAN MAKE A REAL DIFFERENCE TO
YOUR POCKET AND OURS!



Did you know that an average family can save up to £70 a month by wasting less food. Love Food Hate Waste has lots of tips on their website

www.lovefoodhatewaste.com on how to plan your shopping, portion sizes, and great recipes for using up leftovers which can help save you money and cut down on waste.

Don't forget you can also compost veg and fruit peelings, egg shells, tea bags, coffee grounds, newspaper and garden waste in your own garden compost – so you won't need to buy compost from the garden centre. Visit

www.recyclenow.com for tips on setting up your compost bin and creating great compost.

DID YOU KNOW?

When recycled, your food waste can be turned into something useful. We take ours to an anaerobic digester where it is used to generate electricity to power homes and produce fertiliser.

Any left-over food you haven't managed to use can be recycled through our food waste collection scheme.

Food waste that is not recycled has a big impact on the environment as it rots and releases methane which is a dangerous greenhouse gas around 30 times more potent than CO₂. By recycling your food

waste you can reduce the amount of rubbish in your wheelie bins, and help us save money which we can put towards better services. Every tonne of food waste recycled through the caddy scheme will save £85 on disposal costs.

If you don't have them already, we can provide residents on the kerbside collection scheme with a 5-litre food caddy for your kitchen,

and a 23-litre food waste bin to decant your kitchen waste into, which we will collect from you on a weekly basis with your normal collection. Visit our website to find out how to order:

www.hounslow.gov.uk/recycling

You can put any food in your caddy – raw or cooked including meat, fish and bones, and it doesn't





Stick me on your fridge

matter if it's gone past its use by date!

If you add food that has been packaged, e.g. ready meals, please remove the plastic packaging, wash anything recyclable and add it to your red recycling box. Paper or cardboard packaging should go in your blue box.

The only non-food items that can go in your caddy are compostable caddy liners, very small amounts of shredded paper, newspaper and kitchen towels to wrap food and absorb excess moisture.

Please don't include any food packaging, plastic bags, liquids and oils.

HOW TO USE YOUR CADDIES:

Line the kitchen caddy with a compostable food caddy liner, ideally ones which display the 'leaf' logo, kitchen towels or newspaper. Then add any leftover food. Wrap food in additional newspaper and kitchen towels to absorb any additional liquid.



When the kitchen caddy is full, please empty into the larger food waste bin. You may want to line the bin with newspaper. Do not use any plastic bags other than compostable food caddy liners.

For more tips and advice visit www.hounslow.gov.uk/recycling

THANK YOU

By June 2018 Hounslow residents recycled 31% of their household waste.

Help us achieve 50% by 2020

The better quality our recycling, in terms of more of the right things, means we can protect the environment and raise more money to help pay for valuable services our residents need.

We don't want your recycling efforts to go to waste, so if in doubt leave it out!

Please wash and squash your plastics and cans. This helps us fit more into our recycling trucks and means we are transporting a greater tonnage of recycling per truck, not paying to carry air!

Thank you for increasing your recycling efforts, and recycling more.



PLASTIC & CANS



YES PLEASE

Clean, empty **PLASTIC BOTTLES, POTS, TUBS and TRAYS** (lids off).
Clean empty food **TINS**, drinks **CANS**, **AEROSOLS** and **ALUMINIUM FOIL**



NO THANKS

Polystyrene, 'hard' plastics e.g., toys, flower pots, 'soft' plastics e.g., carrier bags, food wrap, crisps and tea packets, pet food pouches



CARD & PAPER



YES PLEASE

Clean, dry **PAPER, MAGAZINES, CATALOGUES, CARD, CARDBOARD** and **FLATTENED BOXES** (please separate paper and card)



NO THANKS

Shredded paper, plastic sleeves, window envelopes



GLASS BOTTLES & JARS



YES PLEASE

Clean, empty **BOTTLES** and **JARS** (lids off)



NO THANKS

Window glass, mirrors, glass tumblers etc., perfume bottles, Pyrex or similar

IF IN DOUBT, LEAVE IT OUT!

HANDY TIP

Know what to do with aerosols?

Aerosols can be recycled but you **must** make sure they're empty first - an aerosol will stop hissing when it's empty!

Please do not put any batteries in your recycling boxes.



Visit www.hounslow.gov.uk/recycling to find out how to recycle right



Cllr Guy Lambert (right) with a recycling crew

The Festival of Waste - changing our perception of waste

Local resident, Rin Roche, tells us about her experience in setting up the Festival of Waste in Brentford, which took place in July. Rin made the event happen with the help of the local community. Her aim was to help change our perspective on creating less waste through a mix of fun, informative and creative stalls and activities.

Rin explained: "Organising the Festival of Waste was really affirming for me as so many people were enthusiastic about promoting our understanding of how we can all buy less, use less and make less waste. It was amazing to feel I wasn't "the only one" - that's what community gives me, the feeling that "I'm not alone!"

It can be hard to change our habits, but if we all did a little bit more it would make a huge difference. Recycling is easy, it just requires a little bit of extra input, and we can all try to

buy less, reuse things more and think sustainably e.g. walk or cycle more. And like my mum used to say: "Close the door to keep the heat in and turn that light off, don't waste money!" Good old common sense!

Being active in the community is great - you get to meet lots of great people who are doing things locally, helping Hounslow be the fantastic borough it is. Sometimes I think we forget to celebrate the good stuff, but Hounslow Matters will be showcasing our Community in Action in every issue, so read this space!

I've had brilliant support and interest in my community initiatives from council officers and members, including last year's Mayor Cllr Sue Sampson, this year's Mayor Cllr Samia Chaudhary, Cllr Guy Lambert Cabinet Member for Highways, Recycling and Trading Companies, and Cllr Katherine Dunne, Cabinet Member for Communities and Workforce.

You can apply to the council for funds for community events and groups through area committee grants, as well as the Crowdfunding platform 'Spacehive' www.hounslow.gov.uk/ourhounslowfund



I also want to thank the many stall holders that attended the Festival of Waste, and all the people that made it happen.

We might be individual residents but when we come together that's when we can see our community in action and it's great to be part of that."



Hounslow parks fly the GREEN FLAG

We know that Hounslow's green spaces are enjoyed by residents and visitors alike. That's why we're pleased to have been awarded 11 green flags for parks and open spaces across the borough – including St Dunstan's Park for the first time! A further two sites in Hounslow; Gunnersbury Triangle Local Nature Reserve and Crane Park have also attained the Green Flag Award.

Keep Britain Tidy's international Green Flag Award is a sign to the public that the space boasts the highest possible environmental standards, is beautifully maintained and has excellent visitor



facilities. Our Hounslow sites are among a record-breaking 1,883 UK parks and green spaces that have received the prestigious award.

We would like to thank all the residents and volunteers who are part of our Friends Groups and get stuck in each year to help maintain our parks and open spaces for all to enjoy. Without their help we would not achieve so many awards.



HOW PARKS AND OPEN SPACES ARE SELECTED FOR AN AWARD

Sites for a Green Flag Award are judged against eight key areas:

- ✚ A welcoming place
- ✚ Healthy, safe and secure
- ✚ Clean and well maintained
- ✚ Sustainability
- ✚ Conservation and heritage
- ✚ Community involvement
- ✚ Marketing
- ✚ Park management

PARKS WITH THE GREEN FLAG AWARD:

- ✚ Beaversfield Park
- ✚ Bedfont Lakes Country Park
- ✚ Boston Manor Park
- ✚ Chiswick Back Common
- ✚ Church Road Allotments
- ✚ Dukes Meadows Recreation Ground
- ✚ Inwood Park
- ✚ Lampton Park
- ✚ St John's Gardens
- ✚ Turnham Green
- ✚ St Dunstan's Park

DID YOU KNOW?

St Dunstan's Park was just one of the parks to benefit from a new Active Space playground. The project saw the council partner with award-winning architects LUC to design new spaces at existing playground sites. Five schools took part in the design and build of the space, and designers captured further thoughts and ideas at 12 onsite public engagement events. This has helped in achieving a brand new Green Flag Award for Hounslow.

FOR MORE INFORMATION ON A GREAT RANGE OF ACTIVITIES IN OUR PARKS AND OPEN SPACES VISIT
WWW.HOUNSLOW.GOV.UK/PARKS



A historic year for Hounslow!

Hounslow is home to a rich heritage of listed buildings combined with local history, which together tell the story of our borough. We've been successful in securing Lottery funding for a variety of heritage-led programmes in the borough, which will enable us to enhance some of our most valued historic houses and parks while facilitating better and wider engagement for residents and visitors to the borough. Here's an update on the projects underway at some of our heritage sites.

Enjoy Gunnersbury Park and Museum

Gunnersbury Park Museum is now open after the completion of the first phase of an extensive regeneration project funded by the Heritage Lottery Fund and Big Lottery.

The park's natural beauty has been enhanced and heritage buildings have been restored including Princess Amelia's Bath House and the iconic Temple. The once neglected museum has been transformed and visitors can now discover the vibrant history of Ealing, Hounslow and the wider west London area through interactive exhibitions. Throughout the museum you'll find objects to handle, films to watch, memories to listen to and games for families to play together.

An enhanced programme of activities

ran through out the summer and will be scheduled throughout the year.

The latest 'What's on Guide' is out now boasting an impressive programme of events for children, families and adults, including park and museum tours, creative workshops and a look into the extensive archive. Pop into the museum to pick one up or visit the website for more information and to book:
www.visitgunnersbury.org

***Keep up to date on social media:
@Gunnersbury1
Facebook:
Gunnersbury1***



Hogarth's House is making headway

The Grade 1 listed former home of the famous 18th century artist William Hogarth, Hogarth's House was temporarily closed to the public to allow contractors to set up and carry out enabling works, including safe demolitions as part of the delivery of the £2.3m Heritage Lottery Funded Mulberry Garden project.

The Mulberry Garden project includes the design and construction of a much-needed new learning centre adjoining the Grade 1 listed Hogarth's House, the conservation and repair of the historic garden wall and the creation of an 'exhibition garden', whose design and planting present the story of the site.

The aim is to expand the range of events, activities, learning and volunteering opportunities available and to help manage the increased number of visitors on site, while improving their experience.

You can still visit Hogarth's House while the works continue, the newly refurbished site will be complete by summer 2019.

Keep up to date with the transformation works online at www.hounslow.gov.uk/heritage



Boston Manor House and Park revamp

Boston Manor Park is the largest public open space in the Brentford area, consisting of a large landscaped area of parkland, containing a lake and ancient cedar trees. The park surrounds the Grade 1 Listed, Boston Manor House, built in 1623.

Boston Manor House has been awarded £3.734 million from

the Lottery Fund, to implement a programme of repairs to various parts of the building. Improvements include restoration of rooms, not currently accessible to the public, to their original state, improved accessibility and extended opening hours.

In addition, the service wing is to be refurbished, providing space which

can be used for creative businesses, and will host a café as well as being home to a landscape history educational charity. The restoration of Boston Manor Park will follow and involves a programme of infrastructural improvements to increase accessibility while enhancing the trees, ecology and the lake.

The House will remain open on weekends and holidays until the end of October 2018. The refurbishment is expected to be complete by spring 2021.



These exciting projects would not be possible without the help and input of our army of volunteers, external partners and our funders. Fundraising efforts for all projects are ongoing. There is still lots to be done and plenty of opportunities to get involved. If you would like to support any of these projects, please get in touch with us by email: Leisure@hounslow.gov.uk

Hounslow schools' solar panels could be a WINNER!

The Hounslow schools RE: FIT project 'Making Hounslow schools the greenest in the country' has been shortlisted for the prestigious Energy Institute's (EI) awards in the Community Initiative Award category.

The EI Awards showcase organisations, projects and individuals of excellence in the energy sector; Hounslow's was one of 120 entries received from across 29 countries.

The RE: FIT Schools (London) programme is aimed at 200 London schools, providing significant financial investment to cut carbon emissions in London by 60 per cent by 2025.

Hounslow Council is the first to initiate the schools' programme in London by targeting at least 70 schools, which account for around 70 per cent of our total corporate estate CO₂ emissions.

This is because schools use a significant amount of energy, and also have many buildings and extensive landholdings.

The retrofit programme uses new technology on old buildings, making them more energy-efficient, reducing operational costs and improving the environment for pupils and staff.

The award winners will be announced at the end of November.



Household Enquiry Form – Have you responded?

IF NOT, YOU COULD BE FINED £1,000

Over 100,000 residents have responded to the annual Household Enquiry form. There is still time if you haven't yet responded.

The form, which was sent out by Hounslow Council, is used to check the right people are registered to vote. Residents are urged not to ignore the form, or it could land you with a criminal record and a fine of up

to £1,000 (though this would be a last resort).

Council officers will soon be visiting households that haven't responded to the earlier forms which were sent in

July, August and September. They will be wearing Hounslow Council high-viz jackets to make themselves more visible and have council identification badges.

The council's Electoral Registration Officer, Peter Large said "It's a legal requirement to respond to the Household Enquiry form. I would urge residents to respond quickly, as it is important we are able to keep the electoral register up to date. It's your vote, don't lose it."

If you have misplaced your form or need advice to complete the Household Enquiry Form please email elections@hounslow.gov.uk or phone the helpline on **020 8583 2828**.



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asylum seeking children
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www.hounslow.gov.uk/fostering
or call **0800 731 8558**



London Borough
of Hounslow

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quarterly
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local libraries and
leisure centres
- Targets a **range of**
audiences



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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:

KITCHEN GARDEN OPEN DAY

14 October 2018
11am - 4pm

Visit the walled Kitchen Garden on one of our open days and enjoy its plentiful displays of flowers and produce.

Admission: **FREE**

GUNNERSBURY MUSEUM



RECOLLECTION

Fridays: 19 October,

16 November, 14 December,
18 January, 15 February
10.30am - 12.30pm

A monthly arts and reminiscence group for people with dementia. This season, the theme of 'Home' is explored, and what that means to us. For a full programme and to sign up, please contact Ellie on learning@visitgunnersbury.org or phone 020 3961 0280.

Admission: £2 (including refreshments)

ARCHIVES TOUR

Tuesday 2 October
11.30am - 12.30pm

Take a look behind the scenes at Gunnersbury Park Museum's Archive. Find out how the collection informs our galleries and explore the stories they tell us about the local area and its people.

Admission: **FREE**

STITCH, KNIT & NATTER



Fridays: 12 October,
9 November, 7 December,
11 January, 8 February
10.30am - 12noon

Join us for our friendly monthly textile craft group – bring a project to work on, learn from others and catch up over a cup of tea.

Admission: £2, including refreshments. No need to book, just turn up and pay on the day.

PUMPKIN CARVING



Friday 26 October
10.30am - 12noon,
1.30pm - 3pm

Become a pumpkin carving maestro in this spook-tacular workshop and create a pumpkin with personality for your home this Hallowe'en!

Admission: £10 per child, adults go free (pumpkin included)

BIRD WALK



Sunday 4 November
8.30 - 10am

Experience Gunnersbury Park as the sun rises for an early morning bird walk with John Wells, a local naturalist. Spot and survey Gunnersbury's birdlife across beautiful parkland.

Admission: **FREE**

WINTER FAIR

Saturday 24 and
Sunday 25 November
10.30am - 4pm

Family activities for children of all ages to celebrate the festive season. See Historic Kitchens dressed

for Christmas and join the Victorian Servants for Stir Up Sunday. Sing along to carols, get some festive face paint and nibble on hot chestnuts – there's plenty to get you in the spirit at Gunnersbury!

Admission: **FREE**



(Please note, some activities are first come, first served and bookable on the day. Selected activities will incur a charge.)

STREETSPORTS



Weekly free football and multisport sessions for boys and girls 8-18-years run by Brentford Football Club Community Sports Trust in partnership with Hounslow Council

Call 020 8326 7030 or email ce@brentfordfcst.com

Brentford Towers Estate
TW8 0DG

Mondays 5.30 - 7pm

Convent Way Estate
UB2 5UL

Tuesdays 6 - 7.30pm

Benson Close Estate
TW3 3QY

Wednesdays 6 - 7.30pm

Highfields Estate
TW13 4DA

Thursdays 5 - 6.30pm

Ivy Bridge Estate TW7 7QJ
Thursdays 5 - 6.30pm

GOALS Soccer Centre
TW7 5DB

Fridays 5.30 - 7pm

Beavers Community
Primary School TW4 6HR

Fridays 5.30 - 7pm

Cranford Community
College TW5 9PD

Mondays 5.30 - 7pm

Saturdays 10am - 12noon

TERM TIME ONLY

KICKS PROGRAMME



Weekly free sports programme for boys and girls 9-19-years old run by Brentford Football Club Community Sports Trust
Call 020 8326 7030 or email ce@brentfordfccst.com

Springwest Academy TW13 7EF

Mondays 5 - 7pm
Wednesdays 4pm - 6.30pm,
TERM-TIME ONLY

Mulberry Green Park TW19 7SS

Mondays 5.30 - 6.30pm, 8-
to 12-years-old

Mondays 6.30 - 8pm,
12- to 19-years-old

Hanwell Community Centre W7 1PD

Fridays 5.30 - 7pm

Northolt High School UB5 4HP

Tuesdays 6 - 8pm
Thursdays 6 - 8pm,
TERM-TIME ONLY

GOALS Soccer Centre TW7 5DB

Saturdays 5.30 - 7pm

PARKRUN

Free 5km run for all abilities
Where: **Osterley Park,**
Crane Park, Bedfont Lakes
and **Gunnersbury**
Saturdays 9am
Visit parkrun.org.uk

JUNIOR PARKRUN



Free run for children aged
4-11yrs

Hanworth Park TW13 5EG & Osterley Park TW7 4RB

All Sundays 9am

Visit parkrun.org.uk/osterley-juniors
parkrun.org.uk/hanworth-juniors

OURPARKS FITNESS SESSIONS



Visit ourparks.org.uk/borough/redlees-park

GOODGYM



Visit www.goodgym.org/hounslow

SUPER HERO FITNESS

Fun fitness for 3 - 5yr olds
free to attend

Redlees Park, TW7 6DW
Saturdays 9.30am

Visit ourparks.org.uk/borough/redlees-park

GET ACTIVE AT OSTERLEY PARK AND HOUSE



Osterley Park is a great destination for outdoor activities in London. There's plenty of space to get active and try something new

Visit nationaltrust.org.uk/osterley-park-and-house/get-active-at-osterley

National Trust Osterley Park & House TW7 4RB

GREEN GYM - HOUNSLOW HEATH



Hounslow Heath TW4 5LJ
Tuesdays 10.45am

Visit tcv.org.uk

MOVE MORE ACTIVITIES



Thinking about being more active but not sure where to begin

Visit oneyouhounslow.org/move-more

HOUNSLOW PENSIONERS' FORUM

Come along to our friendly members meetings on the last Friday of every month.

There will be talks by visiting speakers on topics of interest to older people, as well as member discussions, great company, raffles, refreshments and information about events and outings.

Meetings take place at: United Reformed Church, corner of Chapel Road and Hanworth Road, Central Hounslow, TW3 1UF, 10.30am to 12.30pm.

Next meetings: 28 September, 26 October, 30 November

2018-19 membership fee £10.

Contact: Bob Hardy-King on email bobhk1@hotmail.com or phone 020 8230 3596

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 communications@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 30 October, 7.30pm; Tuesday 27 November, 7.30pm

Where: Council Chambers, Civic Centre, Lampton Road, Hounslow TW3 4DN

CABINET

When: Tuesday 16 October, 7pm; Tuesday 20 November, 7pm

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

AREA FORUMS

Bedfont, Feltham and Hanworth

When: Thursday 22 November, 7.30pm

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

Central Hounslow

When: Thursday 8 November, 7.30pm

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

Chiswick

When: Tuesday 13 November, 7pm

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

Heston and Cranford

When: Thursday 22 November, 7pm

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

Isleworth and Brentford

When: Thursday 29 November, 7.30pm

Where: venue to be confirmed

Dates correct at time of going to print, but subject to change at short notice.
www.hounslow.gov.uk

Your chance to quiz the Cabinet!

Residents have the chance to quiz members of the council's Cabinet about council services and local matters at a series of Cabinet Question Time events over the coming months.

The sessions will feature some new faces on the Cabinet, and attendees can put questions to them on any aspect of their Cabinet portfolios.

Following positive feedback from the previous sessions, the Question Time event is returning to Chiswick, and will provide the opportunity for residents to raise any issues they have in the area where they live and work with their Cabinet members.

The first Question Time session after the May Local Election takes place on Thursday 26 September, in the Main Hall at Chiswick Town Hall, Heathfield Terrace, Chiswick W4 from 7pm to 9pm (doors open 6.45pm).

Cllr Steve Curran, Leader of Hounslow Council, said:

"These events are a great way for us to talk to residents about the local issues that matter to them. We've had a fair grilling in the past, and my fellow Cabinet Members and I fully expect to face some challenging questions, but by coming out to the community, it gives us a first-hand, real feel for what people are concerned about.

"I hope that we'll have a good turn-out, and I look forward to seeing as many people as possible at these events, which will be held across the borough over the coming year."

All residents are welcome, and admission will be on a first-come, first-entry basis.

Don't worry if you can't attend in September, further Cabinet Question Time events will be held on the following dates in other parts of the borough (venues TBC):
25 October, 28 November, 23 January, 20 February

Questions will be taken from the floor, or you can submit question to Cabinet in advance at communications@hounslow.gov.uk

If you submit a question, please let us know which date you are planning on attending.

Cllr Lily Bath

CABINET MEMBER FOR HOUSING AND SOCIAL INCLUSION



Following the Local Election in May, we'll be introducing the council's new Cabinet in the next few issues of HM. There are a number of new faces, but we're kicking off with a familiar face in a new role Cllr Lily Bath, Deputy Leader and Cabinet Member for Housing and Social Inclusion.

HOW LONG HAVE YOU BEEN A COUNCILLOR?

I was first elected to the Hounslow Central Ward in 2006; currently, I'm a ward councillor for Heston West.

WHAT GOT YOU INTERESTED IN POLITICS?

I wanted to make improvements to the local area I live in, and wanted to give something back to my community. I've always been interested in local issues, and I grew up in an environment where my family was also into politics, so I suppose I absorbed it as I got older!

HAVE YOU ALWAYS LIVED IN THE BOROUGH?

I'm a Hounslow girl and grew up in the area, but I did move out when I went to university in Warwick, and later spent three years in Barcelona, teaching English.

DO YOU HAVE A 'DAY-JOB' AS WELL AS BEING A COUNCILLOR? HOW DO YOU MANAGE TO JUGGLE YOUR WORKLOAD?

Yes, I work for a charity that supports carers. Council work also takes up a lot of time, but it's something I chose to do as it's important to me. Having said that, there is a 'life outside Hounslow', and I'm a member of a lot of clubs – book club, film club, coffee club... and if I'm honest, the 'pub club' too, on occasion!

WHAT ARE YOUR KEY PRIORITIES IN THE NEXT YEAR FOR YOUR PORTFOLIO AREA?

To do all we can to increase the amount of quality housing for residents. This is not just about building more homes, but tackling rogue landlords and improving conditions in the private rented sector, as well as helping the most vulnerable so they are not homeless or at risk of homelessness.

WHAT ARE YOUR ASPIRATIONS FOR HOUNSLOW GOING FORWARD?

I want Hounslow to be the best place to live in London! I have two children, and would like to see them, and other growing families, continue to live locally instead of having to move out of the borough. I'd like to see more big businesses investing in Hounslow, helping it to grow even more.

IF YOU FOUND YOURSELF STRANDED ON A DESERT ISLAND, WHAT THREE THINGS WOULD YOU WANT TO HAVE WITH YOU, AND WHY?

My music! I have a huge collection of music and I'd want that with me to help pass the time. Also, I've always wanted to play the guitar, so perhaps a bass guitar as I'd have the time to learn. And probably some good wine, so I can chill and relax! I have a very busy life, so being stranded for a while doesn't sound too bad!

BEDFONT



Javed
Akhunzada



Adriana
Gheorghe



Raghwinder
Siddhu

BRENTFORD



Guy
Lambert

Highways, Recycling and
Trading Companies



Melvin
Collins



Corinna Smart
Chair of Planning
Committee

CHISWICK HOMEFIELDS



Patrick Barr



Gerald
McGregor
Chair of Chiswick
Area Forum



John Todd

CHISWICK RIVERSIDE



Michael
Denniss



Gabriella Giles



Sam Hearn
Leader of the
Opposition

CRANFORD



Sukhbir
Dhalwal



Poonam
Dhillon



Khulique Malik

FELTHAM NORTH



Aqsa Ahmed



John Chatt



Komal Chaudri

FELTHAM WEST



Hina Mir



Alan Mitchell
Chair of Bedfont,
Feltham and Hanworth
Area Forum



Mohammed
Umair

HANWORTH



Candice
Atterton
Adults, Social
Care and Health



Samia
Chaudhary
Mayor



Richard Foote

HANWORTH PARK



Puneet Grewal
Chair of Overview and
Scrutiny Committee



Bishnu Gurung



Hanif Khan
Transport and
Corporate
Property

HESTON CENTRAL



Harleen Atwal
Hear

Chair of Heston and
Cranford Area Forum



Shivraj Grewal



Surinder Purewal

HESTON EAST



Kamaljit Kaur



Gurmail Lal



Amrit Mann

HESTON WEST



Lily Bath
Deputy Leader of
the Council
Housing and Social Inclusion



Rajinder Bath
Chair of Pension
Fund Panel



Shantanu
Rajawat
Finance and
Corporate Services

HOUNSLOW CENTRAL



Ajmer Grewal
Chair of Central
Hounslow Area
Forum



Pritam Grewal
Customer Services and
Corporate Performance



Nisar Malik

HOUNSLOW HEATH



Vikram Grewal



Hina Kiani



Afzaal Kiani

HOUNSLOW SOUTH



Tom Bruce
Education, Children
and Youth Services



Shaida Mehrban



Karen Smith

HOUNSLOW WEST



Bandna Chopra



Sohan Singh
Sumra
Deputy Mayor



Jagdish Sharma
Chair of Audit
and Governance
Committee

ISLEWORTH



Daanish Saeed
Chair of Licensing
Committee



Salman
Shaheen



Sue Sampson
Leisure Services

OSTERLEY & SPRING GROVE



Unsa Chaudri



Richard Eason



Tony Louki
Chair of the Isleworth
and Brentford Area
Forum

SYON



Steve Curran

Leader of the Council
Corporate Strategy,
Planning and Regeneration



Theo Dennison



Katherine Dunne
Communities and
Workforce

TURNHAM GREEN



Joanna
Biddolph



Ranjit Gill



Ron Mushiso

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



London Borough
of Hounslow

 **Hounslow
Highways**

Delivering better streets

**WE'RE NOT
MESSING ABOUT**

**DUMP
RUBBISH
IN THE STREET
AND WE'LL
FINE YOU
£400**

**KEEP
HOUNSLOW
GREEN AND CLEAN**

UP TO

TO REPORT LITTERING AND FLY-TIPPING VISIT
WWW.HOUNSLOW.GOV.UK/REPORT