

Autumn 2016

Hounslow

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

MATTERS



Changes to Space Way

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Your chance to
WIN £1,000
Deadline midnight
on Thursday
15 September
p8

Free Early Education Entitlement for two-year-olds

Your 2 year old may be able to attend free early education and childcare giving you the chance to do some training, study or take a part-time job. Or, if you just need a few hours to yourself or to spend some time with your younger children, this could be for you.

Your 2 year old will receive quality early education and childcare helping them with their early learning and giving them new experiences with other children. Research shows that children who go to a high quality childcare provider make good progress with their language, physical and social development. When they come to school age they are better prepared and this advantage stays with them right through into adulthood.

If you earn less than £16,190 or are on benefits you can check your child's eligibility by either:

- visiting www.hounslow.gov.uk/free2 and clicking on the "check to see if I qualify" box
- telephoning the Early Years team on 020 8583 6421 or
- email 2y@hounslow.gov.uk

Your child will remain eligible for free childcare once they have taken up their free place, even if your circumstances change i.e. new employment, raised income etc. Then, when your child turns 3 they will continue to access their free childcare place until they start school.

FREE
childcare
for two year olds

020 8583 6421/2635
www.hounslow.gov.uk/free2





Big changes for the better

The year is flying by, but the good news is that real progress is being made on a whole range of improvements that will make the borough a better place for all residents.

Improving community safety, health and education, homes and jobs, and the environment are amongst our priorities, and on pages 22 and 23 of this edition of Hounslow Matters you can read about what has been achieved.

There's more to do, but we are well and truly on the right track. Indeed, some of our successes in Hounslow are attracting a lot of attention.

The Daily Mail and Daily Express both covered the action we took to force a rogue landlord to demolish an illegal outbuilding he had built in the garden of one of his properties to house paying tenants. And the Metro reported on how our striking poster campaign to discourage dog fouling in the borough has captured attention and provoked debate.

As a council, we are determined to take action to tackle the things that matter. Unfortunately that sometimes involves punishing people who do not act appropriately. It's for that reason that we have used our ability to fine litter louts and recently applied the maximum £400 penalty on one appalling offender.

But we are also keen to incentivise people to take the right actions. As part of our drive to encourage everyone eligible to vote to register to do so, we have introduced a £1,000 prize draw for those households who provide the information to us online early.

In that way, we avoid the cost of repeat mailings and making visits to properties to chase up the information. And savings like this matter. The council is having to reduce its budgets by £45.8 million over the

next two years because of cuts to the Government funding it receives.

Faced with these big numbers, we are being bold and innovative. We are committed to moving to new smaller and cheaper to run offices, and by creating a wholly owned council company, Lampton 360, we will now be able to win business in other areas that will generate income to benefit the borough.

This company will also take over waste and recycling services in Hounslow in October, beginning a series of major changes that will benefit the borough's environment. In the short term, this will mean some inconvenience with the temporary closure, then reduced opening hours, at Space Way. But this is a necessary step to creating a brand new Materials Handling Facility, helping recycling to increase dramatically and avoiding damaging and expensive landfill disposal of waste.

Making the borough an even better place has many facets. In an Olympic year the importance of sport is in the spotlight. I was delighted that athlete Mo Farah and rower Peter Reed, who both have connections to the borough, won Gold medals in Rio.

Their heroic achievements in again winning Gold, following success at the London 2012 event, is not only a fantastic reward for their dedication and effort, but also a tremendous boost to the borough.

As the council granted them the Freedom of the Borough following their 2012 achievements, there is no higher honour that we can bestow, but we are inviting them to a Civic Reception.

Councillor Steve Curran
Leader of Hounslow Council

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Front cover: Alison Greene of Feltham with
Cllr Amrit Mann at Space Way
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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!

Mayor busy as a bee this summer...

Raising money for charity and visiting as many communities as possible around the borough has meant it has been a busy but enjoyable first few months in office for Mayor of Hounslow, Councillor Ajmer Grewal.

The Mayor hosted an inaugural dinner which raised around £5,000 for The Alzheimer's Society and Hounslow Association for the Blind, the two charities she is supporting for the year.

Cllr Grewal has also attended numerous events, including supporting the London Fire Brigade's 150-year celebrations at the Isleworth Fire Station's family open day; Armed Forces Day; and watching Hounslow's young people gain success at the London Youth Games.

The Mayor also supported Feltham Super Saturday of Sport day and the official opening of Feltham Lodge, which is the new home of the council's Registration and Nationality Service.

The end of August saw Cllr Grewal, pictured right below, hosting a charity cricket match, which pitted council officers against a Mayor's XI, with all funds raised going to the two charities.



Local charity Spark offers students a step onto the career ladder

Hounslow Council's 14-19 Team has joined forces with Hounslow based charity Spark! to lead sixth-formers through a challenging three-day course designed to improve their career prospects.



The Kickstart Express programme tailors the student's talents to the needs of local businesses to give them the best chance of securing jobs and apprenticeships once they've left school or graduate from university. The programme also helps employers to make closer links with Hounslow's talented 16 and 17-year-olds, with the potential for increasing the number of local employment opportunities taken up by residents in the future.

Over 100 students from Brentford School for Girls, Kingsley Academy, Cranford Community College, Lampton School and The Heathland School, along with their teachers, took part in the programme.

The highlight of the programme was day two, when students spent their time with a local company. They were able to meet and question staff about their roles, interview senior company managers, undertake an enterprise

challenge and take part in role play exercises.

Brentford School for Girls school student Louise Hawkins said: "I really enjoyed the day and had a very positive experience. I loved meeting new people from other schools and working with them. I was able to learn and develop new skills which will benefit me in the future."

Sky, Worley Parsons, GSK, Holiday Inn (Brentford), Octink, Dewhurst, MACE, CISCO and Heathrow Airport, all made senior staff available for the Kickstart Express project.

Ruby Mir, Director of Spark! Said: "Kickstart opens up major companies to young people, giving them a valuable insight into real life work experiences and the chance to sit down with business professionals and talk about their roles and working lives. They meet employers that reflect the local labour market and thanks to the generosity of funders and businesses; the supporting resources are extremely high quality."

David O'Connor, Meetings and Events Sales Manager of the Holiday Inn Brentford said: "It was a pleasure to host such an engaged and involved group of students for the day. I hope the group learnt more about working life and culture, it would be great if this careers day sparked an interest in the fantastic opportunities available in Construction as a long term career. I have worked with Spark since my first day in Brentford, hosting their 2014 awards night. Every time we work with Spark, the children and young adults they send to my business are prepared and willing to actively participate.

Transport team attendant receives award for outstanding service



Maggie Hardy-King (centre),
Ojara award winner, staff awards 2016;
with the leader of Hounslow Council
Steve Curran and the Hounslow Mayor Ajmer Grewal

Maggie Hardy-King, who is an attendant for Hounslow Council transport service was recently nominated and won the Ojara Award for Outstanding Children's or Adults' Social Care. The award is given each year in memory of Hounslow Council employee Ojara Ikeagwu, who was tragically killed on the Underground near King's Cross in the 2005 London bombings. Ojara was a social worker who supported people in Hounslow with learning and physical difficulties and was on her way to work the morning she died.

The London Borough of Hounslow's transport team manage and provide a safe and secure means of transport for various groups within our community, particularly the elderly, disabled and children with special needs. The team transport approximately 465 passengers and carry out an average of 142 journeys daily, Monday through to Friday.

The Transport Team are dedicated staff who primarily live in the Borough and are responsible for ensuring passengers are safely transported to their destination in council minibuses, many of which are adapted to carry wheelchair clients. All staff receive regular training to ensure the needs of their passengers are met.

Maggie has worked for the Transport service for 30 years and recently celebrated her 80th birthday. When asked why she loves the job so much, she said "I just love this job and it has brought me years of joy".

Here's what two parents have said regarding transport...

"I would like to commend and thank the Driver and Attendant for their service to my son who does nothing but praise them for the way he's treated".

"... I want to inform you about the Driver and Attendant on my son's transport. I am pleased to say that over the last one year my son has been very happy and has almost nil behavioural issues. Their presence has helped my son tremendously. They have been brilliant in handling my son and are very warm, understanding and caring people. They make a great team together. I thank you for giving me such wonderful people and at the same time thank them too for being there for my son".

Here's what some of the other drivers and attendants say about why they enjoy their job so much "it's so rewarding", "every day brings me a smile", "the first time somebody said thank you to me made me realise I was in the right job."

Solar panel project wins prestigious award

The largest solar panel project in the UK delivered by a local authority and the first to include battery storage in Europe, has won Hounslow Council's energy team a prestigious "Award of Excellence."

The council is leading the way in saving energy costs and being one of the greenest boroughs, by installing over 6,000 solar panels on the rooftop of the Western International Market (WIM). This project was supported by the Mayor of London's RE:FIT programme.

Charles Pipe, Energy Manager at Hounslow Council and his team have won the Award of Excellence from electronics company LG for 'Excellent Project Performance.'

Councillor Steve Curran, Leader of Hounslow Council, said: "This is fantastic news and I would like to congratulate Charles and the team for all the hard work that has been carried out to get this project up and running.

"This installation is all about reducing our carbon footprint, immediate savings on our electric bills and a return on this investment within seven years."

Anti - Hate crime officer appointed

A new hate crime officer has joined the community safety team to support anyone who believes they have been at the receiving end of hate crime. Support is available to anyone who lives, works or studies in the borough.

If you believe you have been abused because of your race, religion or belief, sexual orientation, age, gender identity or disability you have experienced hate crime.

The hate crime officer can:

- provide advice and support to victims of hate crime in the borough
- signpost to support agencies
- raise awareness of hate crime and encourage reporting.

Visit www.hounslow.gov.uk/hatecrime, email community.safety@hounslow.gov.uk or call 020 8583 2464 for more information, advice or support.

Double lottery winner's illegal outhouse reduced to rubble.

A millionaire landlord who built an illegal outbuilding at his Feltham home has been forced to demolish it after pressure from Hounslow Council's Housing Enforcement team.

EuroMillions and Lotto Millionaire Raffle winner George Traykov's luck finally ran out when he buckled under pressure from enforcement officers who threatened to prosecute him and demolish the outhouse in the garden of his home in Shakespeare Avenue – and bill him for the costs. He risked a fine of up to £20,000.

Mr Traykov appealed against the enforcement orders but lost the appeal due to the amount of extensive evidence gathered by Hounslow's housing enforcement officers.

Mr Traykov finally demolished the illegal outbuilding at the end of July.

Bookies handed strict licence conditions

Two high street betting shops which allowed a 15 year-old to gamble on a fixed odd betting terminal (FOBT) have had strict conditions placed on their licences by Hounslow Council's Licensing Panel.

Betfred in Brentford and Jenningsbet in Hounslow allowed an undercover police cadet to enter their shops and turned a blind eye to him betting on machines which have been described as the crack cocaine of gambling.

Both bookies were caught allowing the teenager to use the FOBT twice during underage test purchases carried out by Hounslow's licensing team.

Cabinet member for community protection, Councillor Sue Sampson said: "We hope this action sends a clear messages to other bookies in the borough. You could be the next to be on the receiving end of our licensing team's next underage, undercover operation."

The Transport Service are looking for Drivers



The Transport Team is currently recruiting part-time drivers who possess either a D1 or D (PSV) category on their driving licence. If you think you have what it takes to ensure our passengers are safely transported to and from their destination and are interested in

a Driver role or would like to be advised when transport are recruiting for Attendants you can contact the team for further information and an application pack by emailing transportops.supervisor@hounslow.gov.uk or by calling 020 8583 5483.

Hounslow sixth in London for MOPAC (Mayor's Office for Policing And Crime) crime stats

Official figures rank Hounslow sixth out of 32 London boroughs for crime reduction. Hounslow Police have also exceeded the Mayor of London's target of 20 per cent reduction in overall crime.

The MOPAC figures monitor the figures for seven neighbourhood crimes in London: burglary, criminal damage, robbery, theft from a motor vehicle, theft from a person, theft of a motor vehicle and violence with injury.

Key areas of improvement include burglary, down almost 38 per cent

and robbery, almost halved, at 46 per cent.

Hounslow Borough Commander Chief Superintendent Raj Kohli said: "This excellent result is down to the real and genuine partnership between the police, the council and the community. Neighbourhood Watch, tenants associations, safer neighbourhood boards and others have all played a significant part in helping the Hounslow Police and the council achieve this success.

"It shows what can be achieved when everyone works together".

Sign up for six month garden waste collection

If you're not one of the 15,500 residents who have signed up for garden waste collections, subscribe to a six month service starting in October.

You pay just £30 for the service, which will give you fortnightly collections of garden waste until the end of March 2017. If you receive Council Tax support you pay £15.

You can request a 240litre wheelie bin or two 90 litre sacks when subscribing to the service.

Councillor Amrit Mann, deputy leader of Hounslow Council, said: "The garden waste subscription service has proved popular with residents, with thousands signing up.

"The special rate for the six month service is a great way to spruce up your garden in time for next Spring."

To find out more about garden waste subscriptions or sign up visit www.hounslow.gov.uk/garden_waste

What's happening behind the hoardings?

Work has begun on the new housing development in Lampton Road and the new Civic Centre in Bath Road.

In March, plans were approved for up to 940 homes on the Civic Centre site, along with new civic offices and a new library in Bath Road.

Behind the Lampton Road hoardings, preliminary groundworks, including the archaeological survey, are currently under way. This month, the bus shelter will be relocated a short distance away, and work will begin to relocate or remove trees within the development site as agreed in the planning application.

An alternative location for the memorial trees in the grounds has been found – the old bowling green in Lampton Park, which has been unused for some time. Following professional advice that the trees would not thrive if relocated, 12 new trees will be planted at the end of October, with the original memorial

plaques mounted beside them. If you had a memorial tree at the Civic Centre and want to find out more about the plans, please email ann.mark@hounslow.gov.uk.

Work to build a new emergency access road will begin soon, with construction vehicles moving on-site during autumn for the start of planned construction.

The visitors' car park is now on the ground floor of the multi-storey car park. If you visit the Civic Centre, which remains open for business as usual, please follow the clearly marked pedestrian pathways to ensure your safety.

In Bath Road, the site of the new, smaller and more cost-efficient new civic centre, preliminary groundworks are also under way, with planned construction due to begin this month. Find out more at www.hounslowciviccentre.org.uk.

Fly tipper fined



A fearless fly tipper has been caught dumping on her doorstep and fined £400.

A mountain of goods, including furniture and mattresses, was dumped on Westmacott Drive, Feltham, by resident Veronica Watson.

Residents turned to ward councillor Sam Christie, who posted messages on social media. A number of anonymous tip offs directed officers to Ms Watson's home in Stone Crescent, Feltham.

After initially denying she was responsible, when confronted by enforcement officers with the evidence Ms Watson admitted being responsible for the mammoth fly tip. She was issued with a fixed penalty notice of £400.

Councillor Sue Sampson, cabinet member for enforcement, said: "In this case, thankfully we had the support of responsible residents who came forward to name and shame Ms Watson's behaviour. This shows how important it is to report fly tipping. The only way we can stop it from happening is by encouraging people to change their behaviour and be proud of where they live."

Dumping household rubbish in council on-street bins and leaving waste on the street with 'take me' message are both offences too.

Report fly tipping for removal to Hounslow Highways on their website www.hounslowhighways.org or call 020 8583 5555.



NHS seeks views on plans for North West Londoners to be well and live well

Hounslow Council is working with NHS North West London on its plans to provide an even better health and care system for the two million people who call this part of the capital "home".

The NHS is particularly interested in residents' thoughts on five key things it is looking to improve over the next five years. These are:

- Preventing ill health
- Long term care
- Care for people aged over 65
- Mental health
- Quality of care

A special website healthiernwlondon.commonplace.is presents information and the opportunity for anyone to express their thoughts.

A public meeting is also being held on Tuesday 27 September from 2.30pm to 4.30pm in the Lampton Park Conference Centre at the Civic Offices, Lampton Road, Hounslow. There will be presentations and an opportunity to ask questions and express views.

If you intend to come along please email nick.evans@nw.london.nhs.uk



Grand idea

Hounslow Council is committed to ensuring that everyone in the borough who should be able to vote can do so.

Now, in an innovative initiative, people registering online by midnight on Thursday 15 September have the chance to WIN £1,000.

In order to encourage people to submit the information, for the first time this year Hounslow Council is offering each household in the borough the opportunity to win £1,000 by being entered into a prize draw simply by providing the details of eligible voters in their home online when the Council seeks the information.

In this way the costs of sending further letters or visiting homes will be avoided. And it is hoped a higher number of voters than ever before will be encouraged to register.

Letters were sent to every home on 5 September asking for details to be confirmed and presenting the £1,000 prize draw.

Failing to provide full details of eligible voters is actually an offence punishable with a £1,000 fine.

In order to enter the draw the Council must have received voter details online at www.elecrag.co.uk/hounslow by midnight on Thursday 15 September. To enter you will need the unique security codes on the front of the Household Enquiry Form that will be delivered to your property around Wednesday 7 September. Only one entry per household is possible. The £1,000 prize will be offered to the member of the household who completes the response online. Full details of the rules appear online at www.hounslow.gov.uk/elections.

Residents can also post the information to the council but this will not qualify for entry in the prize draw.

The right of everyone to be able to vote, and for each vote to be equal, is fundamental to democracy. The results of voting in elections determines everything from how councils prioritise local services to national approaches on things including the health service and defence. Occasionally, votes also determine specific issues such as the recent choice on whether Britain should leave the European Union.

Only people who are registered to vote can actually express their preferences in elections and referendums. Everyone who is aged 16 or over and is a British, Irish or European Union citizen or a qualifying Commonwealth citizen can be registered. And yet at any point in time some people are not registered and therefore may not be able to have their voice heard.

The Council wants the highest possible number of residents to participate whenever there is a vote. It has therefore always sought to have as comprehensive a register of electors (the list of everyone eligible to vote) as possible.

Gunnersbury is as pretty as a picture



A beautiful painting depicting a scene of days gone by at Gunnersbury Park has been purchased at auction.

The painting, by the artist Maxwell Ashby Armfield, was bought by Gunnersbury Park and Museum

and shows children playing by the Horseshoe Lake and the Orangery, which faces northwards towards the Large Mansion.

It features people playing tennis in the background and walking through the park, and was thought to be painted not long after the park was opened to the public in 1926.

The first phase of a £54million regeneration of the site is currently underway.

The project, which is being joint funded by Hounslow Council, Ealing Council, the Heritage Lottery Fund, the Big Lottery Fund and Historic England, will transform Gunnersbury Park and Museum into a major local, national and international centre of learning.

Street drinkers warned

Hounslow Council's enforcement team and Hounslow Police joined forces for a day of zero tolerance against street drinkers.

Operation Cantel saw 24 alcohol seizures made by council funded police officers and the Hounslow Central Neighbourhood Team.

The entire borough is a designated Controlled Drinking Zone (CDZ) which means that anyone drinking on the streets can have their alcohol seized by a police officer if they are seen to be causing a nuisance.

The council's licensing team also issued fines totalling £450 for illegal street trading and warned three businesses caught selling high strength alcohol.

Find out more about the CDZ by visiting www.hounslow.gov.uk/CDZ.

DIY at the right time

DIY enthusiasts are reminded to restrict their home improvements to allotted times to avoid complaints from neighbours and a potential noise nuisance notice from the council.

Work should only be carried out between 8am and 6pm Monday to Friday, between 8am and 1pm on Saturday and not at all on Sunday, public and bank holidays (except for emergencies).

If you do carry out noisy work outside the above hours you could be served an abatement notice under Section 80 of the Environmental Protection Act 1990. Failure to abide by the notice could lead to prosecution and a fine of up to £5,000.

Good for you.
Good for us. Good for
EVERYONE.

If you have a home, you have to pay **Council Tax**. But it needn't be difficult. Set up a **Direct Debit** and the payment will be automatic. No need to remember. No danger of paying late.

Direct Debit means the council saves money collecting payments. And that means more money is available to provide local services.

Most people already pay Council Tax by Direct Debit. If you don't yet, please set one up. It's quick and easy. Simply go to www.hounslow.gov.uk/counciltax then click on "set up a Direct Debit".

STOPTOBER: WILL YOU TAKE THE CHALLENGE?

Stoptober, the biggest stop smoking challenge of its kind is back. It starts next month and smokers in Hounslow are urged to sign up now.

Stoptober the 28-day stop smoking challenge encourages and supports smokers across England towards quitting for good.

By stopping smoking for 28 days, you're 5 times more likely to stay

smokefree. A total of 731 Hounslow smokers successfully stubbed out their cigarettes for good by taking part in last year's challenge.

This October, don't be another smoking statistic – sign up to the

Stoptober challenge and join One You Hounslow and thousands of people around the country supporting each other throughout the month to finally kick the habit.

Search "**Stoptober**" for more details.

STEPHEN'S STORY: "PEOPLE SAY TO ME THAT I LOOK BETTER."



Stephen, who lives in Isleworth, smoked nearly 50 cigarettes a day. He started at age 11 and was smoking for 52 years.

After nearly going blind as a result of a brain tumour, Stephen Little decided

to turn his life around and first on the agenda was to quit smoking. Stephen got in touch with One You Hounslow to receive specialist one-to-one support and as a result was introduced to Lavina, one of One You Hounslow's Stop Smoking Specialists' at the Heart of Hounslow Centre for Health.

When he met Lavina, Stephen went from smoking 20 cigarettes a day down to 12 before quitting altogether. He used the 16-hour nicotine patches and an inhalator after finding that this worked best for him - but he hasn't used either of those for over a month now. Despite this, he still meets Lavina for one-to-one support every Thursday.

Stephen says with enthusiasm: "It's all down to the centre, because without it and Lavina I wouldn't have stopped smoking. Without a doubt"

He says: "It's what she does. She texts you, she's there for you and she

listens. We tried everything and that's what's great about it. If it didn't work then we'd try something else. It's only through her patience that I've stopped - she's got the patience of a saint."

Stephen's tumour has cleared up and his eyesight has recovered since being smoke free from May 18 this year.

After a difficult few years Stephen is now looking forward to the future. He smiles and says: "I feel better with myself and people say to me that I look better."

Choose the right support for you available in the borough such as apps, packs and one-to-one support by calling One You Hounslow on 020 8973 3530 or email oneyou.hounslow@nhs.net.

Alternatively take up the Stoptober challenge by searching '**Stoptober**' online.



ONE YOU HOUNSLOW

Clean up or **PAY UP**

Our campaign to reduce dog fouling warns owners of the consequences of being irresponsible

You tell us that dog foul on the streets is disgusting – and we agree. Horrible to look at and repulsive to tread on, people who don't clean up after their dog will face a fine of £80 if our enforcement officers spot you walking away from your dog's mess.

Responsible dog owner Councillor Sue Sampson, Cabinet Member for Enforcement, said: "Reducing dog fouling is one of our corporate priorities and we will achieve this aim with a mix of public awareness and fines."

"Dog fouling on streets and in parks is a common sight which we want to end. It's disgusting to see and even worse if you are unfortunate enough to step in it. We have even had parents who have unknowingly walked through dog foul and not realised it is on the wheels of their pushchairs, until they have taken it into their homes."

Some residents have complained that there are not enough dog foul bins in parks or on the street but few are aware that when it comes to dog poo, any bin will do. As long as it's bagged up, doggy deposits can be placed in household waste or street bins.

Clr Sampson added: "While we're targeting irresponsible dog owners we want residents to know we are doing something about this common complaint."

"We want everyone to be aware that we are taking a zero tolerance stance on this and if you don't clear up after your dog whilst walking on the borough's streets and parks, you will face the consequences."

Report dog fouling online to www.hounslowhighways.org or call 020 8583 5555



Clr Sampson with dogs Willow and Gucci beside one of the campaign posters



ENDING DOORSTEP DUMPS

Hounslow Council has waged war on untidy front gardens and rubbish-ridden business premises. Places like this make our borough look and feel dirty and can encourage others to behave in a similar way. Our hard-working enforcement team have been paying these residents and businesses a visit – and forcing them to clean up their act or face the consequences.

CLEAN SWEEP AT CRANBROOK ROAD

The frontage of this property in Hounslow West had been used as a dumping spot by its tenants. Enforcement officers warned the estate agent marketing the property that failure to clean up the mess would result in a fine. The agents acted quickly and the property looked instantly better as a result.



LANDOWNER PAYS TO HAVE WASTE REMOVED

Easily accessible land at the rear of Hounslow High Street was a magnet for rough sleepers and street drinkers, who were using the site as a littering spot. Litter attracts litter and people walking past the land also began dumping their rubbish in what was beginning to look like an open air public bin.

After serving a Community Protection Warning Notice and a Community Protection Notice, the land owner agreed to pay for the council to clear the waste. The rubbish was promptly removed and the land cleared.



Before



After



Before



After

DISPUTED OWNERSHIP RESOLVED

Enforcement officers investigating complaints about commercial waste that had been left in the open space adjacent to Prince Regent Road car park, Hounslow, asked the council's corporate property team to help after an ownership dispute.

The main leaseholder claimed the site had been sub-let to Benson for Beds but officers in corporate property convinced them to remove waste. Both the Community Protection Warning Notice and Community Protection Notice were served on the main leaseholder who cleared the refuse.

HOUSEHOLDER CLEANS UP HIS ACT

Mountains of waste outside this house on Devonshire Road, Chiswick, were promptly removed after enforcement officers issued a Community Protection Warning Notice ordering it to be cleaned up.



Before



After

RUBBISH AT THE REAR DISAPPEARS

It's not just front gardens officers have their sights on. This back garden in Staveley Road, Chiswick, was being used as a building site. A tip off to enforcement officers resulted in the owner being told to clean up his act or face a fine. The Community Protection Warning Notice helped the rubbish's speedy removal and the garden was cleared.



Before



After

END OF THE ROAD FOR ABANDONED VEHICLE



This vehicle, parked in the Vicarage Farm Road area was removed by council contractors after being stickered with a warning notice by enforcement officers. The registered keeper failed to contact the council or remove it themselves.



Changes to Space Way

Hounslow Council needs to close Space Way Re-use and Recycling centre for a month from 3 October to 4 November. When it reopens (on 5 November) residents will only be able to use it to deposit household recycling and waste on weekends for the time being.

Major improvements are being made to Hounslow's recycling and waste service which have resulted in necessary changes to the household waste part of Space Way. During the closure, the site will be adapted so it can be used to store the recycled materials we collect from your doorstep.

Last year, councillors agreed to bring recycling and waste services currently managed by Suez back under the council's control. A wholly owned council company, Lampton 360, has been created, with its subsidiary Recycle 360 awarded the contract to collect your recycling and rubbish from 31 October.

A new recycling depot is needed to process recyclable materials. The council is building a new depot at Southall Lane and aimed to have this up and running in October. Due to a number of delays, including changes to fire regulations, this is now expected to be open in summer 2017.

These delays mean somewhere else is needed to store the borough's recycling temporarily. After exploring all feasible options the only one that works is Space Way.

The site is currently open seven-days-a-week for residents and trade customers but this will not be possible when recycling is stored there. Resident access will therefore be limited to weekends but with extended hours until 6pm. Trade

waste carriers can use the site from Monday to Friday only.

Councillor Amrit Mann, Deputy Leader of Hounslow Council, said: "Temporarily closing and changing residents' access to Space Way is not a decision we have taken lightly. After exploring all options it is the best solution, but I understand that residents who use the site will experience some inconvenience.

"We will be communicating widely about these changes and the alternative options for when Space Way is not accessible.

"As Hounslow is part of the West London Waste Authority, borough residents can use recycling centres,

like Space Way, in other boroughs. Information is on our website and I encourage residents to visit these pages.

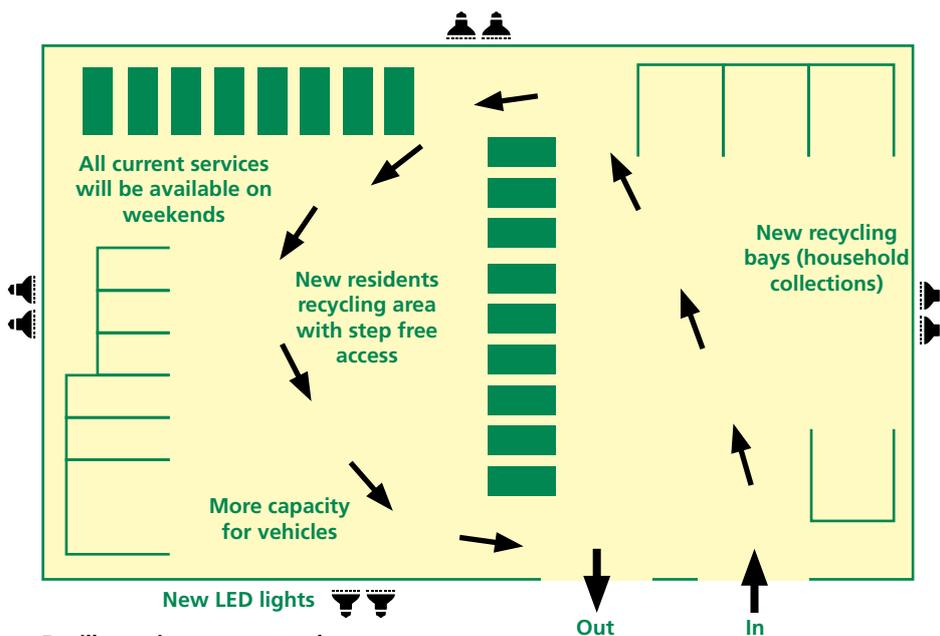
"Building a new depot is part of the council's overall strategy to improve its waste and recycling service and create a cleaner, greener borough.

"We want to increase the amount we recycle to 50 per cent by 2019. The new depot will allow us to process the recycling we collect and maximise the value of the materials.

"I apologise for any inconvenience while we undertake this essential work which will benefit recycling and waste services, and all residents, in future."



How the improved site should look



For illustrative purposes only

For more information visit
www.hounslow.gov.uk/spaceway

SPACE WAY CHANGES: key information

- Space Way will be closed for household waste from **3 October to 4 November**. You will need to use an alternative recycling site during this time if depositing household waste
- When Space Way reopens it will be open to residents on weekends. To minimise disruption on the weekend, Space Way's opening hours will be extended to:

Saturday 8am-6pm
Sunday 8am-6pm

- Residents can use some alternative sites for free (charges may apply at Hillingdon). The nearest sites to Hounslow are:

Greenford Road Re-use and Recycling Centre, UB6 9AP

Townmead Road Reuse and Recycling Centre Townmead Road, Kew, TW9 4EL

Visit www.westlondonwaste.gov.uk/recycling-sites for information about these and other sites and what goods are accepted there.

You may be charged if you use a van or are depositing building waste – check websites before you travel.

Please ensure you take proof of ID and address when visiting sites outside Hounslow or you may be charged to use the site. Valid documents for proof of address include:

- Council Tax bill
- recent bank statement or utility bill

For proof of ID please take:

- passport
- driving licence.



TOUCH DOWN

A unique sporting spectacle arrives at Twickenham this autumn when the NFL comes to the home of English rugby.

Two of the biggest names in American football clash on Sunday 23 October when the Los Angeles Rams make Twickenham their temporary home to take on the New York Giants in a sold-out contest. It will be the 16th regular-season NFL game played in the UK and the first outside of Wembley Stadium.

The event is a unique combination of intense sporting competition on the field – with both teams desperate for a win that will help them in their bid to get to the Super Bowl – and colour and carnival off it.

“NFL games in the UK are like no



Alistair Kirkwood,
Managing Director of
NFLUK

other sporting event,” says Alistair Kirkwood, Managing Director of NFLUK. “Not only do they feature some of the best athletes in the world, but our fans lend the occasion a real feeling of festival. You will see the jerseys of all 32 teams being worn by the crowd and there is a real spirit of community among the fans, regardless of which side they are rooting for on the day.”

Fans will come from all over the country to attend the match, with some arriving from central Europe and others crossing the Atlantic to follow their team to foreign shores. “Our games have become a must-see spectacle for NFL fans in the UK,”

Kirkwood continues. "They literally come from all corners; for one of our games we sold tickets to every post code area in the UK!"

Even though the game kicks off at 2.30 p.m., fans are expected to begin arriving from early morning to take advantage of the extensive entertainment offered by the NFL before they even get inside the stadium.

Every NFL game in the UK features a pre-match Tailgate area, offering activities to keep both the die-hard fan and the newcomer to the sport happy. A series of on-stage performances will feature NFL cheerleaders, music acts and legendary former players looking forward to the day's action. There will be interactive games, historical NFL exhibits, food and drink outlets and a major NFL store offering merchandise from all 32 teams.

Residents who don't have game tickets are invited to go along and enjoy the Tailgate event outside the stadium in the West Car Park. The festivities will continue after the game with big screens showing that day's NFL action from the US.

"Our fans are among the most passionate and committed you will find in any sport," says Kirkwood. "They enjoy each other's company, love the build-up to the game that our Fan Plaza provides and are extremely well-behaved and courteous."

Many fans, both from the UK and overseas, will make a weekend of the event and are being encouraged to explore Richmond, Twickenham and Hounslow as part of their time in London.

There are proposed changes to the usual transport plan for this match, including a plan to extend road closures on Whitton Road North and Rugby Road with managed access for residents and to have a Waterloo Shuttle Bus service post-match from one lane of the A316. A Hounslow Park and Ride service will be in operation, there are



plans for fixed taxi locations including in London Road, and the normal match day increase to rail services and the recently-introduced wider management of the traffic across the network will continue. Road closures are still subject to confirmation from Richmond Council.

Residents impacted by specific changes will be written in advance of the event. The RFU & NFL are to host a drop in session on Thursday 6 October at 6.30pm

at Twickenham Stadium for those who wish to find out more about NFL, American Football and the match day plans.

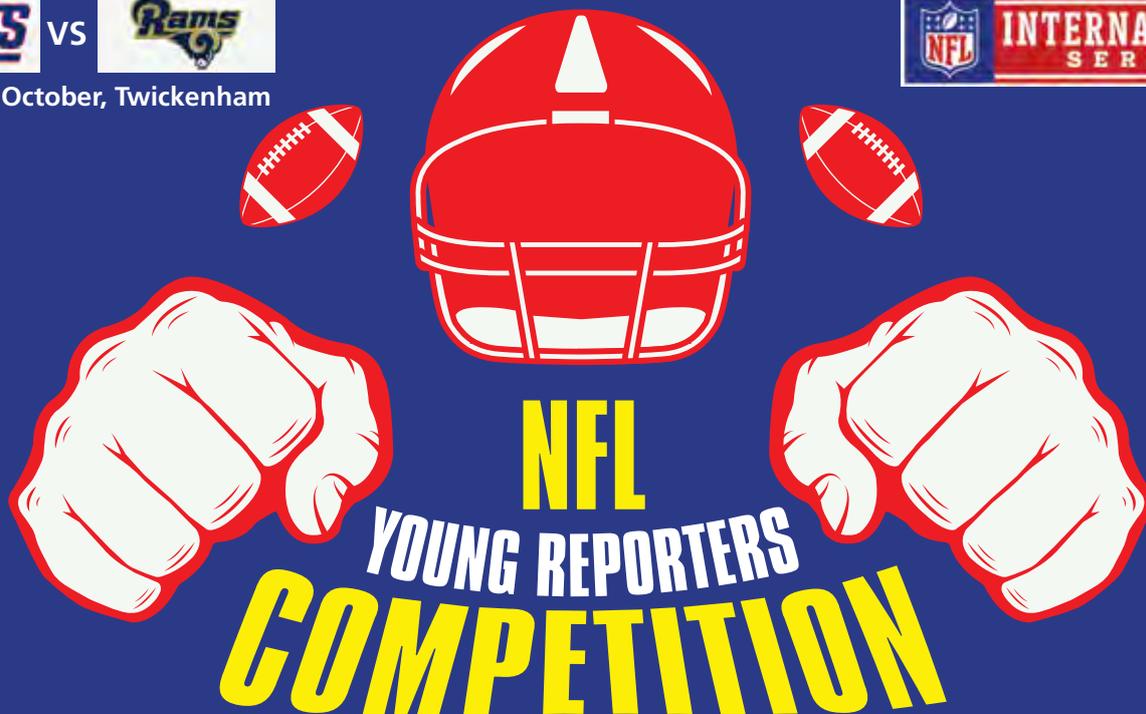
On the field, the action promises to be intense, featuring some of the biggest stars in the NFL. For the Giants, who have two-time Super Bowl winner

Eli Manning as quarterback, one of the biggest attractions will be wide receiver Odell Beckham Jr. Not only does he have a surname familiar to UK sports fans, he broke the internet two seasons ago with a one-handed catch against the Dallas Cowboys that is generally considered one of the greatest ever made. (Look it up on the internet if you have never seen it!)

The Rams, who are owned by Arsenal's majority shareholder Stanley Kroenke, moved home during the off-season from St Louis back to Los Angeles. They will be led by quarterback Jared Goff, who was the first player chosen overall in April's NFL Draft – the system whereby the best college players are selected by NFL teams.

The game will be aired live in the United States by NFL Network and will be exclusively live on BBC Two in the UK.





NFL YOUNG REPORTERS COMPETITION

Win the chance to be a journalist for the day, complete with exclusive VIP passes to meet the players back stage

MAKE A VIDEO OR DESIGN A PIECE OF ARTWORK REPRESENTING ONE OF THE TEAMS PLAYING

New York GIANTS v Los Angeles RAMS

1. The competition is open to all young people in Hounslow Schools aged 11-16
2. The prize is for two winners to attend practice for each of the teams (Rams on Thursday October 20, Giants on Friday October 21)
3. **CLOSING DATE is Wednesday 5 October, 5pm for all entries**
4. Videos can be submitted via email/drop box
5. **All participants submitting a video piece must submit their entry via communications@hounslow.gov.uk**
6. Two winners will be announced on Wednesday 12 October

Learn new skills and earn qualifications

The Hounslow Community College is a brand new adult education programme which offers a variety of training and courses to support you with a range of things including getting back into work, increasing self-confidence, health and wellbeing and how to better manage your finances. The best thing is that all courses are free if you are a Hounslow tenant!

Courses will run throughout the year and we want to hear from you about what training opportunities you would find useful and like to participate in. We will aim to run courses in local venues so that they are accessible and

easy to get to by public transport.

Please let us know what types of courses you would like to see included as part of your Community College, such as:

- Practical courses – from writing your CV to DIY
- Creative courses – from knitting to poetry writing
- Health and wellbeing – from kickboxing to meditation
- Self-improvement – from gaining a qualification to improving your English.

Tell us your views by 12pm on Friday 14 October and you could be in with a chance to win a £20 High Street Shopping Voucher. You can do this over the phone, by email or by going online and filling in the survey via www.surveymonkey.co.uk/r/RPKZMF9

Please email Ayesha Hameed, Community Engagement Officer on ayesha.hameed@hounslow.gov.uk or call 020 8583 2405. When responding via email please include your name and contact information.



LASTING LEGACY

Twickenham Stadium's hosting of ten Rugby World Cup 2015 matches has seen the Rugby Football Union (RFU) provide a significant local legacy through its Twickenham 2015 Legacy Fund.

The fund has focused on making a lasting difference to the local community. Grants have ranged from £1,000 to £10,000 and have benefitted local community projects and organisations from wheelchair access for disabled young scouts in Hampton to a garden for elderly residents of Perryn Court, Twickenham and improvements to Teddington's Park Lane Stables Riding for the Disabled.

In Hounslow, refurbishment of Ivybridge Community Centre's kitchen and improvements to Worples Primary School's play area are amongst the projects that have been helped thanks to the Legacy Fund.

Worples Primary School's Chair of Governors, Rob Kemp said; "We have an interesting mix of pupils and the RFU has been great in offering support like tours of the stadium and visits to the museum as well as tickets to events.

"They have given us tremendous help and the finance for the play area will create a series of physical challenges, like monkey bars and climbing ropes, to stretch Key Stage 1 and 2 children. The RFU also offer us ongoing guidance and support. From raffle prizes to members of staff coming in to explain the importance of physical activity, they have been a very progressive and helpful part of our community."

The RFU was determined to make sure that Rugby World Cup 2015 would leave a lasting legacy both for rugby across the country and for Twickenham

Stadium's local community.

RFU Chief Executive Ian Ritchie said; "With Twickenham Stadium at the heart of our local community, our Twickenham 2015 Legacy Fund has recognised the value we place on our relationship with our neighbours and local representatives."

Ivybridgelink Community Centre Manager Tracy Hiney, can't wait to get the centre's kitchen upgraded. "The finance from the Legacy Fund will make a huge difference," she said, "the kitchen will not just serve beverages and food but be somewhere to teach children to cook and run courses on health and hygiene so that residents can be awarded certificates, making them more employable.

"The café is used for all kinds of sessions, the food bank is run from there, people can sit and have an informal coffee in a relaxed atmosphere where all our different ethnic groups on the estate can chat about shared problems. It's about building community and we are very glad of this support from the RFU."



RFU grants have been made to:

- Friends of Murray Park Fitness Trail
- 1st Hampton Hill Sea Scouts wheelchair access
- Park Lane Stables Riding for the Disabled safety kit and building improvements
- Rivermead Community Hall new boiler and disabled access
- All Hallows Church building improvements; Crane Road Neighbourhood Watch alleyway gates
- Whitton Safer Neighbourhood Team alleyway gates; Perryn Court Residents garden for elderly residents
- 1st Whitton Scout Group archery and air rifle range and equipment;
- Heatham House Skate Park upgrade
- Ivybridgelink Community Centre kitchen refurbishment
- Marlow Crescent Residents Association footbridge
- Worples Primary School play area with physical challenges
- Cross Roads Care minibus for children with special needs and elderly people with dementia
- Friends of Cathja repair of Dutch barge.

James Jebb, Engagement Manager for Beat the Street Hounslow, with pupils of Isleworth Town Primary School



Beat the Street is a fun, free walking and cycling game for the whole community.

The challenge turns areas of the borough into a real-life game, in which residents are challenged to walk, cycle or run as far as possible.

Players log their journey by tapping cards against the Beat Boxes, which are placed on lampposts throughout the borough. There are rewards for those who travel the furthest.

Beat the Street is Back

as far as possible this Autumn as Beat the Street returns to Hounslow for its biggest game yet.

Beat the Street is a free, fun health competition that will transform Hounslow into a giant game where people are encouraged to run, walk and cycle as far as possible for six weeks. Previous games have been held in Cranford, Heston, Feltham and

Isleworth; however, for the first time ever the entirety of Hounslow will be able to play Beat the Street.

Running from **21 September to 2 November**, local residents playing Beat the Street are rewarded with points

and prizes depending on how far they travel. Players can pick up cards or fobs at their local library, hospital or leisure centre and can tap them on special 'Beat Boxes' which will be appearing on lampposts across Hounslow to track their journey and receive points.

Everyone in Hounslow is invited to play Beat the Street to see how far the whole borough can travel in six weeks. Additionally, local schools, community groups and businesses are able to form teams for Beat the Street and win some amazing prizes of up to £1,000 worth of Decathlon vouchers if they walk, run or cycle the furthest.

In Autumn 2015, residents in Cranford, Heston and Feltham travelled 39,286 miles for Beat the Street which was then beaten by people in Isleworth who reached a total of 52,774 miles in early 2016.

Natasha Phillips, a Hounslow resident who played Beat the Street with her daughter in 2015, said: "We're really excited to see Beat the Street return to Hounslow this September. My daughter and I played last year and had a fantastic time – exploring our local community searching for Beat Boxes felt like taking part in a treasure hunt. Beat the Street has made it really fun to walk around Hounslow and discover new and interesting things about our borough."

Councillor Corinna Smart, Cabinet Member for Public Health and Leisure, Hounslow Council, said: "We are

delighted that Beat the Street is returning to Hounslow and once again, we urge everyone, young and old, all our schools and community groups to take part.

"It's fun, free to do and will inspire everyone to be active and healthy. Last time around, it got many people up and on their feet and it is also a great way to see parts of the borough you might not necessarily see.

"We are very proud to be supporting Beat the Street once again and we're sure everyone who is taking part will enjoy it."

Pick up a Beat the Street Card from:

Brentford

- Brentford Library, Boston Manor Road, Brentford, TW8 8DW
- Brentford Fountain Leisure Centre, 658 Chiswick High Road, Brentford, TW8 0HJ

Chiswick

- Chiswick Library, 1 Dukes Avenue, Chiswick W4 2AB

Feltham

- The Centre, 210 High St, Feltham TW13 4GU
- Feltham North Children's Centre, Hanworth Road, Feltham TW13 5AF

Hounslow

- Midsummer Park Children's Centre, 292 Staines Road, Hounslow TW4 5BA
- Bedfont Library, Staines Road, Hounslow TW14 8BD

- Hanworth Library, Uxbridge Road, Hounslow TW13 5EG
- Heston Library, New Heston Road, Hounslow TW5 0LW
- Cranford Library, Bath Road, Hounslow TW5 9TL
- Beavers Library, 103 Salisbury Road, Hounslow TW4 7NW

Isleworth

- Isleworth Library, Twickenham Road, Isleworth TW7 7EU
- West Middlesex University Hospital, Twickenham Road, Isleworth TW7 6AF

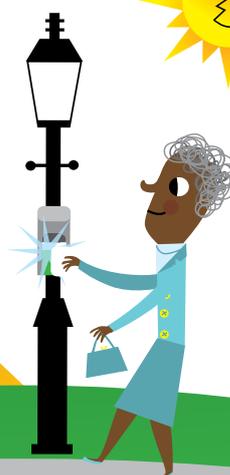
Osterley

- Osterley Library, St Mary's Crescent, Isleworth TW7 4NB

Cards are available from Monday 19 September

Beat the street is a real-life walking and cycling game. Earn points and win prizes by tapping special cards onto sensors known as beat boxes as you travel around.

Register online at www.beatthestreet.me/hounslow to win prizes, see your points and distance travelled; watch your team move up the leader board and see how far we travel around the world!





PROMISES BEING KEPT

Hounslow is already a great borough, but the council is committed to making it even better. Clear goals have been set, and the good news is real progress is being achieved.

When the current council was elected in 2014 it committed to improve the borough in several key ways by 2018. These promises responded to the things residents wanted to see, and recognised the challenges the borough faces.

The plan is to provide more affordable housing, create better opportunities for young people, ensure Hounslow's streets are clean and safe, and help older residents to live independently by providing help when and how they want it.

Achieving this was never going to be easy as it was already known that council spending would have to reduce by around £60 million during the four years. By being innovative and flexible, and capitalising on the skills and abilities of Hounslow people, it was felt more really could be achieved for less.

Now, half way through the four year period to deliver the improvements, it's an appropriate time to review progress.

Keeping you safe

Independent research has found that 91 per cent of local people feel safe in the borough during the day and 60 per cent at night.

Reducing crime and anti-social behaviour, and tackling drug and alcohol misuse that can lead to crime, are key to improving safety in the borough. The council is working hard with the police and other organisations on a range of initiatives.

Latest figures show recorded crime in the borough falling. There are fewer incidents of burglary, robbery, theft violence and criminal damage. Since 2011/12, the fall has been 22.9 per cent. This is over the 20 per cent Metropolitan Police target and makes Hounslow one of just 15 London Boroughs out of 32 to achieve this. Reoffending by convicted adult criminals in Hounslow has also fallen.

- Action has been taken to close two premises where drug dealing was taking place
- Activity to address anti-social behaviour in Hounslow has led to the number of instances falling by 7.8 per cent

- More than 90 per cent of the 1,600 street lights across the borough have been upgraded
- Advice on how to make homes more secure and reduce the risks of fires has been offered to residents at community events
- Council Trading Standards officers inspected all premises in the borough presenting a high risk of selling unsafe and counterfeit products. This resulted in 1,500 products being seized
- Efforts to support people at risk of domestic violence have led to Hounslow Council becoming one of only three London boroughs awarded White Ribbon status.

Brighter futures for our children

Improving health and education and keeping the borough's young people safe will enable the best start in life and inspire them to lead fulfilling lives.

A cornerstone of this is providing a better choice of schools for local children, and real progress

is being made.

- Over 80 per cent of Hounslow children are able to attend their first choice school, and 94 per cent have a place at one of their top three preferred schools
- Expanding in the number of schools places in the borough to meet the needs of a growing population is on track.

Good quality homes and jobs

Ensuring residents can find good jobs at successful businesses in a thriving local economy, and can live in quality, affordable homes, is fundamental to a successful borough.

- Activity to help people move out of Bed & Breakfast accommodation to better housing has led to a 14 per cent reduction in B&B use
- In the borough's five areas where there is the highest number of Job Seekers Allowance claims, the number of people claiming has reduced by 29.3 per cent over the last year. And the number of young people not in education, employment or training has been reduced too
- Over 1,000 additional affordable homes became available last year exceeding the target for the year by more than 20 per cent.

A cleaner, greener borough

Everyone wants to be proud of the place they live or work. The council is improving our streets, parks and open spaces and environment.

- In independent research, 82 per cent of residents said they were satisfied with Hounslow as a place to live
- Roads and pavements are being improved across the borough. 20mph zones are being introduced at all primary schools
- Our streets are cleaner. And instances of litter, graffiti and fly posting have been reduced thanks to rigorous enforcement

- Green Flag status has been achieved by 14 of the borough's 16 parks and around 900 trees have been planted across Hounslow over the last two years
- Major improvements at Gunnersbury Park and Boston Manor are underway thanks to successful bids for funding from the National Lottery Heritage Fund. And plans are being developed for improvement at Bedfont lakes, Redlees Park and Dukes Meadows
- Initiatives to increase recycling levels are also being put in action. New recycling collections will start in 2017 and a state-of-the-art recycling centre will be built at Southall Lane.

Active healthy communities

Our aim is to help everyone in the borough lead lifestyles that ensure their wellbeing and reduce the need for health and social care, and by being engaged in community life avoid isolation and loneliness.

- Free health checks are a basic means for people to understand their wellbeing. In this respect Hounslow is truly a leader. With more than 14,000 health checks being organised, the borough was one of the top five in the country in the last year
- Excellent sports and leisure facilities are a key part of our approach and the new leisure centre at Heston is proof of the council's commitment
- The number of residents participating in sport or exercise has increased by over 20 per cent.

Help and support when you need it most

For residents who are vulnerable, we will ensure that high quality care and support is available.

A major element of this is helping vulnerable people to continue living in their homes and 69 per cent of people say that they feel safe and secure.

Overall satisfaction of people receiving care and support is 56 per cent, an improvement on previous levels but

something that the council wants to increase further.

Being ambitious as a council and delivering quality, value for money services

Providing better services with reducing resources is paramount for the council. Residents' best interests will always be our core concern and we will be innovative and ambitious in how we rise to the challenges facing the borough.

- The Council has frozen Council Tax increases and is committed to keeping them as low as possible
- Collecting Council Tax is vital, and in Hounslow 98 per cent of the amount billed is collected
- Minimising the cost of providing council services helps ensure available funds go as far as possible. We are striving to minimise the occasions when residents and customers need to visit us by moving to provide better online information and facilities that are available 24/7, but with council staff to contact for all those occasions when it really is needed
- Our target is that 50 per cent of contact with the council should be by phone and online. To help achieve this, a new council website will launch in early 2017
- 55 per cent of residents have said they believe the Council offers value for money and 67 per cent expressed satisfaction with the way the Council runs things.



Council Leader, Steve Curran said; "The council promised to improve the borough for residents and we are keeping that promise.

"Real progress has been made and the steps have been put in place to achieve our ambitious objectives."

Money Talk

Hounslow Council's ability to provide excellent local services is under more pressure than ever. Money received from central Government has fallen by £22.8 million since 2014. Increases in the number of people in the borough, and especially of children and old people, has increased the demand for council services at the same time. And, unfortunately, the situation is not getting any easier. The council now has to reduce its spending by a further £45.8 million over the next two years.

In responding to the challenges, the council is being bold and innovative. We are finding new ways to operate more efficiently and effectively so that we can offer better services for local people, and make Hounslow a better and even more successful borough despite the challenges we face.

Why savings are needed

All councils get the money they spend on local services from several sources. Council Tax and charges for certain things are part of this, but the largest amount is funding from central Government. And it is that funding which has reduced dramatically. Hounslow receives £8.1 million less per year now than in 2015 and further reductions of approximately £9 million per year will happen by 2019.

How we have responded

The council's operational costs have been reduced by £13 million over the last two years, and we now have 153 fewer full time equivalent employees than in 2015.

Continuous efforts to improve efficiency and the way that services are delivered have generated savings of £17.8 million over the last two

financial years and a further £16.9 million saving will be delivered in the current financial year. This has meant that in recent years Council Tax has not been increased despite the financial pressures the council has faced.

What will happen next

The council will continue to become ever more efficient and cost effective. Savings will be made by renegotiating our contracts and reducing costs such as our insurance cover.

We have already created a new council-owned company, Lampton 360, to provide certain council services. By winning business outside of Hounslow, Lampton 360 will help the council to generate income that will ease Hounslow's financial situation. See page 26 for more details.

In order to minimise the running cost of our offices, by 2018 we are going to have build new, smaller offices in central Hounslow and will be demolishing the current Civic Offices so that much-needed new housing can be built on the site.

Despite these steps, charges made for some council services will have to be increased and next year the Council Tax will be increased. The Government

assumes that councils will increase Council Tax by 4 per cent a year to offset the grant reduction. We are hoping to minimise the increase locally.

The impact on residents

Services for local people have already been affected, and more changes will be necessary.

Councillor Theo Dennison, Cabinet Member for Finance and Citizen Engagement said; "The council will always seek to focus on the things that matter most to the residents of the borough at large, while also protecting those who are most vulnerable in our community.

"We will also continue to focus on the things that local people have told us matter to them the most: Making Hounslow a safer borough. Providing the best start for young people. Ensuring good quality, affordable homes and jobs for residents. Making the borough cleaner and greener and a place where people can enjoy active and healthy lifestyles. And providing help and support when it is needed."



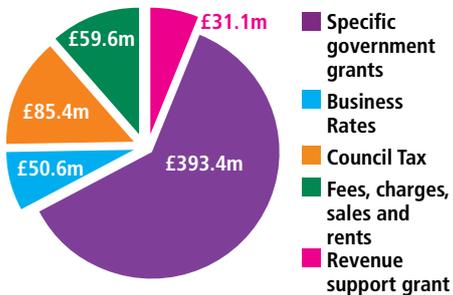
Working together

Some of the changes will actually improve services while also saving money, but will require local people to contact us in different ways. A new council website will be launched early in 2017 offering much improved facilities to report problems, request assistance and pay for services, amongst other things. It will be designed to adapt according to whether it is being accessed by a PC, tablet or smartphone so information is always presented in the best way. And it will be available 24 hours a day.

By moving more of the contacts with the council online rather than face to face or over the phone considerable savings can be made which mean that other services can be protected.

Where our money comes from

Hounslow Council's annual budget for 2016-17 of £620m comes from:



Where the money goes



£75.2m

Adult Social Care



£260.5m

Children and Education



£45.5m

Highways and Transport



£151m

Housing and Council Tax Benefit



£4.3m

Parks



£6.5m

Libraries, Leisure Centres



£16.5m

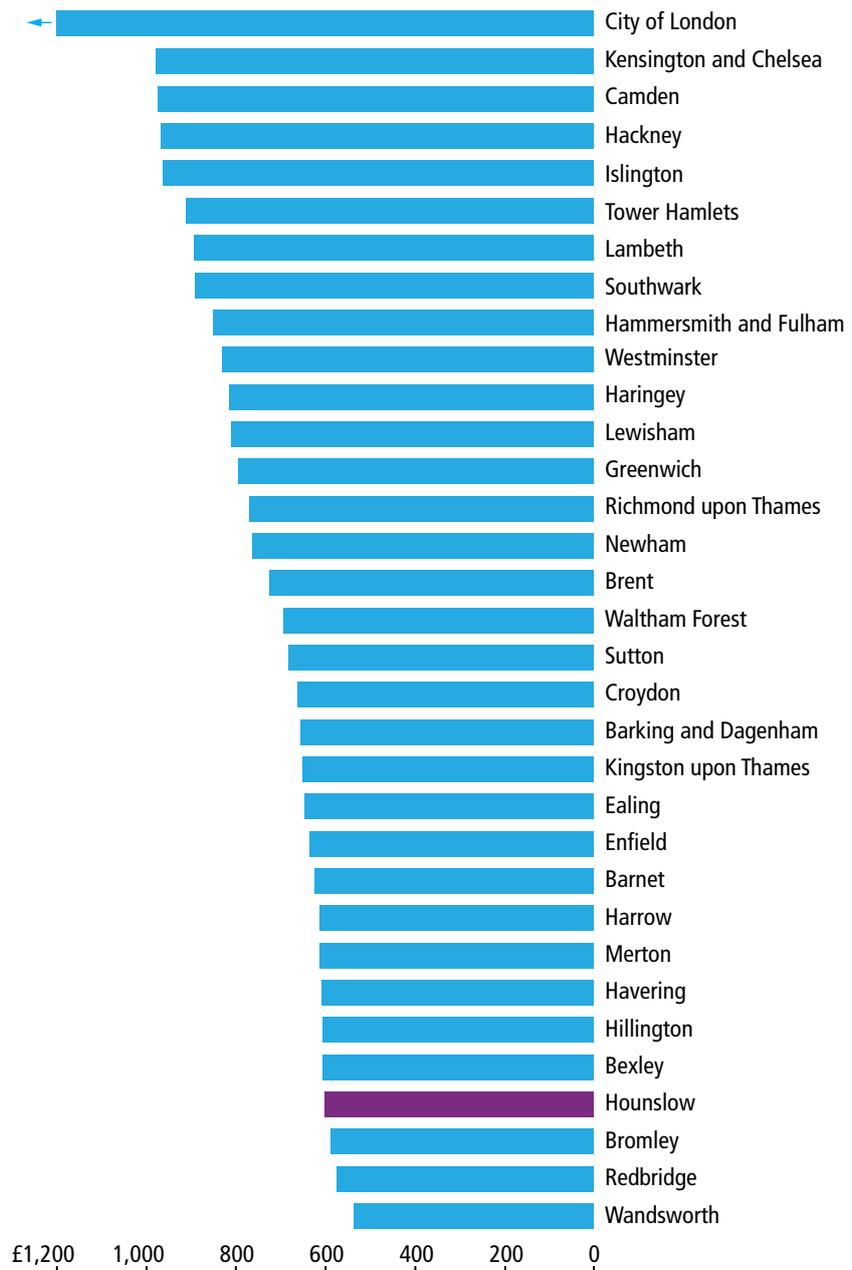
Public Health



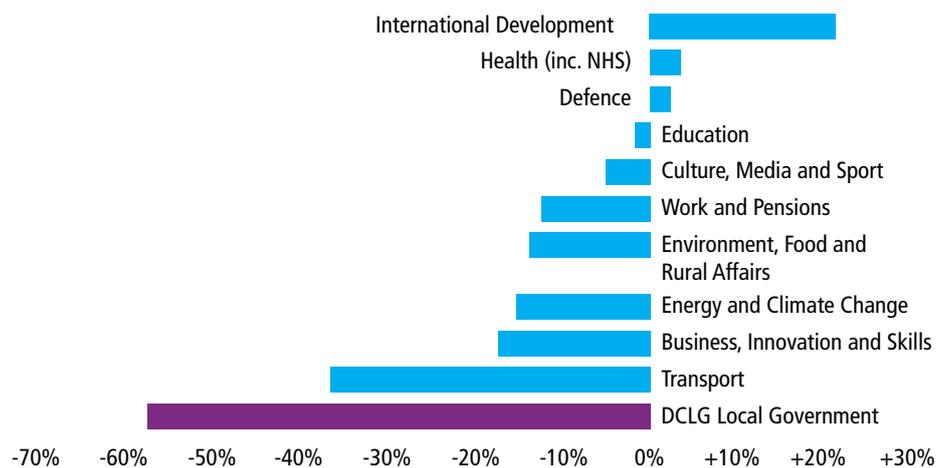
£17.2m

Waste

London Councils funding per resident 2015/16



Budget Increases/Decreases by Government department



- Hounslow's population is currently estimated to be 273,300 people. This is 18,300 more people than in 2011 representing a 7.3 per cent increase.
- There are 105,500 households in the borough, up by 2.1 per cent from 2015.
- Hounslow's economy is the tenth largest of any borough in London and the second biggest in west London.
- There are 11,860 businesses registered to pay VAT in the borough. That's 10.6 per cent more than in 2015.
- Council Tax charges in Hounslow are lower than all but one west London borough.

MORE FOR LESS WITH

Lampton 360

Hounslow Council has taken an innovative approach to deliver its promises for a better borough in the face of reduced funding and increasing demand for services.

Councils across the country are struggling to balance the conflicting challenges of an increasing demand for services from local people in the face of a dramatic drop in traditional public sector funding.

In Hounslow, the council's answer to the significant reduction in

Government funding at a time when a growing and aging population has meant council services are needed more, not less, has been both innovative and ambitious.

A major new trading company, Lampton 360, has been created to provide services on behalf of the

council but also, crucially, to compete with the private sector and take on work that would normally be outside the scope of normal council business, and generate income that will help fund services in the borough.

Several subsidiary companies have been set up to cover different areas:

Property 360 will purchase land and develop new housing so the council can deliver on its commitment to provide good quality homes and tackle homelessness. Up to 1,366 new properties are already planned, with 40 per cent affordable, 20 per cent for private rent, and 40 per cent for private sale.

To help reduce the use of temporary accommodation such as Bed & Breakfast to house people, **Investment 360**, will purchase up to 175 existing homes and boost the number of properties available to the council to offer for rent.

FM 360 will handle all repairs, maintenance and improvement work on 16,000 council houses from January 2017, with plans to expand this service by offering it to other local authorities and Housing Associations.

Property 360 is planning up to 1,366 new properties



The most visible service to be delivered by **Recycle 360** is the residential recycling and waste collection service, from 31 October, offering a better, high standard of service. New state-of-the-art technology on the collection vehicles will also mean that real-time tracking and better controls are in place.

Recycle 360 also has plans to enter the commercial recycling and waste market across the borough, and will continue to work closely to support the council's promise to make the borough cleaner and greener.



Recycle 360 will be introducing a new recycling service in 2017

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's 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.

CHISWICK HOUSE AND GARDENS W4 2RP

Chiswick House – Open Sundays to Wednesdays and Bank Holidays 10am-6pm

Admission £6.70; Children (Age5-15) £4

The Gardens – open every day from 7am to dusk, all year round - Admission FREE

For more information on opening times, admissions costs contact www.chgt.org.uk or call 020 8742 3905

CHISWICK BOOK FESTIVAL Thursday 15 September to Monday 19 September

The 8th Chiswick Book Festival brings together top authors and guests together with those who love reading and books.

For the complete programme on the Chiswick Book Festival visit www.chiswickbookfestival.net

KITCHEN OPEN DAY – CHISWICK HOUSE

Visit the walled Kitchen Garden and enjoy a stunning display of flowers and produce.

Sunday 9 October, 11am-3pm. Admission FREE

For more details visit www.chgt.org.uk

CHISWICK HOUSE DOG SHOW 2016

The popular dog show makes a return this September with the theme: "A Right Royal Affair", to mark The Queen's 90th birthday year.

Suitable for all the family.

Sunday 25 September, 11am-4.15pm.

For admission and full schedule details or to register your dog, visit www.chgt.org.uk

HOGARTH'S HOUSE

Open Tuesday to Sunday, 12noon-5pm. Closed Mondays except Bank Holidays.

Hogarth's House in Chiswick, was the country home of the painter, engraver and satirist William Hogarth (1697-1764)

For more information and book a visit, go to www.hounslow.info.

HOUNSLOW PENSIONERS FORUM

Monthly open meetings with talks and discussions on variety of topics.

10.30am to 12.30pm.

United Reform Church, corner of Chapel Road & Hanworth Road, Hounslow TW3 1UF

Forthcoming meetings: Friday 30 September, 28

October and 25 November.
Membership for 2016/17 is £5

OUTDOOR GYMS

For exercise and fitness, try out the new outdoor gyms at parks across the borough. Free to use.

Beaversfield Park, Hanworth Park, Osterley Sports & Athletics Centre, Southville (Cage) Park, Thornbury Park, Avenue Park, Heston Park, Boston Manor Park, Redlees Park.

For more information visit www.hounslow.info/parks-open-spaces

PARK RUNS

A chance to get fit or improve your training and performance, by taking part in a run in the borough's parks. For more details, visit www.parkrun.org.uk

FREE every Saturday, from 9am

**Osterley Park, TW7 4RB
Crane Park, TW2 6DF
Bedfont Park, TW15 1AX
Gunnersbury Park, W3 8LQ**

JUNIOR PARK RUNS

An opportunity for younger residents, aged 4-14yrs, all levels, to take part in weekly run. For more details visit www.parkrun.org.uk

**FREE every Saturday, from 9am
Hanworth Park, TW13 5EG**

GREEN GYMS

Get out and about in your local parks and open spaces, get fit and improve your physical and mental well-being

Pevensey Road Green Gym, TW13 5HA, every Monday, 10.45am-2pm

Hounslow Heath Green Gym, TW4 5AB, every Tuesday, 10.45am-2pm

For more details, visit www.tcv.org.uk

Admission FREE, no experience needed.

FELTHAM ON FILM

Watch rare film footage from the 1920s, 30s and 40s featuring Feltham and other local areas.

**Feltham Library, TW13 4GU
Saturday 17 September
Screenings at 11am and 2pm**

Admission FREE, booking required via the library

HISTORY BOOK COLLECTION EVENT

Layton's Library: A Curious Collection

Discover the book collection from Thomas Layton (1819-1911).

**Until Friday 30 October
Boston Manor House, TW8 9JX**

Admission is free, for more details visit www.laytoncollection.org

WORLD'S BIGGEST COFFEE MORNING

Support a Big Coffee Morning organised on behalf of Macmillan Cancer Support.

**Tuesday 28 September
10.30am-11.30am and
2.30pm-3.30pm** (cake and storytime)

**Feltham Library, TW3 4GU
Friday 30 September**

**Hounslow Library, TW3 1ES
10am-12noon**

HEALTH EATING WORKSHOP

British Food Fortnight – Healthy eating workshop and live food demonstrations

Tuesday 27 September

**Feltham Library, TW13 4GU
10.30am-12noon**

**Hounslow Library, TW3 1ES
2pm-3.30pm**

Admission: £1.50 library members/£3 non-members. Advanced booking required.

HEALTH AWARENESS SESSION WITH HOUNSLOW OVER 60S ACTIVITY PROGRAMME

Increase awareness on how best to manage your general health.

**Monday 19 September,
1.30pm-3.30pm**

Frogley House, Estridge Close, Hounslow, TW3 3FQ

Admission is FREE

KNIT AND CROCHET GROUPS

Learn or Improve your knitting skills.

**Cranford Library, TW5 9TL,
11am-1pm, every Tuesday**

Heston Library, TW5 0LW,

2pm-3.30pm, every Monday

Isleworth Library, TW7 7EU

10am-12noon, every Tuesday

Hounslow Library, TW3 1ES

1pm-3pm, every Thursday

Osterley Library, TW7 4NB

6pm-7pm, every Monday

FOOD MARKET

Brentford Food Market, Market Place, Brentford, TW8 8FJ

Every Sunday, 10am-2pm

Supporting local food, products and businesses.

DYSLEXIA AWARENESS WEEK

Support from Dyslexia Action providing advice to families with literacy and numeracy difficulties, dyslexia and other specific learning difficulties.

Dyslexia Awareness Talk – For parents and children

Hounslow Library, TW3 1ES
Thursday 6 October, 4.30pm

Dyslexia Awareness Talk – For adults

Hounslow Library, TW3 1ES
Thursday 6 October

Admission is FREE, to pre-book a place at one of the free talks available. Visit www.dyslexiaaction.org.uk

BLACK HISTORY MONTH

Theme: African drumming – Popular drummers from ACD-arts.

Tuesday 25 October

Feltham Library, TW13 4GU
11am-12noon

Chiswick Library, W4 2AB
2.30pm-3.30pm

MEET THE AUTHOR TALKS

Feltham children's book author Aisha Rahman. Suitable for 5year olds.

Feltham Library, TW13 4GU
Saturday 5 November
2.30pm-3.30pm

Osterley Library, TW7 7EU
Saturday 26 November
3pm-4pm

Admission is FREE but pre-booking advised.

GET ONLINE WEEK

Trace your ancestry

Trace your family tree with the help of West Middlesex Family History.

Saturday 15 and Saturday 22 October, 10am-1pm

Hounslow Local Studies, Hounslow Library
TW3 1ES

Admission FREE but sessions must be pre-booked. Basic familiarity with computers (keyboard, using a mouse) is essential.

Call 0845 456 2800 to book 45-minute sessions.

BATTLE OF THE SOMME

Silent film showing film footage of the early days of the Somme campaign. Running time: 77mins.

Paul Robeson Theatre, Hounslow Arts Centre, TW3 1ES
Friday 11 November, 4pm

ENGLISH CONVERSATION CLASSES

Speaking English with confidence, improve speaking skills

Heston Library, TW5 0LW
Every Tuesday, 10am-11am

Feltham Library, TW13 4GU
Every Wednesday, 9.30am-10.30am

WOMEN'S BIKE CLUB

Open to all women over the age of 14, of any ability. Run by qualified instructors.

Every Tuesday, from 6pm.
Meet at the entrance of the Civic Centre, Lampton Road, Hounslow
TW3 4DN

Admission is FREE.

WEEKLY TEA DANCING EVENT

Dance with the London Swing Dance Society in partnership with Hounslow Council's Over 60s Activity Programme.

Refreshments provided.

Every Thursday, 2pm-4pm,
Edward Pauling House,
Westmacott Drive, Feltham
TW14 9RJ

Admission £2.

STORYTIME

Popular stories for babies and toddlers, ready by friendly library staff.

Beavers Library, TW4 7NW,
11am-11.30am, every Monday

Bedfont Library, TW14 8DB
2.15pm-2.45pm, every Thursday

Chiswick Library, W4 2AB
11am-11.30am, every Friday

Feltham Library, TW13 4GU,
2.15pm-2.45pm, every Tuesday

Hanworth Library, TW13 5EG,
10.30am-11am, every Monday

Heston Library, TW5 0LW
2.30pm-3pm, every Friday

Hounslow Library, TW3 1ES,
10.30am-11am, every Thursday

Isleworth Library, TW7 7EU
10.30-11am, every Thursday

Osterley Library, TW7 4NB
2.30pm-3.15pm, every Monday

Term time only, admission FREE

PUZZLE TIME

Fun puzzle play for children under 5, term time only.

Brentford Library, TW8 8DW,
every Monday
10.30am-11.30am,

Feltham Library, TW13 4GU
every Thursday 11am-11.45am,

Isleworth Library, TW7 7EU
every Monday 10.30am-11.30am,

Term time only. Admission FREE.

TEEN READING GROUP

For children aged 11 to 17 years interested in reading and books.

Osterley Library, TW7 4NB
3.30pm-4.30pm, every third Thursday of the month.

GAMES

Board games for children of all ages and their families. Term time only..

Feltham Library, TW13 4GU
3.30pm-4.30pm, every Wednesday.

Admission FREE

COUNCIL MEETINGS

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

BOROUGH COUNCIL

When: Tuesday 13 September
Tuesday 18 October
Tuesday 22 November
7.30pm

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

CABINET

When: Tuesday 20 September
Tuesday 11 October
Tuesday 15 November
7pm

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

AREA FORUMS

Central Hounslow

When: Tuesday 15 September
Thursday 10 November
7.30pm

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

Bedfont, Feltham and Hanworth

When: Thursday 17 November
7.30pm

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

Chiswick

When: Tuesday 20 September
Tuesday 8 November
7.30pm

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

Heston and Cranford

When: Tuesday 15 September
Thursday 17 October
7pm

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

Isleworth and Brentford

When: Tuesday 17 September
7.30pm

Where: Brentford Free Church, Boston Manor Road, Brentford TW8 8DW



Foster, and together we can change lives

Fostering is about providing a caring and safe environment for children and young people. If you choose to become a foster carer for Hounslow, we will guide you through all stages of the process, offering encouragement and support throughout.

Many children and young people who need fostering have had difficult experiences and require understanding, patience and knowledgeable adults to provide support. Many of our foster carers foster for a number of reasons, but overwhelmingly, it's because they want to make a difference to a child's life.

"Fostering is challenging at times but so rewarding. I feel truly blessed to welcome children into my family and into our hearts as each child is truly loved. So hard to put into short words how much we love what we do" Marie, foster carer.

It is important for us to find foster carers in Hounslow and its surrounding

boroughs who can help maintain stability in the lives and relationships of young people. We are interested in hearing from individuals and families from all backgrounds, who can offer a safe, stable home life by supporting the young people in your care and help give them the opportunities to reach their full potential.

There are many reasons a child or young person may need to be fostered and the length of time they need to be in care may vary from a few days or weeks to possibly staying until they move on to be adoption or are old enough to move on to independent living. Currently there are over fifty children in Hounslow needing a foster home. As a foster carer you will need

to be resilient, confident and have experience of looking after – either in person or in a professional capacity – vulnerable children or young people. The only prerequisite is that you have a spare room in your home so that the child or children in your care can have their 'own space' whilst being part of your family.

Being a foster carer for Hounslow needs commitment and at times can be challenging but it is a hugely rewarding and satisfying job. You will be providing care and support to a young person when they most need it. You will be able to help shape their future and will be rewarded with the knowledge you have made a real difference and given them the best possible start in life.

You will work with other professionals that will offer support and advice when you need it.

As part of Hounslow's Support and Retention packages you will have access to children's therapists, 121 mentoring and befriending services, sons and daughters support groups which includes fun days out for foster carers birth children, free Fusion swim and Merlin passes for foster carers and their families, discounts at local retailers such as Early Learning Centre and Mothercare and much more.

Foster carers will receive an allowance of up to £773.60 per fortnight per child, to look after children in their care; this does however depend on the age of the child. There is also an enhanced rate of £868.60 for foster carers for children identified as having complex needs. These allowances mean that carers have the funds to care for children and a financial reward for themselves.

If you have a spare room and are interested in helping and supporting young people, come along to our Fostering Information Event on Monday 19 September, 7pm to 9pm in Committee 3, Civic Centre, Lampton Road, Hounslow TW3 4DN or call our friendly team for an informal chat on 0800 731 8558 or visit www.hounslow.gov.uk/fostering to find out more.



CarePlace

your 'one stop shop' for information and advice

As life increasingly moves online, we take for granted that the information we need to live our lives is just a click away. CarePlace is an online information and advice directory managed by Hounslow Council in partnership with 18 other London boroughs. At CarePlace.org.uk you will find information and services provided not only by the Council but by local voluntary organisations, charities and support groups covering a growing range of subject areas including social care, health, money, housing, leisure and education.

CarePlace can help with the big issues

like caring for an elderly relative who can no longer live safely at home or finding support if you have a long-term health issue, to more mundane matters like arranging a garden waste collection or applying for a boiler grant. CarePlace is growing with new content and service providers added daily and new developments on the way.

Launching soon and accessible via CarePlace is Autonomy, an online self-assessment tool. If you are finding it increasingly hard to stay independent at home because you are getting older or have a disability, you can use Autonomy to find out quickly and

easily if you are eligible for practical or financial support from the Council's social care services. If a friend or family member looks after you, they are entitled to an assessment as well. After asking some straightforward questions, Autonomy will fill in the form for you and if your situation meets the criteria, forward it automatically to the Council to be reviewed. In all circumstances you will receive further information from CarePlace on additional sources of care and support.

Information and guidance will still be available by telephone and face-to-face at the Council's Reception, but you may save time by trying CarePlace first. CarePlace can be accessed on your computer, tablet or mobile 24 hours a day, seven days a week and should be your first stop.

If you have an idea for a subject or service not currently included on CarePlace, please let us know. If you are a service provider, organisation or support group and would like to be part of CarePlace, please email careplace@hounslow.gov.uk

Fit to serve

When one Hounslow councillor faced the challenging impact of Multiple Sclerosis, she discovered illness is not a barrier to public service.

Harleen Atwal Hear has long been passionate about helping people and making the community a better place.

Realising that a key way to achieve her ambitions was through public service, she first stood for election as a local councillor in 2010 in Osterley and Spring Grove but was unsuccessful.

A year later Harleen was diagnosed with the potentially debilitating disease Multiple Sclerosis (MS). Undeterred though, she stood as a candidate again at the 2014 local elections in the Heston Central ward of Hounslow and was duly elected.

"By this time my health was slowly deteriorating" says Harleen "but I was as passionate as ever about playing a role in the local community.

"After a while though although I was attending Council meetings, it was increasingly becoming a struggle. I found myself having to use a walking stick to get around and started to wonder if I was going to be able to be effective as a councillor.

Harleen went to see the Council Leader Steve Curran and Deputy Leader Amrit Mann to tell them about her problem and concerns. It was at this point that she discovered just how much support is available to people in her type of position.

"Steve and Amrit were fantastic" says Harleen. "They immediately reassured me that my contribution was valued and that steps could be made to ensure I could continue to be a fully involved councillor."

Council buildings are, of course, generally very accessible to people with physical disabilities but my colleagues went out of their way to help me when I needed it and this was a great boost to my well-being."

Fortunately, Harleen was also accepted onto a new treatment for MS called Hematopoietic Stem Cell Transplantation or HSCT, which involves intensive chemotherapy and transplant.

"This really has been life changing for



me." says Harleen. "I am now MS free and back to leading a fully active life.

"One of the things that will really stay with me though is the memory of that realisation that my illness did not have to stop me being a councillor. And I would encourage anyone who is suffering an illness not to rule out playing a part in public life, whether it be at a council or another type of organisation."

Carers' Rights Day

- Are you spending time caring for a friend or relative who is elderly, disabled or has a long-term illness?
- Do you provide help and support for someone who has difficulty managing daily activities?
- Are you a carer?

You are invited to a Carers' Rights Day event on Wednesday 30 November 2016.

Hounslow Council and Hounslow Clinical Commissioning Group is hosting this event in support of Carer's UK annual campaign to bring organisations together, to help carers find out about information and available support.

The event will run from 10.30am to 2pm, and lunch will be provided. Very limited parking is available at the Civic Centre.

If you would like to attend, please email Rebecca.Smith@hounslow.gov.uk or call 020 8583 4531 by Wednesday 16 November.

Shetal with young readers at Heston Library



A new chapter for ex-supermarket employee

**CONTACT
WORK HOUNSLOW**
Find out more about
how Work Hounslow
can help you by visiting
[www.hounslow.gov.uk/
workhounslow](http://www.hounslow.gov.uk/workhounslow), email
work@hounslow.gov.uk
or call
020 8583 6174

Many shoppers were shocked to hear that after years of trading Morrisons in Hounslow West was closing down, but none more so than the staff who worked there. When the council's Work Hounslow team heard the news they stepped in to help as many residents as possible find work elsewhere.

Mum of two, Shetal Vora worked in Morrisons for 16 years as a checkout supervisor before it closed down earlier this year. She said: "We found out quite suddenly. I'd never looked for another jobs as you don't often hear about supermarkets closing down."

As soon as they heard it was closing, the Work Hounslow team started to hold weekly drop in sessions at Morrisons. As well as helping staff to look for roles elsewhere, they offered courses to anyone who

needed additional training.

Shetal said: "A few of us went to the Work Club in Hounslow Central Library for the Basic IT for Job Seekers classes. I had some IT skills but I needed to improve them. In the meantime the team told me about a vacancy in the library service."

An interview can be a daunting experience for most people but after a 16 year gap Shetal admits she was nervous, but the Work Hounslow team helped her prepare for the interview.

Shetal now works part time at Heston Library. Although her new role is very different to the supermarket the one similarity is customer service: "Customer service is important in any role and I'm learning so much here," Shetal explains. "I help customers to find the books they are looking for and lend a hand with children's activities such as arts and crafts.

"Part of the role is also about encouraging people to use the library more. We've been promoting the summer reading challenge – so far 300 people have signed up at Heston."

As well as recommending the latest reads, would Shetal recommend more residents looking for work contact the Work Hounslow team? "Absolutely. Not only if you're looking for work but also if you're not sure about what you want to do, or just feel nervous about interviews. They are a really good team."

Will your teenager be a safe driver?

Despite making up a small percentage of licence holders, drivers and passengers aged 17-24 are more likely to be involved in a crash. Safe Drive, Stay Alive, is trying to buck that trend and is inviting parents to do the same.

Safe Drive, Stay Alive is a production run jointly by Hounslow and Ealing councils which shows graphic film footage featuring scenes from horrific car crashes in a bid to shock young people into taking more care when getting behind the wheel.

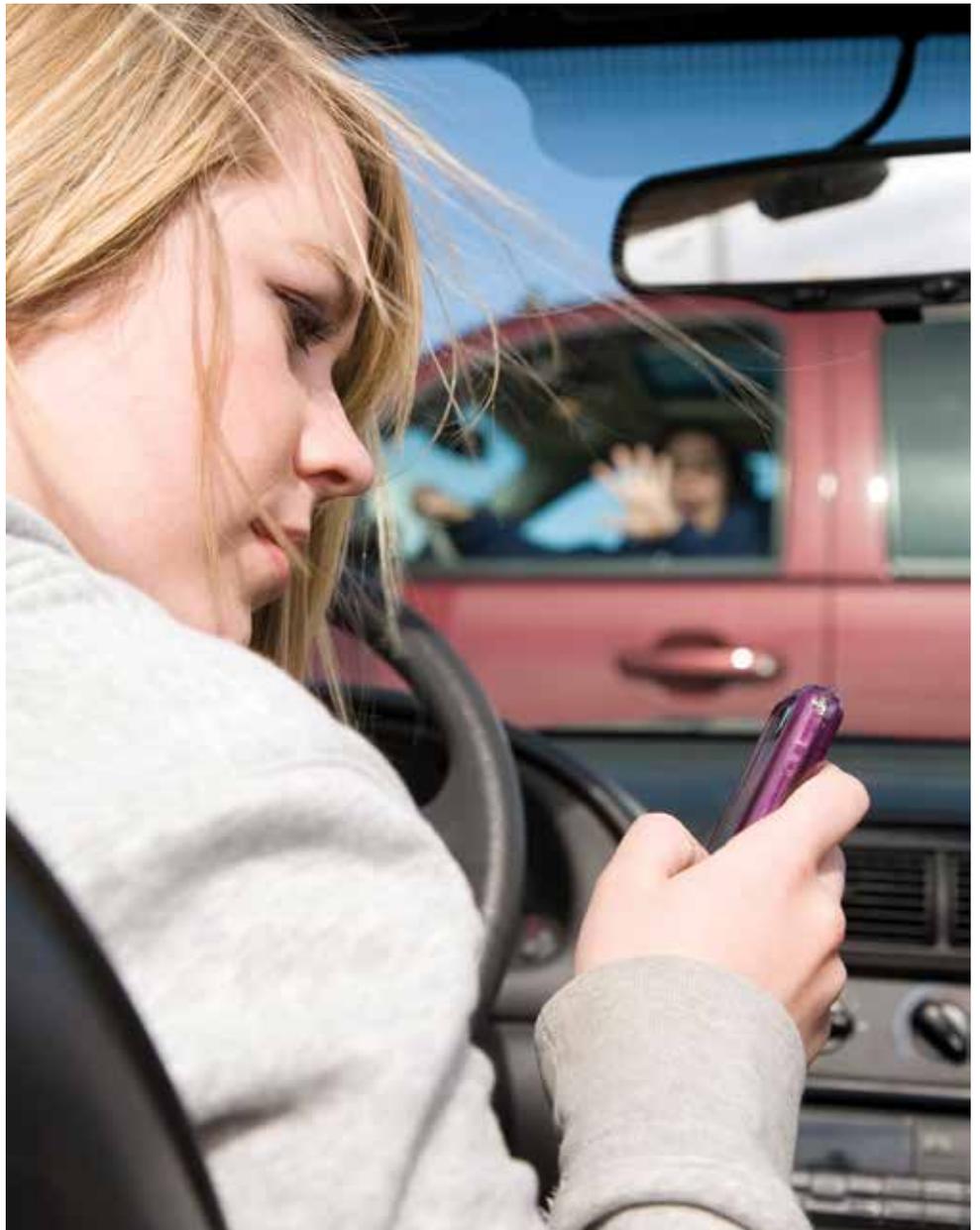
Students from almost every secondary school in Hounslow will have a chance to watch the chilling dramatisation this autumn.

This year, parents and guardians of Hounslow teenagers are also invited to watch the film and take part in post-event workshops. They will be given advice and information on how best to tackle safe driving with their children, including how to broach the subject of drink and drug driving.

Teenagers are more likely to take risks when driving and because of inexperience and will not see potential hazards as quickly as more seasoned drivers.

The number of drivers driving under the influence of drink or drugs, not wearing seat belts and distracted by mobile phones are also more likely in this age group.

Councillor Richard Foote, Cabinet



Member for Communities, said:
"These projects are tough to watch and don't make for nice viewing.

"But gradually the numbers of young people killed or seriously hurt in vehicle accidents are receding, because the message is hitting home through such initiatives such as Safe Drive, Stay Alive."

Book your place at the adults' event on Monday 10 October, 7pm, at the Questors Theatre, Mattock Lane, Ealing W5 5BQ. The performance and workshop is free to attend but you must be pre-book by emailing: sta@hounslow.gov.uk



Not just a walk in the park

Hounslow boasts some of the best parks and open spaces in London, but these days you can do much more than walk the dog.

The Green Flags are flying

A record number of Hounslow parks (15) are proudly boasting the Green Flag mark of quality: Feltham Green, Turnham Green, Jersey Gardens, Dukes Meadows, Boston Manor Park, Redlees Park, Beaversfield Park, Bedfont Lakes Country Park, Chiswick Back Common, St Dunstan's Park, Lampton Park, St John's Gardens, Crane Park, Inwood Park and Church Road allotments.

Jersey is looking rosy in the garden

Carillion, who manage the parks and open spaces on behalf of Hounslow Council are carrying out improvements following feedback from local community, parks, friends and residents groups.

Jersey Gardens in Osterley has seen repairs to pathways and new gates

installed, thanks to a £76,000 scheme.

The programme of works follows a long but successful campaign by the Friends of Jersey Gardens who worked with Carillion and the council on what was needed.

Protection of wildlife has been enhanced at the Duke of Northumberland's river and there has been replacement of damaged fencing at Turnham Green park.

Silverhall Park's nature reserve, has



Friends of Beaversfield Park celebrate Green Flag status at the park

seen volunteers from Friends of Silverhall group and residents take part in a series of community clear-ups.

Putting in, not pulling up trees

Chiswick Cedar of Lebanon trees, taken from the Chiswick House and Garden's trees family, are growing well in Boston Manor Park, Beaversfield Park and Bedfont Lakes.

The masterplan for an exciting future for Dukes Meadows is also continuing. The plan looks at the current condition of the area and the needs for the future.

Councillor Corinna Smart, Cabinet Member for Public Health and Leisure, Hounslow Council, said: "The parks and open spaces are precious jewels in our crown here in Hounslow.

"The aim is to keep our parks and open spaces in the highest quality condition we can and continue to act on the valuable feedback from our residents and community groups."

Standing guard in our parks

Community safety specialists, Parkguard, will be patrolling the borough's parks and open spaces on a 12-month trial.

The officers will work alongside Carillion and will jointly help improve community safety, tackle anti-social behaviour and other issues such as fly tipping and illegal encampments.

To contact Parkguard or Carillion please email hounslow.info@carillionservices.co.uk or call 0845 456 2796.



Carillion staff attend to one of the beautiful flower beds at Boston Manor Park

BEDFONT



Keith
Anderson



Samantha
Christie



Sachin Gupta

BRENTFORD



Guy
Lambert



Melvin
Collins



Myra Savin

Chair of Isleworth and
Brentford Area Forum

CHISWICK HOMEFIELDS



Gerald
McGregor



Robert Oulds



John Todd

CHISWICK RIVERSIDE



Felicity
Barwood



Sam Hearn



Paul Lynch

CRANFORD



Daanish Saeed
Deputy Mayor



Gurpal Virdi
Chair of
Standards
Committee



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
Chair of Licensing
Committee



Elizabeth Hughes



Alan Mitchell

HANWORTH



Candice
Atterton



Samia
Chaudhary



Richard Foote
Communities

HANWORTH PARK



Bishnu Gurung



Tina Howe



Hanif Khan

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 and
Health Services



Gurmail Lal



Amrit Mann
Deputy Leader of
the Council
Environment

HESTON WEST



Lily Bath



Rajinder Bath



Shantanu
Rajawat

HOUNSLOW CENTRAL



Ajmer Grewal
Mayor



Pritam Grewal



Nisar Malik

HOUNSLOW HEATH



Colin Ellar



Mukesh
Malhotra
Chair of Pension
Fund Panel



Corinna Smart
Public Health
and Leisure

HOUNSLOW SOUTH



Tom Bruce
Education
and Children's
Services



Shaida Mehrban



Bob Whatley
Chair of Planning
Committee

HOUNSLOW WEST



Bandna Chopra
Chair of Central
Hounslow Area
Forum



Puneet Grewal



Jagdish Sharma

ISLEWORTH



Linda Green



Ed Mayne
Corporate
Performance and
Customer Care



Sue Sampson
Community
Protection

OSTERLEY & SPRING GROVE



Peter Carey



Tony Louki



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

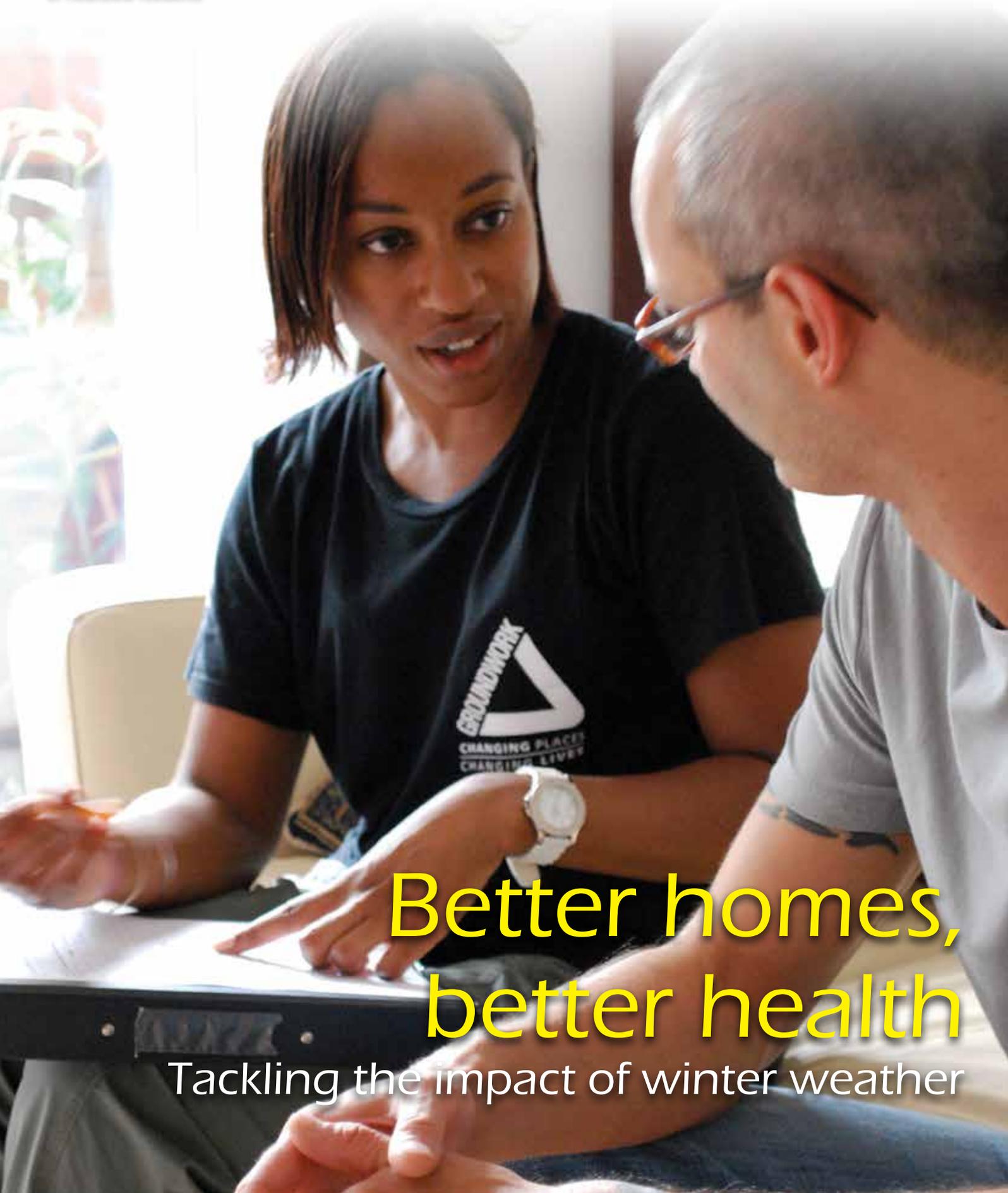
To find out which ward you live in, who your councillor is and how to contact them, visit www.hounslow.gov.uk/democracy_and_elections or call 020 8583 2250

Key	
	Labour
	Conservative
	Cabinet Portfolios

Autumn 2016

Housing News

Latest housing news for London Borough
of Hounslow residents



Better homes,
better health

Tackling the impact of winter weather



Better homes, better health

Every winter, people in Hounslow suffer from the adverse impact of cold weather. Complex factors include poor housing, debt, deprivation and seasonal influenza which can lead to an increase in winter deaths and emergency admissions.

Hounslow Council is working in partnership with Groundwork London to help tackle these issues across the borough, through the 'Better Homes, Better Health' service.

The service aims to help meet a range of health and other goals by:

- reducing preventable excess winter death rates
- improving health and wellbeing amongst vulnerable groups
- reducing pressure on health and social care services
- reducing 'fuel poverty', risk of fuel debt, and disconnection

from utilities

- improving the temperature in homes (by improving energy efficiency) by combating the effects of living in cold homes and making people more comfortable in their own home.

Who is eligible for this service?

Any vulnerable resident can be referred. The following groups are particularly important:

- residents over the age of 70
- low income families with children under 5
- residents with long-term health conditions, including residents with cardiovascular and respiratory illnesses

Community Engagement Team

Our Community Engagement team is continually building closer relationships between the council and local communities in the borough. Our officers work closely with residents, giving them practical support and advice on

organising events and activities on their estates and in their local community.

The team works across the borough, encouraging and empowering residents to get more involved in their

local community. With our help and support local people are able to make their neighbourhoods better places to live by accessing training, funding and providing best practice guidance e.g. advice on how to run an event.

Once a referral is made a free home visit is arranged with one of Groundwork London's trained energy assessors or 'Green Doctors'. This visit looks at the household energy use and how money can be saved, as well as referring them to the wide range of services Hounslow offers. Last year, over 600 home energy visits were carried out as part of the 'Better Homes, Better Health' service, resulting in over 2,600 interventions including measures, warm packs, grants, energy tariff switching and referrals to external services.

A FREE, single referral to the service will provide access to a range of support and advice, including:

- a home energy visit
- a range of simple energy efficiency measures can be installed for free - i.e. low energy light bulbs, draught proofing, water saving devices. Last year's service saw 1,505 free energy efficiency measures provided to vulnerable households to keep warm and save money on their bills
- signposting, where eligible, to grants for more significant energy saving measures - i.e. loft insulation and boiler replacements
- energy tariff or company switching advice – last year's service helped 34 vulnerable households switch their energy tariff during the visit, and a further 626 households received information regarding switching, identifying potential savings of up to £87,609 a year (combined total)
- advice about simple behavioural changes to help control energy use (i.e. changes like heating rooms individually, washing at 30 degrees)

- help and support with claiming benefits related to energy costs that the household might qualify for. Last year's service helped 120 vulnerable clients access the Warm Homes Discount (£140 off electricity bills), providing £16,800 worth of financial help to Hounslow's most vulnerable residents
- connections to other services – we can register older and disabled residents with their energy companies' Priority Services Register; make referrals for fire safety, health and wellbeing services and benefit checks; and also help eligible residents with repairs through the Handyperson Service. Last year's service saw 663 referrals
- residents will also receive a free "Stay Warm Pack"

Last year, the 'Better Homes, Better Health' service saw customer satisfaction reach outstanding levels, with 92% of clients rating the service good to excellent, and 98% of clients rating the home visit adviser good to excellent.

How are referrals made?

It's easy. You can:

- Contact #GreenDoctorsLDN who deliver home energy visits on behalf of Hounslow council on 0300 365 3005
- Complete the online referral form at: www.hounslow.gov.uk/betterhomesbetterhealth

Important: You do need the consent of residents to make a referral so we can contact them. Self-referrals by vulnerable residents are also accepted.



Welcome to our latest edition of Housing News

From Councillor Katherine Dunne, Cabinet Member for Housing

As has been mentioned before, Housing News will now come jointly with Hounslow Matters. This means that you can access news and information for tenants and leaseholders along with other news from across the borough in one place.

In this edition we are focusing on bringing you news on services that can help you.

This includes the Better Homes, Better Health initiative. As a council we are working in partnership with Groundwork London to help tackle issues such as poor housing, difficulties paying for your fuel in the winter and advice on health matters.

We are also delighted to report how our community engagement team is building strong relationships between the council and local communities throughout the borough. Read how the team operate and how they can help your community.

We're also continuing to roll out a more personalised housing service. This means that you will have a dedicated Housing Officer to discuss all of your housing needs with and we hope that those who have been in contact with the service have found it useful.

Finally, please do keep sending us your stories and news to us. Where we can, we'll feature them in future editions.

Send to: hm@hounslow.gov.uk

If you are running a community event, community project or have

an idea then please contact us - we would love to hear from you!§

For more support and advice please contact the Community Engagement Officers:

Michelle Hutchinson
michelle.hutchinson@hounslow.gov.uk | 020 8583 2451

Ayesha Hameed
ayasha.hameed@hounslow.gov.uk
 020 83583 2405

Tenants Forum

Hello again from the Tenants Forum.

Since my last report, the Forum has been very active. We have had 3 ordinary meetings and a special meeting which covered the housing allocations policy and the process of estate roads, pavements, lighting and grounds maintenance being managed by Hounslow Highways. The result of both surveys are awaited.

Other subjects covered in the ordinary meetings include the new regime for estate services, estate inspections, caretaking services and tenancy breaches. I am delighted to say that the old housing disabilities group is about to be re-vamped with its first meeting due to take place in September.

Finally we have a new representative for the west area and sadly after such a short while we are saying goodbye to Christopher Brett in the east area so we will be going to election for a replacement.

I will report further in the next issue.

Cllr Mel Collins
Tenant of Haverfield Estate
Chair of
Tenants Forum



Shaping and continuing to grow

SARA (Sheltered Accommodation Residents Association) are continuing from going from strength to strength. SARA are a group of residents living with the 27 sheltered accommodations across Hounslow. SARA have started a range of projects from;

- intergenerational work where students from local secondary schools visited local sheltered schemes to boost interaction between the two generations
- developed their own newsletter with an editorial group and support from local schools and businesses

- looked into developing funding for projects that would benefit the health and wellbeing of the residents
- building strong relationships with local partners.

SARA AGM

Thursday 29 September 2016
12noon-2.30pm
Meadowcroft Scheme, Brooks Road,
Chiswick, W4 3BD

For more information about SARA and the AGM please contact Keith Head, Chair of SARA on keith.head.sara@gmail.com

of Services, detailing our improvements, our service offer, what services are available and how you can access them. We have also included a short survey so we can obtain your feedback to ensure we are delivering priorities that are important to you. Please do take

the opportunity to send this back to us via the freepost or in person at one of our engagement events listed on the back of the directory. Help us build a comprehensive picture of Hounslow so we know what is important in your community.

Could you be one of our new Tenant Forum members?

Our Tenant Forum is looking to recruit three new members to fill some vacancies that have arisen. We need people from both the East and West areas.

This is the Forum's second year, and along with the Sheltered and Leaseholder Forums, we send five representatives to quarterly meetings with the Council, (called the 'TLSTJCC'), for tenant involvement with those in the know.

Outside of that we have our evening meeting every two months. We usually have one or two speakers on Housing related topics, who will give a presentation and answer our many questions. We plan how we might reach out into the community, review the performance of key services and discuss what we would like to bring to the TLSTJCC's attention, and much more.

This Forum is now the tenant voice, and it is important that all of our fifteen places are filled so we can do our best for Hounslow's Housing tenants. We cannot discuss individual issues, but our experiences inform the broader view.

You need to be able to commit to attending meetings, and we will help you with anything you need to know. We are also hoping to find more people to help out with taking the minutes, so if you can do that, don't be shy, but if you can't, don't worry, it is not a condition!

Please telephone the Forum mobile which is on between 2pm – 7pm. Outside of those hours please leave a voice message (not a text). The number is 07562 328 332. Or email jonathan.giddings@hounslow.gov.uk

We look forward to hearing from you, and hope you will join us to make sure the tenants voice continues to be heard above the Councils' roar!

Join our Tenant Scrutiny Board

Are you passionate about tenants having a voice?

Are you able to work as part of a team?

Do you want to challenge how Hounslow Housing performs?

If you are then we would like to hear from you and would like to invite you to join Hounslow's Tenant Scrutiny Board. The Board gives tenants and leaseholders the opportunity to examine and challenge the way housing services are delivered locally. Scrutiny Board Members will play an important role in bringing about positive changes to housing services. The role is varied and will involve taking part in team discussions, analysing performance information and challenging how we can improve.

No formal qualifications are required to become a Scrutiny Board Member. We will provide training and pay your expenses. As a new Board Member you will be asked to attend these training sessions.

We are in the process of reconstituting the Board and as part of the recruitment process, you will be asked to complete an application form. You will need to show how you meet the person specification to fulfill the job role. If you meet the criteria, you will be invited to an interview which will ensure that you have a full understanding of the role and give you the opportunity to ask us any questions.

To find out more information about the role, please contact Michelle Hutchinson on 020 8583 2454 or by email to michelle.hutchinson@hounslow.gov.uk

You can also download and complete the application form Scrutiny Board Application Form 2016 and return it to michelle.hutchinson@hounslow.gov.uk

What is a lease?

As you travel around, have you noticed how many apartments and flats are being built? Some by private developers, others by Housing Associations. However, all owners of these buildings have one thing in common, we are all leaseholders; we do not own the building, we only own part of the interior.

Usually the exterior walls, roof, window frames and the land the building is on are owned by and the responsibility of a landlord or agent of the landlord, who we pay services charges to. We also have to pay ground rent, rebuilding insurance and major work bills.

When you bought your property, did you SEE your lease, READ and UNDERSTAND it? Did your solicitor read your lease and explain the various sections to you? All these services and conditions are covered and written into your lease.

If you have your lease document you should have a page referred to as 'the plan' this should have a diagram showing the premise, the building, the flat and also a map of the estate that the property sits in. There should be a red line enclosing your building and any part of the estate that you have to pay for in your service charge. There may also be a hatched green area that may denote gardens that you have to pay service charge for. It is therefore very important that you read and understand your lease.

You may be charged for services that are outlined in your lease and within the red line, and your landlord should be aware of these facts.

Another important aspect to note on your lease is the amount of time left to run and the cost associated with renewing or extending your lease.

Leases are not all the same and therefore you need to ensure that you are only charged for the things that are set out in your lease.

Always check what you are being charged for, is relevant to your lease.

Join the forum? What's in it for you?

We want to make sure we have a strong voice that communicates effectively with our landlord – we want to build a great relationship between leaseholders and the council – but we need your help to do this.

You can contact the forum on:

 www.facebook.com/groups/LBHLeaseholdersForum

If you would like more information about the Leaseholder forum Meetings then please contact: Ayesha Hammed, Community Engagement Officer 020 8538 2405 or email Ayesha.hameed@hounslow.gov.uk

Future forum meeting dates:

Monday 22 August and Monday 31 October

Alf Chandler Centre
Benson Close,
Hounslow

7pm (Observers welcomed)



Working in partnership with you

The last 18 months have been a period of change for Hounslow Councils Housing Department. We have reformed most of our services so we can improve and increase our focus on our residents. By now some of you should have received our new Directory