

Summer 2020

Hounslow

MATTERS

Community and Council news from around the borough

You did us proud

p4 - 7

Tell us your stories

p9

Transforming our streets

p14

Sukhi Kahlon, Rehabilitation Officer for Visual Impairment,
packing food parcels at our Community Hub
see p5

Coronavirus Support and Advice

Key services available to you if you need help and support include:

Council services – 020 8583 2000

Financial support and benefits – 020 8583 4242

Rough sleeping – 0300 500 0914

Support for families and information about schools – 020 8583 6600

Support for domestic violence – 07820 031780

Community Hub – 020 7084 9697

Citizens Advice Bureau – 0300 330 1185

Age UK – Hounslow – 020 8560 6969

Visit www.hounslow.gov.uk/coronavirus for more details on the support and advice available e.g. food banks, clothes banks and local places distributing food, staying physically and mentally well, coronavirus scams, money advice and debt counselling, and help finding work.

Help stop the spread of coronavirus

We must all continue to act responsibly to help stop the spread of coronavirus:

➔ **Stay at home** as much as possible

➔ **Work from home** if you can

➔ **Limit contact** with other people

➔ **Keep your distance** if you go out (2 metres apart where possible)

➔ **Wash your hands** regularly

➔ **Avoid using public transport** if you can and walk, cycle or drive instead. If you must use public transport wear a face mask covering your nose and mouth

➔ **Do not leave your home** if you or anyone in your household **has symptoms**.

➔ **Get a test if you have symptoms**, or if you are contacted by NHS Test and Trace - **visit www.nhs.uk/coronavirus** or call 119

Government advice on what we can and can't do is constantly changing. Please visit www.gov.uk/coronavirus for the latest government advice including the types of businesses and venues that are allowed to open.

Council meetings – go virtual

Only essential meetings will be taking place for the time being, and these will all be virtual. Please check the meetings calendar for details of meetings including dates, times and access details.

The meetings will be held on Microsoft Teams.

Licensing Panel – 28 July, 4 August, 18 August, 3pm

Licensing Committee – 27 August, 5pm

Cabinet Meeting – 8 September, 5.15pm

Borough Council Meeting – 15 September, 7.30pm

Details of these and other virtual meetings can be found on the website: www.hounslow.gov.uk select calendar from home page. Follow Cabinet and Borough Council on Twitter [@LBofHounslow](https://twitter.com/LBofHounslow)



Brexit

As the UK has now left the EU, if you are from any of the following: the EU (except Ireland); Iceland; Liechtenstein; Norway; Switzerland, you will usually need to apply to continue living in the UK after 31 December 2020.

We are delighted that around 40,000 EU, EEA and Swiss citizens in Hounslow have already applied for settled or pre-settled

status, but if you have not yet done so, please go to www.gov.uk/brexit to apply. Information is available in each of the languages of the EU.

Additional support is available from West London Equality Centre, Mon-Fri 10am - 4pm: Phone 0800 056 4745; Whatsapp 07538 504426 or 07508 433539; visit www.wlec.net

Welcome to the latest edition of Hounslow Matters – Summer 2020



"It's been so inspiring seeing our communities come together to support each other."

Dear residents,

The last three months have been like nothing any of us have experienced before.

The coronavirus pandemic has changed how we live in ways that would have seemed unthinkable when the March edition of Hounslow Matters went to print.

On behalf of the Council, I would like to send our deepest condolences to families and friends who have lost loved ones due to the virus.

While there has been great tragedy, there have also been positives.

I'm immensely proud of how the Council and our local NHS have led Hounslow through this crisis, and it's been so inspiring seeing our communities come together to support each other.

It's been a real joint effort of so many individuals, organisations and businesses; countless acts of kindness, small and large, and real dedication by thousands of frontline workers. We've really seen the best of the borough.

In this edition of Hounslow Matters we try to capture some of that fantastic community spirit and celebrate the countless stories of people going above and beyond. Of course, it only scratches the surface of the journey we've been on, and are still travelling.

As we gradually progress out of lockdown and life begins to return to some sort of normality, we need to remember coronavirus is still a major risk. We shouldn't forget just how difficult and frightening it was. It's not over yet, and we cannot afford to become complacent.

And, while it's great that businesses and high streets are reopening, there are still some very difficult times ahead

economically, with thousands of jobs at risk. The Council is now focusing on leading the borough through the recovery.

The voice of our residents, businesses and community groups will be essential in this. We need to hear from as many people as possible to find out what you need or how you can help, and we will be stepping up our efforts on engagement.

Alongside coronavirus was the death of George Floyd in America, and the associated Black Lives Matter protests. I'm sure this made us all reflect and reminds us that we must constantly challenge discrimination, injustice and division.

I am extremely proud to serve one of London's most diverse boroughs. Its broad range of ethnicities and cultures is a source of inspiration and strength.

We know we need to do more to improve engagement with, and representation of, our Black, Asian and Minority Ethnic communities – everyone must have a strong voice. We're going to be doing exactly that over the coming weeks and months.

We've also launched an important piece of work to understand the impact of coronavirus and lockdown on our BAME communities, and explore how we can better support them through the growing economic impact.

There's no doubt that things will be very tough over the coming months, but I have so much faith in the people of Hounslow and believe we will make the best of it and be stronger for it.

S. Curran

Councillor Steve Curran
Leader of Hounslow Council

What's inside

Advice and support	p2
Proud of our community	p4-7
Leading recovery, together	p8-9
Thriving Communities: Hounslow Response Fund	p10
Supporting our young people	p11
Brentford FC Community Sports Trust	P12
Young people and Black Lives Matter/ Could you be a foster carer?	P13
Streetspace and Green Recovery	p14-15
You are not alone	p16
Thank you to our waste teams	p17
Cleaner Greener Hounslow	p18-19
Ways to move	p20-21
The NHS online service	p22
Housing News	p23-25
Caring for our Community	p26
Jobs, training and learning	p27
Around Hounslow	p28
Around the borough with the Mayor	p29
Know your councillors	p30
Support your High Street	p32

Would you like to reach Hounslow residents with your advertising?

Hounslow Matters is a quarterly magazine written for Hounslow residents. We print over 108,000 copies and deliver it free of charge to every home in the borough as well as distribute it to our libraries, leisure centres and a selection of residential care homes.

To advertise in our magazine please email advertising@hounslow.gov.uk or visit hounslow.gov.uk/hounslowmatters for more information.

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

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

For advertising email: advertising@hounslow.gov.uk

Follow us on Twitter [@LBofHounslow](https://twitter.com/LBofHounslow)

Find us on Facebook www.facebook.com/hounslowcouncil

www.instagram.com/hounslowcouncil

People to be proud of

The Council, local NHS services, care providers and other organisations have been working flat out over the past three months to keep the borough going.

Whether it's waste and recycling crews, police officers, and postal workers; doctors, nurses and care workers; or teachers, housing estate caretakers, and parks teams, a small army of frontline workers have been going above and beyond every day.

Cllr Steve Curran, Leader of Hounslow Council, said: "I'm so proud of how our staff, and those of our partners, pulled together to protect our most vulnerable residents and keep vital frontline services going.

"Their dedication to the cause was truly humbling. Every day they would put themselves at risk for others. They have been true public servants, and every one of them deserves a medal."

Mark Titcomb, Hospital Director, West Middlesex Hospital, said: "Our staff and colleagues in other organisations have worked tirelessly through the pandemic. We're proud of their professionalism, courage, and commitment.

"We're now working to resume other services safely: elective day surgery and day procedures should be opening by the time you read this. Staff have been amazed and encouraged by the support we received locally, in all sorts of ways. And our thanks to Hounslow Council, who helped us in many ways, not least in supporting smooth patient discharges from the hospital."

Oonagh Lacy, Hounslow Community FoodBox, said: "With the outbreak of the pandemic, we soon realised that we needed to scale up our operation to meet the growing needs of the community. The Council came to our aid enabling us to expand to the Rose Community Centre, as well as providing masks and gloves for our volunteers. The local community has also generously supported us with food, financial donations and their time – what a great partnership and so inspiring - thank you to you all."

Our response by numbers



30,000
additional home visits



1,487
befriending calls from Age UK



£630k
hardship funding to 4,200 residents



900
local volunteers supported



1,000
free parking permits provided to key workers



150
rough sleepers provided with accommodation



£30m+
to over 2,000 local businesses



500,000
units PPE supplied to 70 care providers



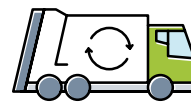
3,400
borough residents supported financially (April and May)



£40,000
to foodbanks and local charities



512
extra tonnes of rubbish collected



940
extra tonnes of household and green recycling collected



2,380
vulnerable and key worker children cared for throughout the pandemic



41%
increase in people using our online library service



Hub at the heart of our community

Set up in just two weeks back in March, Hounslow's Community Hub has led the effort to make sure our most vulnerable and isolated residents have been getting the food and supplies they need.



Tasked with ensuring provisions reached those who the NHS had identified to be 'shielded' because they were particularly vulnerable – some 22,000 residents – a small, but dedicated army of Council staff, redeployed from other roles, worked tirelessly to try to ensure no one was left without support.

They were not alone, however. The whole Hounslow community rallied round, with dozens of local businesses and community groups, and hundreds of volunteers, stepping forward to lend a hand.

As well as 'shielded' residents, the Hub's support was also available to other vulnerable and isolated people who need help, be it with food, medical supplies or just a friendly voice to keep them company.

The Hub comprised:

- A call centre so residents can ask for help or refer someone they know to help
- A distribution hub to receive food and household donations and organise parcels for residents
- A delivery service to take parcels to the recipient's front door
- A befriending service to talk with isolated residents and provide comfort
- A referral service for medicine collection, or direction to other support groups

The food offer constantly evolved to the needs of residents, and included items such as fresh fruit and vegetables, eggs, non-perishable items such as tinned fish, pasta and rice as well as UHT milk and pet food.

With the ongoing easing of lockdown, the Hub is changing emphasis from delivering food to offering guidance and signposting to other support, such as financial hardship, social wellbeing and isolation, and access to food through foodbanks, faith groups or shopping and delivery services. It will also continue volunteer matching.



8,000+
food packages delivered



20,000+
calls to shielded residents



11,000+
phone calls and emails received



450+
volunteers offering to help



80+
businesses and groups supporting



Visit hounslow.gov.uk/hub or call 020 7084 9697.

Together we are stronger

Superheroes don't always wear capes! Thank you to everyone in the Hounslow community for coming together and tackling this pandemic with a fantastic heart-warming community spirit



Brentford FC Community Sports Trust in partnership with the Council provided 600 free activity packs to children in housing estates of the borough to help keep them active and healthy at home.

Our local charities, schools, residents, community groups, mutual aid groups and local businesses came together in true One Hounslow spirit to make sure everyone was looked out for.

The scale of the community response was a daily inspiration.

We are working closely with local charities and groups such as Age UK, Reach Academy, Brentford FC Community Sports Trust, GoodGym and Hounslow Community Foodbox and many more to help residents and young people that are vulnerable and need extra support to cope with the current lockdown restrictions. And we have created the Thriving Communities: Hounslow Response Fund so local groups that are supporting the community effort and working together during the coronavirus outbreak can carry on doing this important work.



Local residents bringing food donations to the Hounslow Community Foodbox

The army of volunteers across the community sector and those that are supporting our hub have been collecting shopping and prescriptions as well as stopping for a friendly chat, at a social distance. And residents have been sending in their thanks.



The Open Kitchen in Brentford, run by charity the Muslim Hands has been providing free meals for the homeless and vulnerable since 2018.



Members of London Irish Rugby Club who have been delivering meals to NHS staff at West Middlesex University Hospital

Thank you superheroes of Hounslow



Our striking tribute to key workers. One of two at prime locations in the borough, depicting six vital roles in total. Have you spotted them?

Top of the class

The schools in the borough have been working tremendously hard to support the most vulnerable families and made sure their students kept smiling and remained hopeful during these challenging times.



Staff and volunteers at St Pauls Primary school produced and distributed free nutritious meals parcels to support families



Cllr Chaudhary with volunteers from the Heston West Big Local and Cranford Community College who teamed together to support the most vulnerable households in the Cranford and Heston area.

Thank you to all school staff, teachers, parents and young people doing everything they can to make sure families and children in Hounslow stay safe, keep the learning spirit going and are supported with vital supplies and school meals.



Teachers from Chiswick School

Reach Academy



Over the lockdown period, Reach Academy Feltham, Crane Park Primary and Southville Primary School came together to support their families and the wider community with weekly food

deliveries. Over the period of the lockdown 24,000 meals have been distributed in the community, with more than 7,000 delivered by a team of parent volunteers to families who were shielding. A range of organisations in Feltham have come together with three foodbanks working together to increase their capacity ten-fold and Victoria Junior and Reach have worked with Family Group, The Real Junk Food Project and Surplus to Supper to distribute large quantities of surplus food to the community. A huge thank you to all involved!



NHS thanks from Isleworth Town Primary School

Seven shades of thank you

Here in Hounslow, we've been rooting for the NHS. We clapped every Thursday without fail, and we've shown our support for everything our key workers and and frontline NHS staff have been doing to combat the coronavirus and save lives. Many of you have said 'thank you' in beautiful and creative ways.

Generous donations from the local community provided NHS staff at West Middlesex University Hospital with MetroNaps energy pods to help them recharge between shifts.



MetroNaps energy pods



A rainbow tribute to the NHS

Leading recovery, together

There are some tough months ahead as the economic impact of coronavirus unfolds, but we are determined to lead the borough through it.

A Cabinet report last month spelled out what the major economic and social consequences could be if the Council, partners, businesses, wider community and national government don't all work together now on protecting and supporting the borough with a major programme of investment, reform and collaboration.

Independent research projects that Hounslow will be the second hardest hit borough in London,

with a possible 40 per cent drop in economic activity and tens of thousands of jobs at risk because of its close links with the aviation industry.

The financial impact of coronavirus on the Council itself is about £31 million - £18 million of additional costs and £13 million projected loss in income.

Cllr Steve Curran, Leader of Hounslow Council, said: "We should

be in no doubt there are still some very tough months ahead. We need to bring the borough together, to galvanise communities, local organisations, businesses and partners to rise to the challenge. It will also take a regional effort, with neighbouring boroughs working together.

"We also need the Government to provide the necessary financial measures, investment and policies. It's not about handouts, but we need the tools and freedom to provide local solutions and capture opportunities to support and empower our communities."

We have set up a Hounslow Recovery Programme Board to lead on how we support the borough. It will be underpinned by boards covering economy, community, environment, and health and wellbeing, on which will be representatives from partner organisations, community groups and businesses.

Projects include a piece of work to understand the impact of coronavirus and lockdown on Black, Asian and Minority Ethnic communities, and to explore how we can better support them through the growing economic impact.

We have written to Ministers calling for greater financial support, more investment in the borough, clarity over future policies and better partnership working.

We are also expanding our programmes to support people into

work, help re-train and up-skill residents, and create thousands of new apprenticeships.

For more information on how we are supporting the borough, visit www.hounslow.gov.uk/leading-recovery

Challenging times ahead



At least **11,000** residents employed at Heathrow



Up to **27,000** jobs linked to Heathrow



Passenger numbers down by **98%** cargo down by **60%**



60% of borough businesses surveyed paused trading



42,500 residents on furlough - highest proportion in London, 5th in UK



48% of jobs and **30%** of businesses in severely impacted sectors



Job losses will likely impact lower skilled, lower paid, young and 50+ residents most



BAME communities, particularly Asian, are overrepresented in sectors severely affected by coronavirus

Supporting our high streets



Cllr Shantanu Rajawat, Cabinet Member for Finance and Corporate Services

"The past few months have been extremely challenging for our high streets, with many traders having been forced to close or operate very differently.

"As lockdown eases, we are helping local businesses to reopen their doors, providing one-to-one support to make sure they are coronavirus secure as well as providing free signage, information and advice.

"You can support our local high streets as they recover through staying local and following safety advice www.hounslow.gov.uk/ShopSafeShopLocal"

 #ShopSafeShopLocal

Better understanding our communities

Meaningful engagement with all Hounslow's diverse communities will be essential to support the borough over the coming months, and we are on a mission to make sure every voice is heard.

Hounslow is one of London's most culturally and ethnically diverse boroughs. It's home to 188 different languages and just 32.5 per cent of people identify themselves as 'White British'.

Though we already run a variety of consultations and public events, we are developing a broader range of engagement to reach more people.

Cllr Katherine Dunne, Cabinet Member for Communities and Climate Change, said: "Hounslow is a world in one

borough; a fantastically diverse and exciting place to live.

"However, we know we don't speak enough to, and hear enough from, many people and we need to do more so we're truly representative. This is particularly true of our Black, Asian and Minority Ethnic residents, young people and those with disabilities.

"There are several opportunities to capture people's views and experiences on this page, and there will be many other consultation and engagement opportunities over the months ahead."

Last month we approved our new equalities action plan, which provides information on the steps we will take to improve inclusively - www.hounslow.gov.uk/equalities-plan

Your views on coronavirus

We have launched a survey to find out how you and people you live with have been affected by the coronavirus pandemic.

It seeks to understand how your life has changed, what support you need, how you are feeling now and your thoughts on the future. It also asks for your views on how the Council has responded - how we share information, the support we offer and our services.

Complete the survey at www.hounslow.gov.uk/covid-survey

Capturing your stories

A new community project to collect first-hand stories of the impact coronavirus has had on residents and our borough is being launched.

We are working with Poet in the City and local business Sadia Barlow Photography to collect a wide range of experiences reflecting the rich diversity of the borough. They will form a creative archive of this important period in our lives and ensure people's voices and experiences are not forgotten.

For more information and to get involved email hounslow@poetinthe.city.co.uk or visit www.facebook.com/poetinthe.city



Tales of migration

Hounslow Council Archives wants to capture and celebrate the diverse history of the borough's many migrant communities.

History of Hounslow's Communities was launched on 22 June, to coincide with national Windrush Day. It aims to capture residents' stories of migrating into the borough, or those of their parents and grandparents.

For more information visit www.hounslow.gov.uk/our-histories

Making connections to help us recover

Funding is available for community and voluntary organisations to help us recover from the impact of coronavirus

The Thriving Communities: Hounslow Response Fund has been made available to help alleviate the impact of coronavirus on local voluntary, charity and community groups and the residents that depend on their services.

There are three phases of funding:

- **Crisis** – a fund to enable us to respond to any immediate challenges
- **Connections** – a fund for local community and voluntary

groups to maintain and create connections which reduce the negative impacts of coronavirus

- **Recovery** – a phased fund for the community and voluntary sector to create and engage people into the future – building resilience and increasing sustainability.

Cllr Katherine Dunne, Cabinet Member for Communities and Climate Emergency, said: "Our voluntary and community sector plays a vital role in reducing social isolation, helping people

in crisis and supporting the vulnerable amongst many other important causes. Now more than ever their support will play a pivotal role in making sure no one is left behind. We hope this fund will help our rich and diverse voluntary sector continue this essential work in these challenging times."

Connections funding is available for bids of up to £10,000. Proposals will be accepted until 31 August 2020.

Recovery funding offers grants of up to £50,000 to help community and voluntary groups sustain their support through the pandemic and build resilience into the future. Proposals will be accepted through three phases of funding.

Criteria for funding for both Connections and Recovery as well as details of the application process and opening / closing dates for each phase of funding, can be found at www.hounslow.gov.uk/thrivingcommunities-hounslowresponsefund

Making a difference in our local community

Heston West Big Local has helped over 100 families



"The fund has enabled us to ensure over 100 of the most vulnerable and at-risk families and individuals in our local community have consistently received our weekly food parcels during the crisis."
Taz Virdee, Project Manager.

Let's Go Outside and Learn CIC
Using nature to inspire



"While our lives have been thrown into chaos by the virus, nature is still there as a constant inspiration. This funding will enable us to use the natural world to inspire and encourage new skills and old interests, and to bring people together remotely and safely to share their experiences."
Frances Bennett, Director.



Staff and pupils from the Blue School, Isleworth



Cllr Tom Bruce, Cabinet Member for education, children and youth services, said:

"As a teacher myself, I am only too aware of the supreme efforts our schools have made in supporting their students and families throughout the pandemic. I'm extremely proud of what has been achieved during a very difficult time. Our schools continue to make Herculean efforts to enable our young to safely access the education so vital to their wellbeing and success in life."

Supporting our young people

The lockdown has had a huge impact on children and young people across the borough, with schools closed to all but the most vulnerable as well as children of key workers throughout the pandemic.

Our schools rose to the challenge of ensuring that learning would continue, albeit in a very different way, through regular contact with children, setting up online resources and engaging with them as much as possible. Overall 2,380 vulnerable and key worker children were cared for throughout the pandemic. Teaching staff across the borough's schools have made this possible and have had to adapt extremely quickly to the new challenges faced. We owe

all our wonderful teaching staff a great debt of gratitude. Well done to everyone!

This has been a very difficult time for children and young people, who have had their education and daily routines disrupted, along with the loss of their freedom during the lockdown. Despite the many efforts of schools and the wider community, the pandemic has seen a significant increase in mental

health issues across all age groups. Addressing this will be our next challenge.



Young people at Chiswick School

Providing your children with the best start in life

Your child's early years education is really important. They will learn valuable skills that set them up for life. Building relationships with others, developing communication skills and preparing for starting primary school.

Did you know that Hounslow's pre-schools, day nurseries, childminders and school nursery classes are open? We understand that you may be concerned about the coronavirus, but all early years providers must follow strict government guidelines to make their setting safe. Children play in small groups or 'bubbles' to minimise contact

with others and only have access to equipment and toys that can be cleaned before and after use.

To find out more about childcare, funded childcare places for 2, 3 and 4 year olds and other financial support with childcare costs, visit www.hounslow.gov.uk/fsd.

Alternatively email the Family Information Service about your childcare needs via fis@hounslow.gov.uk or call them on 020 8583 3470.



Mariana Levicka's two daughters attend Lampton Park Preschool. She said: "The preschool has put a range of safety measures in place to protect the children. The staff have been very professional and my children are happy going there."



Brentford players prove a welcome respite for young people

Brentford players have made the most of lockdown to hold online sessions to motivate, educate and inspire our young residents, providing top tips, setting fun skills challenges, and sending positive messages.



Luke Daniels

"Who is your favourite Disney princess?" is not the typical question a professional footballer gets asked. Yet 11-year-old Hadija asked just that to Brentford's goalkeeper Luke Daniels a couple of weeks ago.

Luke, (32), who has hundreds of league games and England youth international caps to his name, was taking part in Brentford FC Community Sports Trust's Short Breaks project online, which supports children with special educational needs.

Lee Doyle, Chief Executive of Brentford FC Community Sports Trust, said:

"The interaction between the players, our participants and coaches added a brilliant dimension to the sessions. The candid comments provided our post-16 education students with an insight into the commitment required to succeed.

"Feedback from our participants shows the high esteem in which players are held and may help add something extra to their performance when the campaign resumes."

As a football club that prides itself on its community spirit, it's no surprise that Brentford players took up the challenge of supporting children and young people during lockdown.

Newly-signed Tariq Fosu helped run a football session for children from our Football Development Centre – along with Sergi Canós, Dominic Thompson and Josh Dasilva recording messages to promote community projects online. Shandon Baptiste helped Hounslow Council with some Stay at Home messaging by taking part in an Instagram takeover while Watkins, Pinnock, Canós, Fosu and Christian Nørgaard spoke directly to or recorded messages for fans over the past two months. Team Captain Pontus Jansson and defender Rico Henry also helped out with special birthday messages.

Ghausia Amin, Deputy Education Manager, Brentford FC Community Sports Trust, said:

"Hadia was really animated in the session, speaking and engaging confidently with Luke, which gave her the opportunity to develop her social and communication skills. She is particularly missing school and her friends; therefore, with Luke joining in the session she enjoyed a new and fun experience – while in lockdown."

Many other Brentford players have supported children and young people during this difficult period. Ethan Pinnock offered his pearls of wisdom to budding young footballers on our post-16 football education programme through an online Q&A and Ollie Watkins spoke to ardent Brentford fan Callum about the benefits of the Trust's activity packs from Brentford FC Community Sports Trust. Josh Dasilva showcased his skills by challenging Trust participants to beat his total of 239 keepie-uppies in two minutes and six seconds.

All the activities were part of the Trust's #BeeatHome campaign, launched at the end of March in response to the coronavirus crisis.

Ollie Watkins helped promote our activity packs with Hounslow Council – delivering 600 activity packs to families across the borough



Young people express what Black Lives Matter means to them

We have been working with young people across the borough, empowering them to challenge racism and inequality. They have attended workshops, art competitions and writing challenges, and been supported with resources to help them speak out against discrimination. A series of guest speaker workshops will take place in the run up to and during Black History Month. For more information visit fsd.hounslow.gov.uk

Here's what our young people say about racism and what needs to change:

“If we want a more equal Britain, we must teach children about black history. School curriculums ignore the positive contributions of black people and rarely present them as role models.”
Florida Yacob

“In the interactions you have with people, microaggression can be subtle and I find myself second guessing what people mean and questioning whether they are being racist. This constant second guessing can have a huge impact on someone's emotional wellbeing and mental health.”
Jade Ferguson-Duncan

“If my spouse comes to me in obvious pain and asks, “do you love me?”, an answer of “I love everyone” would be truthful, but hurtful and cruel in the moment. When a friend speaks up in a time of obvious pain and hurt and says “Black Lives Matter” a response of “All lives Matter” is truthful, but hurtful and cruel in the moment”
Jenny Keegan

Artwork by young care leaver
Tania Raizada



Could you be a foster carer?

We are always looking for foster carers to look after children and young people in Hounslow. If you have a place in your heart and a spare bedroom in your home, this could be a very rewarding opportunity for you.

Here's what some of our foster carers have to say about their experience:

“It is a special honour to be foster carers. It has opened our eyes and we could not imagine doing anything else. Words cannot describe the feeling when vulnerable children come into your care, achieve confidence, self-esteem and many other qualities to prepare them for their future.” **Foster Carer**

“Seeing children thrive in the care of committed foster carers is very rewarding as a Supervising Social Worker. Foster carers who ask for support provide admirable care to their children.” **Supervising Social Worker, Fostering Team**



Support available if you foster with Hounslow Council:

- Fostering allowance of up to £868.60 per fortnight
- Dedicated Supervising Social Worker
- Exemption from paying Council Tax
- Specialised training programmes
- 24 hour support helpline
- Free Merlin passes and sports and leisure membership

Call 020 8583 3426

Visit hounslow.gov.uk/fostering

[hounslowcouncil](https://www.facebook.com/hounslowcouncil)
[@LBofHounslow](https://twitter.com/LBofHounslow)
[hounslowcouncil](https://www.instagram.com/hounslowcouncil)

Think about
fostering and
CHANGE A CHILD'S LIFE

Making the most of our Streetspace

To help keep pedestrians and cyclists healthy and safe during coronavirus

In line with new government guidance, we are making a number of changes to our highway network to help people travel around our borough safely and easily by foot and by bike - and to help ensure that social distancing requirements can be observed in town centre sites as businesses start to reopen.

These measures include suspending parking to provide wider footways at busy retail parades, closing roads, particularly around schools, to reduce through traffic and improve safety for those on foot or cycling, and exploring 'pop up cycle lanes' on busier roads. We are also offering a comprehensive programme of cycle training and bike maintenance to help those people who have taken up cycling to stay using two wheels in the longer term.

The measures being implemented have been informed by a borough-wide survey which asked for ideas on where improvements could be made - this received well over two thousand contributions by residents. Whilst these are trial measures, we have a long term

aspiration to reduce traffic levels over time given the many benefits this brings, including; providing more dedicated space for vulnerable road users, helping improve safety on the roads; supporting people to undertake more physical activity and; helping sustain the recent improvements we have seen in local air quality and the reduction in transport-related carbon emissions. Giving people genuine alternatives to making trips by car can also help keep the roads clear of traffic for those that have little choice in using a vehicle such as for deliveries to businesses - reducing the cost of congestion on the economy as it recovers.



For more information on Streetspace visit: www.hounslow.gov.uk/streetspace

To provide feedback on Streetspace measures that have been introduced, please go to www.hounslow.gov.uk/StreetspaceFeedback Closes 27 December 2020.



Cllr Hanif Khan, Cabinet Member for Transport at Hounslow Council said: "In line with government requirements

the Council is required to move 'as swiftly as possible' to make the network safe for those getting around on foot and by bike, and help ensure social distancing can be observed. We're thankful for the hundreds of comments we've received on our borough-wide consultation as they will help us prioritise our work to develop these trial changes. The Government's requirement for pace means we are unable to conduct a widespread consultation ahead of trials commencing, please be assured that we'll be collating the comments made on these proposals during the next few months, and we will review them carefully before deciding whether to make any of these measures permanent."

The latest Streetspace measures include:

- Improving bike access to West Middlesex Hospital and the cycle lane on Twickenham Road
- Trialling restrictions to reduce traffic in some residential streets in Isleworth, along Green Dragon Lane in Brentford, and on Turnham Green Terrace and Devonshire Road in Chiswick



- Closing Occupation Lane in Brentford to motor traffic, as it only has a footway on one side
- Expanding the capacity of the southern footway at the eastern end of Hounslow town centre
- Expanding and upgrading the widened footway outside the Hounslow West retail parade
- Bringing forwards a range of trial measures in the Grove Park and Strand on the Green areas as part of the South Chiswick Liveable Neighbourhood project
- Fast-tracking the introduction of five new "School Streets" schemes we have consulted on previously
- Implementing temporary School Streets for more schools across the borough.



The first shoots of a Green Recovery



A range of exciting ideas to transform Hounslow and make the borough a beacon for a green recovery were discussed at the launch of a new taskforce

The Green Recovery Board, which held its first meeting last week, brings together leading academics, business leaders, and think tanks to confront the borough's looming economic crisis due to coronavirus and address climate change by building a low-carbon, green economy.

The board will host an Innovation Hub where new solutions and practical actions can be explored and delivered.

One of the exciting ideas on the table is the '15-minute city' concept which looks at how to bring amenities close to where people live in order to reduce travel and improve people's quality of life.

Other proposals included greening aviation and stimulating a low-carbon economy; building our Streetspace Programme; and maximising the benefits of Hounslow's parks and open spaces to support health and wellbeing, and new jobs and skills creation.

Innovation laboratories called iLabs will focus on specific areas like low carbon neighbourhoods, green growth, the low carbon economy and 21st century physical and social mobility.

The board will embrace the opportunities and challenges from the

pandemic and set out how to build back with a strong green recovery at the heart of the borough's actions.

It builds on Hounslow's strong track record including its declaration of a climate emergency in 2019 and the launch of a Climate Emergency Action plan and framework for a greener borough earlier this year.

Cllr Samia Chaudhary, Lead Member for Parks and Leisure, and Chair of the Board, said: "The economic and environmental challenges we face are very great, but so too are the opportunities. No individual organisation or person can meet these challenges alone, which is why we are drawing on the collective strength of the Council, the community, business leaders, and academics to address these problems together.

"Our bold ambition is for this board to be a vanguard for green change, to be a leader on green recovery across London. The full scope of our ambition to innovate and stimulate a strong and robust green recovery will become clear in the coming weeks when we set out the ideas and plans formulated by the Green Recovery Board."

For more information, visit www.hounslow.gov.uk/green-recovery

You Are Not Alone



Help is at hand for those experiencing domestic abuse

Residents experiencing or at risk of domestic abuse are assured 'anyone facing abuse is not alone and there continues to be a solution, with help at hand'. Despite the coronavirus restrictions, we are still available to provide survivors with support and advice.

A survivor who reached out to our specialist domestic abuse service during lockdown said:

"Thank you so much for your help, I feel like a massive weight has been lifted off my shoulder, I now feel safe for the first time."

The nationwide lockdown in response to the coronavirus emergency has led to a national rise in survivors seeking help.

These are very challenging times for us all, and while the Government's advice is to stay home as much as possible, for some people home is not a safe place. The Government guidelines are very clear, if anyone is experiencing abuse, leave your home and seek support.

Support services remain open during this crisis and anyone that

feels they are at risk of abuse can get in touch with them. This includes the police, online support, helplines, and refuges.

We can all play our part and look after each other by checking up on our friends, neighbours and colleagues to make sure they are okay. There are many types of abusive behaviours, including psychological, physical, sexual, financial or emotional abuse. It can also include controlling, coercive or threatening behaviour. If you notice any signs of abuse, you can help by reporting it.



GET HELP OR ADVICE:

Download our safety card at www.hounslow.gov.uk/dvinfo

Call our specialist domestic and sexual violence team on: **07810 031780** (Open Mon-Fri 9am-5pm)

Email: community.safety@hounslow.gov.uk

Can you spot the signs of DOMESTIC ABUSE?

Scared
Possessive
Online technology abuse
Threats
Demeanour
Violence

If you are worried that someone may be experiencing domestic abuse, please let them know support is available.

Call the police on 999 in an emergency.

101 in a non-emergency or Crimestoppers on 0800 555 111 to report anonymously.



Pothole Busters fix your streets

POTHOLE PLEDGE

Invest £2 million to fix potholes and invite residents to nominate the roads

1,300+ enquiries received,
80+ roads nominated

20 roads resurfaced in 2019,
£775,000 spent

13 roads planned for 2020,
estimated cost of £600k

Works to fix more potholes and repair our roads were temporarily halted due to coronavirus - but our Pothole Busters will be back out in force through late summer and autumn to make sure our streets are rut and pothole free.

Thirteen roads will have their potholes busted under the Potholes Pledge, and sixteen roads, including 10 footways, will be treated as part of our Major Maintenance Programme. Kingsley Road will also receive a bright new road surface under the Special Capital Programme from July.

Locations and details of the planned works can be viewed at hounslowhighways.org/roads-footpaths

Here's to the waste teams!

WASTE PLEDGE:
Make recycling easier, improve bulky waste collections and reduce flytipping

Our Lampton360 waste and recycling crews were out in force during lockdown, collecting far more than usual, with rates of waste and recycling similar to Christmas on some days!



56,000 recycling boxes and **10,000 wheeled bins** collected everyday

5,000 recycling containers delivered (March/April)

Nearly 22 per cent increase in waste and recycling, including food and garden waste, generated by households

500 Bulky Waste collections (March/April)

Despite the challenging circumstances, this was all achieved whilst still maintaining services to flats above shops and garden waste collections.

Residents presented gifts and 'thank you' messages to crews on collection days - this was really appreciated!



Cllr Guy Lambert, Cabinet Member for Highways, Recycling and Trading Companies, said:

"I am grateful for the dedication and commitment of our Recycle 360, Space Waye and Hounslow Highways crews who continued to deliver key services to our residents over the past few months in challenging circumstances."



Space Waye is open but restrictions apply

Space Waye reuse and recycling service reopened to the public on Monday 18 May 2020 for essential use only. Despite the introduction of social distancing measures to keep staff and visitors safe, the site could still support access to around 150 vehicles a day over the initial opening weeks.

Visit our website for more information on waste and recycling services: www.hounslow.gov.uk/recycling



Creating a cleaner greener Hounslow



Our Greener Borough Framework guides the work we do across the borough to create an attractive environment for all

We are determined to create a green and environmentally sustainable borough – and through working with residents, community groups, partners, schools and businesses on a variety of greening projects we can make this a reality. Projects include:



Read more about our Greener Borough Framework at: www.hounslow.gov.uk/CleanerGreenerHounslow

Flourishing wildflowers



Last autumn, we created several wildflower sites across the borough, most of these sites have shown a quick transformation and are now in full bloom with an abundance of wildflowers and vivid colours on display.

The increase in wildflowers across the borough will help to attract birds and pollinators, such as bees, butterflies and other insects, improving biodiversity and the local environment. Wildflower sites are visible throughout our highways and parks and open spaces.



We would be delighted to hear from local green fingered conservation and environmental enthusiasts who would like to join our Environmental Champions Scheme which we launched in March. Because of the coronavirus pandemic, we had to put our volunteer scheme on hold, but now we are able to encourage you to come forward to help us tackle environmental priorities for the borough.

Please visit www.hounslow.gov.uk/EnvironmentalChampions for more information.



Improvements continue at Dukes Meadows

Making Dukes Meadows more attractive and easier to access has been our focus over the past few months.

We have carried out work to improve our verges and drainage, remove overhanging vegetation, encourage more wildlife through the nature reserve and the installation of bat boxes, treated the Japanese knotweed, renovated the bandstand area, opened the views to the River Thames and added yellow lines to clearly show where parking is or isn't permitted.

The project has attracted over £1m in external funding, for the development of a pedestrian bridge that will provide better access for walkers and cyclists to use the site, while encouraging others to leave their cars at home.

An additional £2.2m has been secured towards sporting facilities at the park, including renovation of pitches and sports pavilions.

Our new young trees need your help



Cllr Samia Chaudhary, Cabinet Member for Parks and Leisure and Cllr Guy Lambert, Cabinet Member for Waste and Recycling and Trading Companies have set up a tree watering initiative asking for your help to support new trees during peak dry spells. Young

trees planted within the last two years in our parks and streets need lots of water to make sure they can survive. Please could you help us take care of them? For more information on tree watering in Hounslow visit www.hounslow.gov.uk/trees

Offsetting our carbon emissions

As part of our Greening the Borough action plan, we are proposing to plant one carbon capturing tree or large hedge for every child born in the borough over the next 10 years. This will be around 5,000 trees and plants a year. Planting 50,000 trees and large plants would mean we could offset all our transport emissions and corporate gas (excluding housing) for 10 years.

Cllr Samia Chaudhary said: "Hounslow parks are among some of the finest in London. The introduction of over 1,000 more trees in our parks over the past year helps in our fight against climate change and helps to keep the parks beautiful."

Trees planted in our parks 2019/20

Site	Trees planted	Site	Trees planted
Bedfont Green	14	Brent Lea	50
Harvard Hill	300	Carville North	3
Stamford Brook	20	Green Dragon	25
Alf King	5	Hawthorn Hatch	9
Bridge House Ponds	6	Heston Green	5
Hatton Cemetery	82	Heston Park	6
St Dunstons	26	Heston Pool	9
Grantley Road Rec	10	Sutton Playing Fields	10
Inwood Park	1	Borough Cemetery	300
Kingsley Road Rec	2	Hanworth Airpark	134
Lampton Park	120	Whitton Dene	203
Redlees Park	8	TOTAL	1,352
St Johns Gardens	4		

Trees for our teams

Hounslow Highways, the borough's highways maintenance service provider, donated and planted 144 trees throughout the borough, in support of the Cleaner Greener Hounslow project.

Each tree represents an employee of Hounslow Highways and will be added to the 11,400 trees we already have across our highways.

The first of the 144 trees were planted at The Grove, Isleworth on Wednesday 29 April by Cllr Steve Curran, Leader of Hounslow Council.



No garden, no problem

Feltham in Bloom community group have launched a great new initiative called #GrowAtHome to encourage more local residents to get green-fingered by growing their own herbs, vegetables and plants without needing a garden.

The project, developed during lockdown, aims to help alleviate stress, save money and enable residents with only a balcony or a windowsill to enjoy a range of free baby plants and seeds – and even help inspire a future generation of gardeners.

For more information and to get involved please email rob.antill@hotmail.com or join the Feltham in Bloom Facebook group.



Ways to Move

Being in lockdown has produced some positive benefits. Hounslow residents have found creative ways to stay active and have taken the opportunity to explore the many parks and open spaces we have on our doorstep.

ONE YOU
HOUNSLOW

“I’ve rediscovered my local park! I’ve overlooked it previously as it’s so close to my house, but it’s amazing what’s right on your doorstep”

Lena, Hounslow Heath

“After living in the borough for 20 years, it is lovely to continue to discover its hidden secrets and wildlife spaces.”

An Active Family, Hounslow

More of our residents have jumped on their bikes to get from one place to another. Riding a bike has many benefits for our physical and mental health. It’s great daily exercise and is the best mode of transport to maintain social distancing and avoid congestion.

“The new pathway at Brazil Mill is great. I cycled along it the other day as part of my daily exercise. It’s now possible to walk or cycle all the way along the River Crane from Cranford to Twickenham.”

Mac Downes, Age UK Hounslow



Riding a bike has many health benefits



Cleaner air, quieter roads

We have all had the opportunity to enjoy less pollution, which in Hounslow is down 20 per cent due to the coronavirus lockdown, according to data collected from the borough’s monitoring sites. One third of the borough’s air pollution comes from road transport and a significant reduction in traffic on Hounslow’s roads has led to the reduction in emissions of harmful Nitrogen Dioxide (NO2).

Heston is leading the charge with a 25 per cent reduction in emissions while

Gunnersbury is just behind with a 21 per cent drop. Chiswick saw a 20.4 per cent decrease while there was an 18.5 per cent drop in Brentford. With less traffic making our streets quieter, we are also enjoying the benefits of hearing and seeing our local wildlife.

One-to-one cycle training is available, visit bikeworks.org.uk/hounslow to book your free training.



Move more

However you choose to move, it’s all good for your health and wellbeing. oneyouhounslow.org has many ideas to help keep you active wherever you are.

- **OurParks** runs 10 online classes per day including HIIT and Superhero Fitness for 3-7yr olds.
- **Brentford FC Community Sports Trust** has added new sessions. Free Tabata, Pilates and Yoga, as well chair-based classes for older residents.
- **NHS Fitness Studio** has some great advice for beginners and sessions you can try anytime, anywhere.

Every Mind Matters

every mind matters

It’s not just our physical health that we need to look after. The coronavirus pandemic has taken its toll and has been a very worrying time for many who are anxious about the risks associated for themselves and their families.

There are many things we can do to cope with these feelings. Taking some time out is more important than ever and it is completely normal to feel anxious. Visit Every Mind Matters website for top tips on looking after your mental health at home. Visit oneyouhounslow.org/every-mind-matters

Eating a balanced diet

Eating a healthy, balanced diet is an important part of maintaining good health and can help you feel your best. This means eating a wide variety of foods in the right proportions and consuming the right amount of food and drink to achieve and maintain a healthy body weight.

Visit oneyouhounslow.org/eat-well for top tips and healthy recipes to help you on your healthy eating journey.

Finding an activity that works for you!

ACTIVE
10

Doing 10 minutes of brisk walking is a simple, achievable way to add more activity into your day. Brisk walking is

simply walking quicker than usual, at a pace that gets your heart pumping. It’s a great way to get outside and improve your health. The Active 10 app is a great way to help you track and gradually increase your levels of brisk walking over time.

There are things we can all do in and around the home too.

“It’s good to break up the time spent sitting or lying down with some activity. Pushing a lawn mower, walking up stairs, and even carrying heavy shopping, can all contribute to our daily activity.”

Rasneet Choudhary, OneYou Health Advisor



WE ARE UNDEFEATABLE

We Are Undeatable is supporting people with a range of long term health conditions, to be more active.

Visit the [OneYou Hounslow](https://oneyouhounslow.org) website for activity inspiration.

Or call 020 8973 3530 to speak to a Health Advisor.

The NHS is here for you

The NHS is still 'open for business' and is asking residents to attend scheduled appointments for vital services, such as cancer screening and maternity care, as normal. Our local NHS teams have adapted to the coronavirus pandemic and want to reassure the Hounslow community that it is safe to access care.

GPs are now speaking with their patients by telephone, text message, video and email. You can also be seen face-to-face, if needed. It is important that when patients have an appointment to visit a GP or nurse that they wear a face covering that covers the nose and mouth. Face coverings can help contain the coronavirus.

So, if you need medical advice about anything, contact your GP practice online or by telephone. When your GP practice is closed you can use the NHS

111 online website or call 111 if you are unable to get help online. In an emergency, dial 999.

You can also use a smartphone or your home computer to access your GP's online services. First you need to sign up by calling your GP practice. You will find a web link to these services by going to your practice's website. Both options keep your information secure.



Public Health England



Immunisation helps to protect you from disease

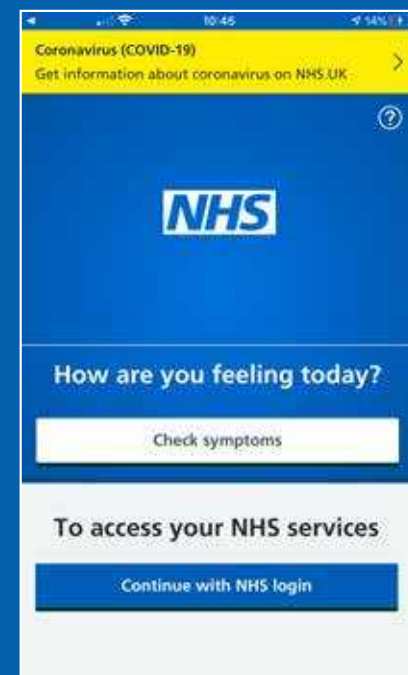
It's really important children continue to receive the booster vaccines and MMR vaccine they are due at one year during the pandemic. These will protect them against several different serious infectious diseases. Make an appointment with your GP practice who can give them safely.

 Vaccination appointments count as an important medical reason to leave your home.

Online services

By signing up to access some services using the internet (known as online services) you are helping your doctor to manage demand and also making sure you do not have to visit the practice unnecessarily. If you have a smartphone you can download the NHS mobile application. When you download and open the NHS mobile application, you will be told how to register. You will need documents like your passport to prove your identity.

To contact your GP, order repeat prescriptions and manage your wellbeing without leaving your home visit www.nhs.uk/health-at-home



Sexual and reproductive health in Hounslow

The service provides specialist contraception, reproductive and sexual health care to people of all ages. Due to the coronavirus pandemic they are offering phone consultations, but are still seeing urgent or vulnerable patients face-to-face. Visit Sexual Health Hounslow for more information. The website also has free online resources for young people, including details on how to order a free STI testing kit and emergency contraception.

Housing News

Latest housing news for the borough

Worried about becoming homeless?

Don't leave it too late, we can help you - let us know as soon as you have concerns

Since Hounslow House closed to the public on 24 March 2020, the homeless team has dealt with around 500 calls each week from residents on average, with around 60 per cent being about homelessness.

Residents are contacting us with a range of problems from being worried about not being able to pay their rent, living in a home that is overcrowded and having health problems resulting in difficulties managing in their current home. We are also working with local hospitals to ensure that residents being discharged have safe accommodation to go to.

The team is very busy but is still trying to prevent residents from becoming homeless. Residents have been encouraged to stay in their homes to meet government guidance about coronavirus. We can provide support to residents to prevent evictions by negotiating with family, friends and private landlords, and helping people to claim welfare benefits and other assistance.

We have assisted over 100 people to move into a permanent home, despite lockdown conditions, and we have assisted around 25 people since lockdown secure accommodation in the private rental sector. We have also provided people with basic furniture packs where they need it

Despite being busy, we still want to hear from you as early as possible if you have a housing problem or are worried that you may become homeless in the next few months. We encourage you to look at the homelessness pages on the council website www.hounslow.gov.uk for information and advice and for details of how to contact us.

ONE NIGHT ON THE STREETS IS ONE TOO MANY.



One of the major challenges has been the number of new people who have found themselves sleeping rough (on average at least one new person every day). This is often due to circumstances beyond their control such as job loss, being asked to leave by family or friends or experiencing a breakdown in their relationship within their family home. We work jointly with St Mungo's to provide outreach support to those on the street and help to find them somewhere to stay on an emergency basis.

Over 5,000 rough sleepers have been placed in emergency housing across London and hotels were opened up to help meet these very high demands. Much of the accommodation is only available on a short-term basis but Hounslow is committed to ensuring residents of Hounslow do not return to the streets.

If you want to tell us about anyone who is rough sleeping in Hounslow, please use the StreetLink online alert system at www.streetlink.london or call 0300 500 0914.



Coronavirus has been very difficult for everyone, but on our estates, where people live closer together, it can be even

more challenging.

Help is there for you. Our housing teams have been working tirelessly to make sure shared spaces remain clean, and vulnerable residents are looked after.

We are grateful for the help and support you have shown each other. This wonderful community spirit has been truly heart-warming. But we are not out of the woods, and we must continue to look out for each other and make sure we get through this safely.

One very difficult challenge is the growing number of people facing homelessness for a number of reasons, but we have placed over 150 single people in accommodation to provide or resolve rough sleeping. More than 80 of them had reported as having slept rough for at least one night.

Please don't hesitate, let us know as soon as you become concerned that you might lose your home, because we can help.



Cllr Lily Bath,
Cabinet Member for Housing and Social Inclusion

Fire safety in your home

Did you know, the top causes of fire in people's homes are smoking, cooking, candles/heating and electrics? We want to make sure you and your homes are kept safe from fire. The London Fire Brigade produce an excellent booklet full of advice on how to keep your home safe, which will help you make simple changes to make sure your home is safe – you can download the booklet from www.london-fire.gov.uk. But you can also book a free home fire safety visit, where community safety officers will visit your home and provide fire safety advice suited to your needs. Any household in the borough is entitled to book a free assessment – visit www.london-fire.gov.uk/safety/the-home/home-fire-safety-visits to find out how to book and to download the fire safety booklet.



Find your housing officer

Our new housing management service looks at housing management, caretaking, concierge service, looking after tenants and the quality of the places our tenants live in.

All council tenants will continue to have a dedicated housing officer, alongside this new service. You can look up your housing officer contact details on our website: www.hounslow.gov.uk/find_your_housing_officer and type in your postcode.

Helping hands on our estates

Housing and estates staff have gone above and beyond to ensure our tenants and leaseholders feel safe and supported, while continuing to do their 'day jobs'.



We know tenants and leaseholders have recognised their efforts because, not only have they received personal praise, they've also been given gifts of appreciation, which really make their day. Thank you.

Here are just some of the ways our housing teams have tried to help:

✔ **More than 700 residents aged 70 and over have received weekly calls** to make sure they're okay. These calls were well received and our officers were able to help in many ways, including connecting about 200 residents to the Community Hub to get food delivered. One resident during his weekly call reported feeling a little unwell – the Housing officer spoke to his GP surgery with his permission and the GP arranged an emergency appointment.

✔ **Advice has been given to our more vulnerable residents** on a range of issues, including how to top up pay as you go mobiles so that elderly residents can keep in contact with family networks and arrange priority shopping food slots. Some of our tenants enquired about vulnerable neighbours who are not our tenants and we helped them too.

✔ **Where officers were unable to speak directly to a tenant they sent letters** giving advice on assistance available. Estate noticeboards were regularly updated with a range of advice on social distancing, self-isolating, how and where to get support.

✔ **Housing staff also volunteered their weekends assisting the Community Hub** by visiting the properties of residents identified as needing to be shielded, but who had not responded to calls or emails from the Hub. To date over 3,700 letters have been delivered.

✔ **Caretakers continue to prioritise lift areas and all touch points in housing blocks**, sanitising them every hour in our towers. All walk throughs and safety checks are happening as scheduled, repairs are continuing to be carried out, and spillages cleaned up when reported.

✔ **Officers are also linking with the police** about reports of households or blocks who are not following social distancing guidelines so that advice can be given.

If you need help recovering from the impacts of the pandemic please do let us know.

Continuing to build for the borough

When the coronavirus pandemic broke out in March 2020, we put our construction work on council sites on hold. However, design and planning applications were able to continue, and our planning meetings have now

resumed as online virtual meetings, which you can observe (see page 2)

The Government recently confirmed that construction work can continue, providing social distancing measures

are adhered to, and we are working with our contractors to move forwards with our sites to ensure we can deliver the planned schemes and provide much needed new housing for the borough.

Homes on the horizon



As we can now progress with our construction and move towards achieving our targets, we are delighted that Burlington Close has received planning approval for the development of 61 new self-contained family-sized homes in three new blocks.

The new blocks will range in height from two to four storeys and will have pitched roofs.

The new development provides self-contained one-bedroom, two-bedroom

and three-bedroom homes with 10 per cent being made wheelchair adaptable.

The properties will benefit from landscaped communal gardens, dedicated cycle storage units and 51 parking spaces, and will complement the adjacent conservation area. Properties will be available for Hounslow residents eligible on the current housing register.

Works are anticipated to start on site late summer 2020 with completion scheduled for winter 2021.

Converting underused space to create homes

Planning approval has been granted for four additional one-bedroom flats within the existing block of flats at Hamilton House, Chiswick. This is possible through the conversion of stockage space and open undercroft areas which enable the creation of the additional homes. The

homes are being built with contractors, Milestone (formerly AYM) who will be following the Government's guidelines on social distancing and safety.

Completion is scheduled for summer 2021.

New accommodation for our elderly residents

Before the outbreak of coronavirus we successfully completed the conversion of four sheltered warden's flats into eight new properties for our elderly residents.

The flats were made possible by dividing four redundant warden's flats into eight new one-bedroom self-contained flats.

Situated in the heart of Hounslow, the vacant units at Boswood Court, Harnage House, Kirkstone Lodge and Sycamore Court are now available for short-term housing relief for elderly tenants leaving hospital and continuing to need support during their recuperation.



HOUSING PLEDGE
Secure 5,000 affordable homes by 2022
1,461 new homes secured since 2018



Cllr Candice Atterton
Cabinet Member for Adults, Social Care and Health

"Hounslow is blessed with a thriving social care sector that has risen to the challenge of caring for our vulnerable and shielded residents throughout the past few months. These amazing people have had to cope with concerns over their own safety and that of their loved ones, have often had to cover for colleagues who were self-isolating and had to juggle many other responsibilities. Their commitment and contribution is recognised by all and the vital role played by the sector throughout the pandemic has earned the sector great respect."

"In Hounslow, our commitment to creating good jobs for our residents means that if you begin working with any of the council's approved care providers, we can guarantee you good terms of employment including the London Living Wage. Please see further information below."

Care workers at Bristol Court, Feltham



Caring for our community

Throughout the pandemic carers across the health and social care system have been on the front line supporting the most vulnerable people in our communities while juggling family life,

longer shifts, caring responsibilities and so much more. Thank you all for going the extra mile. Your dedication and compassion is an inspiration to all.

"I am so proud of my dedicated staff team who have come into work throughout the coronavirus pandemic and made a huge difference to the lives of the people who live at the service."
Belinda Calen, Registered Manager at Sandbanks Resource Centre

Would you care?

If you are passionate about people and feel you want to make a real difference to peoples' lives at work, then why not consider a career in care? Hounslow needs more care and support workers from different walks of life and we want to help you find the good jobs in this varied and fulfilling sector.

Hounslow's pledge to only work with employers paying the London Living Wage means that if you work with any of our approved suppliers – that's exactly what you get, along with a whole lot more!

"I absolutely love my job. No day is the same. If you like working with people, caring for them, having fun and being an important part of a person's life, then care work is definitely the right job for you."

Medina Ali, who works at Bristol Court, Feltham

Just some of the benefits of working with Hounslow Council approved care providers:

- London Living Wage – currently £10.75/hour minimum
- Full training provided
- Flexible hours
- Diverse and inclusive environment
- Work local and walk or cycle to work
- Career progression opportunities
- Safe working environment and full PPE provided

For more information visit:
www.hounslow.gov.uk/Care4Hounslow



Jobs, training, learning – we're here for you

Adult and Community Education

As a result of the pandemic, we have increased our range of free online courses to help you develop your skills, feel well and stay connected.

In May 2020, five hundred people participated on more than 70 different courses, studying subjects like Business, Digital Skills for Employment and E-commerce. From September, we will be launching a new extended offer for 2020 / 21, including an expanded range of qualifications and new subjects.

All our courses are delivered by qualified tutors who are experts in their fields. Regular, face-to-face group classes take place and as all our courses are 'live' and fully interactive, you will feel like you are in a classroom setting.

We work closely with WorkHounslow, so our learners can take advantage of support for getting employment, developing their micro-business and the Skills Escalator project.

Please visit our website www.hace.ac.uk or phone 020 8583 6000 to find out more. We are here for Hounslow – so please let us know if there are courses you would like us to offer.

“Very well planned and informative sessions, presented very well with great interactive components.”

A learner on 'Prepare a Business Plan', April 2020



Employment Support and Career Options Question Time

We are organising regular live webinar workshops to help you find employment and help you with your career options.

Do you have any queries about finding employment? Thinking of changing your career? Then come along to one of our online workshops!

The workshops we held in June were a great success, and there are plenty more coming up.

For more information visit www.hace.ac.uk or call 020 8583 6000.

APPRENTICESHIP PLEDGE

Target of 4,000 to be achieved by 2025

2,805 apprenticeships achieved – both within the Council and across the borough



Have you lost your job due to coronavirus?

Our Skills Escalator programme, previously only for those already employed has been extended to include those who have lost their jobs due to the pandemic.

- Are you a resident of Hounslow, in employment and claiming benefits or have you recently lost your job due to the coronavirus?
- Do you want to upskill and improve your employment prospects?

If your answer is 'yes' to either of these questions, Skills Escalator is here to support you!

The Skills Escalator programme offers one-to-one advice and support to help you find work or build your career to realise your full potential. In most cases we can help you with the cost of training.

To find out more, please email: skillsescalator@hounslow.gov.uk or call 07790 359 392

Sign up for Work Hounslow e-newsletter

Keep up to date with current vacancies in Hounslow. Sign up to receive regular vacancy updates by email.

Visit www.hounslow.gov.uk/GetConnected and select 'Work Hounslow'



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.

CHISWICK HOUSE AND GARDEN

Chiswick House is closed. The Garden is open but with restrictions in place. The café is open for takeaways. Car park is open. Please visit chiswickhouseandgardens.org.uk for further updates

SYON PARK GARDENS

You can visit the gardens and great conservatory of Syon House but must either book tickets in advance or pay on the door using contactless payment.

www.syonpark.co.uk

GUNNERSBURY PARK

Gunnerysbury Park is open but the museum, tennis courts and public toilets will remain closed for the time being. Visit www.visitgunnersbury.org for updates

MOVE MORE

COUCH TO 5K

Couch to 5K is for everyone. Whether you've never run before or if you just want to get more active, Couch to 5K is a free and easy way of getting fitter and healthier oneyouhounslow.org/move-more.

WALK4LIFE

A daily brisk walk can make you feel better. It can boost your energy, clear your head and lift your mood. Visit walk4life.info to help you plan or vary your local walks around Hounslow.

ACTIVITIES FOR YOUNG PEOPLE, CHILDREN, AND FAMILIES

Oneyouhounslow provides a list of resources and a range of activities, to help keep young people active and healthy this summer. Visit oneyouhounslow.org

GUNNERSBURY PARK SPORTS HUB

Keep up to date with news from the Hub. The venue has a large gym and sports hall offering space for a variety of sports. For more information contact BETTER better.org.uk/gunnersbury-park-sports

OUTDOOR GYMS

Visit one of Hounslow's 14 gyms and fitness trails including Bedfont Lakes, Heston Park, Redlees Park & Carville Hall North. Always follow government guidelines to ensure you are using these spaces safely.

GOODGYM

is a community of runners that combine getting fit with doing good. During the coronavirus outbreak volunteers are helping with basic household and garden tasks. Visit goodgym.org/request-a-covid-19-task

DR BIKE

Drop in for a cycle health check and free bike marking, visit bikeworks.org.uk for more information.

DISABILITY SPORTS COACH

is providing a weekly timetable of sessions. They also supply bespoke home activity cards in a VI friendly format. Visit disabilitysportscoach.co.uk/dscathome for more information

SMALL GROUP FOOTBALL SESSIONS AT GUNNERSBURY PARK
Brentford FC CST are running football sessions at the new facilities at Gunnerysbury Park. For more information visit brentfordfcst.com/gunnersbury-park-football-sessions

POST -16 EDUCATION AT GUNNERSBURY PARK SPORTS HUB
For more information contact

Brentford FC Community Sports Trust brentfordfc.com/news/2020/june/post-16-cst-offering

OSTERLEY PARK AND GARDENS

The National Trust site is back open to the public. You'll need to book your tickets by 3pm the day before your visit. Tickets are released every Friday. Members can book for free. Visit nationaltrust.org.uk/osterley-park-and-house

AUTISM HOUNSLOW - every Tuesday and Thursday there is an opportunity to learn Shintaido, a Japanese Martial Art, through online sessions designed specifically for autistic people. Visit autismhounslow.org for more information

10 TODAY from Sport England is a 10-minute audio exercise routine aimed at keeping older people

healthy and active available online and via BBC Sounds. Visit 10today.co.uk for more information.

ORIENTEERING is educational, fun and free. Maps are free to download at oneyouhounslow.org/move-more. Always follow government guidelines to ensure you are using these spaces safely

PLOGOLUTION will be plogging in Hounslow again soon. Plogging is a mixture of walking and running or jogging whilst picking up rubbish at the same time. Find out what you can do to help visit plogolution.com

METRO BLIND SPORT is a London based charity creating fun, sporting opportunities for blind and partially sighted individuals, including at home exercises and activities. Visit metroblindsport.org

For more information and support visit oneyouhounslow.org/move-more



London Borough of Hounslow

Consultation on a review of licencing in Hounslow

Hounslow Council is consulting on a review of alcohol, entertainment and late night refreshment licensing in the borough.

Under the Licensing Act 2003, councils must review their licensing policy at least every 5 years to ensure that the policy is fit for purpose and develops in line with the needs of the local community.

The new draft policy includes three significant changes which the consultation specifically wants feedback on:

- The extension of the Cumulative Impact Area to include parts of Heston
- The introduction of 'core hours', outside of which additional controls need to be put in place.
- The Introduction of 'model conditions'.

The consultation is open now and the Council wants to hear from you.

Closing date 27 July 2020



For more information and to take part go to: www.hounslow.gov.uk/licensing-consult

If you require a paper copy,
Email: licensing@hounslow.gov.uk
Call: 020 8583 4711



Around the borough with the Mayor

In spite of three months of lockdown, Cllr Tony Louki has been as busy as ever in his role as Mayor of the London Borough of Hounslow. As a result of coronavirus, the Government is permitting councils to "roll over" their municipal year until May 2021. Here in Hounslow, it was formally agreed that all the committee and mayoral appointments from 2019/20, may be extended for another year.

HIGHLIGHTS

The result of this, Cllr Louki is only the second person in the history of the borough to be Mayor for two years (Cllr Brian Price being the first) but the first to do so in consecutive years. His charities will continue as before, although he will also offer support to the Hounslow Youth Counselling Service for 2020/21.

Well known local bus driver, Cllr Bishnu Gurung invited The Mayor to the Abellio run bus Fulwell bus garage where he was allowed to sit in and fire up one of the new TfL funded low emission buses which are now in service.



In early March, Cllr Adriana Gheorghe, along with her son Oly and the Mayor, were guests of the Ambassador, His Excellency Dan Mihalache at the Romanian Cultural Institute in Belgrave Square. The Mayors of Harrow and Croydon joined them in order to celebrate the work of the My Romania Community organisation.



On Monday 4 May, Firefighters' Memorial Day, the Mayor attended the Heston and Isleworth Fire Station's two minute silence to honour firefighters who died in the line of duty. The Mayor also visited the borough's two other fire stations at Chiswick and Feltham to join the Thursday applauds for the NHS.



VE Day was celebrated on 8 May and the Mayor was joined by Seema Malhotra MP and members of the Heston Royal British Legion for a walk to lay wreaths at the War Memorial on Heston Road.



One of the Mayor's favourite puddings is rhubarb and custard. That's why on some Thursdays during lockdown he has joined staff at Chiswick House Kitchen Garden cropping produce for the Hounslow Community Hub. The Devonshire Road eatery, La Trompette kindly donates freshly baked bread for distribution via the Hub.



Middlesex Day was celebrated on Saturday 16 May in Brentford, the historic location for County's parliamentary hustings and vote. The Mayor is seen here with the Brentford councillors, Guy Lambert and Mel Collins outside his home with the Middlesex Flag. The Mayor was particularly pleased

to welcome Mel to the occasion as he was shielded for much of the lockdown.



Early June, The Mayor met plot holders and the volunteers running Hatton Road Allotments including Warwick Francis who takes rent for his hives in the form of honey from the bees that live there.



On 15 June The Mayor visited Atfield House Care Home, Isleworth to launch 'Gift a Geranium' to a care home as a sign of thanks for their unstinting work during these most difficult times. He is pictured with care staff and Joseph, a West Thames College student, who is part time bank staff there.



Find out more about Hounslow's Mayoral team and how you can 'Gift a Geranium' to a care home at www.hounslow.gov.uk/mayor

You can also donate to the Mayor's charities at www.justgiving.com/companyteams/louki1 To find out more about the charities' work, visit www.ourbarn.org.uk and www.hounslowseniorstrust.org

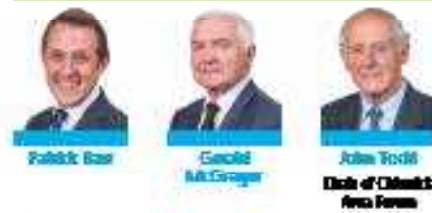
BEDFONT



BRENTFORD



CHISWICK HOMEFIELDS



CHISWICK RIVERSIDE



CRANFORD



FELTHAM NORTH



FELTHAM WEST



HANWORTH



HANWORTH PARK



HESTON CENTRAL



HESTON EAST



HESTON WEST



HOUNSLOW CENTRAL



HOUNSLOW HEATH



HOUNSLOW SOUTH



HOUNSLOW WEST



ISLEWORTH



OSTERLEY & SPRING GROVE



SYON



TURNHAM GREEN



To find out which ward you live in, who your councillor is and how to contact them, visit www.hounslow.gov.uk/council/elections and elections or call 020 8583 2255



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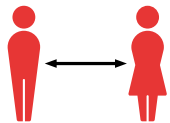
We're working with local businesses to ensure they're Covid secure when they re-open.

They need your help too. As well as supporting them by shopping locally, please follow the rules below to keep yourself, their staff and other customers safe.

Shop safely by observing these simple rules:



Walk or cycle where possible to keep roads clear for those who must drive.



Maintain social distancing as much as possible.



Wash your hands regularly and use sanitiser when out.



Be patient when queuing and follow instructions on signs.



Wear a face mask where social distancing isn't possible.



Avoid crowded or confined spaces.



Use contactless payment where possible.

Funded by



London Borough
of Hounslow

For more information visit:
www.hounslow.gov.uk/ShopSafeShopLocal