

Winter 2017

# Hounslow

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

## MATTERS



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

## Delivering new, improved services and continuing to put our residents first

Despite the continuing challenges we face through reduced funding from central government, we're looking at 2017 as a major year for delivery here at Hounslow. We made a start in November with the launch of the new recycling and waste collections service, which we moved from external contract to Recycle360, part of our wholly council owned company Lampton 360. On page 6, you can read about how Lampton 360 is delivering a range of other services across the council too – how we're developing these to deliver on our promise for a better borough.

We're starting our new garden waste collections service 2017 from 3 April. The sign up period runs from 1 February to 31 March, but there is a discount of 10% for residents who sign up or re-subscribe by 28 February. Details are on page 14.

The council's brand new website launched on 31 January and is 'putting our residents first!' You'll now be able to go online to create your own account so that you can sign up for information on services or pay online from your phone, ipad or laptop and PC. I think the new site looks great – it's bright, modern and much easier to use.

On 25 January, I had the pleasure of welcoming the Deputy Mayor of London, James Murray, to the ground breaking ceremony of a landmark scheme for 919 homes being built on the Hounslow Civic Centre site. This is an exciting development for Hounslow – and the first since May 2016 to deliver 50 per cent affordable housing for local residents. Releasing the Civic Centre site for new housing means we gain a new, modern civic

building in the heart of Hounslow town centre. You can read about this on page 22.

Budget proposals are being discussed at Borough Council on 21 February – we're in challenging times and having to make further tough decisions, but we remain determined to minimise the impact on local services and residents as much as possible. The proposals include adopting the government's social care precept of 2% to help protect adult social care services from further cuts. With the 1.99 per cent Council Tax increase agreed in principle in October, this will mean a total Council Tax rise of 3.99% in 2017/18. For a household in a Band D property this means an additional annual cost of £43.08.

You'll have read in my weekly diary and in recent press releases that the council's views on Heathrow airport expansion remain as they always have, that we would like to see a better, not bigger, Heathrow. The Department for Transport has now launched a 16 week public consultation on a new northwest runway at Heathrow, so that local communities can ask questions and express their views. You can see more on this on page 4.

I urge all residents and local businesses to take part in the consultation – it's an important opportunity to 'have your say' and there are two local events taking place in Hounslow on 27 February at the Civic Centre and 15 March at Isleworth Public Hall.



Councillor Steve Curran  
Leader of Hounslow Council



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Email: [hm@hounslow.gov.uk](mailto:hm@hounslow.gov.uk) | Tel: 020 8583 4348

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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](mailto:hm@hounslow.gov.uk) and maybe it'll get into the next issue!

# Heathrow Airport Expansion Consultation

On 25 October 2016, the Government announced that its preferred option for airport expansion in the southeast was a new northwest runway at Heathrow.

The Government has launched a consultation on the policy so that you can tell us what you think.

The 16 week consultation includes a series of events in the areas around Heathrow to provide the opportunity for local communities to ask questions and express their views.

There will be two events in Hounslow:

**Monday 27 February –  
Hounslow Civic Centre**

**Wednesday 15 March –  
Isleworth Public Hall**

Each event is open between 11am and 8pm. They're free to attend and open to all. Staff from the Department for Transport will be on hand to answer questions about the policy and guide

people through the information available, including details on the support offered to local communities.

To find out more information and access the consultation feedback form, please go to:  
[www.gov.uk/dft/heathrow-airport-expansion](http://www.gov.uk/dft/heathrow-airport-expansion)

Cllr Steve Curran, Leader of Hounslow Council said: "Our position on Heathrow Airport remains as it has always been, that we would like to see a better not bigger airport. The announcement that government now recommends expansion at Heathrow will have a huge impact on the residents and businesses of Hounslow.

"Our main concerns remain noise, pollution and additional congestion.

We need to do more on these and so does Heathrow and the Mayor of London. We will continue to work with Heathrow on behalf of our residents and businesses, many of whom are employed directly at Heathrow or are part of the supply chain, to ensure the best possible outcome and to reduce any adverse effects of the government's decision. We have already achieved some local improvements, particularly for our schools, and this work will continue.

"The government has now launched its consultation on airport capacity [the National Policy Statement] which is an important step towards a final decision on a third runway at Heathrow. I urge all residents and businesses to take part in the consultation and make sure they have their say.

## Double award success for apprentices

Hounslow Council scored a double success at the Spark! Partnership Awards (24 November) with Gurpreet Lotay (former Business Apprentice in Hounslow's Electoral Services team) named Apprentice of the Year, and the council winning the Apprenticeship Company of the Year award.

This is the second consecutive year that a Hounslow apprentice has won.

For more information on the Corporate Apprenticeship Programme, visit [www.hounslow.gov.uk/aboutapprenticeships](http://www.hounslow.gov.uk/aboutapprenticeships)



## Hounslow's Mayor is busy as a bee...

It continues to be a busy time for the Mayor of Hounslow, Councillor Ajmer Grewal, who is relishing getting fully involved in the community.

Over the last few months, the Mayor has been involved in several events and led the way in supporting what's important to residents across the borough.

Cllr Grewal joined Isleworth ward Councillor Sue Sampson and the family of Sahil Roy, who was tragically killed on Ivybridge Estate in April last year, to officially open a new boxing gym on the estate in October.

She then led the borough at the Armistice Day and Remembrance Sunday services which took place

across the borough in November. The Mayor then led the recognition for Hounslow's foster carers at a special awards ceremony.

Cllr Grewal was on hand to lend support as local retailers and companies marked Small Business Saturday.

The Mayor raised more than £1,000 at a charity event she hosted at Syon House, with all monies going towards her two chosen charities, Hounslow Association for the Blind and The Alzheimer's Society.

The next fundraising event the Mayor will be holding is a dinner and dance, at the Riverside Venue, Bath Road, Hounslow, TW6 2AA on Friday 24 February.

# Community blooms again with boxing gym



Through sheer hard work, determination and belief, there has been a re-birth of a community at the Ivybridge Estate in Isleworth.

In April 2016, the unthinkable happened. A 28-year-old estate resident Sahil Roy was tragically stabbed to death and a community was plunged into fear and mourning.

Hounslow Council joined forces with the local community on the estate, police and other community groups, to put together a plan that would bring the residents together in hope and also find out why this had happened.

Councillor Sue Sampson, Ward councillor for Isleworth and Cabinet Member for Community Protection, set about getting to the heart of what residents wanted on their estate and what could be done to help try and ensure this never happened again.

The response from residents was an overwhelming need for more activities for children and young people living in and around Ivybridge Estate.

Following meetings and discussion led by Cllr Sampson and the police, the Ivybridge Boxing Gym was opened and three months on, is providing a fantastic outlet for the community.

Two-time former world heavyweight champion Tim Weatherspoon, former European, British and Commonwealth super-middleweight and Isleworth

resident George Groves and Welsh boxer Barry Jones all launched the new gym last October, along with Sahil's mother, Nasira Roy, Hounslow Council and police.

The club is proving to be a huge hit, with sessions hosting adult boxing sessions and boxing classes for children from six years to 16, plus a ladies only class.

Cllr Sampson said: "The tragic and sudden passing of Sahil did bring a grieving community together. We listened to their concerns and worked hard to get this wonderful facility up and running.

"This has been a labour of love for all who have been involved. It is about giving residents of all ages a great place to go and a sense of belonging again in their community."

**IVYBRIDGE BOXING GYM,  
The Boiler House, next to  
Haweswater House on Ivybridge  
Estate.**

**Children's class** (six to 16 yrs) –  
Tuesday/Friday – 5.30pm-6.30pm

**Adults mixed classes** – Tuesday/  
Friday – 6.30pm-7.30pm

**Ladies only class** – Tuesday – 8.30pm

For more information visit Westside.  
gym@hotmail.co.uk  
[www.ivybridgeboxing.co.uk](http://www.ivybridgeboxing.co.uk)

## Hounslow reflects and remembers the Holocaust

Hounslow Council led the commemoration for remembering those affected by the Holocaust and genocides all over the world, with a special event last month (January), following Holocaust Memorial Day (27 January).

Councillor Ajmer Grewal, Mayor of Hounslow, Councillor Steve Curran, Leader of Hounslow and Maria Pedro, Deputy Lieutenant [Queen's Representative] were joined by councillors and council staff to light candles to remember lives lost and the price paid by so many.

Among the specially-invited guests was Susie Barnett, who told of her family's life in pre-war Germany, how they escaped individually but the price they paid for the experience as a family.

The theme for this year's commemoration was How Can Life Go On, and the service, with prayers, was led by the Reverend Richard Frank, Area Dean of Hounslow.

Councillor Ajmer Grewal, Mayor of Hounslow, said: "It's important we can all take time to remember what happened to millions of people and make sure this crime against humanity doesn't ever happen again.

"We can only be inspired by the strength they and so many others showed and that their stories serve as a reminder that we never forget."





## Get fit with Goodgym

If you're after some exercise with a difference, then Goodgym may be right up your street! The initiative, which was launched in Chiswick last November, promotes a healthy way of exercising mixed with doing a good deed in the community.

Councillor Ajmer Grewal, Mayor of Hounslow, attended the launch of the council-funded project which saw a group of runners, including the Friends of Turnham Green, set off from Chiswick Hall armed with buckets, rakes and sponges to collect leaves,

clear bins and clean benches and signs on Turnham Green.

Goodgym takes place every Wednesday, from 6.45pm, starting at Chiswick Town Hall. It is free and open to all abilities, combining a short run with a physical task. Runners can also be paired with an isolated older person and commit to visit them each week.

To be part of Goodgym Hounslow, visit [www.goodgym.org](http://www.goodgym.org)



## West Thames College – in the heart of Hounslow



(Left to right) Carl Lomas, MBE and chairman of the Institute of Couriers, Colin Gordon, System Training Director, Christopher Histed, Master of the Worshipful Company of Information Technologists, Tracy Aust, principal of West Thames College, Steve Curran, leader of Hounslow Council and Stephen Fry, CEO of the Hounslow Chamber of Commerce.

Many local residents will have heard of Hounslow Borough College. First used as a place of learning in 1922, it was renamed West Thames College in 1993. Today, the college provides education and training to the local community including over 2,000 students aged 16-18, adults looking to improve their job prospects; children aged 14-16 with a love of learning practical skills, students studying at higher level and a growing number of apprentices across all ages.

The college is rated the second highest performing college in London and has excellent facilities across its two sites; the original Isleworth campus and the West Thames College Skills + Logistics Centre in Feltham.

In addition to offering courses in engineering and the construction trades, the Skills + Logistics Centre is also the hub for high quality logistics training in West London. Currently the college works with local businesses to

offer LGV driver training and several supply chain apprenticeships to meet the growing demand for skilled workers in this sector.

Long-standing partners and supporters of the college include not only logistics businesses but also London Heathrow Airport, Premier Inn, Aramark Catering, Chelsea and Westminster Hospital, Sky and the Hounslow Chamber of Commerce. The college collaborates closely with the London Borough of Hounslow and with the Institute of Couriers, led by Chairman Carl Lomas MBE, who helped to define the vision for the Skills + Logistics Centre.

The college is proud of these relationships which lead to jobs and apprenticeships for our students and give businesses access to the best local talent. Principal of West Thames College, Tracy Aust, summed up the importance of these connections, stating: 'Our role is to give young people the skills and experience they need to fulfil their dreams. Strong links with top local employers provide access to industry leaders and provide great opportunities for our students.'

To find out more, visit the website [www.west-thames.ac.uk](http://www.west-thames.ac.uk).

# Lampton 360 delivering for Hounslow

On 7 February Hounslow Council's Cabinet approved the transfer of its Housing Planned Maintenance and Capital Works Services into its wholly owned subsidiary, Lampton Facilities Maintenance 360, which is currently responsible for delivering a range of works programmes to council housing across the borough, including kitchen and bathroom refurbishments.

The service is currently within Hounslow Housing and the decision was made as part of the council's wider commitment to improve services to residents and deliver value for money. These improvements will help the council to off-set some of the savings required following public sector cuts in spending.

Last October, Recycle 360 took on the council's waste and recycling contract. This has been a big success, with positive feedback from both residents and staff who transferred from the previous provider. Further improvements are planned during 2017 with the introduction of recycling boxes for all low-rise homes in the borough.

Councillor Steve Curran, Leader

of Hounslow Council, said: "While councils struggle to balance the conflicting challenges of increasing demand for local services in the face of a dramatic drop in public sector funding, Lampton 360 is an innovative and ambitious approach to delivering on our promises for a better borough."

Lampton Investment 360, which seeks to acquire properties for the council and explore development opportunities, was launched last November. Its first property was acquired soon after and let to a local Feltham family previously in B&B accommodation. A further ten properties are now moving through the purchase process.

Facilities Maintenance 360 will also support the council in an advisory capacity on management of the current Civic Centre and its new offices, due to open in Spring 2019.



## Health and safety fine of over £350,000 for David Lloyd leisure group

A health and safety investigation by Hounslow Council resulted in leisure club David Lloyd being fined over £350,000 after pleading guilty to an incident where a five-year-old boy was almost fatally injured in one of their swimming pools.

The high-end fitness firm notified the council's health and safety officers of the incident at its Heston branch, Southall, in February 2013 where Blakeney Dear, formally of Hounslow was almost 'drowned/ asphyxiated' at a 'kids holiday active' session.

It is the biggest fine that has been given in any action brought by Hounslow Council. The council's investigation found a series of failures that led to the incident taking place.

As a result of the investigation's findings, David Lloyd Leisure was charged with an offence under s.3(1) of the Health and Safety at Work Act (1974) for failing at its Heston-based club on 19 to 20 February 2013 to have taken all reasonably practicable measures for Blakeney's safety while he was engaged in swimming sessions.

David Lloyd was fined £330,000, ordered to pay £22,131.75 in court costs and a victim surcharge of £120, with the overall amount of £352,251.75.

## Social Care Residents Forum

We are looking for residents keen to influence the direction of social care within Hounslow in order to set up a resident's forum. We want to understand what matters to you the most. You might want workshops to understand how to support someone with their finances or you may have skills and knowledge that you would like to share with the local community. Whether or not you use our services, we'd like your ideas and expertise.

If you would be interested in being involved, please email [safeguardingadults@hounslow.gov.uk](mailto:safeguardingadults@hounslow.gov.uk) or call 020 8583 4515 and we can provide further details.

## FREE HELP TO STICK TO YOUR NEW YEAR'S RESOLUTION.

A new online programme could help you lose weight, eat well, be more active or stop smoking. With "One You Hounslow Goals" you choose a simple healthy goal, pick a date when you want to achieve it by, and get rewarded for your success.

It could be eating smaller portions, going for lunchtime walks, stopping smoking for 28 days or anything you want to achieve but struggle to stick with!

Sign up today and if you manage to stick with your goal then you could win great prizes.

Call to action:

Find out more and sign up here:

[www.oneyouthounslow.org.uk/goals](http://www.oneyouthounslow.org.uk/goals)

**ONEYOU HOUNSLOW**

## Snippets of my week as a Trainee Educational Psychologist

I'm Samira and I'm in my second year of training in Hounslow to be an Educational Psychologist (EP) and I thought I'd share some of the things I've been up to.

People always ask, what do Educational Psychologists do? Educational psychologists work with schools and families to offer support and guidance. Having the right support at the right time can change the outcomes in a child's life. The ultimate goal is to help every child meet their potential while recognising that every child is unique.

I've been given valuable opportunities to observe EPs: from assessing a child with complex needs or delivering the many kinds of training they do for parents and professionals like Portage and Early Bird. I'm hoping to evaluate the EP service's new ELSA (Emotional Literacy Support Assistant) training, which many schools could benefit from.

This week I observed an EP, alongside other professionals and the school's special needs coordinator. I've also had the opportunity to observe an EP work with other professionals on autism assessment pathway and saw the careful deliberation involved.

Back in the office I get to write reports and reflect on cases. So far I've really enjoyed my placement in Hounslow and I'm excited about what's next.

Information about Hounslow's Educational Psychology Service can be found online at [www.hounslow.gov.uk/educational\\_psychology\\_service](http://www.hounslow.gov.uk/educational_psychology_service)



## Give children a chance to play on their doorstep

Want to give children a chance to play outside on their doorstep, make friends and be more active – all at the same time? Play streets – where neighbours agree to close their street to through traffic for a few hours a month, week or even daily – are a simple way to achieve all this.

What more, you ask? Well, residents on play streets also benefit from stronger community ties, less social isolation and better relationships between generations.

Children today spend too much time indoors, playing with technology instead of with one another. People

seem to agree that neighbourhoods are not what they used to be in the days when we chatted over the back fence; our children called the next-door neighbour Aunty and there was hopping, skipping and jumping as far as the eye could see.

Well, it is still possible to live on a street like that, and you can make it happen! It is easy to do, and won't cost you a thing. To find out more about turning your street into a play street, contact London Play and they'll show you how it's done.

For more information visit [www.hounslow.gov.uk/playstreet](http://www.hounslow.gov.uk/playstreet)

# Pocahontas: from the James to the Thames

On Monday 20 March, the London Borough of Hounslow and Thames Landscape Strategy will unveil a memorial in honour of a famous former borough resident: Matoaka, daughter of Powhatan, better known as Pocahontas.

Pocahontas was a Native American, born and raised along the banks of the James River near Richmond, Virginia, USA, but who died and was buried at Gravesend in March 1617.

For a short time, she and her family lived in a villa (now demolished) opposite the grounds of Syon House,

Brentford. The 400th anniversary of her funeral will be marked by the unveiling of a plaque designed by local ceramic artist Clare Ireland, opposite the site of the villa.

The event, on London Road, Brentford, will be attended by a delegation of representatives from the Richmond Virginia regional community including representatives from the Virginia Tribes descended from Powhatan.

Residents are welcome to come along to the unveiling on 20 March at 3.30pm.



A commemorative brochure has been produced for the event following a local primary schools competition. The winning entry was from The Smallberry Green School.

## Hounslow's Project Search - giving young people a premier chance!



Project success with Premier Inn, Kimberley Moore, Nathan Hammond and Michael Burnham with Rakesh Mistry and Ryan Silvera, Premier Inn managers

### Hounslow Council fully supports ways to help young people grab opportunities into the big wide world of work.

Besides apprenticeship and careers programmes, the Council is also justifiably proud of Project Search, a partnership between the Council, Action on Disability and West Thames College. The programme enables young people with learning disabilities to get valuable work experience.

The latest group of interns completed three placements across council departments last year. Each

placement gave them an insight into the world of work and helped them get job ready. They worked in a number of different service areas including HR and reception.

Nathan Hammond, Kimberley Moore and Michael Burnham, all from Hounslow, are now employed in a permanent position at one of the UK's largest hotel brands, Premier Inn.

All three are thriving in their new roles and still supported by Project Search in the workplace, with a coach/mentor coming in on a regular

basis to give them one to one guidance.

Nathan works in Premier Inn's Bath Road (Terminal 5) branch, Hounslow, in the food and beverage department. He has been given training and support in building up his skills and confidence as part of a team.

Nathan said: "I really enjoy chatting to guests and the work that I do. My manager and colleagues rely on me and I feel I'm gaining more and more confidence as I gain more experience. I really enjoying working here."

Rakesh Mistry, Operations Manager at Premier Inn (Nathan's manager) said:

"Being involved in Project Search has been and continues to be a fantastic opportunity.

"Nathan has settled in well and has now been given a full-time contract too!

"As an employer, we can only speak positively about Project Search and we're delighted with the contribution made by those we have taken on."

Fellow Interns Kimberley and Michael are also employed by Premier Inn, as a part-time reservations assistant and full-time Linen Porter.



# Hounslow's new housing schemes

## Delivering on our Pledge

The Council has pledged to secure 3,000 affordable homes, by the end of 2017/18. These homes will provide much needed new homes for rent and shared ownership sale as well as helping to address homelessness within the borough. Since April 2014 we have delivered a total of 375 new council homes and secured a further 1,562 through working in partnership with private developers, housing associations and individual property owners. With further schemes in the pipeline we are on target to meet our pledge by the end of 2017/18.

During 2016 we completed the following new council owned developments:

**BROOKWOOD ROAD** was part of an existing car park within the Brookwood Road residential estate in Hounslow. This development promises six three-bedroomed houses all for affordable rent.

At **MIDSUMMER AVENUE** a total of sixteen flats for social rent have been developed. The site had previously been a disused underground car park which had been closed because residents experienced serious anti-social behaviour issues. The scheme has been designed to reduce anti-social behaviour and to maximise individual outside space.

**HOGARTH COURT**, a development which consists of 40 flats under a

sheltered scheme for social rent was in need of redevelopment to update the space standards, including the addition of wheelchair units for its ageing population. The new scheme has been built around the existing trees which are more than a hundred years old and stunningly beautiful. All units have personal outside space, with an extensive communal garden, fully landscaped with seating and a water feature. There is also a facility to charge electric vehicles.

At **TIVOLI ROAD** a scheme has been developed with a contemporary design and layout. The site was previously occupied by a disused two-level concrete car park which experienced regular fly-tipping and many abandoned vehicles. The development consists of a couple of two-bedroomed houses for social rent and eight new flats for shared ownership sale. The scheme benefits from outside amenity space, a facility to charge electric vehicles, private patios for ground floor flats, large balconies to middle floor flats, roof terraces to top floor flats and a ground level communal garden for the use of all flats.

Keeping in line with the existing houses on **LAUREL GARDENS**, three new two bedroomed homes were built on land which previously contained disused garages and attracted anti-

social behaviour. The new housing has been designed to keep in line with the existing homes on Laurel Gardens .

**SOUTH ROAD B**, was developed on land which was previously a car park and grassed area owned by Hounslow Council. The estate suffered from serious anti-social behaviour issues in the past and complaints of fly-tipping and road racing. The new scheme of eight flats for social rent and two three bedroomed houses has been designed to fit positively to the existing urban design.



South Road

## Residents enjoying life at re-built Hogarth Court

Hounslow Council officially opened the newly re-built Hogarth Court sheltered housing scheme in Heston, Hounslow.

The scheme consists of 40 apartments, all featuring a wet room, fully fitted open plan kitchen and living room, plus a separate bedroom and personal outside space. There is also an emergency response system in every flat so that residents can get help 24-hours a day.

Hogarth Court also features a range of extra add-on services and facilities on site, including a laundry room, assisted bathroom, guest room, a spacious communal lounge as well as breakout lounge areas on the second and third floors. More space has been provided to include the addition of wheelchair units for those residents with disabilities.

Outside are landscaped gardens which have been built around ancient existing trees together with a water feature for everyone living there to enjoy.

Councillor Ajmer Grewal, Mayor of Hounslow and Councillor Steve Curran, Leader of Hounslow Council, were joined by council staff and guests from Heston Community Centre, to meet residents for a celebratory afternoon tea with live music from singer Sonny Madden, before enjoying a tour of the facilities.

One resident, Nazira Darwishali, is

enjoying the new facilities and says it has strengthened the community at Hogarth.

"Hogarth Court is a lovely place to live, everyone here is so friendly and I have made many friends. There is a real community spirit and I feel very lucky to live here."

Councillor Ajmer Grewal, Mayor of Hounslow said: "I was really pleased to be able to officially launch this beautiful development.

"Hogarth Court is a lovely modern complex which has great facilities for its residents.

"Having Heston Community Centre on their doorstep is also key to supporting our residents to stay independent

for as long as possible through the diversity of activities available, there really is something for everybody."

To find out more about Hounslow Housing, visit [www.hounslow.gov.uk/housing](http://www.hounslow.gov.uk/housing)

**Paul Hill-Hottinger – Redloft, Senior Consultant**  
**James Montgomery – Sheltered Team Leader**  
**Farhan Mohammed – Unite Living, Site Manager**  
**Colin Freeman – Clerk of Works**  
**Cllr Pritam Grewal**  
**Cllr Ajmer Grewal (The Mayor)**



**Ms Susan Brown,**  
**Cllr Steve Curran, Leader of Hounslow Council**  
**Mrs Joyce Smith**



# Improving Dukes Meadows

## A jewel in the crown of Hounslow's parks and opens spaces

In 2016 Hounslow Council commissioned a review to look at the current condition and existing use of Dukes Meadows, with the aim of exploring opportunities for improvement, centred on facilities and features important to residents and users of the park.

Following a number of consultation workshops and meetings with stakeholders, the key priorities areas identified are:

- Enhancing the landscape character of the site
- Improving the formal sports offer and informal recreation to improve health and wellbeing
- Reconnecting the Thames Path

with a provision of a pedestrian footpath under Barnes Railway bridge

- Restoring Dukes Hollow nature reserve, one of only two remaining parts of natural banks on the Thames in London

A successful public consultation was held on site in November with over

150 people braving the wet and windy weather to see and discuss the proposals. 297 questionnaires were returned, with 61% of responses from Chiswick and 68% of respondents expressed their support for proposals to upgrade the site. The following topic areas were recognised as priorities:

- Better infrastructure for general outdoor public use (such as benches, lighting, signage, bins, river views)
- Better spaces for recreation (such as walking, cycling and running)
- Better formal sports facilities

To illustrate the proposed options and plans for Dukes Meadows, we have created design boards which are available online:

[www.hounslow.gov.uk/downloads/download/94/dukes\\_meadow\\_public\\_consultation](http://www.hounslow.gov.uk/downloads/download/94/dukes_meadow_public_consultation)

The boards demonstrate the ideas for enhancements to access points, signage and landscaping and for achieving better pedestrian links under Barnes Railway Bridge. They also consider ideas for improvements to the open space and sport facilities.



The final facility plan that the council takes forward will need to be deliverable both in terms of cost, planning status of the site as Metropolitan Open Land and ensuring plans are sustainable for the long term future of Dukes Meadows.

As part of the consultation, access and parking across the site were recognised as issues and areas which needed the council to act swiftly. The council has since implemented a new parking enforcement scheme that will hopefully help to prevent road blocks and reduce traffic congestion. The council is also looking at further traffic calming measures that will be integrated in the future improvement plans.

In the last 12 months, the council has already invested in making improvements to the site generally and to enhance user experience, with the installation of CCTV, changes to the grounds maintenance contract, improved access to the Thames path and the installation of bollards to regulate traffic and incursion of travellers.

We have also been working with the

London Wildlife trust to develop a management plan and additional measures to protect important wildlife species in Duke's Hollow. The following recommendations were made to increase the overall biodiversity levels within the area:

- Control Japanese Knotweed and other invasive species
- Improvements of edge habitat
- Relaxation of mowing in less accessed areas of amenity grassland
- Provision of bird and bat boxes within larger trees
- Selective thinning of woodland focussing on removal of self-seeded sycamore

Councillor Steve Curran, Leader of Hounslow Council, said: "We're pleased to be progressing with this very exciting plan for Dukes Meadows and are involving residents and users of the park to shape the future of the site together. Dukes Meadows is a fantastic asset for the London Borough of Hounslow and we want to protect it and improve it for the enjoyment of residents and users."

## Hounslow Council gets tough with enforcement!

Hounslow Council is the most active borough in the country with the number of enforcement notice appeals and notices that are upheld.

Between April 2015 and March 2016, Hounslow received 145 appeals against notices with a success rate of 88 per cent of the notices being upheld and prosecution going ahead. Only Birmingham Council matched the number of successful appeals.

In October 2016, Hounslow Safer Neighbourhood Team (SNT) joined forces with the council's enforcement team to help identify a fly tipper who was filmed dumping waste.

After the incident was reported to the council, the culprit was identified and issued with a £400 fine.

The council has also successfully carried out a number of enforcements in recent months against litter louts, spitting and fly tipping, taking tough action with several people prosecuted for flouting the law.

In December 2016, 20 people who ignored fines imposed by the council after being caught littering or spitting in the borough, had their penalties increased.

The fine for each person was increased by 80 per cent after the council took them to court. Initial £80 fines which could have been settled for £65 if paid within 10 days, were increased to £220 by order of magistrates at Ealing Magistrates Court.

In January, eight litter louts who ignored fine notices had their FPN (Fixed Penalty Notice) increased also by 80 per cent.

Last month, the council's licensing panel told a Hounslow nightclub to meet strict conditions in order for it to keep its licence.

Club K, in High Street, Hounslow had been subject to a summary review made by the Police in 2016, following a number of serious anti-social incidents.

Conditions were imposed by the council's licensing panel.

## WHEN ARE OUR BINS COLLECTED?

You can find out all the information you need – which bins on what days and downloadable bin collection calendars at

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

Help us by making sure you put the right items in the right containers, otherwise we won't be able to empty them and increase our recycling rates.



Paper & Recycling



Food Recycling



Rubbish



Plastics Recycling

**IF YOU PUT YOUR CONTAINERS OUT ON THE WRONG DAY OR TOO LATE, YOU'LL NEED TO:**

- wait for your next scheduled collection, or
- take your recycling and non-recyclable waste to Space Waye at the weekends or alternative reuse and recycling sites in west London (see update on Space Waye article).

**HAPPY RECYCLING!**

## The new, improved garden waste collection service 2017

Save 10% this February

Sign up by 31 March



Frost may still be on the ground but spring is on its way so we'd like to tell you about our new, improved garden waste collection service 2017.

The sign up window for the 2017 garden waste service runs from 1 February to 31 March but we are offering a 10 per cent discount to residents who sign up or re-subscribe for the full year service by 28 February.

Last year, more than 16,000 Hounslow households signed up to the service which includes 25 fortnightly garden waste collections from 3 April 2017

to 31 March 2018 – with a two break over Christmas.

The new, improved service will be run by Recycle 360, the company owned by Hounslow Council.

The full year garden waste collection service costs £50 and £25 for residents on Council Tax Reduction. But with our 10 per cent February discount the cost is £45 and £22.50.

Sign up to the service is simple and straightforward, just go to [www.hounslow.gov.uk/gardenwaste](http://www.hounslow.gov.uk/gardenwaste)

### Did you know

we've collected around 5,000 tonnes of garden waste which has all been turned into compost? That's enough to fill two Olympic-sized swimming pools.

# UPDATE ON SPACE WAYE

## Extended weekend opening hours

Space Waye reopened on Saturday 5 November but is currently only available to residents at weekends for health and safety reasons. During the week, the site will be used by recycling vehicles depositing the borough's recycling.

As a result, we have extended the weekend opening hours for residents:

**SATURDAYS**  
8am to 6pm

**SUNDAYS**  
8am to 6pm

### Alternative nearby reuse and recycling sites

When Space Waye is closed during the week and you need to dispose of household waste and recycling, there are alternative reuse and recycling sites in west London.

The sites listed have recycling and rubbish services similar to Space Waye. However, please contact the site in advance to confirm that it is open and has the facilities you require.

Please ensure you have your council tax or other recent bill (utility or bank statement) showing your address as well as photo ID such as driving licence or passport when using local re-use and recycling centres.

**London Borough of Ealing**  
**ACTON RE-USE AND RECYCLING CENTRE**  
Stirling Road, W3 8DJ

**London Borough of Richmond Upon Thames**

**TOWNMEAD ROAD RE-USE AND RECYCLING CENTRE**

Townmead Road (off Mortlake Road), Kew, TW9 4EL; 020 8876 3281

**GREENFORD ROAD RE-USE AND RECYCLING CENTRE**

Greenford Road, Greenford, Middlesex UB6 9AP; 020 8993 7580

**London Borough of Hillingdon**  
**HILLINGDON COUNCIL'S WASTE AND RECYCLING SITES**

Charges may apply when using Hillingdon's site. 01895 556 000

WITH  
YOUR HELP WE  
CAN DRIVE UP  
OUR RECYCLING  
RATES  
TO 50%  
BY 2019

HAVE YOU SEEN OUR  
NEW RECYCLING VEHICLES  
AROUND THE BOROUGH?



# FOOD WASTE

## Food for thought

Use your weekly food waste collection service to ensure your peelings are turned into power.

Remember there is no amount too small. The best thing we can do with our food is enjoy it but some waste like banana skins, tea bags and plate scrapings are inevitable.



Food waste that is sent to landfill doesn't harmlessly breakdown. It has a big impact on our environment as it rots and releases methane – a harmful greenhouse gas that is 25 times more potent than carbon dioxide.

When recycled, your food waste can be turned into something useful, like power.

Did you know

It costs more than £1.3m each year to dispose of food waste. Recycling it could generate electricity to power a typical primary school for 11 years.

Did you know

Last year households in Hounslow recycled 3,300 tonnes of their food waste. That's enough energy to boil the water for over 33 million cups of tea or coffee.



# TURNING YOUR PEELINGS INTO POWER

Hounslow households recycled 3,300 tonnes of food waste last year.

The weekly food waste collection service provided by Hounslow Council enables residents to recycle a wide range of cooked and uncooked food waste including: fruit and vegetable peelings, plate scrapings and tea bags.

All of this food waste is taken to a special processing plant where it is treated and turned into fertiliser which can be used in farming. That's great, but the really clever bit is that whilst the food waste is being treated energy is created, captured and fed into the National Grid to power homes.

People are often surprised to learn that even small volumes of food waste can produce significant amounts of energy. For example, you only need to recycle six used tea bags to generate enough electricity to boil a kettle for another cuppa.

It cost Hounslow Council around £1.3 million last year to dispose of food waste that residents hadn't separated out from their general rubbish. If all that food waste was recycled, it could have generated enough electricity to power a typical primary school for 11 years!

To help raise awareness about the power of food waste, Hounslow Council has teamed up with Recycle for London to run a campaign. Over the next few months you may well see promotional messages about food waste on the carton lids from your local takeaway appearing in your Facebook feed or mobile phone app, and on bus stop advertising boards across the borough. The campaign is being supported by Sainsbury's, who will be hosting an event in one of their local stores later in the spring.

Recycling your food waste is easy, and even small amounts of food waste can produce significant amounts of renewable energy. So if you're not currently a food waste recycler, why not start today? Find out more at [www.hounslow.gov.uk/foodwaste](http://www.hounslow.gov.uk/foodwaste)

Your  
**FOOD  
WASTE**  
is recycled into  
**ENERGY**  
to power our  
homes



Recycle all your food waste to power  
our local community

 recycle for London

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



London Borough  
of Hounslow



What do you  
know about  
♥ fostering?

HOUNSLOW COUNCIL IS INVITING LOCAL  
RESIDENTS TO FIND OUT MORE ON:

**Monday 20 March, 6.30pm to 8pm**

**Tuesday 18 April, 10am to 11.30am**

Civic Centre, Lampton Road, Hounslow TW3 4DN

Register for this FREE event at [www.hounslow.gov.uk/fostering](http://www.hounslow.gov.uk/fostering)

For more information call 0800 731 8558 or email [fostering@hounslow.gov.uk](mailto:fostering@hounslow.gov.uk)



## Are you a Parent Carer of a child or young person with disabilities?

It's sometimes difficult to get an appointment with professionals especially when you just want to ask a simple question.

Come along and meet face to face with therapists, Citizens Advice

Bureau, Department of Work & Pensions, SEND IASS, Independent Support and Healthwatch on **Thursday 30 March, from 10am to 3pm, Civic Centre, Lampton Road, Hounslow TW3 4DN.** There will also be informative workshops,

other activities and an opportunity to meet up with other parent carers.

If you are a member of Hounslow Parent Carer Forum you will receive this information automatically, but if you have a disabled child or young person aged 0 – 25 and would like to become a member, please get in touch.

Call 020 3096 4276 or email [hounslowpcf@gmail.com](mailto:hounslowpcf@gmail.com)

For more information visit [www.hounslowpcf.co.uk](http://www.hounslowpcf.co.uk)

## Hounslow prioritising youth services for the most vulnerable

Hounslow Council is reviewing services for young people. The amount of money that the council receives from Central Government has been reducing every year since 2010. This means we have a lot less money to spend on activities and projects for young people. However, the council is continuing to work with voluntary and national organisations who provide a wide range of activities for young people in Hounslow to ensure that young people have things to do and places

to go to across the borough.

The council wishes to prioritise funding for services that support vulnerable young people, such as those who have emotional and mental wellbeing needs, are at risk of anti-social behaviour and substance misuse, and those who are young carers.

### DO YOU AGREE WITH THAT IDEA?

**The council is proposing to reduce the budget for the Youth Service**

**by £650k and is seeking the views of young people, their parents and carers on how to use the remaining £212K.**

**Consultation will take place between 9 January and 6 March 2017.**

**It is important that we have your views to help us decide what services to provide for young people in the future.**

To give your views visit  
[www.hounslow.gov.uk/consultation](http://www.hounslow.gov.uk/consultation)  
where you will be able to complete an online questionnaire in response

# Council Tax scheme changes

Hounslow Council is consulting on whether to change its current Council Tax scheme and amend the discount given to local families. Feedback from the consultation will inform our decision on which scheme to adopt and what residents will therefore have to pay.

Visit [www.hounslow.gov.uk/cts\\_](http://www.hounslow.gov.uk/cts_) consultation to have your say. The outcome will be announced by the end of June, and any changes will be implemented from April 2018.

The government passed responsibility for Council Tax Support to local councils in 2013 and also reduced funding by 10 per cent, putting additional pressure on council budgets.

In Hounslow, low income families (working age people in receipt of Income Support, Employment Support Allowance (income-related) or Jobseekers allowance (income-related)) are required to make a contribution of at least 8.5 per cent towards their council tax bill. This allows us to keep costs down for other households.



# Balancing the Budget

Budget proposals are due to be discussed on 21 February as Hounslow Council strives to deliver a balanced budget for the next two years.

Savings of £7.2 million were approved by Borough Council in October, with further proposals discussed by the Overview & Scrutiny Committee in December. The majority of these are around staffing restructures, encouraging greater use of online council services, and reducing contract and insurance costs.

If these proposals are agreed by Cabinet and ratified by Borough Council on 21 February, Hounslow will have achieved a balanced budget for 2017/18 and 2018/19.

The proposals include adopting the government's social care precept of 2 per cent to help protect adult social care services from further cuts. Combined with the 1.99 per cent Council Tax increase agreed in principle by Borough Council in October, this will mean a total Council Tax rise of 3.99 per cent in 2017/18

– an additional annual cost of £43.08 for a household living in a Band D property.

Councillor Steve Curran, Leader of Hounslow Council, said: "Our ability to provide excellent local services is under more pressure than ever.

"Money received from central Government has fallen by £22.8 million in the last two years, but there is increased demand for council services, particularly for children and older people.

"We face some hard decisions in order to reduce our spending by £45.8m over the next two years, and services for local people have already been affected. More changes will be necessary, but we are determined to minimise the impact on local services and local residents as much as possible."

# Revenues and Benefits service consultation

In December 2016, Hounslow Council ran a two month consultation on proposals to stop offering a revenues and benefits service from three local housing offices (although housing services will continue to be available for residents).

The changes would affect the following sites:

- East Area Housing Office, 58-59 High Street, Brentford
- Central Area Housing Office, The Langdale Centre, 240 Summerwood Road Isleworth TW7 7QN
- West Area Housing Office, 81-83 Bedford Lane, Feltham TW14 9BH

These changes were considered

because:

- The online service ([www.hounslow.gov.uk/counciltax](http://www.hounslow.gov.uk/counciltax)) is simple to use, is available 24/7, and includes a step by step guide to help customers
- Customer changes can be actioned more quickly
- Online services are environmentally friendly – reduce the need for paper, print and postage
- Online transactions are cheaper and help to keep costs down for the Council and local taxpayers.

The results of the consultation will be available in the next issue of Hounslow Matters.



# NEW LOOK WEBSITE IS PUTTING OUR RESIDENTS FIRST

## Hounslow Council's new and fully-responsive website is now live.

Our new site is welcoming, bright and modern, easier to navigate and user-friendly with plain language used across the site. It will be much faster and easier to maintain, as we have now invested in a robust content management system and a new, Google-based search function.

We have also made sure the new site is tailored to allow you to access and view information on any device whether that's a PC, laptop, mobile phone or iPad at any time, at any location.

Another real plus is the introduction of a customer portal account. By creating an account with us, you will be able to find your next collection day, sign up to the Garden Waste scheme and report a missed bin collection. Improvements to the 'my account' feature will continue throughout the year.

## LESS IS MORE

By streamlining the majority of our web content, we've been able to present it in a way that makes navigating around the site much easier. Whilst a lot of the content remains unchanged, we've edited this to ensure it meets Plain English standards and is up to date.

In the event of users finding missing pages or links not working, please bear with us while we update our site. Work is in progress to ensure that any missing links or pages are corrected.

We have set up an online website feedback form so users can report any problems or give us general feedback.

## WANT TO GET INVOLVED?

The needs of our residents are the focus for everything we've done and will do in the future. We've been gathering resident feedback over the last year on your experiences when using the previous website as well as engaging with residents through conducting user testing sessions for the new site. Your views and preferences have been key in the development for the final design of our new website.

Every change we've made to the website will make it easier for you to find information or services you want. We want to continue to develop and improve your experience of using our online services. If you would like to take part, please contact the customer services manager - [susan.austin@hounslow.gov.uk](mailto:susan.austin@hounslow.gov.uk)



# Work begins on new housing and council offices

A ground-breaking ceremony marking the start of work on a landmark scheme for 919 homes to be built on the Hounslow Civic Centre site in Lampton Road, Hounslow, took place last month (25 January).

VIP guests included James Murray, Deputy Mayor for Housing and Residential Development at City Hall, who praised the partnership between the council, the GLA, Notting Hill Housing and the developers, Bouygues UK, who are working together to deliver the scheme.

The project is one of the first in the Mayor of London's Housing Zones, which bring together councils, housing associations, developers and businesses to build more new and affordable homes in London. It is also the first new development since May 2016 to deliver 50 per cent affordable housing for local residents.

Notting Hill Housing will be providing the new homes, with grant support from the Mayor of London funding an increased amount of affordable housing.

Bouygues UK will be building new civic offices, a library and café for the council in Bath Road, which support modern and flexible working practices, right in the heart of Hounslow. Construction began on site in December, with work now under way to build the foundations for the new offices.

Cllr Steve Curran, Leader of Hounslow Council, said: "We're delighted to officially mark the start of work on what is a key housing development for the borough.

"We are committed to making sure more good quality homes, including affordable homes, are provided in Hounslow, and the fact that half of the homes in this development will be

From May, Hounslow Library will move from the Treaty Centre to the Civic Centre in Lampton Road.

The library was due to move into the new council building in Bath Road in 2019, but thanks to JobCentre Plus agreeing to take over the Treaty Centre space in May, the library service will operate from the Civic Centre, then move with the council to Bath Road in 2019.

Find out more at [www.hounslow.gov.uk/news](http://www.hounslow.gov.uk/news)



Left to right: Fabienne Viala, Chairman of Bouygues UK; Cllr Steve Curran, Leader of Hounslow Council; James Murray, Deputy Mayor for Housing and Residential Development; Kate Davies, Chief Executive of Notting Hill Housing



affordable is a huge achievement.

"The added bonus of releasing the current Civic Centre site is that we will gain a new, modern civic building in the heart of Hounslow town centre, which will not only support more efficient ways of working and allow us to improve our services to residents, but deliver a real boost to the local economy."

# CHANGES TO **BENEFIT CAP**, DOES IT AFFECT YOU?

The Department for Work and Pensions (DWP) lowered the Benefit Cap from £26,000 to £23,000 per annum on 7 November 2016. This means the maximum benefits for residents in Greater London will be £296 for single persons and £442 for families per week. Please use the DWP Benefit cap calculator to identify the exact reduction [www.gov.uk/benefit-cap-calculator](http://www.gov.uk/benefit-cap-calculator)

The London Borough of Hounslow and the Department for Work and Pensions have directly communicated to all identified affected households to inform them of the cap, with potential options and signposts to support services available.

## WHAT SHOULD YOU DO?

- Visit [www.gov.uk/benefit-cap](http://www.gov.uk/benefit-cap) or call 0345 600 0723 for Universal Credit or 0345 605 7064 for any other benefits: (Monday to Friday, 8am to 6pm)
- Visit the JobCentre Plus, 10 Montague Road, Hounslow TW3 1LE or call on 0345 604 3719
- Inform your landlord immediately or your local Area Housing Office (Council tenants only)
- Call Hounslow Council on 020 8583 4242 (Housing Benefit claimants only)

## WHAT IS THE COUNCIL DOING TO SUPPORT YOU?

- Staff located at the civic centre provide tailored support to all residents with special focus given to those with a high weekly benefit reduction
- Clients in receipt of Universal Credit with complex needs can receive specialist support through their work coaches at the JobCentre Plus
- Short-term support can be arranged to adjust to the

reduction in payments through a Discretionary Local Crisis Payment [www.hounslow.gov.uk/dlcp](http://www.hounslow.gov.uk/dlcp)

- Clients in receipt of Universal Credit may be eligible for further support towards their rent through a Discretionary Housing Payment [www.hounslow.gov.uk/dhp](http://www.hounslow.gov.uk/dhp)
- A directory of support services for residents, with a list of local organisations for immediate support to help residents cope with a reduction in benefits is available on the Hounslow Council website.

If you think you may be affected by the lower benefit cap, please ensure you contact your landlord and the Department of Work and Pensions.

For more information visit [www.hounslow.gov.uk/benefitcap](http://www.hounslow.gov.uk/benefitcap)

## Preserving our heritage

The London Borough of Hounslow has 28 designated conservation areas, each with its own distinctive character, such as historic street pattern, open spaces, views, and the variety and scale of buildings. Under planning legislation, the council has an obligation to assess and designate conservation areas and to protect and enhance their special character.

Following the anticipated appointment of an additional officer to Hounslow's conservation team, we hope to start work on preparing Conservation Area Appraisals later this year. These appraisals will feature the history and

character of the conservation area and explain what makes it special. This will be useful when making decisions on planning applications in these conservation areas and helping owners to look after the character of their homes. Conservation area appraisals will be rolled out in batches, and will involve public consultation before adoption.

Alongside the work we are doing to prepare conservation area appraisals, there are local groups across the borough doing valuable work, helping to protect the special character of conservation or other areas. Some of them are taking on small heritage

restoration projects, all of which is helping to conserve historic structures and enhancing local amenities.

We will be showcasing examples of this work in future editions of Hounslow Matters to acknowledge the hard work that residents, members and council officers are putting into the enhancement of the borough's special areas.





PHYSICAL, SEXUAL,  
EMOTIONAL OR  
FINANCIAL

# ABUSE

SEE IT, HEAR IT, STOP IT.

CALL 020 8583 3100 OR IN AN EMERGENCY CALL 999

[ADULTSOCIALCARE@HOUNSLOW.GOV.UK](mailto:ADULTSOCIALCARE@HOUNSLOW.GOV.UK)

[WWW.HOUNSLOW.GOV.UK](http://WWW.HOUNSLOW.GOV.UK)



London Borough  
of Hounslow

Hounslow  
SAFEGUARDING  
ADULTS  
Board

# 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](http://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](http://www.bellsquarelondon.com) for listings.

### CHISWICK HOUSE AND GARDENS W4 2RP



**Chiswick House – Open Sundays – Wednesdays and bank holidays, 10am – 5pm**

Admission £6.70; Children (Age 5-15) £4

**The House will be closed from November 2016 – Re-opens fully April 2017**

Open weekends during the Camellia Show (3 March to 2 April)

**The Gardens** – Open every day from 7am until dusk, all year round. Admission FREE

For more information on opening times, admissions costs contact [www.chgt.org.uk](http://www.chgt.org.uk) or call 020 8742 3905

### POCAHONTAS UNVEILING

Pocahontas: From the James to the Thames

**Monday 20 March, 3.30pm**  
Syon House, London Road, Brentford

Admission FREE

Unveiling of a memorial plaque to Pocahontas, who lived in Brentford for a short time before her death.

### LET'S SWISH!

Dig out those clothes you no longer wear and swap for new togs!

**Saturday 11 March**  
11.30am-1.30pm

Studio 700, Hounslow Library, Treaty Centre, TW3 1ES

Admission FREE. No booking required.

### HALF-TERM CRAFT ACTIVITIES



**LET'S GET CRAFTY,**  
**Wednesday 15 February**  
10am-12noon  
Beavers Library, TW4 7NW

**STARRY NIGHT MOBILE CRAFT SESSION**  
**Thursday 16 February**  
10.30am-11.30am  
Hanworth Library, TW13 6AW

**CHAMELEON CUT-OUT ARTS & CRAFTS**  
**Friday 17 February**  
Hounslow Library TW3 1ES

For more information, visit [www.ccslibraries.com](http://www.ccslibraries.com)

### AUTHOR TALKS

Local author Shaida Mehrban, talks about how a career in social services led to publication of her true-life stories.

**Thursday 9 March, 6pm**

Elizabeth Fremantle, Anna Mazzola and Elizabeth Buchan discuss historic fiction.

Admission FREE, advance booking required

**Thursday 23 March, 6.30pm**

Admission: £1.50 Library members/£3 non-members, advance booking required.

### MOTHERING SUNDAY

Looking for that extra special present for Mother's Day? Children can make their own, arts & craft session.

**Saturday 18 March**  
3pm-4pm  
Chiswick Library, W4 2AB.

For age 5 and over,  
Admission: 50p Library members/£1 non-members.  
Advance booking required.

### WORLD POETRY DAY WORKSHOP

Explore the link between art and poetry in a special workshop.

**Monday 20 March**  
6pm-7pm  
Brentford Library, TW8 8DW

Admission FREE. Advance booking required.

### GET CYCLING!

**WOMEN'S BIKE CLUB**  
**Every Thursday, from 6pm**  
Meets at the Civic Centre, Lampton Road, TW3 4DN

Suitable for age 14 and over and for all levels.

Admission FREE

### LADIES CYCLE RIDE

Free to join in, delivered by The Bicycle Society in partnership with Hounslow Council, Osterley National

Trust and funded by London Sport.

**Every Sunday, from 10am until 7 May**  
Osterley Park, TW7 4RB



### YOUTH CYCLE RIDES

**every Sunday until 5 March**  
11.15am-12.15pm  
Osterley Park, TW7 4RB.

### GOODGYM

Get fit by doing good – fun exercise and helping your local community at the same time.

**Every Wednesday**  
from 6.45pm  
Meet at Chiswick Town Hall.

For more information, visit [www.goodgym.org/area/hounslow](http://www.goodgym.org/area/hounslow)

### PARKRUN



**Runs taking place every Saturday, from 9am**

Run by volunteers and suitable for all levels. Free to take part.

**Held at:**  
Osterley Park, TW7 4RB,  
Bedfont Lakes, TW15 1AX,  
Crane Park, TW2 6AA,  
Gunnersbury Park, W3 8LQ

For more information, visit [www.parkrun.org.uk](http://www.parkrun.org.uk)

### JUNIOR PARKRUN

For younger runners,  
**Every Sunday, from 9am,**  
Hanworth Park, TW13 5EG

Visit [www.parkrun.org.uk/hanworth-juniors](http://www.parkrun.org.uk/hanworth-juniors)

## WATERMANS ART CENTRE SHOWS AND ACTIVITIES

### CHESTER TUFFNUT

A story about an unusual tree mole – a theatre production suitable for ages 2-5years

**Sunday 26 February from 3pm**

**Watermans Arts Centre, High Street, Brentford TW8 ODS**

### THE CURIOUS ADVENTURES OF PINOCCHIO,



The puppet brought to life and his many adventures

**Sunday 26 March, 3.30pm**

Suitable for 5 years and over, Tickets £8/Concessions £7

For more information, visit [www.watermans.org.uk](http://www.watermans.org.uk)

## ADULT CABARET SEASON

Some of the best tongue 'n' cheek comedy acts with song, poetry, dance

**Friday 24 February, Friday 10 March and Friday 24 March**

For more information visit [www.watermans.org.uk](http://www.watermans.org.uk)  
Tickets from £13.50

## RHYME TIME



A mix of songs and rhyme, for children under five years

**Every Wednesday From 10.30am Hounslow Library, TW3 1ES**

## SINGING

**Every Friday from 7pm**

**Hanworth Park Choral Group, St George's Church, Hanworth Park, TW13 7NL**  
Choral tuition for adults and children

## CHILDREN'S PUZZLE CLUB



Fun to be had with puzzles and play for children under five.

**Every Monday 10.30am-11.30am**

**Brentford Library, TW8 8DW STORY TIME**



Popular stories for babies and children up to five years as told by friendly library staff (term-time only)

**Every Tuesday 2.15pm-2.45pm Feltham Library, TW13, 4GU**

**Every Thursday 10.30am-11am Hounslow Library, TW3 1ES**

**Every Thursday 1.30pm-2pm Isleworth Library, TW7 7EU**

**Every Thursday 2.15pm-3pm Bedfont Library, TW14 8BD**

**Every Monday 2.30pm-3pm Osterley Library, TW7 4NB**

**Every Friday 2.30pm-3pm Heston Library TW5 OLW**

**Every Friday 11am-11.30am Chiswick Library, W4 2AB**

## HOUNSLOW PENSIONERS FORUM

**Meet on the last Friday of the month 10.30am-12.30pm**

**Montague Hall, Montague Road, TW3 1LG**

New members always

welcome.

## FITNESS FOR OVER 50s

**Takes place every Wednesday 7.30pm-8.30pm**

**Heston Methodist Hall, Heston TW5 OQR**

## OVER 60s ACTIVITIES



Fitness, fun and chat with a variety of activities from art and craft to learning computer skills and yoga

**Daily activities at Frogley House, Hounslow, TW3 3FQ and**

**Edward Pauling House, Feltham TW14 9RJ**

Admission FREE. (some sessions) or a nominal £2 fee

## BRENTFORD FOOD MARKET



**Market Place Brentford TW8 8FJ**

**Every Sunday, 10am-2pm**

Supporting local food products, businesses and farmers

## COUNCIL MEETINGS

Follow Cabinet and Borough Council meetings on Twitter [LBofHounslow](#)



## BOROUGH COUNCIL

**When:** Tuesday 21 February, 28 March and 23 May, 7.30pm

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

## CABINET

**When:** 21 March, 18 April and 16 May, 7pm

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

## AREA FORUMS

### Central Hounslow

**When:** Thursday 16 March and Thursday 11 May, 7.30pm

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

### Bedfont, Feltham and Hanworth

**When:** Thursday 23 March and Thursday 18 May, 7.30pm

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

### Chiswick

**When:** Tuesday 14 March and Tuesday 16 May, 7.30pm

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

### Heston and Cranford

**When:** Thursday 23 March and Thursday 18 March, 7pm

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

### Isleworth and Brentford

**When:** Thursday 23 March, 7.30pm

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

## 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 Viri  
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



Manjit Buttar



Surinder Purewal  
Chair of Audit  
Committee

Chair of Heston and  
Cranford Area Forum

## 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](http://www.hounslow.gov.uk/democracy_and_elections) or call 020 8583 2250

| Key  |                    |
|--|--------------------|
| <span style="background-color: #c00000; width: 15px; height: 10px; display: inline-block;"></span> | Labour             |
| <span style="background-color: #0070c0; width: 15px; height: 10px; display: inline-block;"></span> | Conservative       |
| <span style="background-color: #800080; width: 15px; height: 10px; display: inline-block;"></span> | Cabinet Portfolios |

Winter 2017

# Housing News

Latest housing news for London Borough  
of Hounslow residents

Downsize and move  
to a smaller property

**LANDLORD  
FORUM**  
Friday 24  
February  
see inside

## Cash payments to be phased out in area offices

Hounslow Housing has looked at a number of ways to make it easier for residents to purchase new entry system fobs. Cash payments will be phased out and from August 2017, we will provide contactless card payments along with chip and pin machines in the area offices.

If you have any questions about the changes or if you need any advice, please contact your local area office.



## Social Care Residents Forum

Would you like to have more say in what happens in your council and community? We are looking for residents keen to influence the direction of social care within Hounslow so that we can set up a resident's forum. The aim is to understand what matters to you and how we best use the resources available to us. You might want workshops on how to support someone with their finances or you may have skills and knowledge that you would like to share with the local community. Whether or not you use our services, we want your ideas and your expertise.

If you'd like to be involved, please email [safeguardingadults@hounslow.gov.uk](mailto:safeguardingadults@hounslow.gov.uk) or call 020 8583 4515 and we can provide further details.

# Spotted a fly-tip?

## New powers to issue fixed penalty notices

Due to new powers that councils now have, if rubbish has been dumped on our housing estates, our estate enforcement officers are able to issue Fixed Penalty Notices (FPNs).

FPNs can be issued to any individual believed to have committed an offence of fly tipping, the illegal dumping of waste. Our estate enforcement officers can also issue FPNs for dog fouling, littering and spitting. The amount a person could pay from being issued with a FPN could be anything from £80 to £400. If it is a large or dangerous fly-tip the council could take the perpetrator to court, where they could be fined up to £50,000 or even face a prison sentence.

We have CCTV cameras which we can use as evidence to issue FPNs. Recently, we caught an individual on CCTV fly tipping from their van; we were able to trace the owner and as a

result the person caught was fined £400.

Fly tipping is any bulky item or more than two bags of rubbish left illegally. Residents must book a bulk waste service with a registered contractor, but please check the service used has a valid waste carrier's license; if they don't, you could also be fined if the contractor disposes of your rubbish/waste illegally.

You can also arrange for items to be taken to Space Way Reuse and Recycling Centre. For further information please visit [www.hounslow.gov.uk/spaceway](http://www.hounslow.gov.uk/spaceway)

If you see somebody dumping rubbish or bulk items please contact your estate enforcement officers on 020 8583 4141. Together we can keep our estates clean and ensure everyone takes pride in where they live.





# Downsize to a smaller property

If you live in a property that's too big for you, we can help you downsize to a smaller, more manageable home.

Hounslow Council's Downsizing Incentive Scheme is aimed at providing financial assistance and dedicated specialist hand-holding support to both council and housing association tenants (subject to landlord's agreement) transferring to smaller, manageable and more affordable homes.

The scheme offers the following benefits:

- high priority for a move
- an extra bedroom (when you are giving up the largest homes, three bedrooms or more and in need of only one bedroom but requesting two)
- more than one offer
- assistance with removal costs
- money for each bedroom you give up

- decoration of your home after you move in, if it needs it.

## How much financial assistance can I get?

An incentive of £1,000 per bedroom released will be awarded. If you are in need of one bedroom and reside in a property with three or more bedrooms and do not request an extra bedroom, you will qualify for an additional £1000.

You will also get a flat rate of £300 towards the cost of your removal. In addition to these payments, you may also be eligible for £100 if you leave your property in a clean condition.

For further information please call 020 8583 4452 or email [downsizing@hounslow.gov.uk](mailto:downsizing@hounslow.gov.uk)

**Councillor  
Katherine  
Dunne,  
Cabinet  
Member for  
Housing**



## Welcome to our latest edition of Housing News

Welcome to our Housing News. As mentioned in our last edition, Housing News now joins Hounslow Matters. This means 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 focus on services that can help you.

Our feature on the estate enforcement officers tells you about their roles and responsibilities to combat fly-tipping on Hounslow's housing estates. As a council, we are determined to take action to tackle the things that matter, including action against people who do not act appropriately. It's for that reason we use CCTV cameras which we can use as evidence to issue fixed penalty notices.

The council has a limited supply of family sized accommodation and disability adapted properties. We know that a number of our homes are under-occupied whilst we have families living in temporary accommodation, (including bed and breakfast), and others living in properties which are overcrowded. The Downsizing Incentive Scheme provides financial assistance and dedicated support to both council and housing association tenants (subject to landlords agreement) transferring to smaller and more manageable homes. This allows us to free up some of these properties and maximise the use of our housing stock.

Do keep sending us your stories and news. Where we can we'll feature them in future edition of Housing News or Hounslow Matters. Send to: [hm@hounslow.gov.uk](mailto:hm@hounslow.gov.uk)

# Hounslow Council Landlord Forum 2017

Following the success of the landlord seminar held in September 2016, the council will hold its first Landlord Forum for 2017 on Friday 24 February 2017 from 9.30am to 2pm

Speakers from the Department for Work & Pensions (DWP), the council's revenue and benefits and the private sector (enforcement) teams will be in attendance, this is an unmissable event that will benefit landlords greatly.

Important updates on the following topics will be discussed:

- Housing Benefits Cap - impact of the lower cap limit
- Self-service for housing benefits and Universal Credit claimants
- Universal Credit – processing claims and procedures
- Presentation on housing standards and HMO requirements by our private sector (enforcement) team

Hounslow Council currently works with over 350 landlords and has established itself as a successful letting service with tenants ready to move in immediately.

The event is free to attend but spaces are limited so you need to book early. You can reserve your place by visiting our website and completing the online form: [www.hounslow.gov.uk/landlords](http://www.hounslow.gov.uk/landlords)

Refreshments will be provided and we look forward to seeing you.

## Any questions?

For further information, you can contact us by:  
Email: [landlords@hounslow.gov.uk](mailto:landlords@hounslow.gov.uk)  
Call: 020 8583 3855



## Leaseholders Forum AGM

On Monday 5 December, the Leaseholders Forum held their AGM at Lampton Conference Centre, supported by the community partnerships unit.

At the AGM, leaseholders voted in the new committee for 2017 which now has a membership of 15 people to represent Hounslow Council leaseholders.

Leaseholders who attended had the opportunity to meet with LBH officers and hear from the former Chair, Moses Kasibante about what the forum has been up to in 2016. They also provided feedback on what they think the forum's priorities should be in the year ahead.

Nuzhat Ahmed, Finance Manager

for the Central Processing Unit, also gave a presentation on understanding service charges as this was something many leaseholders had queries about at the last AGM in November 2015.

Those who attended took part in group surgeries to resolve their queries on major works, service charges, estate services and repairs.

If you are interested in supporting the Leaseholders Forum or want to find out more about the work they do, contact Jenny Samuel, Secretary of the Leaseholders Forum on [jennysamuel297@btinternet.com](mailto:jennysamuel297@btinternet.com)



## Better Boilers for winter warmth

If you're a homeowner on benefits in Hounslow and your boiler is inefficient or broken, it may be replaced or repaired for free.

Better Boilers, Mayor Sadiq Khan's £1m scheme, will help people stay warm and save on energy bills this winter.

To qualify you must:

- be a homeowner in London
- be in receipt of qualifying benefits
- have an inefficient or broken boiler

The scheme is on a first come, first served basis, so get in early to avoid disappointment.

Visit  
[betterboilers.london.gov.uk](http://betterboilers.london.gov.uk)

# Hounslow Tenants Forum Annual General Meeting 2017



Please join us at the Hounslow Housing Tenants Forum AGM which will be held on Thursday 30 March 2017,

at Montague Hall, Montague Road, Hounslow TW3 1LD. The AGM will be held from 6.00pm to 8.30pm. Car parking is available across the road and in local roads. Access by public transport is widely available. Following the AGM, refreshments will be provided.

The Tenants Forum provides invaluable feedback to Hounslow Housing on a wide range of issues relating to housing. Current members of the forum have challenged and debated with the council over a broad range of issues including estate parking, communal fencing and waste and recycling.

This year we're looking for a broader representation, particularly among younger registered tenants and the forum has ring fenced one seat for a

younger representative on the three areas East, West and Central.

We are delighted to host two guest speakers at this year's AGM. Borough Commander for the Metropolitan Police, Raj Kholi, will give an overview of the local policing plan and Mrs Ruth Cadbury, MP will give an overview of her Shadow Cabinet portfolio work at a local level. Councillor Katherine Dunne, Lead Member for Housing will also be in attendance.

Elections to the 2017 committee membership will take place on the night through the established 'self' nomination voting route, so please come along on the night and take part.

Following the AGM volunteers will be hosting stalls on domestic violence, hate crime, victim support and Hounslow Housing.

If you'd like further information regarding the tenants Forum AGM, please email [community.cohesion@hounslow.gov.uk](mailto:community.cohesion@hounslow.gov.uk)

## SARA - Sheltered Accommodation Residents Association

SARA (Sheltered Accommodation Residents Association) is a group of residents living with the 27 sheltered accommodations across Hounslow.

Following the AGM in September 2016, SARA now has a new committee which, with the support from Sheltered Scheme representatives has started a range of projects from:

- Developing ideas to bring sheltered residents together
- Supporting sheltered residents where needed

- Producing a newsletter for sheltered residents
- Applying for funding for activities

If you would like to know more about SARA please contact Keith Head, Chair of SARA  
[keith.head.sara@gmail.com](mailto:keith.head.sara@gmail.com)



## Hounslow Housing Tenants and Leaseholder Satisfaction Survey

In September 2016 our housing directory of services was sent to all of our tenants and leaseholders, highlighting the improvements we had undertaken along with our housing offer.

As a resident of Hounslow Housing your feedback counts and we're keen to hear your views. During February and March we will be using an independent research company ORS to contact a representative sample of our tenants and leaseholders by telephone.

If you do get a call please take part in the survey as we really value your views and current satisfaction levels. The results will be summarised and anonymous when published and will help us improve our services to you.

Want to know more about this survey? Please email [benjamin.tomlinson@hounslow.gov.uk](mailto:benjamin.tomlinson@hounslow.gov.uk)

## Be independent for longer

There are several ways we can help you continue to live independently in your current home.

We have a Linkline service (a quick response paid telephone service that lets you tell someone when you need help), an aids and adaptations service to help you stay in your own home with some adjustments and a Handyperson scheme to easily get small jobs done for a small fee.

For further information, please call 020 8583 4400 or email [Linkline@hounslow.gov.uk](mailto:Linkline@hounslow.gov.uk)

