

HOUNSLOW matters

Spring 24

Community and Council news from around the borough

SCIENCE AND ENGINEERING

Our...ment solutions are
critic...government, accelerating
resear...improving quality of life
and...ensure our cutting-edge
m...as a positive impact in

OPPORTUNITY KNOCKS

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MAYOR OF LONDON AND LONDON ASSEMBLY ELECTIONS

2 MAY 2024

The next scheduled elections taking place will be the Mayor of London and London Assembly Elections on Thursday 2 May 2024

KEY DATES TO NOTE:

16 APRIL – 11.59PM	This is the last date you can register to vote in the Mayor of London and London Assembly Elections
17 APRIL – BY 5PM	This is the last day you can apply for and return your postal vote application or make amendments to any existing voting arrangements
24 APRIL – BY 5PM	This is the last day you can apply for a Voter Authority Certificate, if you do not have an accepted form of photo ID
2 MAY – 7AM TO 10PM	Get ready to vote – remember to bring your photo ID when voting at a polling station – today is polling day

You now need to show an accepted form of photo ID in a polling station

Accepted photo ID includes:

- Passport
- Driving Licence
- Biometric Residence Permit
- Blue Badge
- Oyster 60+
- Freedom Pass
- PASS Card



Check what types of photo ID are accepted by visiting: www.gov.uk/voting-photo-id

No photo ID?

You can apply for a Voter Authority Certificate (VAC) by visiting:

www.gov.uk/apply-for-photo-id-voter-authority-certificate

The deadline to apply for a VAC is 5pm on 24 April 2024



Don't want to vote at a polling station?

You can apply to vote by post by visiting:

www.gov.uk/apply-postal-vote

The deadline to apply for a postal vote is 5pm on 17 April 2024



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ADVERTISE WITH US

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.

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Welcome to the latest edition of Hounslow Matters – Spring 2024



Dear Resident,

I hope, like me, you have been enjoying seeing the days getting slightly longer and the first shoots of spring bursting across Hounslow's lovely parks and open spaces.

It has been another busy few months for the Council since our last edition of Hounslow Matters. Not all of it can be captured in the following pages, but I do hope that what is covered reassures you about how your Council is working to support residents, businesses and visitors, and help the borough thrive.

You may have already heard that we have taken the difficult decision to increase council tax. I know times are tough for many already, but due to a difficult economic climate – and to help achieve our ambitious plans for the borough - we are going to have to ask you to contribute 4.99% more. For the typical household this means about £1.39p extra per week on average.

While I know this will be frustrating for many people, I hope you will be reassured that your council tax goes on helping those who need it most, including children with special educational needs and disabilities, adults with learning disabilities, families with housing needs, people suffering from domestic abuse, and vulnerable young people at risk of violence. More information about the budget for 2024/25, and support available, can be found on pages 15-18.

Driving how and why we spend your money is our corporate plan: Ambitious for Hounslow, which sets out how we will make Hounslow

cleaner, greener, safer, healthier, more liveable and thriving. Over the last three months I am delighted to have seen our plan brought to life.

In January, we opened up more Community Hubs (at Hounslow House and Claypolds Community Centre in Brentford) as part of our approach to delivering key support and services to residents, in person and closer to home. We are looking forward to more sites opening up as Community Hubs, including Brentford library, in the coming months.

In February, we welcomed over 20 major organisations to an apprenticeship event at Hounslow House to encourage more opportunities for local people to get into work or training.

As part of our commitment to make Hounslow safer, our Trading Standards team announced it had seized 18 tonnes of illegal vapes in a joint operation with the Met police and Border Force, helping to keep illegal and potentially harmful and hazardous goods off the streets.

Recently we were delighted to announce an £8m investment package for local infrastructure with 43 projects being supported with things like more affordable housing, improvements to accessibility of rail stations, and training for skills.

Read on to find out more about how we are delivering services and supporting communities in Hounslow.

Cllr Shantanu Rajawat (Shan)
Leader of Hounslow Council



OPPORTUNITY KNOCKS FOR APPRENTICES

Work Hounslow welcomed over twenty organisations to an Apprentice Marketplace event at Hounslow House recently.

The event, which took place during National Apprenticeship Week, featured a mix of employers and education providers including: Chelsea and Westminster Hospital NHS Foundation Trust, K10, London Fire Brigade, Metropolitan Police, Ministry of Defence, Metroline, National Physical Laboratory, North West London Health and Social Care Skills Academy, and the University of West London.



Cllr Lily Bath, Cabinet Member for Education, Children, Skills, and Employment said: "We were thrilled to host what

was a busy and exciting day. Our Youth, Skills and Employment Guarantee (YSEG) seeks to promote the many apprenticeship opportunities in our borough, but this event was also for everyone interested in upskilling or changing career."

Adam Sapay, COO of K10, which specialise in construction and infrastructure apprenticeships, and were also at the event, added: "Construction is a massive multi-billion-pound industry and the very least that should be happening is people should be given opportunities to learn new skills and become part of that industry. It's common for school leavers to be encouraged to go to university and that's fine, but a skilled tradesperson can be earning very good money before they're thirty years of age, without having to build up any debts to pay for their training. Apprenticeships are accessible to all ages, so it was great to see so many people attending the event."

As part of the Council's commitment to the Youth Skills and Employment Guarantee, 25% of its apprenticeship levy



is pooled to non-levy paying local micro or small/medium sized enterprises in priority and growth sectors to enable more local apprenticeships.

In addition, London Living Wage apprenticeship opportunities are being established across each of the Council's services with a minimum of ten apprenticeship and employment opportunities to those who are care experienced.

To find out more about apprenticeships, visit: www.hounslow.gov.uk/apprenticeships

Lubna Asif was always career-focused student and now relishes the opportunity to study and work at Cisco Systems, near her home in Feltham.

"I'm a Degree Apprentice at Cisco Systems. It's a good mix of work and study and the latter part is a Computer Science degree, so I'll get a BSC.

"I think I've always been hands-on and practical. I consider myself aware of the local employment landscape and knew that Cisco ticked all those boxes. And with the way the degree is structured, I'm able to be in the office and meet people face-to-face. That was important for me. I'm connected with BPP, an online University, linked to Warwick, Manchester and the Open University, so I feel I'm continuing to get a quality education and a great start to my career.

"But I've always had a real hunger for my future employment, and I was looking for work experience from around Years Nine and Ten! Even as a young person I think it's so important to get work experience. I feel like it still lies on the individual to actively seek out and research companies even though the school is there to provide support. Luckily in my case, I went to Logic, and we had a dedicated careers lead, so I was lucky in the way that these opportunities were always filtered through my school for us to consider.



Lubna Asif

"It also helped that they were so career-focused. We used to have people from local businesses giving us mock interviews, which was obviously valuable. I was learning to build my own CV by Year 11 and for me, it's good to develop a positive career orientated mindset early on.

"The Youth Skills and Employment Guarantee should signpost young people to specific events like job fairs where degrees like mine are promoted and it'd be useful to see different routes to employment mapped out."



L/R: Cllr Bath, Cllr Bruce, Cllr Dinne and Ian Martin, Property Project Manager of the Council, inspected an energy efficient heat radiator at Crane Park Primary School

PRIMARY SCHOOLS EMBRACE LOW CARBON TECHNOLOGY

As part of its ongoing initiative to support primary schools on their pathway to the Council's net zero carbon target of 2030, all primary schools in the borough are now equipped with air source heat pumps, utilising low carbon technology for heating.

The Council has supported four primary schools to provide well-heated classrooms in cold weather by replacing boilers with high energy efficiency ones to ensure optimal heating in classrooms. Crane Park Primary School, Grove Park Primary School, Strand-on-the Green Junior and its Infant and Nursery Schools, and Victoria Junior School have all upgraded boilers that reached the end of their design life.

Ms Alison Small, Head Teacher of Crane Park Primary School, said:

"We are delighted to have been part of the decarbonisation project. It has been highly successful, and the new boilers and 257 radiators have made an immense difference to the standard of our heating. These facilities have become a part of our low carbon, sustainable school environment where children can learn happily and healthily. We have also been inspired to improve further areas of the school."

The Council is planning further improvement in energy efficiency for primary schools. New heating distribution pipework and radiators will be installed in four primary schools in summer 2024 with an estimated cost of £1.8 million. Additionally, new, energy efficient boilers for five primary schools will be replaced, with an estimated cost of £700,000.

BETTER CONNEXIONS

Young people in Hounslow currently seeking education, employment, training or an apprenticeship can now drop into Hounslow House on Tuesday afternoons between 3pm-5pm to get support, help and advice.

The Connexions service is available for residents aged 16-19 or aged 16-25 if they have an education, health and care plan (EHCP).

Career advisors and engagement mentors will be on hand to help young people explore their interests and help them decide on next steps. Connexions will continue to offer ongoing support until the young person achieves their goals including support with CVs, applications and interview preparation.

Call the helpline on 020 8583 5151 or visit: www.hounslow.gov.uk/connexions

Voluntary sector gathers at Holy Trinity

The stunning interior of Hounslow's Holy Trinity Church hosted around 70 local voluntary groups in January to discuss the future of the Council's Thriving Communities strategy.

The workshops and events were all designed to understand the views of residents, community groups and partners on social action and civil society in Hounslow. They follow a survey distributed to groups during the summer.

Hounslow has a vibrant, diverse voluntary sector, which came together through necessity during the pandemic remains a powerful force for good as the social and economic effects are still being felt. The 2024-2028 Thriving Communities Strategy is an articulation of this new relationship and a commitment to continuing to support communities and the local voluntary sector. It will be ambitious in its vision and will demand that the work is done collectively across different organisations and sectors to enable, facilitate and support active citizens and the VCSE sector.



Over 500 people responded to the survey, including residents, Year 6 students, young people, volunteers, and voluntary organisations. This engagement will set out the Council's commitments as an organisation and calls for the commitment of other public sector partners.

The resulting strategy will run from 2024 until 2028.

18 TONNES OF ILLEGAL VAPES SEIZED AND DESTROYED



Action by Hounslow Council Trading Standards, working alongside law colleagues from the Metropolitan Police and Border Force, recently saw a staggering 18 tonnes of illegal vapes destroyed following seizures in the borough, and at Heathrow and ports.

Council officers took the lead in the operation, undertaking inspections of retail premises with Hounslow police before embarking on follow-up enforcement action. Similarly, following initial referrals from Border Force, Hounslow staff took over enforcement and disposal of the vapes.

In all, 255,896 illegal vapes were destroyed – with an estimated market value of £3.4 million. Weighing in at more than 17.8 tonnes, it took two articulated lorries to transport them to their destruction.

In the UK, disposable vapes are permitted to contain up to 2ml of liquid, but some of the illegal products that were intercepted had up to 30ml – 15 times the legally permitted volume.

In 2022, Trading Standards officers seized and destroyed £370,000 worth of illegal vapes at Heathrow before they entered the country, preventing them entering the supply chain.



Cllr Ajmer Grewal, Cabinet Member for Safety and Regulatory Services, said: "This is a spectacular success for our dedicated and conscientious Trading Standards team and I would like to congratulate everyone involved in taking these illegal and unsafe products off the streets."

"Make no mistake, these are dangerous criminal gangs bringing these vapes into the country, people who have no compunction in selling them to young and underage residents."

"We will continue to target traders and importers of illicit vapes, and our message is clear: the trade in them will not be tolerated in our borough."



FREE TRIAL AT DIGITAL DOCK

Small business owners, freelancers and entrepreneurs can take advantage of a free day's trial in the heart of Brentford High Street at the Digital Dock office.

Running since 2022, hundreds of people have utilised the space since it officially opened. It's the perfect solution for those working from home or stuck in a commercial office space.

A modern and affordable workspace, it delivers a stylish, flexible and inclusive co-working space and collaborative hub for any business or individual needing a desk, meeting room or break-out space.

Cllr Shantanu Rajawat, Leader of Hounslow Council, said: "Digital Dock

continues to offer Hounslow residents an alternative place to work.

"There are hundreds of small business owners and entrepreneurs in the borough who are caught in the dilemma between working from home or taking out expensive office space which may not suit their needs.

"The dock offers an affordable and collaborative space that gives greater flexibility than other options. We'd like other businesses to experience it, which is why we're offering a free trial of the facilities."

Email: digitaldock.brentford@hounslow.gov.uk to apply for a trial.

CHAI-TASTIC RESULT



Sisters Alicia and Jasmine Kharod, who recently won the second Advance for Growth business competition, have been taking full advantage of their prize which included advertising for a whole year with JCDcaux, tailored business support from the West London Chamber of Commerce and business mentoring from the Council.

Since their win, Alicia and Jasmine have been busy working hard behind the scenes on their digital campaign with JCDcaux. They are also heading off to India for the latest round of product development whilst continuing to receive business mentoring from the Council, who are offering guidance and support.



Digital Dock is a modern and affordable workspace in the heart of Brentford



Brentford Mosaic project, engaging and working with three generations in a family

PUTTING BUSINESSES FIRST

Residents and businesses across the borough can continue accessing a range of free business support services through the Council's business first programme.

Launched in October 2023, the popular programme provides ongoing support to companies from start-ups to SMEs to help them sustain themselves in these current challenging economic circumstances.

It includes modules on coaching and mentoring, which will help businesses to develop strong business models.

Other elements include digital skills, bidding for and winning contracts, quality standards and consortia approaches and enterprise readiness.

For more information and to sign up, visit: www.hounslow.gov.uk/business-support

YOUTH GROUPS SECURE MAJOR FUNDING

Hounslow Council has awarded over £295,000 to thirteen local voluntary groups in the latest round of Thriving Communities Funding (TCF), taking the total financial support to £1.2m this fiscal year.

Among the beneficiaries are five projects geared towards young people, totalling over £150,000. These include Capture Minds' 'New Hope' mentoring project on the Ivybridge Estate in Isleworth, free arts projects across four estates for 7-12-year-olds through Feltham Arts, an holistic family-orientated project delivered by Hounslow Action for Youth, a new youth club provided by Heston in the Community as well as a multi-faceted project for young people delivered by Rise and Thrive in Feltham and Hanworth, that includes arts, boxing, cooking, holiday provision, music and outreach work.

There are two projects that deal with financial resilience with funding for

debt experts Crosslight to provide vital support in partnership with the Community Solutions team, including group workshops and one-to-one budget coaching sessions.



Adnan Ali, Co-Founder of Capture Minds



There is also a financial inclusion project for Convent Way Estate residents in Heston, provided by GOS&D that features multi-lingual financial support and advocacy, one-to-one sessions, and the training of residents to become financial inclusion mentors.



Cllr Shivraj Grewal, Cabinet Member for Communities, Equalities and Culture, said: "Once again, we are thrilled to see such an interesting mix of projects funded and activities that will increase wellbeing and improve the lives of residents and their families. I'm particularly pleased to see so many local youth groups bolstered to deliver work that is vital to our community given the decade of under-funding we've endured through Government austerity measures."

Darren Beecroft, Director of Rise & Thrive, said: "We know from the success of our youth clubs in Feltham and Hanworth that there is a need for these services amongst young people and their families due to the high demand. This funding will ensure we can provide some exciting new projects and bring more services to our community."

Adnan Ali, Co-Founder of Capture Minds, added: "We are honoured to receive Thriving Community funding from Hounslow Council. This is testament to the long-standing support of our local

authority as well as our dedication to educating and empowering the residents in Isleworth. This opportunity enables us to expand our impactful programmes and continue our mission to nurture young minds and improve community well-being."



THE MAIN BENEFICIARIES AWARDED A TOTAL OF £295,165.50 ARE AS FOLLOWS:

Acacia: Bye Bye Loneliness
Supporting Council tenants to improve their health and wellbeing, reduce isolation and strengthen connections with their local community. The project will be conducted weekly, providing consistent engagement and support to the participants including Henna and Zumba classes.
Amount awarded: £15,912
Beneficiaries: Adults in central Hounslow

Capture Minds: New Hope Youth Project
The New Hope Project aims to support young people aged 12-15 on the Ivybridge Estate by offering youth mentoring, extracurricular sessions, and half term trips.
Amount awarded: £25,557
Beneficiaries: Young people on Ivybridge Estate, Isleworth

Riana Development Network: Building Hope, Transforming Young Lives
Supporting BAME young people with coping strategies, building hope for the future, and developing positive social connections. Developing the necessary tools, support, and opportunities to enhance futures.
Amount awarded: £20,082
Beneficiaries: Young people in Brentford

Crosslight: Support with Debt, Benefits and Housing Advice
To provide vital support to Hounslow residents in need, in partnership with the Community Solutions team, including one-to-one debt advice appointments and budget coaching sessions plus group money skills workshops.
Amount awarded: £30,000
Beneficiaries: Adults across Hounslow

FCDA: Tackling Anti-Social Behaviour
To support local young people in the community through meaningful activities - upskilling through courses and learning opportunities (FA Intro to Coaching, First Aid Young Responders, digital/coding workshops). Financial Literacy courses for young people to support men in the community to become more socially connected via the FCDA 'Man Cave'.
Amount awarded: £29,347
Beneficiaries: Young people and men in Feltham

Feltham Arts: Young People Support
A free arts project for 7-12-year-olds across four housing estates. Celebrating cultural diversity and providing opportunities for personal development and shared experience. It will deliver after school workshops, an end-of-term exhibition or performance, and a Summer Camp.
Amount awarded: £21,122
Beneficiaries: Young people and families in Feltham

Golden Opportunities and Skills Development: Financial Inclusion in Convent Way Estate
Financial Inclusion project for Convent Way Estate residents including Multi-Lingual Financial Support and Advocacy 1-2-1 sessions plus training residents to become Financial Inclusion Mentors.
Amount awarded: £24,850
Beneficiaries: Adults

Rise and Thrive: Thriving Together
Offering young people a positive and safe space to engage with activities and services. Project will include youth provision (arts, music, boxing, cooking, and upskilling for young leadership) holiday provision, outreach work with young people and parent support.
Amount awarded: £29,965
Beneficiaries: Young people and families in Feltham and Hanworth

Heston in the Community CIS: Youth Club
Providing a safe and supportive hub to encourage community involvement, social cohesion, and successful transitions to adulthood. Delivering opportunities to children and young people in the local area including youth club sessions, mentoring sessions and physical activity.
Amount awarded: £29,992
Beneficiaries: Young people

Intergenerational Music Making: Harmony Generations
The creation of four sustainable multigenerational social hubs offering inclusive activities and training, including intergenerational music-making/gardening/physical activities, plus volunteer/buddying opportunities.
Amount awarded: £14,340
Beneficiaries: Adults, young people across Hounslow

Creative Spaces LDN: Creative Women Hounslow
A community support and wellbeing group for women and girls. To reduce isolation, develop community connections and boost health and wellbeing including individual or group coaching and counselling sessions.
Amount awarded: £18,318.50
Beneficiaries: Women and girls in Heston and Cranford

HAY: Youth Bonds
To support young people and their families by providing activities and a trauma-informed keyworker/group support to improve confidence, mental health, and behaviour.
Amount awarded: £29,500
Beneficiaries: Young people and families across Hounslow

For further details on all levels of funding, visit: www.hounslow.gov.uk/ TCF or contact: community.development@hounslow.gov.uk

Cllr Rajawat, speaking at a previous Question Time event



AREA FORUMS

Want an opportunity to speak to local ward Councillors and Council teams about important issues in the area? Why not come along to the next Area Forum and get involved.

Each Forum is Chaired by a Ward Councillor for the area and starts with a networking opportunity. Residents also have the opportunity to meet teams, services and third party organisations to find out information, seek advice or support from those in attendance.

Following this, the formal agenda will start, culminating in the open forum where residents can pose questions and discuss important local issues with their councillors.

Area Forums have quickly become a staple in the democratic calendar, reiterating Hounslow's commitment to be a listening Council.

The forums take place regularly around the borough. For full details and to find out more, please visit: www.hounslow.gov.uk/areaforums

POSING THE QUESTION

Hounslow Council hosted another Cabinet Question Time event at West Thames College on Wednesday 28 February.

The event – the second of four held across the borough - is a key part of Hounslow Council's continuing commitment to listen and engage with residents.

Question Time is an opportunity for residents and businesses to ask the Hounslow Council cabinet members elected by them, questions around any issues and concerns in the borough that matter to them. Questions were submitted in advance via the website or by emailing or writing to the Council. Key themes discussed on the evening included housing, transport, and infrastructure.

Held across the borough, these flagship events work in tandem with the Area Forums.

Cllr Shantanu Rajawat, Leader of Hounslow Council, said: "It was great to meet so many residents at this event in Isleworth and discuss the diverse range of issues that affect them. The format worked well, and we look forward to meeting many more residents at events to come."

The event was chaired by Tracy Aust, Principal at West Thames College, who added:

"There was a buzz around the college about this event for a while, and many students submitted questions to the Cabinet. We were glad to see students join on the night, and that our young people feel they're being listened to."

Members of the public submitted their questions in advance, which were then selected by the chair for featuring on the night. The public were also able to raise their hands to ask a question.

With a similar format to BBC Question Time, residents came face-to-face with elected councillors who are accountable for decision-making in the Council.

Question Time was filmed and can be viewed by visiting: www.talk.hounslow.gov.uk/cabinet-question-time This webpage will also give details of the questions discussed and information about the next Question Time.

YOUR PERFECT venue

📍 FELTHAM LODGE

Perfect for intimate weddings, the Garden Room in Feltham Lodge is an exquisite setting for marriages and civil partnerships.

High ceilings, stunning chandeliers and beautiful high back chairs, the room accesses the veranda and garden - a picturesque location to capture photographs of your special day.

To book your ceremony, or if you would like to visit us, please contact: registeroffice@hounslow.gov.uk



Feltham Lodge is a beautifully restored Victorian House, which is home to the Hounslow District Register Office.

MEET THE MAYOR OF THE LONDON BOROUGH OF HOUNSLOW



The Mayor of Hounslow 2023-2024 is Cllr Afzaal Kiani

Mayor Kiani was first elected as a Councillor for the Hounslow Heath Ward in 2018. He was born and raised in Rawalpindi, Pakistan and moved to the UK in 1986 as a student. He has served on various Committees and Panels for the Council and sat as Chair and Vice Chair of the Housing and Environment Scrutiny Panel. Cllr Kiani has lived in the borough since 1998. He is married and has four children.

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VIA JUSTGIVING:

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www.justgiving.com/page/mayor-kiani-cwplus

MAYOR'S CHARITIES AND EVENTS

Al-Mustafa Welfare Trust



As a global charity, we are dedicated to making a positive impact on the lives of individuals and communities worldwide. While our global outreach is important, we firmly believe in the importance of uplifting our local community in Hounslow. Our local 'Neighbours First' projects are specifically designed to tackle issues such as homelessness and provide elderly support, poverty support services, and young offenders support, among others.

Through our homeless project, we distribute essentials such as warm jackets, blankets, socks, shoes and hygiene kits. By supplying these items, we aim to restore dignity and improve the overall health and hygiene of individuals experiencing homelessness. We also provide nutritious meals on a regular basis.



Eva Fraser – 100th Birthday

Hounslow resident Eva Fraser celebrated her 100th Birthday in December. The Mayor sent Eva a bouquet of Flowers to Maryville Care Home, where she has been a resident since 2014.



CW+



We're helping CW+, the official charity of Chelsea and Westminster Hospital NHS Foundation Trust, to raise money for a new state-of-the-art facility at West Middlesex University Hospital that will include cancer services.

The new centre will give residents of Hounslow, Richmond and Ealing faster access to tests and treatments closer to home and will mark a major step forward in the development of patient care in our local community.

Patients living with cancer spend many hours receiving often painful infusions, tests and treatments. We believe that every patient should be as comfortable as possible, so we're supporting a programme of patient enhancements in the new chemotherapy/oncology suite that will make a difficult experience that little bit easier to bear.

Holocaust Memorial Day

Mayor Afzaal Kiani opened the Council's Holocaust Memorial Day event at Cranford Community College, Friday 26 January. He welcomed the Area Dean, Martine Osborne, Dr Martin Stern and guests and all those gathered. The mayor also joined other dignitaries in lighting a candle in remembrance of the Holocaust.



Dr Stern, the Mayor, Rosi Prescott, Deputy Lieutenant of Greater London Representative for Hounslow Council, Councillors and local dignitaries, with remembrance candles

Communities mark Holocaust Memorial Day

The Council hosted a special event marking Holocaust Memorial Day at Cranford Community College.

The Mayor of Hounslow, Cllr Afzaal Kiani, Cllr Shantanu Rajawat, Leader of Hounslow Council, Charanjit Singh from Friends of Faith and others, joined students and staff from the school to hear the story of a Holocaust survivor, Dr Martin Stern, who lived through the Holocaust as a small boy. Hounslow Area Dean, Martine Osborne, led the proceedings.



Dr Martin Stern, guest speaker and Holocaust survivor

Dr Martin Stern talked about the importance of sharing his story, he said: "Like most Holocaust survivors I kept quiet all my life, although that doesn't mean that the injury isn't there. But I had a heart attack and I nearly died, and it brought it home to me that if I didn't talk, nobody would know; and there are people who deny that the Holocaust happened, and others who say that it wasn't as bad as Jews claim. So since then, I've been speaking out."



Cllr Shantanu Rajawat, Leader of Hounslow Council, said: "We are proud to be among those keeping the memory of the Holocaust alive today. I'd like to thank everyone here for being a part of this collective memory and share my gratitude with Dr Martin Stern, for joining us and sharing his extraordinary family history."

"When we consider the theme of this year's Holocaust Memorial Day, the fragility of freedom, our shock and sadness at recent events in Israel and Gaza come to mind. Our thoughts and prayers are with those who have been injured and held captive, and those who fear for and who have lost loved ones, both in the Middle East and beyond."

Charanjit Singh, from Friends of Faith, said: "We feel very privileged to commemorate Holocaust Memorial Day with Hounslow Council at Cranford Community College. This year we reflect on and remember the six million Jews and others who lost their lives during the Holocaust, and subsequent genocides. The theme this year is 'The fragility of freedom', and we note how precious it is to hear first-hand testimonies from survivors and their descendants."

This event follows on from Hounslow Council's well-attended public event marking Holocaust Memorial Day at Hounslow Library, on 22 January.

History in the making

Hounslow Council celebrated LGBT+ History Month in February with an event at Hounslow House featuring local groups The Naz Project and Metro Charity. Under the Scope reflected the theme for this year's celebration – medicine – and included keynote speakers.

The West London Queer Project, an organisation founded in Hounslow, were also in attendance and encouraged people to bring their own LGBT+ artefacts, due to a lack of historical material currently available.

The group still needs help though, as it will help with future exhibitions to showcase west London's diverse and colourful history. Other west London councils are also participating.

Submissions for the archives can be emailed to info@wlqp.org or you can bring material along to Hammersmith Library (W6 7AT) on Mondays or Tuesdays from 3-5pm.



Zaziah Wood (Councillor, Metro Charity), Aubrey Crawley (West London Queer Project), Amy Dobson (Museum Curator), Matthew Hamer (Chair of LGBT Advisory Forum)

On Saturday 24 February, Cllr Katherine Dunne, Deputy Leader and Cabinet Member for Climate, Environment and Transport, was present at West London Queer Project's Festival of Football, held at Grasshoppers RFC in Isleworth in collaboration with Brentford, Chelsea, Fulham and QPR Football Clubs, as well as Hounslow and Hammersmith & Fulham Councils.

The day featured a six-a-side football tournament and keynote speakers. In line with Football vs Homophobia's Month of Action, it was also an opportunity to show that football has the power to be a significantly positive force in the lives of LGBT+ people.



ASK FOR ANGELA PROGRAMME

A training programme for hospitality staff to spot if a customer needs urgent help has been rolled out at pubs across the borough.

The national scheme 'Ask for Angela' ensures that pub visitors who feel uneasy can speak to bar staff using the scheme name.

Thirteen pubs have already taken part in the training: The Bell, Hounslow; The Bell on the Green, Feltham; The Moon Under Water, Hounslow; The George IV, Chiswick; The Moon on the Square, Feltham; The Milford Arms, Isleworth; The White Bear, Hounslow; The Green Man, Feltham; KTM Rox, Feltham; Rowans Bar, Chiswick; Circa Loca, Hounslow; The Brewery Tap, Brentford; The Inverness Social Club, Brentford.

Cllr Ajmer Grewal, Cabinet Member for Safety and Regulatory services, said: "It is great to see so many pubs in the borough taking the training to become safer environments. The Ask for Angela scheme is a fantastic way for customers to discretely indicate that they are in distress and to receive the help they need without issue."

Any licenced Public Houses that missed the opportunity for staff to participate in the training can contact: Licensing-TX@met.police.uk to sign up for future sessions.

OUT AND ABOUT WITH THE SAFER COMMUNITIES TEAM

A new, enhanced approach to community safety is currently being trialled by the Council to create a multi-disciplinary team that will be responsible for preventing crimes, working alongside communities, and making sure vulnerable residents affected by community safety issues are protected.

This is part of the Council's core priorities to help keep its neighbourhoods and borough safe and funding is now available to recruit seven new people to join the Safer Communities Team.

The recruitment drive is currently underway with officers set to be in place

by April 2024. Two team members have already been appointed.

Recently recruited, Edyta Cwiczak (pictured to the left), said: "Joining as new Safer Communities Operational Team Lead is an opportunity to make a real difference in our local neighbourhoods. We're committed to fostering a sense of security and trust within the community, and we're excited to work closely with residents to address their concerns and enhance safety for everyone. We're excited to work closely with residents to address their concerns and enhance safety for everyone."

VETERANS' CAFÉS PROVE POPULAR

Residents who served in the Armed Forces can now come together to meet old friends and comrades as well as make new ones at Veterans' Café events.

Held five times a month, at three venues across the borough, veterans can seek support from guests and the Council who can offer guidance and signpost help available to people who have served in the Armed Forces.

Residents who have served in the Armed Forces can email to find out about and confirm their attendance at future events via: community.cohesion@hounslow.gov.uk



An ambitious budget for Hounslow

The Council has agreed its budget for 2024/25. It will continue delivering what matters to residents and build a thriving, safer, cleaner, greener, liveable and healthier borough for all.

With both high inflation and interest rates, rising costs and limited central funding combined with an increasing demand for vital services, the Council is facing challenging financial times ahead.

There is an increase in demand for services to support children with additional needs, as well as social care for children and adults.

To continue investing in services and supporting people whilst delivering services that make a real difference to residents' lives, without cutting

frontlines services, the Council is increasing council tax by 4.99%.

The rise includes 2%, which has been ringfenced for adult social care, a critical investment to help meet the rising costs and demand for these services.

Cllr Shantanu Rajawat, Leader of Hounslow Council, said: "Budgets are always challenging and even more so with the current economic climate we face. We have had to make tough decisions to produce a budget that continues to provide vital services alongside the ambitious vision we have for the borough.

"I fully appreciate increasing council tax is an added cost at a time when household finances are already stretched but rest assured, we will continue to do all we can to support people struggling financially.

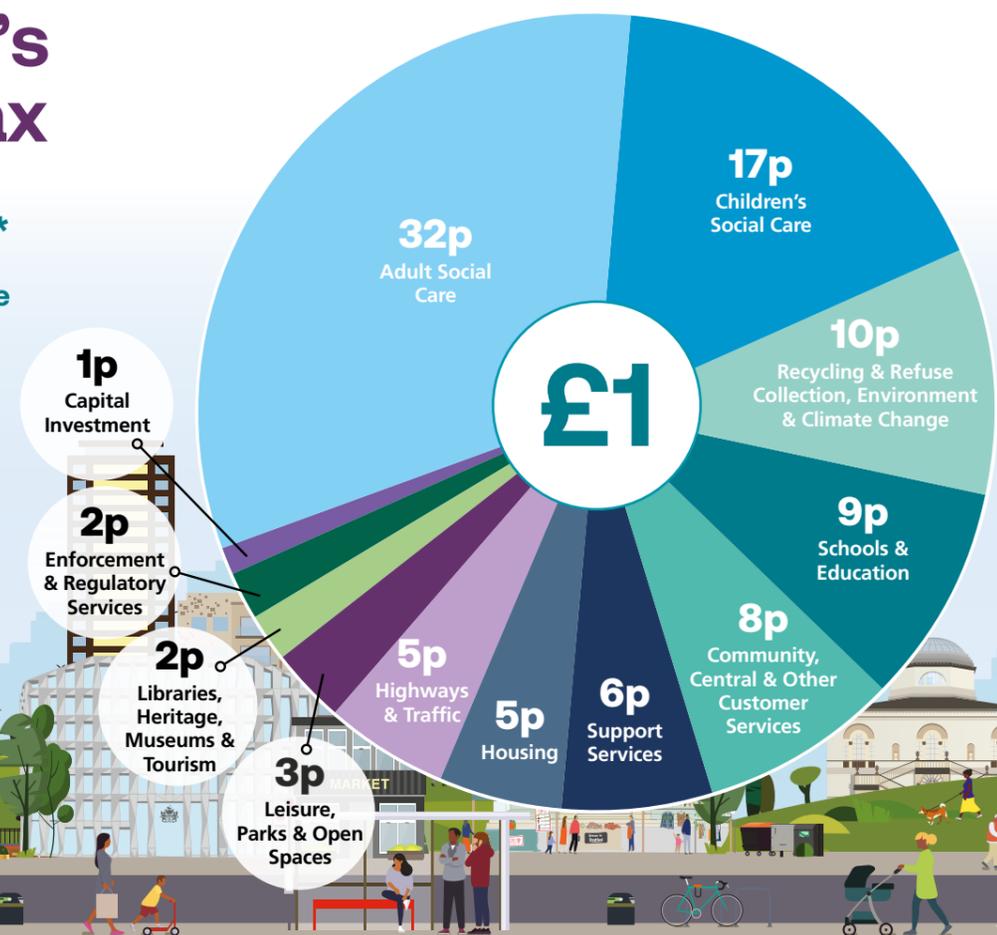
"Through close collaboration with our partners, we have an extensive package of support to help residents, including our community and family hubs, and I would encourage anyone with concerns to visit our website for more information.

"Despite the difficult circumstances, we remain absolutely committed to investing in the borough, improving services and opportunities for residents and businesses."

Hounslow's Council Tax for 2024/25 is £29.22 per week*

This is how each £1 will be spent to deliver essential services.

*for a Band D home



Investing and supporting residents and businesses

Over the past year the Council has been delivering on its commitment to build a **Thriving, Safer, Cleaner, Greener and Healthier** borough for residents, businesses and communities as part of its Corporate Plan 'Ambitious for Hounslow, 2022-26'.

Supporting local businesses

Maggi Smit, managing director of bespoke travel firm America As You Like It, got in touch with an outreach campaign by Council-led agency Hounslow Business First (HBF).

Her specialist travel business was adversely affected by the lockdown and she needed help and support to negotiate a better position with her landlord.

HBF worked with Maggi to create a growth model for her business, and worked on her sales and marketing activities, as well as extending her digital presence online, including reviewing and revamping her website.

She said: "I have really enjoyed working with HBF on the business support programmes funded by Hounslow Council and have learned a great deal about all aspects of business, especially around digital marketing, and ways to boost sales."



Helping residents to achieve their full potential

Through Learn Hounslow, the Council's adult and community education provider, 1,360 residents enrolled on English for Speakers of Other Languages (ESOL) courses in the academic year of 2022-2023, with a 10% increase in ESOL enrolment every year.



Three years ago, Shabnam fled from Afghanistan and settled in the UK as part of the Refugee Resettlement Scheme. At that time, she had no knowledge of the English language and joined Learn Hounslow to study via an ESOL course. Having completed ESOL Entry 2 award course in listening, speaking and reading, she said: "I can now answer right away when people ask me questions in English. My goal is to study journalism at university and become a journalist here."

Supporting those facing domestic abuse

The Let's Talk Programme is a 12-week therapeutic, trauma-informed concurrent group programme for children and mothers who have been affected by domestic abuse. It aims to provide children with a safe space to process their experiences of domestic abuse through group discussions and activities. During 2022-23 Let's Talk supported 41 mothers and 65 children.



Natasha, Detective Constable, Hounslow Met Police said: "I was the facilitator for Let's Talk for a couple of years. I found it was an amazing and rewarding job not just for myself but for the women and children that partook in it. I mainly did the women's group and to see the change in them from when they began to how they blossomed you could really see the difference it made to their lives."

Creating sustainable housing for the future

Residents moved into the Council's first zero-carbon housing scheme last year.

Located on the corner of Staines Road and Frampton Road in Hounslow, the scheme incorporates the use of Air Source Heat Pumps, photovoltaic panels and a highly efficient building fabric, which contributes to Hounslow Council tackling the climate emergency it declared in 2019.

This scheme epitomises the Council's commitment to tackling the housing crisis and building 1,000 new council homes over the next four years. Not only will residents benefit from homes at an affordable rent, but they will also benefit from homes with a zero-carbon design.



Improving local car parks

Over the last year the Council has been working to transform the parking experience for residents and visitors, bringing all Council managed car parks up to a refurbished, modern standard.

This has included a complete resurfacing of some sites, weed and tree clearance, new fencing, repainting of parking bay lines, new and improved signage and lighting to make car parks safer.

Cassim Ruhomally, a resident said, "I appreciate the new car park improvements at Bell Road car park; the new white lines and resurfacing along with better lighting has made it a car park I now use more often to access Hounslow High Street and some of the restaurants nearby."



Helping hand when returning home

Over the past six months, 260 residents have benefited from the Community Recovery Service (CRS) to lead independent lives.

Helen (not her real name) is an 81-year-old Hounslow resident who benefitted from the service following a full hip replacement. Her initial assessment identified the need for three support visits a day to assist with personal care – washing and dressing and meal preparation.

The team saw constant improvement through their daily visits and in the space of a month, she was managing all tasks indoors. No ongoing support was required and the rehabilitation assistants reported that they have seen Helen out and about within her local community enjoying her independence.



Alcohol-related hospital submissions down

Hounslow saw alcohol-related hospital admissions at the borough's West Middlesex University Hospital increase by around 60% between 2010 and 2020.



To address the issue, Hounslow Council and its health partners created the Alcohol Care Team (ACT), which provides specialist alcohol treatment within an acute hospital setting, seven days per week.

Mark Lander, Acute Medicine Consultant, Chelsea and Westminster Hospital NHS Foundation Trust, said: "ACT are brilliant. They see people proactively and are very keen to help keep people safely out of hospital with the right support. The service is streets ahead of that in other Trusts."

Recycling rates increase in flats across Hounslow

New data shows that recycling tonnage across all types of recycling in flats has increased by 23% when comparing April – December 2022 figures with the same period in 2023.

There are more opportunities for residents to recycle than ever before with 27,500 flats borough-wide equipped with food waste recycling.



Isleworth resident Sadia welcomed the improved facilities: She said: "Having access to communal food waste recycling bins is great as I now put much less in the black bin."

"The clearly labelled recycling bins make it easier to know what goes in each bin in general, and week-to-week the recycling collection is efficient. The No Time to Waste campaign website has also opened my eyes to why it's so important to recycle more and waste less, and often helps me remember answers to some of the confusing recycling questions!"

New Community and Family Hubs

As part of its commitment to offer ongoing support and access to services and community-related activities, Hounslow Council launched its new network of local hubs in September 2023.



There is also a second day at the Feltham Community Hub - at the library on Thursdays - and hubs are now also active at Hounslow House and Brentford's Clayponds Community Centre on Mondays - the latest place to take advantage of local support, closer to home.

Clayponds Community Centre is hosting Wellbeing Mondays with free activities to keep fit and well for all ages. Please call 07446 143101, or just turn up and join in from 10am to 3pm.

Brentford Library will be hosting the Brentford Community Hub starting Friday 15 March at 10am to 2pm.



This included a major new community resource, open weekly at Feltham Assembly Hall, and existing Family Hubs across the borough.

This new development is a key part of the Council improving the way it interacts with residents. Whether you're trying to find information, or seeking help and advice, we are making sure you can find the right solution, closer to home.

Over 5,000 residents have received advice and guidance through the Community Hubs and Family Hubs approach.



Help for those who need it

Council Tax Support

The Council has a generous Council Tax Support Scheme to help those who are on low incomes, in receipt of benefits or who have other circumstances which might make it hard for them to meet the costs.

If you are having trouble paying your Council Tax

If you have genuine difficulties in paying Council Tax or Business Rates, please contact us as soon as possible to discuss your circumstances.

For Council Tax please call 020 8583 4242 or for Business Rates please call 020 8583 5708.

Have you checked your benefits?

Many people do not claim all of the benefits to which they are entitled.

You can use our benefits calculator anonymously, any time, to find out whether you might be entitled to additional benefits.

Visit: www.hounslow.gov.uk/benefits-calculator and enter a few details about your circumstances to see what you are entitled to.

Other sources of support

There is also a range of help available to families on lower incomes, such as free school meals and school uniform grants.

For more information about all the support available to help people locally visit: www.hounslow.gov.uk

Universal Credit Migration

Department for Work and Pensions plans for 2024/25 are now underway. Residents who have received letters regarding the migration to Universal Credit should use the contact details in the letter to seek support if they require it.

www.gov.uk

SPRINGING INTO ACTION

Hounslow's over 60s can now shine thanks to a series of fitness and fun activities aimed directly at them.

The Council has joined forces with the borough's health partners to present Stay Fit, Stay Healthy - three months of free health and wellbeing activities that could change the lives of residents.

Until the end of April, Stay Fit, Stay Healthy is running at three of the borough's sheltered housing schemes, Edward Pauling House in Feltham, Danehurst in Brentford and Frogley House in Hounslow.

SO WHAT'S ON OFFER DURING STAY FIT, STAY HEALTHY?

Attendees can enjoy everything from regular yoga sessions to gentle exercise through the mystical art of Tai Chi, step out with some Latin-flavoured Zumba classes or move to the beat with some Bollywood-inspired dance classes.

Stay Fit, Stay Healthy isn't just about exercising the body, there's plenty for the mind as well. Music therapy sessions offer some stimulation and socialising through the medium of song, while creative arts workshops will give you a brush with success.

And there's even more, from gardening groups to dementia-friendly cafes, gadget workshops and diet and nutrition sessions.

All the events are free. To book a session or for more information, email: activities60plus@hounslow.gov.uk or call 07974 622748.



It's all aboard for the Hounslow Travel Training Service's Bus Event

ON THE BUSES

When it comes to learning how to get about by bus or train in our borough, a Council-funded travel training service is just the ticket.

Hounslow Council's Travel Training service helps people with disabilities to become independent travellers on all forms of transport and walking routes. This vital service enables people to develop their skills, increase their confidence and learn how to be safe in the community.

Now in its 20th year, the Travel Training Service is aimed at anyone aged over 16 in the borough who has a learning disability, physical disability, mental health challenges, sensory impairment, or long-term health condition.

People who have joined the service are supported to develop specific skills that empower them to become independent travellers, a barrier that people face that has such a significant impact on their lives. The Travel Trainers are experts by experience and know first-hand the difficulties people

face. Support is person-centred and goal-focused and outcomes are clearly evidenced and monitored.

The trainers support their residents in every aspect of their journey and work with individualised action plans to enhance skills, learn a specific route, identify and minimise risk and learn what to do if there are unexpected changes to a journey and how to remain safe.

One highlight of the programme is The Hounslow Bus Day Event, which sees the trainers, trainees, transport officers from TFL and police take to the road in a bus, simulating a journey across town and enacting some role-playing scenarios along the way.

To find out more about it and learn how to become an independent traveller, you can email: Community.Provisions@hounslow.gov.uk

Cllr Chaudhary with the HOT team



HEALTH OUTREACH TEAM SERVING HOUNSLOW'S COMMUNITIES

Hounslow's Health Outreach Team (HOT) is sporting a new look this spring, meaning it's even easier to find them and get advice and support on a range of health issues.

The team spent the winter months delivering flu and Covid vaccines to the heart of communities across Hounslow. But just because the winter is coming to an end, it doesn't mean their great work is.

Look out for the snazzy new design on the HOT bus to get help with anything from blood pressure, CO2 and BMI checks to help to stop smoking, other drug or alcohol addictions, and sexual health. The team also have a more permanent base at the Treaty Centre on Hounslow High Street. Head down to Unit 18 from Tuesday to Friday - 10am to 6pm, and Saturday - 9am to 5pm.

Hounslow Resident, Mr. Missera recently praised the team for being "so

welcoming". He added: "I have always had great service from them, nothing is too much trouble. I like that I can just pop into the HOT shop when I'm out visiting the local high street and get a blood pressure or CO2 check. It makes me feel supported."

Check out the Hounslow Council website for updates on where and when the HOT bus will be in the coming weeks and months: www.hounslow.gov.uk/HOT

AVOIDING A VAPING GENERATION

No Smoking Day is on 13 March. Hounslow Council is committed to create a smoke-free generation through the Healthy Hounslow service.

The Council is also acutely aware of the large number of children who are now vaping. While vaping can be a useful tool for adults to get off tobacco products, there is still much which isn't known about the long-term effects – especially for children whose lungs are not fully developed.



The long-term effects of youth vaping are still not known

While plans to ban disposable vapes and other measures designed to make vaping products less accessible to children will help, there are still many children who already have a strong nicotine addiction from vaping. There are many others who will develop one if action is not taken now.

As well as addiction, vaping can lead to many other issues, including reduced lung capacity, lethargy and irritability.

To tackle this, Healthy Hounslow has support available to help children and young people quit vaping if they have started, and to prevent others from taking up the habit.

Find out more on their website: www.healthyhounslow.co.uk/stop-smoking

VOLUNTEER WITH BEFRIEND TO HELP CURE LONELINESS

Loneliness and isolation can be devastating for anyone, especially older people or those with mental health problems. That's why BEfriend Hounslow is offering residents the chance to make a huge difference to someone's life by signing up as a volunteer befriender.

While the charity has been operating since 1994, it is new to Hounslow, having only started work in the borough late last year. They are looking for new volunteers to grow their work and help as many people as possible.

Residents who sign up to the programme will be carefully matched with someone who has been referred to BEfriend because they are experiencing loneliness and have little or no social contact. Visits will take place weekly, either in the home or somewhere local. Full training and ongoing support from the friendly and professional team at BEfriend will be given as well. Out-of-pocket expenses will be reimbursed.

Visit: www.befriend.london/volunteer to find out more.



A volunteer and client enjoying a day out at Kew Gardens



GIVING YOUNG FAMILIES THE BEST POSSIBLE START

Hounslow's Health Visiting Service is ready to support anyone in the borough who's at the start of their parenting journey.

Worrying about the future is normal when you have a little one on the way. The nurses and other health professionals who staff the Health Visiting Service want you to know that their job is to take that worry away, not add to it.

That's why they've put together a short video explaining what health

visiting is, how the relationship with a health visitor can support families and dispel some of the misunderstandings that leave some people anxious about building that relationship.

You can watch the video here: bit.ly/healthvisiting

If you have any questions or concerns about any aspect of health visiting, you can call the health visitor line on 020 8973 3490, open Monday to Friday from 9am until 4pm.

WHO CARES FOR THE CARERS?

Unpaid carers are an invaluable part of the community. There are almost 20,000 in Hounslow and they are all heroes. The Council has put together a calendar of events and support where carers can meet, share ideas, and most importantly, have fun!

There are events for the people who's been cared for, including dementia-friendly environments

and exercise classes for those with additional needs. Whatever a resident's individual circumstances, there is something for everyone.

Visit: bit.ly/carerscalendar for the full list of events and support available for Hounslow's unpaid carers.

MAINTAINING LEVELS OF PUBLIC SERVICES

Due to high inflation, rising costs for goods and services, and the Government's proposed settlement to local authorities, which is squeezing council budgets across London, the Council has had to look at ways it can maintain levels of public services without impacting residents too much.

To continue providing safe and good-quality homes to tenants, rents across the Council's housing stock will rise by 7.7% – the rate set by central government. Service charges for tenants will also rise, by 6.7% on average.



Cllr Sue Sampson, Cabinet Member for Housing Management and Homelessness, said: "We haven't taken this decision lightly – we know how hard life has been recently, with costs soaring and wages not keeping pace.

"However, we feel that it is essential to maintain the services we provide for you.

"The vast majority of tenants will be able to apply to fully cover the additional costs through their benefits.

"Anyone who requires support is encouraged to get in touch with the Housing Incoming Team by emailing: ryan.miles@hounslow.gov.uk"



The Council's recent tenant survey showed two-thirds of tenants expressing overall satisfaction with its services. Conducted just before Christmas, nearly 1,000 households out of 13,000 were surveyed.

BUILDING FOR THE FUTURE

Hounslow Council is dedicated to making sure all its tenants have great places to live by investing in its existing 16,200 homes and planning to build up to 1,000 more.



The Housing Revenue Account's Business Plan has been updated to explain how the Council will use money to manage, fix, and improve homes. This is the first update since January 2023 and shows what has been done in the past year.



The plans also show ideas for housing, like making estates better and reducing energy use.



The Council is investing at least £30 million each year for the next five years, coming to a total which could top £150 million by 2029 to make homes safer and nicer.

The Council is proud to commit to this investment in housing for the long term which means it can plan improvements until almost the end of the decade whilst providing great homes now and in the future.

SURVEY REVEALS POSITIVE TRENDS

Overall satisfaction with Hounslow Housing currently stands at 67%, compared to 64% in 2021 and 64% in 2018.

There's been a significant increase in satisfaction with repairs, jumping from 62% in 2018 to 78% in 2023, with seven in ten tenants pleased with repair completion times. Communication has also seen improvement, with nearly 60% feeling heard and almost 74% satisfied with information provided.

Regarding fairness and respect, 74% of tenants felt well-treated, while seven in 10 were satisfied with space maintenance and 62% with Hounslow's approach to antisocial behaviour – a notable increase from 28% in 2018.

These numbers affirm our progress, but we remain dedicated to continuous improvement, ensuring the best for all our tenants every day.

TRANSFORMING UNUSED SITES INTO HOMES

Previously a garage site, Upper Butts at Brentside in Brentford has been replaced with six new homes: three wheelchair accessible bungalows and three two-bedroom accessible and adaptable houses, aimed at catering to a diverse range of residents.

This is the first of 13 local sites to be transformed in partnership with Habinteg, as part of addressing the demand for accessible housing in the borough and working towards the pledge to build 1,000 new Council homes by 2026.

The completion event was held on 22 February with Cllr Tom Bruce, local ward councillors and Habinteg staff.



Nick Apetroaie, Chief Executive Officer of Habinteg, said: "We at Habinteg are thrilled to unveil the first of 13 accessible and adaptable schemes through our partnership with Hounslow. By transforming neglected spaces into vibrant, inclusive communities, we're not just building homes, but opportunities for individuals to thrive. Upper Butts at Brentside is a testament to our dedication to creating spaces that empower and support all residents whatever their needs."

EIGHT MILLION POUND BOOST FOR LOCAL PROJECTS

Hounslow's infrastructure is set to get a multi-million-pound injection to help improve the lives and livelihoods of residents and businesses across the borough, while at the same time bolstering the sustainability and accessibility of its built and natural environment.

The money was made available through the Community Infrastructure Levy (CIL) and via Section 106 agreements, which is a planning charge that local authorities in England and Wales can impose on new developments in their area.

Key highlights include:

- **£300,000 for improvements in accessibility** to 17 local rail and underground stations, opening up more travel options to people with disabilities.
- **£384,809 for repurposing and developing** historic buildings and green spaces through the Cedars Yard Community and Creative Campus initiative.
- **£193,600 for improving access** to the Crane Valley trail, helping unlock residential investment opportunities in the "green" and "blue" economies.
- **£250,000 for quality play space** in Feltham Green as part of the wider Feltham area master plan.
- **£52,000 to improve the cricket facilities** at Chiswick House.

→ **£418,878 to support Hounslow's flagship youth skills policy, Youth Skills and Employment Guarantee** to help give young people better life chances.

→ **£1m towards Cycle Route 7** in Heston and Cranford areas to help enable and encourage more active travel.



Cllr Tom Bruce, Cabinet Member for Regeneration and Development said: "Forty two projects are set to benefit from this significant investment package to improve our transport hubs, green spaces, access to cycling, historic buildings and connectivity between communities.

"It unlocks potential investment in green and blue technologies, more active travel and at the same time bolsters our Youth Skills Employment Guarantee.

"And, importantly it goes into mitigating the impact of other developments on our borough's public services and infrastructure.

"These projects not only mitigate the impact of development in the borough but they actively help support our ambitious plans for a more greener, cleaner and more thriving Hounslow."



FREE CYCLING SESSIONS FOR TEENAGE GIRLS

Hounslow Council welcomes Cycle Sisters' new free cycle rides to the borough for girls aged 13 to 17.

Girls in Hounslow can sign up for free cycling lessons with the Council to gain confidence cycling on the roads, before booking onto girls-only rides with Cycle Sisters in Lampton Park on Sunday mornings. Rides are around eight to 12 miles long and provide a supportive and welcoming space for women to develop their cycling skills and gain confidence.



Free bikes can be requested when booking, and a cafe stop is scheduled on each ride, giving girls a chance to take a break and get to know one another.

For more information, visit: www.cyclesisters.org.uk/hounslow and for children, adults, all-ability and other cycle training in Hounslow, visit: www.hounslow.gov.uk/CycleHounslow

ELECTRIC VEHICLE CHARGERS COMING ACROSS HOUNSLOW



The Council plans to install more than 1,000 electric vehicle (EV) chargers this year. By Christmas 2024, most residents with little to no off-street parking will live around a one-minute walk from a charger.

Hounslow is the first of just two London boroughs to secure £1.1million from the Government's Local Electric Vehicle Infrastructure Fund and will begin installing dedicated EV parking bays at existing charging points, to help improve access. New EV chargers and charging bays will then be rolled out from the spring.



Cllr Katherine Dunne, Deputy Leader and Cabinet Member for Climate, Environment and Transport, said:

"We are delighted to be the first of two London councils and five nationally, to benefit from this funding, enabling us to deliver more than 1,000 new EV charge points in the next year, supporting residents to switch to an electric vehicle for journeys that cannot be completed by walking, cycling or public transport.

"Our new EV chargers will support our commitment to bold climate action and mean that together with residents, the Council can help to reduce greenhouse gas emissions and improve local air quality; benefiting public health and helping to tackle the climate crisis."

Leisure Centre and Lampton Park, and also runs sessions from Osterley Park in association with the National Trust. Trained instructors can meet residents at locations that are convenient for them, across the borough.

The new Feltham Park Hub and the improvements at Inwood Park were funded by South Western Railway and the Heston Park hub was funded by the Council.

www.hounslow.gov.uk/CycleHounslow

CYCLE TRAINING HUBS LAUNCHED

Hounslow Council has launched two new cycle hubs in Feltham Park and Heston Park and celebrated the arrival of new, all-ability cycles at its Inwood Park accessible cycling hub.

Residents can attend free, fun, instructor-led adult and child-friendly training all year round, together with bookable all-ability sessions at the Inwood Park accessible training hub. In addition to the Inwood Park and the two new cycle hubs, Hounslow Council offers two more at Hanworth

www.hounslow.gov.uk/CycleHounslow



CIRCLE OF LIFE:

Cllr Rajawat (pictured left from centre) stands alongside volunteers, residents and Heston ward members

RESIDENTS EMBRACE SUSTAINABILITY AT HESTON REPAIR CAFÉ

Earlier this year, residents gathered from across Hounslow for 'Be in the Loop': a family-friendly repair and crafting event at Heston Community Centre.

The lunchtime sessions were delivered in collaboration between Hounslow Council and Heston Repair Café, and were part of the Council's ongoing flagship Heston in the Loop sustainable neighbourhood project.

Cllr Shantanu Rajawat, Leader of Hounslow Council was in attendance to meet residents from the borough and to get one of his own items mended.

The community day featured a crafting workshop that passed on the knowledge to make draught excluders, a workshop that showed children aged 10 to 14 how to repair small gadgets and create fun crafts, and the monthly Repair Café that sees experts mend broken items and electricals brought in by residents.

This event is just one of 21 new types of circular activities introduced to the neighbourhood, and one of more than 60 circular community events delivered in the last 12 months.

Since July 2023, the Heston Repair Café alone has prevented 272kg of waste, and stopped 2407kg of CO2 (carbon dioxide) being released into the atmosphere.

Cllr Shantanu Rajawat, said: 'Hounslow is always looking to offer innovative solutions to climate change and sustainability, with our repair cafés offering another chance to provide residents with the skills to better reuse, repair, and recycle.

"Encouraging sustainable behaviours through initiatives such as our flagship Heston in the Loop pilot is integral to the carbon reduction in the borough we're so committed to.

"It's especially pleasing to see hard work and dedication backed up by promising reduction figures.

"Not only does adopting a 'zero-waste' mindset help protect our environment, but it also helps families save money week-to-week amid cost-of-living challenges.

"We hope to take this approach to other areas of the borough, and ultimately act as a blueprint for other councils in London and across the United Kingdom to follow."

To find out more about Heston in the Loop and its community events, visit: www.hounslow.gov.uk/hestonintheloop



The Parks Hub will help residents to get more involved with Hounslow's nature



ALL-NEW ENVIRONMENT PLATFORMS

HELP RESIDENTS TO HAVE THEIR SAY

Innovation is the early theme of 2024 for the Council's Green teams as not one, but two new engagement platforms are introduced.

The Net Zero Hub – an online product designed to improve climate communications and engagement for residents and supporters – was the first to be announced, followed by the new Parks platform, which aims to bring the local community closer to their parks and open spaces.

The digital platforms will sit on the Council-owned 'Let's Talk Hounslow' website which launched in summer 2023, and is the local authority's bespoke engagement platform.

The Net Zero Hub serves as a one-stop source for residents, businesses, and investors to access net zero pilots and projects, ongoing campaigns, upcoming events, funding, and future collaboration opportunities.

Meanwhile, the Parks Hub has arrived to offer a more convenient system for schools and residents to have their say on potential park improvement works, and will make it much easier to provide feedback for ongoing local consultations. It will also bring 'in real time' noticeboard-style updates to keep residents better informed with the key information that was previously only available by visiting the parks in person.



Cllr Salman Shaheen, Cabinet Member for Recreation, Public Spaces, and Parking said: "I'm delighted to be able to bring a fresh and innovative way of improving the conversation between the Council and residents.

"Hounslow has more than 160 parks and open spaces and is one of the greenest boroughs in London – it's vital that residents and visitors feel connected to their local environment.

"The Parks Hub will ensure that families have a convenient platform to access for local park information and events, and will also offer a simple and fast way for residents to have their say on the consultations that matter most to them."

Residents can explore both platforms at: talk.hounslow.gov.uk/hub-page/net-zero and talk.hounslow.gov.uk/hub-page/parks

E-C PEASY

Residents can register their interest to join the Environmental Champions voluntary group in just a matter of clicks.

Help create a cleaner, greener, and more sustainable Hounslow today by volunteering alongside like-minded champions of the environment. When joining the Environmental Champions programme, you can expect:

- Tree planting and watering
- Growing fruit and vegetables
- Creating wildflower meadows and homes for wildlife
- Litter picking
- Horticulture training sessions
- Weekly meet-ups and monthly events

To find out more, contact: hounslowenvironmentalchampions@groundwork.org.uk or visit: www.hounslow.gov.uk/environmental-champions

EASY GUIDE TO ENERGY

Homes account for 35% of the total energy consumption in the UK and emit 20% of the country's carbon dioxide.

The Council is committed to making household energy use easier to understand for residents.

The new 'Enlighten Hounslow' campaign is here to simplify the often-confusing language associated with energy, and to provide clear and accessible support for residents seeking tips and advice on how to maintain a healthier home.

Understanding the link between domestic energy and a home's bills and health is an important first step to making more sustainable choices.

Cllr Katherine Dunne, Deputy Leader and Cabinet Member for Climate, Environment and Transport, said: "We want families to have the knowledge and understanding of energy to help them make sustainable and financially beneficial energy choices in the home.

"Because energy used in the home is such a big contributor to our borough's overall energy

consumption, it's crucial that our residents know the impact that is has, and how it can be reduced. Not only for the positive impact of energy reduction on the environment, but crucially to aid households and residents in lowering energy bills."

The awareness campaign is utilising both digital and physical materials to provide easy-to-understand definitions of energy terminology, and household energy reduction tips that can save residents hundreds of pounds on their annual bills.

In addition to short-term, immediate advice that can help residents reduce energy consumption, the initiative is also raising awareness about the benefits of longer-term retrofit improvements for homes and businesses.

Retrofit measures include installing insulation, upgrading windows, and adding solar panels and air source heat pumps where suitable. Benefits include better energy efficiency, healthier homes, and less carbon emissions.

To find out more, visit: www.hounslow.gov.uk/enlighten-hounslow



The energy awareness campaign aims to support residents to become more energy efficient

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. 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.

Gunnersbury Park & Museum

www.visitgunnersbury.org/whats-on

SET TO STUN: DESIGNING & FILMING SCI-FI IN WEST LONDON

Until 2 June 2024

Tuesday - Sunday, 10am - 4.30pm

Beyond the stars and behind the scenes... for nearly a century west London has been home to a hive of workshops and design studios that fed into some of the country's most iconic Sci-Fi films and TV shows.

From laser beams to paranoid androids, exploring faraway planets to alien invasions – visitors will get to enjoy an engaging and interactive showcase of the sets, costumes, prosthetics, props, and artistic visualisations that went into British Sci-Fi classics, including Doctor Who, the Hitchhiker's Guide to the Galaxy and Red Dwarf. We'll also bring the story up to date with a motion capture interactive.

CHISWICK HOUSE AND GARDENS

chiswickhouseandgardens.org.uk/whats-on

EASTER QUEST

Friday 29 March - Monday 1 April, 10.30am - 3.30pm

Fun for all the family this Easter.

Join us for a cracking adventure Quest this Easter weekend. Answer the questions hidden around the gardens and find the hidden eggs, and you'll be rewarded with a tasty chocolate treat.

£2

PUB IN THE PARK

Friday 28 June - Sunday 30 June, 11.30am - 10.30pm

A brand new Pub In The Park! We're set to return to Chiswick between 28 - 30 June.

Keep watch for exclusive news and features on what is set to be an exciting new chapter in the story of Britain's best Food and Music Festival.

GIFFORD'S CIRCUS 2024

Thursday 6 June - Sunday 23 June

Every summer, Giffords Circus travels to the bright lights of London to entertain the crowds, this year the circus will bring a brand new show AVALON by acclaimed Director Cal McCrystal.

As determined as ever to delight, Giffords Circus will weave together a cast of acrobats, magicians, musicians and clowns from all over the world in a show that will combine poetry, music and performing arts all set on the mythical island of AVALON.

HAMLET BY THE LORD CHAMBERLAIN'S MEN

Wednesday 3 July, 7pm

Join The Lord Chamberlain's Men this summer, in their 20th year, for Hamlet, the greatest play in the English language.

With a history stretching back to William Shakespeare's original company, they present this great play as he first saw it – in the open air, with an all male cast and Elizabethan costumes, music and dance.

HAPPY PLACE FESTIVAL 2024

Saturday 13 July - Sunday 14 July

Fearne Cotton's Happy Place Festival will return to Chiswick House and Gardens in 2024!

Happy Place Festival is a creative space for self-love and happiness.

Included with your festival ticket are a stellar line-up of talks, live podcast recordings, drop in classes and entertainment on our outside stage, book signings, an area for kids to unwind, and much more to be announced.

THE TALE OF JEMIMA PUDDLE-DUCK BY QUANTUM THEATRE

Wednesday 31 July, 2.30pm - 4pm

New for 2024, Quantum presents a delightful new adaptation of Beatrix Potter's much-loved tale – The Tale of Jemima Puddle-Duck.

Prevented from hatching her eggs at the farm, foolish Jemima goes in search of a nesting place in the forest and soon she meets a charming 'gentleman' who offers her the perfect nesting place in his wood-shed.

But why is his wood-shed full of feathers and why is he asking her to collect the herbs for roast duck?

Back at the farm, the Colliedog, Kep, puts two and two together, but will he be in time to rescue Jemima from her fate?

Adult £18 | Child £10 | Concession £10 | Family £50

London Museum of Water & Steam

OUR BARN CARERS PROJECT

Every Thursday from 10am - 3.30pm

Our Barn Carers Project is for parents of children with additional needs. Aimed at parent carers of disabled children, we hope to share our lived experience and end isolation. A space to get advice and support.

STAY AND PLAY!

Every Friday 10am - 12noon

Inclusive stay and play sessions for children under 5 hosted by the Our Barn Community in the Pump and Grind Café.

Sessions run during term time and suggested donation £3 per family, with refreshments available and 20% off cafe purchases.

EASTER STEAM UP

30 March, 10am - 4pm

This year at the London Museum of Water & Steam we are bringing our engines back to life!

WE ARE IN STEAM!

30-31 March, 1 April, 27-28 April, 25-26 May, 22-23 June, 27-28 July; 10am - 4pm

Discover the fascinating world of water and steam at our Steam Ups! Share in the history and energy of the Kew Bridge Waterworks and marvel at the amazing working pumping engines that helped make London the city it is today.

SPRING STEAM EXPLORERS

13 April

A specialized water engineering course for youth supported by the Water Conservation Trust. STEAM Explorers is aimed at young people aged 13-17. There

are 15 spots available for each course, so do get your applications in quickly. Apply via: waterandsteam.org.uk/event/spring-steam-explorers Applications can also be picked up and returned to the museum desk.

FELTHAM ARTS:

www.felthamarts.org

CREATIVE AFTER SCHOOL CLUB: MISSION HALL

Mondays 4.30pm - 6pm until 13 May (except Mon. 1, 8 April and 6 May)

7-12 years

Join our friendly facilitators in this jam packed ten-week creative after school club. Make new friends, get active and take part in a series of exciting activities, including Arts, Dance and Drama.

The group will work towards creating and exhibition or performance of their choice at the end of the ten weeks

for friends and family.

Spaces limited and offered on a first come first serve basis for children living on or close to the estate.

Free

Keep Active

BETTERPOINTS

Download the free app and get going! Visit App Store or Google Play and register.

hounslow.betterpoints.uk

LOCAL FOOTBALL

Find local football sessions groups including Wildcats, Squads Competitive and Recreation sessions.

find.EnglandFootball.com

WILDCATS, 5 - 11 YEAR OLDS

FREE non-competitive football sessions for girls.

Various locations and all ability levels.

weetabix.co.uk/weetabix-wildcats

OURPARKS BITESIZE

FREE at-home exercises

www.ourparks.org.uk/content/couch-to-programmes

PARKPLAY

Free fun games for all the family.

Osterley Park, every Saturday morning.

park-play.com/parks/osterley-park

PARKRUN

Run, walk or jog your way Osterley, Gunnersbury, Bedfont, Hanworth and Crane Park

Find your nearest www.parkrun.org.uk

**Information correct at time of print*

Limited Time Offer
Ends 31st March

Membership
from **£41** *£47.55
2 years price lock
no joining fee
no contract

[QR Code](#)

Hanworth - Isleworth - Heston
New Chiswick - Brentford - Osterley

Lampton Leisure

**Terms and Conditions apply*

EASTER OPENING HOURS

Hounslow House and some other Council offices will be closed on Friday 29 March and Monday 1 April, and will re-open on Tuesday 2 April 2023.

During this time, residents can still access the services online and via emergency numbers:

- To inform the Council of an emergency, please call 020 8583 2222
- View our emergency contact information at www.hounslow.gov.uk/outofhours

Please read carefully

COLLECTIONS OVER EASTER *recycling and waste*

Usual collection day	Revised collection day
Monday 1 April (Bank Holiday)	Tuesday 2 April
Tuesday 2 April	Wednesday 3 April
Wednesday 3 April	Thursday 4 April
Thursday 4 April	Friday 5 April
Friday 5 April	Saturday 6 April

 London Borough of Hounslow

 Hounslow recycles

 London Borough of Hounslow

Annual Garden Waste Collection Service

Fortnightly collections from 1 April 2024 until 31 March 2025

£65

For residents on Council Tax Reduction

£32.50



SIGN UP NOW

www.hounslow.gov.uk/gardenwaste

 Hounslow recycles

Getting to know Hounslow's fostering champions

Nicola A'Bear and her husband Alan are foster carers from Feltham.

Nicola, a former teacher, explains how her professional experience helped her adjust to the role.

"Fostering is something that's always been in the back of my mind as I had friends who had been fostered and went through the care system. When I met my husband, we discussed it right at the beginning, because by the time we met, I knew it was something I really wanted to do and it turns out his aunt used to foster and was something he was completely open to too!

"As part of our journey to becoming foster carers, we became independent visitors for children in the care system. We were each assigned a teenage child who they felt would benefit from an adult to talk to outside of the system. We would spend a day with them once a month and we would try and prompt certain discussions, about budgeting, or where the child was at in their life, but really, it was just to be

there as someone they could talk to and guide and support them; somebody that didn't have an agenda and was just there for them.

"I think people need to be aware of how in-depth the process to becoming a foster carer is. I don't think people should be worried about it - they're not looking for people that have had an ideal and perfect life - but if you have that's still OK! They should be comfortable with the fact that their experiences, even if they are negative, are of value - it's the way that you deal with them that matters.

"Being a teacher has supported me practically with knowledge on behaviour management, how to talk to children and how to deal with situations that are potentially fraught and difficult. It's helped me know when to talk and when not to, as well as how to be patient.

"And that's kind of like short-term fostering. You put your heart and soul into these children and then they move on. That's the process."

Call 020 8583 3426

Visit: www.hounslow.gov.uk/fostering

Want to learn more about fostering?

Attend one of the Zoom sessions and find out why fostering is right for you.

- Tuesday 19 March, 6pm
- Tuesday 2 April, 11am
- Tuesday 16 April, 6pm
- Tuesday 7 May, 11am
- Tuesday 21 May, 6pm
- Tuesday 4 June, 11am
- Tuesday 18 June, 6pm

Email: fostering@hounslow.gov.uk and we will send you joining instructions.

Local Fostering Stalls will be held on:

- 21 March at Hounslow House Library
- 30 March, 25 April, 18 May, 18 June at Asda Feltham
- 20 April at Brentford Leisure Centre
- 9 May at Heston Pool
- 25 May at Chiswick Library
- 22 June at Hanworth Leisure Centre

BEDFONT



Lily Bath
Education, Children,
Skills and Employment



**Adesh
Farmahan**



**Raghwinder
Siddhu**

BRENTFORD EAST



**Marina
Sharma**



**Rhys
Williams**

BRENTFORD WEST



Guy Lambert
Highways, Recycling and
Health Integration



**Lara
Parizotto**

CHISWICK GUNNERSBURY



**Joanna
Biddolph**



Ranjit Gill



**Ron
Mushiso**

CHISWICK HOMEFIELDS



Jack Emsley



**Gerald
McGregor**



John Todd

CHISWICK RIVERSIDE



Amy Croft



**Gabriella
Giles**



Peter Thompson
Leader of the
Opposition

CRANFORD



**Ghazala
Butt**



**Sukhbir
Dhaliwal**



**Vickram
Grewal**

FELTHAM NORTH



**Muhammad
Shakeel
Akram**



**Samina
Nagra**



Kuldeep Tak

FELTHAM WEST



**Madeeha
Asim**



Hina Mir



**Alan
Mitchell**

HANWORTH PARK



**Bishnu
Gurung**



**Farah
Kamran**

HANWORTH VILLAGE



**Richard
Foote**



Allan Joseph



**Noor
Kaleem**

HESTON CENTRAL



**Harleen
Atwal Hear**



Shivraj Grewal
Communities, Equalities
and Culture



Riaz Gull

HESTON EAST



Aqsa Ahmed



Gurmail Lal



Amrit Mann

HESTON WEST



**Emma
Siddhu**



**Karamat
Malik**



Shantanu Rajawat
Leader of the Council

HOUNSLOW CENTRAL



**Rasheed
Bhatti**



Ajmer Grewal
Safety and Regulatory
Services



**Pritam
Grewal**

HOUNSLOW EAST



Junue Meah



**Daanish
Saeed**

HOUNSLOW HEATH



Samia Chaudhary
Adult Social Care, Public
Health and Transformation



Afzaal Kiani
Mayor



**Farhaan
Rehman**

HOUNSLOW SOUTH



Tom Bruce
Regeneration and
Development



Sayyar Raza



Karen Smith

HOUNSLOW WEST



**Bandna
Chopra**



**Jagdish
Sharma**



**Mohammed
Umair**

ISLEWORTH



Sue Sampson
Housing Management
and Homelessness



Salman Shaheen
Recreation, Public
Spaces and Parking



**John Stroud-
Turp**

OSTERLEY AND SPRING GROVE



**Unsa
Chaudri**



Tony Louki



**Aftab
Siddiqui**

SYON AND BRENTFORD LOCK



**Dan
Bowring**



Katherine Dunne
Deputy Leader of the Council
Climate, Environment and
Transport



Balraj Sarai

Key

- Labour
- Conservative
- Cabinet
- Independent

To find out which ward you live in, who your councillor is and how to contact them, visit www.hounslow.gov.uk/democracy_and_elections or call 020 8583 6808