

HOUNSLOW matters

Community and Council news from around the borough

Winter 25



HAPPY CHRISTMAS HOUNSLOW

*Golden Mile centenary
celebrated*

p6

Local warm spaces
p16-17

*Contact details for
help and support
available this winter*

p27



Your Language Can Change Lives!

RECRUITING INTERPRETERS & TRAINEE INTERPRETERS

Interested in becoming an interpreter?

Are you bi-lingual and passionate about helping others?

If you've helped family, friends, or your community by interpreting in health, education, or care settings, we'd love to hear from you.

Join our next training programme and receive up to 50% funding for:

- Level 3 Certificate in Community Interpreting or
- Diploma in Public Service Interpreting

Funding is limited – apply early!

Scan to Register



or complete our registration form at
<https://tlslearn.org/contact/>

Are You a Qualified Interpreter?

If you hold any of the following qualifications, apply now

- Level 3 Certificate in Community Interpreting
- Diploma in Public Service Interpreting
- Membership of ITI, NRPSI, or CIOL
- Degree in Interpreting, Translation or Languages
- Equivalent international qualifications

Send your CV to
recruitment@languageshop.org

tls. the language shop

What's inside

- 4 Community events
- 6 Royal visit
- 7 Skills and education
- 8 Care, support and opportunities
- 10 News
- 11 Spotting the signs of domestic abuse
- 12 Listening Council
- 13 Cranford in focus
- 12 Supporting residents
- 15 Major award win gripped
- 16 Warm spaces map
- 18 Community hubs and libraries
- 20 Illegal e-bikes
- 22 Housing news
- 23 Resident tree surgeon
- 24 Health and wellbeing
- 26 Mayor
- 27 Contact details for support
- 29 Waste and recycling dates
- 30 What's on in Hounslow
- 31 Know your Councillors

ADVERTISE WITH US

Hounslow Matters is a quarterly magazine written for Hounslow residents. With more than 108,000 printed copies, it is delivered free of charge to every home in the borough.

To advertise in the magazine please email:
Communications@hounslow.gov.uk
or visit:
www.hounslow.gov.uk/hounslowmatters
for more information.

To view Hounslow Matters online visit:
www.hounslow.gov.uk/hounslowmatters
For translations or accessible formats email:
communications@hounslow.gov.uk

Follow us on X (formerly Twitter) @LBofHounslow

Find us on Facebook www.facebook.com/hounslowcouncil

www.instagram.com/hounslowcouncil

Welcome to the latest edition of *Hounslow Matters* - Winter 2025



Dear Resident,

It's that time of the year again, and for us Hounslow residents, there is plenty to be excited about. There are new, free learning opportunities in Feltham in partnership with the University of West London. The Introduction to Business and Introduction to Podcasting courses both start next February. Designed for adult learners to gain a taste of university-level learning, they provide new skills for work and personal development in an easily accessible space – Feltham Library - and are an early indication of our broader regeneration plans for the area.

The improvements to local infrastructure in TW14 are long term, significant and complement our wider plan for Hounslow and Vision 2050, launched recently and shaped by stories and views from over 2,000 of you. This is not just another council strategy, but a collective imagining of life in Hounslow that considers the impact of climate, technology, migration, and social expectations on all our lives over the next 25 years. Watch this space for further developments and how you can continue to play your part.

There is support for job seekers during National Apprenticeship Week 9 - 15 February and the results of further partnership thinking as we celebrate a new independence hub at West Thames College, while the evolution of our Community Hubs continues apace as eleven of our libraries offer local support.

In the Spring, I'm looking forward to seeing our first council-run Children's Home for a decade up and running in Bedfont Lane. The new six-bed residential facility will provide important in-house care and support

for Looked After Children, while maintaining links with community support networks, including social workers and teachers.

If you have anything you want to get off your chest as we head into the New Year, we host seven area forums across the borough throughout January and into the first week of February, beginning at Brentford Free Church, where residents can meet local Councillors and learn about the support available from local community groups and services.

We understand Christmas and the new year can also be a stressful time. If things are getting too much, please take advantage of the help available, while our long-term partners from Citizens Advice are always on hand to provide expert guidance on welfare, debt, and benefits, now and into the new year.

You can visit them at their offices in Chiswick Town Hall or at The Centre on Feltham High Street, visit hounslowcabs.org.uk, or call 0808 278 7830 (freephone).

Finally, as the temperatures continue to drop, and you're looking to save money on energy bills, don't forget to check out our warm spaces available across the borough – there's a handy map on the centre pages inside.

As we reach the end of 2025, may I take this opportunity to wish all our residents a Happy Christmas.

Have a fun and peaceful festive period - see you next year!

Cllr Shantanu Rajawat
Leader of Hounslow Council

FESTIVE FELTHAM FUN

Children from Cardinal Primary School, St Lawrence RC school and Feltham Arts Creative Clubs were once again tasked with making a series of beautiful lanterns that would be the showpiece at the annual Feltham Arts Winters Night Carnival.

Led by the Mayor of Hounslow, the procession featured dynamic dhol drummers, an eye-catching LED hover-border, neon hula-hoopers and dazzling stilt walkers whose performances captivated onlookers from the very start.

The parade, which made its way through Feltham high street, moved to the powerful rhythm of the drummers. Families and visitors gathered to watch children proudly displaying their hand-crafted lanterns, creating a warm and joyful atmosphere throughout the route.

The festivities concluded with a lively stage showcase, bringing the crowd together for close-up performances of live singing, music, hula-hooping and a stunning electric LED dance display.

Feltham Arts put on the annual event with support from The Centre (Feltham), the National Lottery and the Council, as well as the local primary schools and police.



Bell Square season closes



Watermans closed its season of events at Bell Square with its annual Winter Lights lantern parade, the theme was 'Hope for the Future'.

Hounslow's much-loved annual lantern parade brings people together from all over the borough who make lanterns with artists Same Sky in the weeks leading up to the event. On the night, hundreds of people carrying lanterns create a spectacular procession through the town centre, leading to a finale at Bell Square and the switch-on of the festive lights.

Bell Square's programme of performance, theatre, dance and circus events will be back next year. For more information, visit: www.bellsquarelondon.com

Our Parks Presents

This year's popular Our Parks Presents programme of outdoor community events saw nearly 20,000 residents in attendance, enjoying free events and activities with their families, friends and neighbours across the borough.

LIGHTING UP HOUNSLOW'S SKYLINE

The annual seasonal fireworks event returned to Lampton Park with a bang. Event partners, Beach's Funfair brought a 'mega-funfair' with just the right balance of exhilarating rides and immersive experiences for thrill-seekers, as well as more gentle amusements for younger residents.

Activities celebrating Halloween, Diwali and Bonfire Night returned and were coupled with popular arts and crafts sessions including pumpkin and diya painting, as well as lantern making. Bubble artists and fire performances captured the attention of attendees across all age groups.

As usual the fireworks were a great success with a dazzling display set to another themed playlist celebrating the season. It was wonderful to see so many people singing and dancing along to the music this year.



FILMS ON THE GREEN

Residents helped to choose which films to watch from a range of cult classics, Hollywood blockbusters and nostalgic movies, with The Lion King (2024), Wicked (2024) and Moana 2 (2024) taking the lead in the final week of voting. Additionally, residents were able to choose which parks to watch the film in from a selection in the east, centre and west of the borough.

Hounslow parks were truly transformed into bustling hubs of activity on an otherwise ordinary June evening.

Look out for updates for 2026 when Hounslow will be celebrating five years of Films on the Green.



HOUNSLOW MARKS GOLDEN MILE CENTENARY WITH ROYAL VISIT



Hounslow Council was honoured to welcome The Duke of Gloucester for a special visit marking 100 years of the Golden Mile (GM). The iconic stretch of the Great West Road was first opened by King George V in 1925. It has continued to help the local economy grow with new jobs, businesses and ongoing investment opportunities.



development, education, culture and the community to celebrate a century of innovation, industry and design excellence, and to look ahead to the next 100 years.

Presentations from historian James Marshall, Areli, Hadley Property Group and the University of West London explored the history of the Great West Road, current major redevelopment schemes, and the area's rapidly evolving economic role, including proposals for new employment space, investment in skills and education, and a future vision for innovation-driven industry, media and technology in West London.

The visit, hosted at the landmark JCDecaux building in Brentford, brought together leaders from business,



The Mayor of Hounslow later presented His Royal Highness with a book on the history of the Golden Mile, authored by James Marshall.

Cllr Shantanu Rajawat, Leader of Hounslow Council, said: "It was an enormous privilege to welcome The Duke back to a place first opened by his Royal Highness's grandfather a century ago.

"The Golden Mile began as one of Britain's great industrial frontiers - a place of remarkable architecture, creativity and invention. Today, it stands once again at the centre of a new wave of innovation, powered by media, education, technology, advanced manufacturing and design.

"GM100 has been a moment to reflect, but also to look forward. The Golden Mile will continue to be a driver of sustainable, inclusive growth for London and for the UK creating jobs, skills, investment and new opportunities for generations to come."

Over the past year, the GM100 programme has celebrated the Golden Mile's history through exhibitions, trails and community-focused storytelling rediscovering the factories, people, products and ideas born here.

The Council continues to work with public and private partners to unlock regeneration and infrastructure funding, support job creation, enable high-quality development and ensure local people benefit from the Golden Mile's long-term success.



6

Shaping futures

A creative partnership formed between Learn Hounslow and Open Studios Southall is already shaping success for local talent.

When Open Studios' COO, Mandie Wilde, shared their struggle to find skilled pottery technicians, Learn Hounslow recognised a perfect fit. They quickly connected five recent pottery graduates with the studio, leading to four interviews and remarkable results. Shenaz and Anastasia secured technician roles, Hamsa was hired as a cover technician, and Ibrahim began volunteering in textiles.

Hamsa said: "Thank you so much. I would have never had an opportunity like this if not for you." Meanwhile, Shenaz shared: "I got the job! You've helped me find my feet again. I'm so grateful."

Their gratitude highlights how Learn Hounslow helps learners fire up their futures through skills, opportunity, and community connections. Visit: www.hace.ac.uk



HAF YOU HEARD?

Hounslow Council's Holiday Activities and Food (HAF) Programme has confirmed funding for the next three years.

The HAF programme provides children and young people with access to enriching activities and nutritious meals during school holidays, supporting their health, wellbeing, and learning readiness. The programme also offers vital support to parents and carers during the holiday period.

Cllr Samia Chaudhary, Cabinet Member for Education, Children, Skills and Employment said: "We are thrilled

by the Government's commitment to continued funding for the HAF programme. This multi-year settlement will allow us to plan more strategically, strengthen local partnerships, and innovate to deliver even greater support to families in Hounslow. We've seen first-hand how impactful these programmes are in improving outcomes for children and young people.

"This allows us to continue our work alongside dedicated local providers, staff and community partners to deliver high-quality, inclusive and engaging activities for children across the borough."

DELIVERING THE BEST START IN LIFE

From pregnancy to childcare and beyond, every milestone in the early years of a child's life helps shape their development.

Being a parent is full of joyful firsts but can also feel daunting, with questions both big and small, which is why the new Best Start in Life website brings together trusted advice, support and guidance for parents to turn to. The Best Start in Life website offers a broad range of information for families, including eligibility for childcare offers, help to find free breakfast clubs and your local Best Start Family Hubs.



Find out more about the support available at www.beststartinlife.gov.uk

For local support, residents can still access the family service directory by visiting fsd.hounslow.gov.uk/SynergyWeb

Bedfont children's home takes shape

Hounslow Council is building a new six-bed residential children's home at Bedfont Lane to increase local in-house care and support for Looked After Children.

The home, which is a redevelopment of a council-owned site, will provide stability for six children in the care of the Local Authority, maintaining links with important local community support networks including social workers, teachers, and other relevant professionals. It's expected to open in Spring 2026.

It's the first of this type of construction in the borough for over a decade.

Staff at the new home will be equipped to work with high needs children, who will also be closer to any potential further placements within Hounslow.

The building is the responsibility of Mats Group Ltd, who have experience



of creating similar welcoming environments where every child is understood, cared for, and encouraged to reach their potential.



Cllr Samia Chaudhary, Cabinet Member for Education, Children, Skills and Employment commented: "The benefits

of keeping looked after children in their home borough are well documented and this important development negates the possibility of placing vulnerable children away from their local communities, support systems, and schools. This can also mean an increased sense of place and can potentially offer the opportunity to re-connect with the family network."

NEW INDEPENDENCE HUB LAUNCHED

West Thames College, in partnership with Hounslow Council, have launched a brand-new Independence Hub, at its Isleworth campus.

The Independence Hub has been designed to support young people with Profound and Multiple Learning Disabilities (PMLD) and Severe Learning Disabilities (SLD), offering a tailored, person-centred approach that empowers students to achieve greater independence and prepares them for adulthood.

The development is another major step in Hounslow's SEND improvement journey and further highlights its commitment to children and young people up to the age of 25.

Curriculum Quality and Training Manager in Supported Learning Jane Pendrey said: "Over the years I've seen the difference it makes when young people with learning disabilities are given the right support at the right time. The Independence Hub is

about creating those moments every day – whether that's making a meal, gaining work experience, or simply feeling safe and understood. These are the stepping stones to independence, and I'm thrilled to see this vision become a reality."

Activities include developing independent living skills such as cooking and housekeeping in the purpose-built flat, and gaining work-related experience in the College's on-site shop

in partnership with Tesco.

The Hub also benefits from state-of-the-art facilities including sensory rooms, accessible outdoor spaces, immersive learning environments and dedicated support from highly trained staff, including speech and language therapists and occupational therapists.

west-thames.ac.uk/help-and-support/independence-hub



(L-R) Mandy Skinner, Cllr Samia Chaudhary, Steven Forbes, Marta Gajewska

SHARING LIVED EXPERIENCE

Support for adults in Hounslow who are living with a learning disability or autism includes tailored events, provided by the Community Provisions team.



Most recently it hosted Neurodiversity In The Workplace that featured two fascinating panel discussions. In the morning six neurodivergent panellists explored how you can channel your neurodiversity to positive effect while the afternoon was all about complementary perspectives on neuro-inclusive practices.

One attendee, Jassie from Isleworth said: "I found it a real eye opener because I thought I was on my own, but there were so many other people around me with special needs and coping mechanisms. It's really important to share lived experience because you're living with a special need or disability every single day and people can't see it. I have dyslexia and it doesn't say on my forehead that I'm dyslexic! We have to tell people out there that we do things differently. We will get from A to B, but it will just take time to get there."

Employers present included the Advisory, Conciliation and Arbitration Service (ACAS), Department for Work and Pensions (DWP) and Hill Group, a local construction company.

For further events, or to be involved in Hounslow's All Age Autism Strategy, visit: www.hounslow.gov.uk/send-local-offer-autism/age-autism-strategy

www.hounslow.gov.uk/communityprovisions



New horizons for Feltham

Starting in February 2026, the University of West London (UWL) will offer two free short courses: *Introduction to Business* and *Introduction to Podcasting*. They are designed to give adult learners a taste of university-level study and help them build new skills for work and personal development.

Delivered through weekly three-hour evening sessions at Feltham Library over 14 weeks, the programmes are aimed at local residents looking to upskill, re-skill or explore a new direction. Successful completion will provide learners with a 20-credit qualification that can be used towards future study.

Cllr Shantanu Rajawat, Leader of the Council, said: "Feltham is set for one of the most significant transformation programmes in west London, featuring major regeneration, jobs, new public spaces and an investment into learning and opportunity.

This partnership with UWL provides pathways towards possibility and is an early indication of our commitment to inclusive growth from the ground up in the area."

For more information, visit: uwl.ac.uk/Feltham-courses

BREAKING DOWN BARRIERS

To mark National Apprenticeship Week, 9 - 15 February, Hounslow Council will host a job fair on Tuesday 10 February 2026 from 1pm to 3pm on the sixth floor of Hounslow House (TW3 3EB).

Aimed at promoting inclusive employment, the event is designed for young people aged 16 or above who need extra help to access work or training, along with their families. It offers the opportunity to discover career pathways, meet employers and access tailored support.

Young people often face barriers to access skills, training and employment, particularly those with special educational needs and disabilities (SEND), individuals who are not in education, employment or training (NEET), have care experience or have been involved with the Youth Justice System.



Double delight for Isleworth Care Homes

Atfield House and Charlotte House, both care homes in Isleworth, have been recognised for excellence recently.

Charlotte House, a 56-bed residential care home tucked away between West Middlesex Hospital and Syon Park, was awarded Gold Standard Framework (GDF) for their Palliative End of Life Care, while Atfield House's Senior General Manager Subin Sebastian won 2025 Barchester National Care Award for General Manager of the Year.

Charlotte House is the first care home in Hounslow to achieve this status and it's a recognition of excellence that has been developed over recent years under the guidance of manager Carmen Surligeanu.

The award has been running for 25 years and is nationally recognised by the Care Quality Commission as a marker of quality care.

Subin and the home, which has 68 residents, have been nominated for eight external awards over the past three years.



Subin (third from right) and colleagues at Atfield House (L-R) – Dara, Krisztina, Nadia, Suresh and Linda

HOUNSLOW REMEMBERS



On Sunday 9 November, communities across Hounslow came together to honour those who gave their lives in service and conflict.

The Mayor of Hounslow, Cllr Amy Croft, joined residents at remembrance parades in Chiswick and Feltham Green, standing alongside them to pay tribute to the fallen. She was joined by the Deputy Lieutenant of Greater London, Rosi Prescott and the Leader of Hounslow Council, Cllr Shantanu Rajawat.

Councillors attended numerous ceremonies at memorials across the Borough.

Wreaths were laid as attendees paused to remember the courage and sacrifice of the Armed Forces community and all those affected by war.

Cllr Rajawat said: "I was honoured to



"Each one was a poignant reminder of the bravery and selflessness of those who fought for our freedom. It was deeply moving to see people of all faiths, cultures and backgrounds united in respect and remembrance."

"I'm proud that every year, Hounslow comes together to mark this occasion with dignity and gratitude."

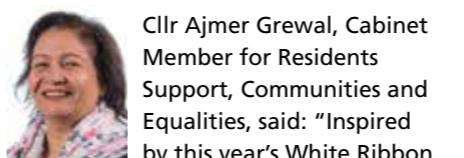
KNOW THE SIGNS OF DOMESTIC ABUSE

Hounslow Council marked White Ribbon Day on 25 November, followed by 16 Days of Activism, by calling for residents to recognise the signs of domestic abuse and gender-based violence and speak up to help create a world where women and girls are safe, equal and respected.

As the festive season approaches, many of us look forward to warmth, celebration and connection. But for some, this time of year can intensify the fear and isolation of living in an abusive relationship.

Common signs of domestic abuse include:

- They may become more distant, behave in a way that seems out of character, or alter their social media habits
- The perpetrator of domestic abuse often says things which are mean, cruel or hurtful, humiliating them and putting them down
- Becoming isolated from friends, family or support networks
- They may have unexplained injuries or be frequently absent from work
- Fearful or anxious behaviour around a perpetrator



Cllr Ajmer Grewal, Cabinet Member for Residents Support, Communities and Equalities, said: "Inspired by this year's White Ribbon Day theme of 'We Speak Up', I want to encourage everyone to use their voices to speak up when they see something that doesn't feel right – whether that's a controlling relationship, catcalling, sexist jokes, sexual harassment or physical violence."

"If you or someone you know are experiencing domestic abuse, you can get free, confidential and practical support from our team and our partner organisations online, in-person or over the phone. Remember - you are not alone."



Posters made by child survivors at a Let's Talk session



Poster made by an adult survivor at a Let's Talk session led by the Domestic Abuse Team

team, who was assigned a specialist Independent Domestic Violence Advisor to work with her as she left the abusive relationship. They supported her recovery and helped rebuild her life through a tailored programme that involved connecting her with a community welfare organisation.

Maria said: "The One Stop Shop helped me to rebuild my life – they went above and beyond in supporting me."

Help is on hand from the Hounslow One Stop Shop, which provides free, confidential support and advice for anyone living in Hounslow experiencing domestic and sexual abuse or other forms of Violence Against Women and Girls.

You can contact the Hounslow One Stop Shop on 07810 031 780 (Monday to Friday 9-5pm) or come along in person at the at Holy Trinity Church on Hounslow High Street, every Wednesday from 10am-12pm.

24/7 support is available from the National Domestic Abuse Helpline: 0808 2000 247 (24/7).

In an emergency, always dial 999.

SHAPING THE FUTURE OF YOUNG PEOPLE

Over the summer, the Council reached out to young people and residents across Hounslow to help shape the future of its Youth Offer – activities that support wellbeing, build skills and encourage ambition for all young people up to 18 and for those with SEND up to 25 years old.

The 10-week engagement programme gathered 359 responses and spoke directly with 290 pupils from four local secondary schools through assemblies and group discussions.

Young people said they would like to see a wider range of sports, creative arts and cultural activities on offer in the borough. They asked for more inclusive and accessible spaces, better promotion of what's already available and more



HOUNSLOW VISION 2050

Hounslow Council has formally adopted Vision 2050 as its long-term strategic plan to set out a bold direction for the borough over the next 25 years.

Vision 2050 is not a traditional strategy. It is a future-focused framework shaped by the voices of over 2,000 residents, businesses and partners who participated in a borough-wide

chances to learn new skills and explore career opportunities.

The Council is taking the feedback forward to ensure Hounslow's Youth Offer reflects what young people want and need. This includes to co-design with young people a webpage that brings together youth support information and links to activities to make it easier and more accessible to young people.

consultation. It explores how people live, work, learn, earn and age, and considers the major forces of change including climate, technology, migration and social expectations.

It also encourages everyone to think about for future generations and a leaving a positive legacy behind.

To read Vision 2050 and visit the digital time capsule which captures residents' views and artistic representations of the future, scan the QR.



QUESTION THE CABINET

4 February 2026, 6.30pm

Cabinet Question Time is held quarterly and is the ideal opportunity for residents to ask questions directly to the Leader of the Council and the Cabinet on the issues that matter most to them - from transport to public spaces, activities for older residents or support for vulnerable people.

For more information, visit: talk.hounslow.gov.uk/cabinet-question-time

AREA FORUMS

Meet local councillors, get involved and help shape neighbourhoods by joining one of the upcoming Area Forums. They are free to attend and everyone is invited to come along and join in.

Brentford and Syon
Tuesday 13 January, 6.30 - 9.30pm
Brentford Free Church,
Boston Manor Road, TW8 8DW

Bedfont and Feltham
Thursday 15 January, 6.30 - 9.30pm
Feltham Assembly Hall,
Hounslow Road, TW14 9DN

Chiswick
Monday 19 January, 6.30 to 9.30pm
Chiswick Town Hall,
Heathfield Terrace, W4 4JN

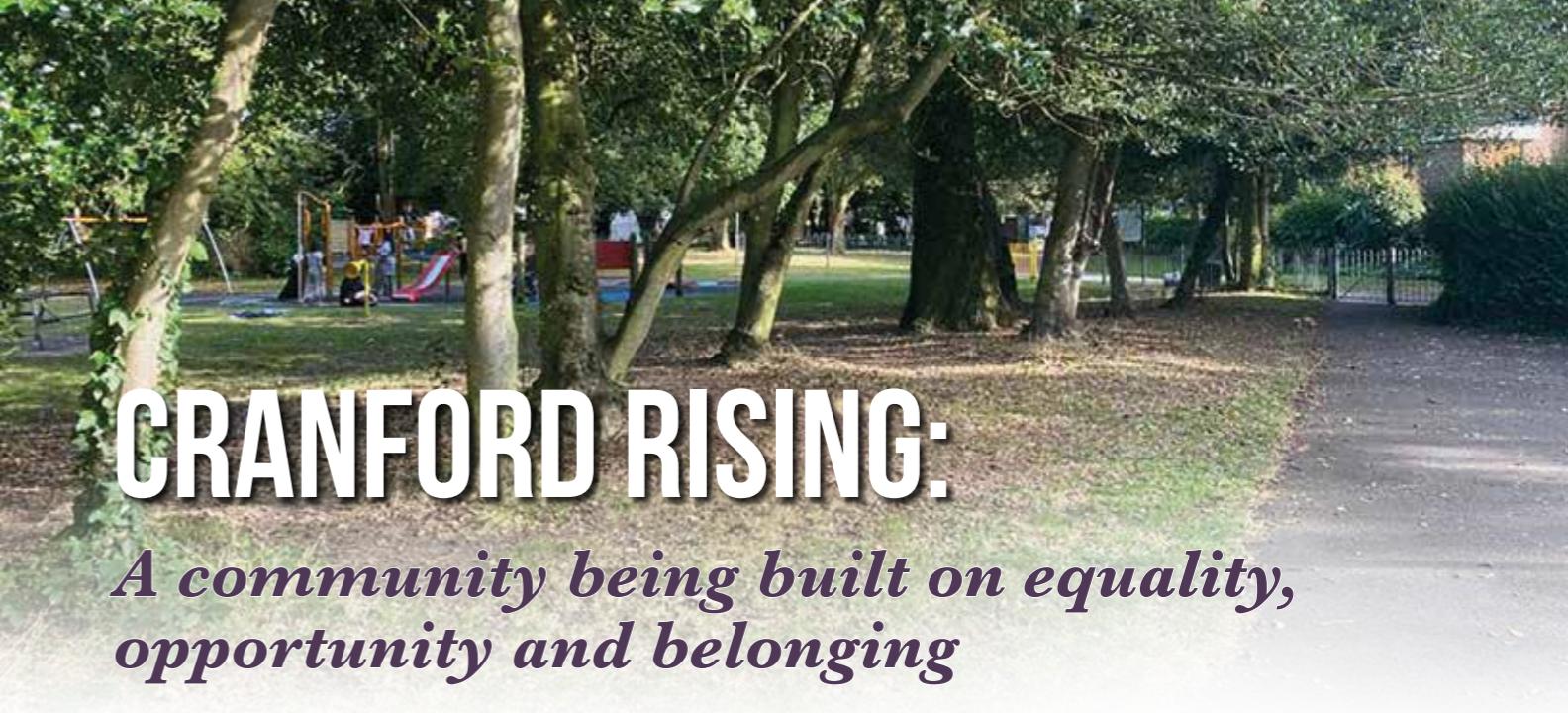
Heston and Cranford
Wednesday 21 January, 6.30 to 9.30pm
Heston Community Centre,
Vicarage Farm Road, TW5 0EE

Hounslow Central
Tuesday 22 January, 6.30 to 9.30pm
Holy Trinity Church, 6 Hounslow High Street, TW3 1HG

Hanworth
Thursday 29 January, 6.30 to 9.30pm
Oriel Academy West London,
Hounslow Road, TW8 6QQ

Hounslow South, Isleworth, Osterley and Spring Grove
Monday 2 February, 6.30 to 9.30pm
West Thames College, London Road,
Isleworth TW7 4HS

www.hounslow.gov.uk/area-forum-events



CRANFORD RISING:

A community being built on equality, opportunity and belonging

Cranford is at the centre of Hounslow Council's work to tackle inequality and create a fairer borough for all. Identified as one of the Council's Equality Opportunity Areas, North Hyde and North Cranford are seeing targeted investment shaped by local voices.

Working with C-Change West London, the Council has engaged residents directly to understand their priorities and improve access to support and services. From job fairs to food support and a brand-new community hub, this is local regeneration grounded in lived experience.

A new hub for community life



One of the stand-out achievements is the new Meadowbank Community Hub and Library, which opened this autumn. Bright, modern and welcoming, the space provides free Wi-Fi, digital access, a dedicated children's library and confidential advice from Citizens Advice and other partners.

Supporting women into work

This summer, local resident Mahalaxmi attended a Council job fair for women at Cranford Community College.



"Many jobs require applicants to complete forms online, which can be difficult without the right skills. I'd like support with CV preparation and confidence building," she said.

The event, delivered by Work Hounslow and supported by the Council's EDI team, welcomed over 170 women to explore careers, access training and meet local employers offering practical support and a real pathway into employment.

Inclusive careers for young people with SEND

In November, Heathrow's Employment and Skills Academy hosted a dedicated

workshop for young people with special educational needs and disabilities (SEND). Delivered in partnership with the Inclusive Employment Forum and Work Hounslow, the session gave participants insight into Heathrow's many job roles and valuable support with applications.

It's part of a growing network of organisations working to create inclusive routes into meaningful employment for young people aged 16-25.

Connecting past and present

Amid Cranford's transformation, its rich history hasn't been forgotten. On the High Street, the village's 1838 lock-up once used to detain troublemakers from Hounslow Heath, has been lovingly restored through a partnership between Hounslow Council and the Heritage of London Trust.

Now Grade II-listed, the tiny brick building reminds us how far Cranford has come and how deeply rooted its sense of place remains.





CITIZENS ADVICE HOUNSLOW

Earlier this year, Hounslow Council approved £1.6 million funding over five years to ensure the service continues to provide residents with free advice on welfare benefits, debt, housing, employment, energy, budgeting and more.

As winter approaches, many households across Hounslow face rising costs for essentials such as food and energy. Citizens Advice Hounslow (CAH) is working closely with Hounslow Council to make sure residents know where to go for support and to avoid getting into financial difficulty during the festive season and colder months.

For advice, visit CAH during drop-in hours at its offices in the Chiswick Town Hall and at The Centre on Feltham High Street – details on the website hounslowcabs.org.uk or call 0808 278 7830 (freephone).

The Mobile Advice Unit is a van converted into a fully functional interview room – designed to provide a welcoming space for clients. Each month, the 'advice on wheels' goes throughout Hounslow, stopping at key locations to offer free advice and support closer to residents. For more information, visit: hounslowcabs.org.uk/about-us/contact-us



Here is some of the support CAH can offer this winter:

→ **BENEFITS CHECK:** many are missing out on benefits they could be entitled to. Check your entitlement to benefits such as Universal Credit, Pension Credit, Housing Benefit, Personal Independence Payment and more,

with Turn2us Benefits Calculator. The advisers can do benefits checks, help you claim, including additional elements such as disability or carer premiums, and assist with reviewing and appealing negative decisions.

→ **COUNCIL TAX SUPPORT:** assistance with applications, single person discounts, exemptions, and the Council Tax Hardship Fund. Carers may be entitled to up to 90% off their Council Tax bill.

→ **ONE-OFF CRISIS SUPPORT:** help for eligible residents applying for grants available through the Household Support Fund, Discretionary Local Crisis Payments, Discretionary Housing Payments, and Greater Change. Grants can fund a range of essential items such as white goods, fuel vouchers, and food vouchers.

→ **FOOD BANK REFERRAL:** CAH can assess and refer residents to food banks, and signpost to open kitchens.

→ **SOCIAL TARIFFS:** for residents on low income or receiving certain benefits, who may qualify for a discount on your broadband, mobile, water, and energy. Ask providers about their social tariffs.

→ **WARM HOME DISCOUNT AND WINTER FUEL PAYMENTS:** help checking eligibility.

→ **SUPPLIER HARSHIP FUNDS:** energy and water suppliers offer hardship funds and grants to help customers in difficulty.

→ **DEBT MANAGEMENT:** CAB advisers can help explore options for getting out of debt. This can be through pausing creditor action, such as Breathing Space, negotiating payment plans, or writing off debts, such as Debt Relief Orders.

→ **AVOIDING SCAMS:** This time of year often sees a rise in scams, with messages being sent that look genuine but can be from scammers. Beware of texts such as fake Christmas deliveries, fake charity appeals, or fake benefit applications. Be wary of anyone asking for personal details. For further information, visit Action Fraud's website for a #FraudFreeXmas. www.actionfraud.police.uk/news/12frauds



Representatives from Hounslow Council, JCDecaux UK and the West London Chambers of Commerce with the winners of the Advance for Growth competition

AWARD WIN GRIPPED

Hounslow Council, JCDecaux UK and the West London Chambers of Commerce are delighted to announce Gripped as the winner of the 2025 Advance for Growth competition.

Now in its fourth year, the Advance for Growth programme offers a Hounslow-based SME the chance to receive premium digital advertising space with JCDecaux UK, business support from Hounslow Council, and tailored mentoring from the West London Chambers of Commerce.

Gripped, the aerial and outdoor activity centre located on Staines Road, wowed judges with its unique experience-led business model, local job creation and its potential to grow as a destination for families and corporate team building. This year's prize includes a year-long Out-of-Home (OOH) advertising campaign, West London Chambers membership, a feature in the Let's Talk Business magazine, and one-to-one mentoring.

Sarah and Emma from Gripped, speaking at the recent West London Chambers Business Awards, said: "We're truly chuffed to have won the Advance for Growth Award this year, we cannot believe it. It feels awesome, we're

so happy and truly humbled by this recognition. We're also double award winners tonight and didn't expect this at all. Thank you to everyone who nominated us. We look forward to working with the Council, JCDecaux and the Chamber over the coming months."



Cllr Tom Bruce, Deputy Leader and Cabinet Member for Assets, Regeneration and Development said:

"A huge congratulations to Gripped. It's a brilliant business bringing energy, enterprise and experience-led regeneration to the heart of Hounslow. The Advance for Growth award is about backing home-grown innovation, and Gripped is a great example of the kind of bold, creative business we're proud to champion. I look forward to seeing their success grow even further through this support package."

For more information on business support in Hounslow, visit: www.hounslow.gov.uk/business-support

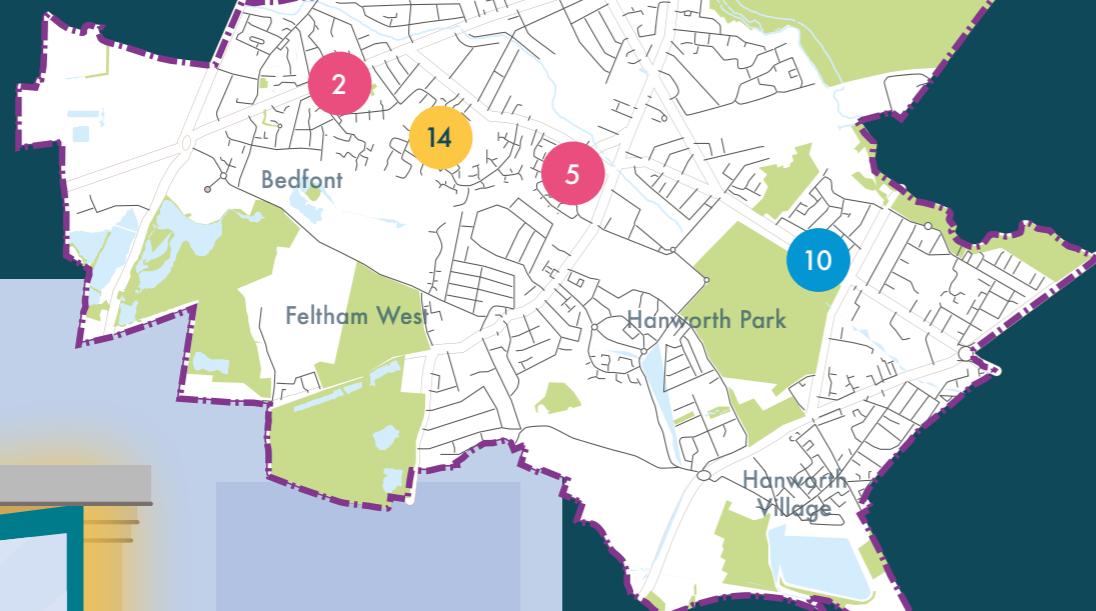
Warm Spaces



As the weather gets colder and the cost of energy increases this winter, our warm spaces are opening up to help keep you warm.

Visit our website to check for updates as more locations are added.

[hounslowconnect.com/
categories/warm-spaces](https://hounslowconnect.com/categories/warm-spaces)



- London Borough of Hounslow Community Hub and Library
- Shared Leisure Centre and Community Hub and Library
- Voluntary and Community Sector Support
- Leisure Centre Only

- 1 **Beavers Community Hub and Library**
The Hub, 103 Salisbury Road, Hounslow TW4 7NW
- 2 **Bedfont Community Hub and Library**
Staines Road, Bedfont TW14 8DB
- 3 **Brentford Community Hub and Library**
11 F Boston Manor Road, Hounslow TW8 8DW
- 4 **Chiswick Community Hub and Library**
1 Duke's Avenue, Chiswick W4 2AB
- 5 **Feltham Community Hub and Library**
The Centre, High Street, Feltham TW13 4GU
- 6 **Heston Community Hub and Library**
New Heston Road TW5 0LW
- 7 **Hounslow Community Hub and Library**
Hounslow House, 7 Bath Road, Hounslow TW3 3EB
- 8 **Osterley Community Hub and Library**
11 St Mary's Crescent, Isleworth TW7 4NB
- 9 **Meadowbank Community Hub and Library**
Community Close, Bath Road, Cranford, TW5 9QX
- 10 **Hanworth Air Park Leisure Centre & Library**
Uxbridge Road, Hanworth TW13 5EG
- 11 **Isleworth Library and Leisure Centre**
Twickenham Road, Isleworth TW7 7EU
- 12 **Brentford Fountain Leisure Centre**
658 Chiswick High Rd, Brentford TW8 0HJ
- 13 **Heston Pools and Fitness**
New Heston Road, TW5 0LW
- 14 **Bedfont Lane Community Centre**
9 Proctors Close, Feltham TW14 9NB
- 15 **Cranford Community College**
West London, High Street TW5 9PD
- 16 **Hope Church Hounslow**
St Paul's Church location, Bath Road, Hounslow West TW3 3DA
- 17 **Hope Church Hounslow**
Good Shepherd location, Beavers Lane TW4 6HJ
- 18 **Isleworth Bowls Club**
Redless Park, Worton Road, Isleworth TW7 6DW
- 19 **Unique Academy**
Ground Floor, Khosla House, Park Lane, Cranford, Hounslow TW5 9WA
- 20 **Holy Trinity Church**
6 High street, Hounslow, TW3 1HG



Scan QR code for further details on activities and timings



LIBRARIES AND COMMUNITY HUBS

JOIN FORCES

As a result of the Council transforming all 11 of its libraries into community hubs, people across the borough can now visit their local library to access a range of activities and support, close to home.

Since the launch of Hounslow's community hubs in 2023, they have helped more than 10,000 local people to access support. The Council's hubs also offer a warm space, with free activities for children and adults.

Local people can now visit their library

and talk to a trained officer who will help them to find services and support to meet their needs.

Voluntary sector groups such as Citizens Advice Hounslow and Hounslow Seniors Trust can also be found in many of our libraries, making it easier for people to

find the right help, at the right time, close to home.

Hounslow's community hub and libraries are also great places to take up an activity, make new friends or learn new skills. During the winter, people can also stay out of the cold in their local hub, reading, using a computer or making friends in one of many activities.

Services and activities are continuing to grow. Check hounslowconnect.com/pages/community-hubs for details.

Meadowbank Community Hub and Library Opens in Cranford

Hounslow Council officially opened Meadowbank Community Hub and Library in Cranford, which is designed to provide a modern, accessible space that supports learning and wellbeing.

Leader of Hounslow Council, Cllr Shantanu Rajawat, welcomed people to the Council's new community hub, cutting a red ribbon with fellow Councillors and throwing open the doors.

There were tours of the new facilities which include a new library space on the ground floor, and its multiuse area that hosts yoga and Pilates after library hours. Refitted learning rooms were also on show, where English language, digital skills and more will be taught. A dedicated new children's area, with comfy seating and a cosy storytelling corner, were also much admired.

People from Citizens Advice Hounslow, Crosslight (debt advice) and Let's Go Outside and Learn, talked visitors through the support they'll be offering from Meadowbank.

The hub continues to offer its popular creative classes and holiday activities. It has a pottery studio, an art and textile room and a kitchen workspace.

It provides residents with opportunities for creativity, personal development and a chance to connect with others.



LOCAL ALLOTMENT SECURES FUNDING

Within a stone's throw of Heathrow's runway, nestled among tomato plants and roses, lies a community allotment with a difference.



Cllr A Grewal with Darshan and her husband Gurlal

Cllr Ajmer Grewal, Cabinet Member for Residents Support, Communities and Equalities, said: "It was an absolute pleasure to visit Darshan and her beautiful allotment last month. People like Darshan are the unsung heroes of our borough: working behind the scenes to make a lasting impact to so many of our residents here in Hounslow."

"Our partnership with 'Health Means Wealth' is part of the Council's wider commitment to Hounslow's vibrant voluntary sector. With more than 800 community groups and charities in Hounslow, groups such as these are the ecosystem of community life in Hounslow."

Last year, the Council awarded nearly £2.8million to 192 charities and community groups in Hounslow. Find out more by emailing community.development@hounslow.gov.uk



Got a great idea for your area?

Hounslow Council's Thriving Communities Fund is here to help bring your community ideas to life.

The fund provides community and voluntary organisations or an informal group of residents with grants of up to £1,000 for projects that brings people together and improves health and wellbeing.

This could be events, a refresh of a communal space, or a new wellbeing activity.

To apply, please email community.development@hounslow.gov.uk



The Council has welcomed Zest as one of its key partners helping to deliver a major expansion of electric vehicle (EV) charging infrastructure across the borough.

The partnership supports the Council's ambition to install over 2,000 new charge points, creating one of London's most convenient and future-ready EV networks. The rollout is fully funded by charge point operators, ensuring value for money for residents.

Zest will deliver 102 rapid charging spaces, designed for quick top-ups in busy locations such as town centres and key travel hubs. These chargers will offer high-speed charging, contactless and in-app payment options and 24/7 customer support.

Robin Heap, Chief Executive Officer at Zest, said: "Hounslow is a forward-thinking council that recognises the importance of making EV charging simple, reliable and available for everyone. By adding rapid chargers in key locations, we're making it easier for residents and visitors to choose electric with confidence. This partnership is another step towards a cleaner, more connected transport network for London."

Residents will have the opportunity to share their views on the proposed locations and help shape the network during the upcoming consultation, which will follow technical and site surveys.

For updates, visit:
www.hounslow.gov.uk/transport-traffic/electric-vehicle-charging-points

CRACKDOWN ON ILLEGAL E-BIKES

Hounslow Council is supporting the Metropolitan Police as they step up enforcement against illegal e-bikes across the borough.

With rising numbers of modified and unsafe electric bikes on the roads, the Police has launched targeted, joint operations to remove dangerous bikes and protect the public, during which, 7 illegal e-bikes and 3 e-scooters were seized, including one capable of reaching a speed over 60mph - far above the legal limit. Many had been fitted with unregulated

power boosters or unsafe batteries, posing serious risks to riders and others.

Illegal e-bikes can lead to fines, prosecution and confiscation of the bike.

 Cllr Katherine Dunne, Cabinet Member for Climate, Environment and Transport, said: "Illegal e-bikes put lives at risk. We fully support the police in taking action, and we ask riders to follow the rules to keep themselves and others safe on Hounslow's roads."

RIDE SAFE, RIDE LEGAL

Residents are reminded of the rules for safe and legal riding around the borough. To be road legal, an e-bike must:

- Have working pedals
- Stop power assistance at 15.5mph
- Have a motor no more powerful than 250W.

DIY conversions and high-power motors are illegal and dangerous. Riders are encouraged to buy from reputable sellers, charge batteries correctly and use helmets and lights. For more information on legal e-bikes, visit: www.hounslow.gov.uk/e-bike



TAKE CARE GETTING THERE



A new road safety campaign has been launched by the Council to help keep everyone safe in the run up to the festive period. It is asking:

Drivers to slow down, especially on busy streets, near schools and in residential areas.

Pedestrians to stay alert, keeping eyes on the road, not on phones when crossing.

Cyclists to stay aware of their surroundings, particularly watching out for pedestrians and vehicles.



Do you use WhatsApp and want to keep up with the latest news and information from the Council?

**Get the latest
Council updates
on WhatsApp**

**Join Hounslow Council's WhatsApp
by scanning the QR**



HIGH PRAISE INDEED

Hounslow Council's housing service has been recognised for strong performance in its first assessment under the new national consumer standards introduced by the Regulator of Social Housing.

The Council received a C2 rating, praising its timely repairs and maintenance, focus on resident safety and compliance, active response to anti-social behaviour and commitment to learning from complaints.



Cllr Sue Sampson, Cabinet Member for Housing Management and Homelessness, said: "We welcome the outcome of our first inspection and the recognition of the good work already happening across our housing services. I want to thank our residents, staff and partners whose dedication and hard work have helped us reach this point."

The Council will continue delivering its improvement plan, including completing safety works and strengthening communication with residents and Councillors.

With 13,500 homes across the borough, Hounslow remains committed to safe, high-quality and well-managed homes and strong community relationships.

DOWNSIZING SUPPORT

To continue meeting residents' needs and support, the Council is reviewing its Downsizing Policy to ensure those who wish to move to a smaller home, have the opportunity to.

As part of the refresh of the policy, the Council will also be looking to include all residents that downsize via the Seaside and Country Homes route. For information, visit: www.hounslow.gov.uk/downsizing



HOUSING CONFERENCE

SAVE THE DATE

Looking ahead, tenants and leaseholders are invited to the Housing Conference on Saturday 31 January 2026, 10am - 4pm, Hounslow House, 7 Bath Road, TW3 3EB

The Housing Conference is a special thank you event celebrating the role residents play in their communities. The day will include speeches from Residents Voice, updates on progress and ways to get involved.

This year's conference will also feature an important session on budget setting

where attendees can think about how they would prioritise the money. Tenants and leaseholders will get a chance to ask questions to housing leaders and meet the different services as well.

Book your place: hounslow.gov.uk/hounslow-housing-tickets

BRIGHTER, GREENER, STRONGER

Hounslow's estates have been busy over the last few months with a series of exciting projects taking place from ideas shared by residents bringing fresh colour, green spaces and community pride to neighbourhoods.

Many of these improvements are already complete or nearing completion as the winter edition of Hounslow Matters lands on doorsteps.

Following the success of the vibrant mural at Mission Hall, another striking mural was unveiled last month at Bolton Road Estate, transforming a blank wall into a colourful focal point for residents to enjoy.

Residents at Barrowgate House will soon benefit from a new community growing area. Over at Staveley Gardens



Residents Voice members

MEET HOUNSLOW'S TREE SURGEON

With more than 100,000 trees in Hounslow to maintain, the Council's tree surgeons' team, run by Lampton Greenspace, are kept busy throughout the year. Team Leader Lee Powell explains how he became a tree surgeon and how he helps Hounslow residents.



Q&A special

What does your average working day involve?

We start early at 7am. We then split up into groups to work at various housing estates and parks across Hounslow. For example, we are currently clearing Inwood Park to ensure bulbs underneath the ground can flourish in the spring.

What is your favourite part about being a tree surgeon?

Climbing trees of course. Isn't it everyone's boyhood dream? I also really enjoy working outdoors and that we are given the responsibility to make a real difference to so many parks in Hounslow. Without realising it, the work we do makes such a difference to residents.

For example, we could be up a tree for two or three hours removing deadwood and a resident wouldn't even notice the difference. However, we have contributed to that tree's health by making it safe and anyone can now walk under it.

Tell us something we wouldn't expect to know about your role.

Tree surgeons have water-proof skin. We are out working in all weather conditions – whether it's a scorching heatwave or pouring with rain.

What is your favourite park in Hounslow to work in?

There are so many to pick from. I love Silverhall Park in Isleworth as it has the river running through it. We also recently cleared Workman Estate near the river and helped reintroduce Kingfishers into the area.

And finally, what is your favourite tree?

I would have to say a holly tree as they are evergreen, they have berries on them too to feed nature. I named my daughter Holly after the tree.

Want to make a difference to your local park? Visit the Parks Hub: talk.hounslow.gov.uk/hub-page/parks



Brentford's green gem stars

Earlier this year, Hounslow Council agreed with Lampton Greenspace that staff members at Boston Manor Park could continue their important outreach activities for the local community.

Over the past five years, the park has received £6.4 million funding from the National Lottery Heritage Fund and Hounslow Council to transform the green space. Park Manager Vanessa Hampton and Education Officer Natasha Gavin have been integral in engaging with the local community to make the most of the park's enhanced facilities and ecology. These have included a new education room and café, basketball courts, refurbished service yard buildings and walled garden, improved habitats and planting, and management of the park's iconic veteran trees and lake.



Cllr Salman Shaheen, Cabinet Member for Culture, Leisure and Public Spaces said: "Vanessa and Natasha have reached a staggering amount of local people with their wealth of community activities that can offer something for everyone. I am delighted they will be able to continue the legacy of the park's transformations."

"I would also like to thank the volunteers who support Vanessa and Natasha in their roles and I would encourage any resident who lives locally to come and enjoy Brentford's hidden green gem."

To find out more about activities at the park and get the newsletter of events, email bostonmanorpark@hounslow.gov.uk and follow the Facebook page at [@BMPOutdoorEvents](https://www.facebook.com/BMPOutdoorEvents)



There are several ways the Council is helping Hounslow residents to look after their health this winter. From warm spaces to winter vaccinations, as well as classes and activities to improve balance, check out the best ways to enjoy the colder months while staying well.

ENJOY A WARM WELCOME

The cold weather can bring a number of health challenges, including increased risk of a heart attack or stroke due to higher blood pressure. It's important that everyone has access to a space where they can stay warm, especially if

they have pre-existing health conditions such as respiratory problems.

For some people, heating their home for the whole winter can be difficult due to high energy prices. That's why the Council is opening warm spaces across Hounslow this winter. These include

every library and community hub, plus other welcoming places across the borough. They're a great place to meet people, get a free cup of tea or coffee, and get out of the cold.

Find your nearest warm space: hounslowconnect.com/categories/warm-spaces

PROTECT YOURSELF AND OTHERS

It's not too late for any eligible Hounslow resident to get a free flu and covid vaccination. People can either book directly on the NHS website, contact their GP, or head to a participating local pharmacy to get theirs. It's a great way to make sure seasonal plans don't get cancelled, as well as keeping loved ones safe from serious illness. www.nhs.uk/nhs-services/vaccination-and-booking-services

STAY ON YOUR FEET

Winter can mean slippery pavements and creaking bones, which increases the risk of falls. Anyone who wants to reduce this risk can check out the great range of Stay Steady & Active events and activities across Hounslow.

There is also a self-assessment tool so people can better understand their own risks and take the necessary steps. steadyandactive.co.uk

PICTURE PERFECT WELLBEING



The Council's Five Ways to Wellbeing campaign recently returned for a second year. Residents from all walks of life came together to help themselves and others feel better as we head into the winter months.

A series of activities to encourage residents to connect with each other, learn new skills and get active to improve physical and mental health.

For the Take Notice week, the popular photography competition returned.

Cllr Lily Bath had a very hard time choosing from a packed field of high quality photos. Congratulations to all the winners, as the standard of entries was once again very high this year.

Fittingly, in the season of generosity, the last of the five week's theme was Give. Council staff raised money for local charity Inspired by Hope, which will go towards setting up a new foodbank at Holy Trinity Church.

For inspiration, head to the webpage and find out more: www.hounslow.gov.uk/5ways2wellbeing

STAY SAFE DURING PARTY SEASON

For some people, Christmas and new year means socialising and partying more than usual. While this is a great chance to blow off some steam, reduced inhibitions and peer pressure can lead to people making poor decisions around drugs and alcohol.

The use of party drugs such as cocaine and ecstasy increases at this time of year as people attend work parties, pre-Christmas drinks and new year's eve events. While the number of people who fall ill from drugs immediately is small, their consequences can be severe and even fatal if something goes wrong.

You can find out more about illegal drugs and the associated risks at The Loop: wearetheloop.org

Even if you feel you have all the facts, please be aware that taking any amount of drugs can be lethal.



LONG-TERM EFFECTS

One drug that is causing particular problems for young people at the moment is ketamine. Its use has become very widespread and a lot of people are suffering from the effects of long-term use, such as loss of bladder control, memory loss and psychosis. It's easy to become dependent on the drug after taking it recreationally, so please think before seeking that quick thrill at a party or night out.

If you or someone you know is struggling with drug addiction, there are expert teams in Hounslow who can help.

If you would like to speak to someone, please contact ARC Hounslow on 01895488675, or by emailing archounslow@nhs.net. You can also find out more on the ARC Hounslow website: www.cnwl.nhs.uk/services/addictions/arc-hounslow

DO YOU KNOW YOUR CONTRACEPTION OPTIONS?

Sexual Health Hounslow (SHH) and the Council are empowering Hounslow women with a new campaign, called Know Your Options, to raise awareness of the free and confidential contraception services available across the borough.

A series of five short videos laying out the full range of contraception options for women is now available to watch. They offer advice on long-acting reversible contraception (LARC), emergency contraception and combined hormonal methods.



Cllr Lily Bath, Cabinet Member for Adult Social Care, Public Health and Transformation, said: "Having the right information on reproductive health can go a long way to improving women's overall health and wellbeing. With these videos and wider campaign, we're working with our NHS colleagues to give women everything they need to make the best decisions for them."

"We're presenting the information in a clear, accessible way and delivered by local experts with ties to the community. We want to make sure contraception and sexual health services are inclusive, supportive and easy to reach for all."

You can watch the videos here: bit.ly/SHvideos25

THE MAYOR OF HOUNSLOW 2025-26 IS CLLR AMY CROFT



The Mayor has been truly inspired by the wonderful groups, organisations and individuals she has met in the 200 events she has attended so far, who are doing amazing work across the borough to make the lives of their fellow residents better.

She would love to create better networks of these organisations across the Borough during her year in office, so if you know of groups doing good things in the community, who she may not have met, do encourage them to contact her at mayor@hounslow.gov.uk, and invite her to come along and see what they do.

The Mayor's Chosen Charities



TO MAKE A DONATION TO THE MAYOR'S CHARITIES:

Via BACS:

Name of Bank Account:
LB Hounslow Mayor's Account A

- Account number: 27513920
- Sort Code: 60-11-18
- Reference (your surname)

By Phone:

Call 020 8583 2243/6155 to make a card payment.

Donate via JustGiving by scanning the QR:



London Scottish Rugby Match

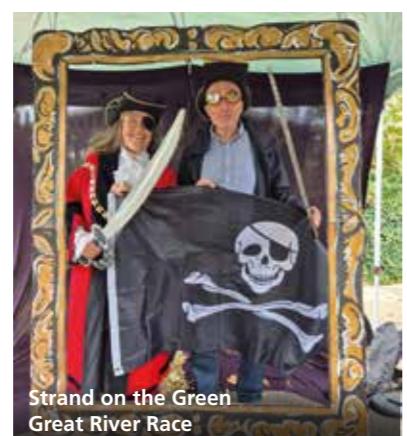


Visit from the Bedfont Belles WI

Out and about with the Mayor



If you would like the Mayor to attend your event please email: mayor@hounslow.gov.uk



USEFUL CONTACTS FOR ANYONE NEEDING SUPPORT THIS FESTIVE PERIOD

SAMARITANS

(24 hours a day) 116 123 or visit www.samaritans.org

DOMESTIC ABUSE HELPLINE

0808 2000 247
www.nationaldahelpline.org.uk

RESPECT HELPLINE

(Male victims of domestic abuse)
0808 8010 327
www.mensadviceline.org.uk

AGE UK

0208 560 6969
www.ageuk.org.uk/hounslow

MIND

020 8571 7454
www.hfemind.org.uk

HOUNSLOW FOODBOX

07719 891787 during opening times:
Tuesday - Friday, 10am - 1pm
Saturday 10am - 12pm
07718 263614 at other times
www.hounslowfoodbox.org.uk

THE SILVER LINE HELPLINE

Helpline for older people experiencing loneliness (24 hours a day)
0800 4 70 80 90
www.thesilverline.org.uk

SANELINE

Mental health helpline
0300 304 7000
www.sane.org.uk/how-we-help/emotional-support/saneline-services

SHOUT

Mental health support text service
85258 (24/7)
www.giveusashout.org

THE HOUNSLOW SAFE SPACE CRISIS HELPLINE

11am - 11pm every day.
020 3475 5185.

MIND INFO LINE

Support with everything mental health-related
Monday - Friday, 9am - 6pm
0300 123 3393 or text: 86463

CAMPAIGN AGAINST LIVING MISERABLY (CALM)

www.thecalmzone.net
Helpline: 0800 58 58 58 (5pm to midnight, everyday)

ADDICTION RECOVERY COMMUNITY (ARC HOUNSLOW)

www.cnwl.nhs.uk/services/addictions/arc-hounslow
01895 488675 (open from 10am-4pm)

CHRISTMAS OPENING HOURS

Hounslow House and some other Council offices will close at the normal time on Wednesday 24 December 2025 and will re-open on Friday 2 January 2026.

COUNCIL SERVICES OVER THE CHRISTMAS AND NEW YEAR PERIOD 2025/26

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

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

FREE COUNCIL-CONTROLLED PARKING

Hounslow Council is spreading some festive cheer this Christmas by once again suspending car parking charges across parts of the borough.

Residents and shoppers will be able to park for **free in council-controlled paid parking spaces, both on-street and in car parks**, on 23 and 24 December. This seasonal offer is designed to make it easier for everyone to enjoy their last-minute Christmas shopping while supporting Hounslow's vibrant small businesses and town centres.

It's the perfect opportunity to shop local, find unique gifts, and contribute to the success of businesses in the borough this festive season.

KEEPING HOUNSLOW MOVING THIS WINTER



When temperatures drop below zero, under wet conditions, the Council's gritters will be deployed to treat priority routes across the borough.

Crews treat 132 kilometres of road during the 'grit run', monitoring weather alerts around the clock. Main roads, bus routes and key pedestrian areas are prioritised to reduce the risk of icy surfaces and accidents.

Salt storage is inspected and restocked regularly, and trial runs are conducted to ensure vehicles are ready for rapid deployment.

Alongside gritting and salt spreading, winter operatives are also on standby to mobilise swiftly and respond to any sudden weather events.



SWAP 2 STOP

Ready to Quit Smoking?

Hounslow Council is offering residents a free 6-week Swap to Stop programme to help you move from smoking tobacco to vaping - a much less harmful alternative.

You'll get:

- A free vape starter kit delivered straight to your home
- Free top-ups for 6 weeks
- Simple step-by-step support

Make the change to protect your health.

Join Swap to Stop today.

www.hounslow.gov.uk/health-wellbeing/swap-stop



FESTIVE WASTE AND RECYCLING

As Christmas approaches, Hounslow residents are reminded of changes to rubbish and recycling services over the festive season.

Collection crews will be working hard to keep the borough clean and tidy, while also taking four well-earned days off. To ensure everyone's waste is collected, temporary changes to bin day schedules will operate across the Christmas and New Year period.

Residents are advised to check their revised dates carefully and place their bins out by 7am on collection days. Normal service will resume on Monday 12 January 2026.

Usual collection day	Revised collection day
Mon 22 Dec	Sat 20 Dec
Tue 23 Dec	Mon 22 Dec
Wed 24 Dec	Tue 23 Dec
Thur 25 Dec	Wed 24 Dec
Fri 26 Dec	Mon 29 Dec
Mon 29 Dec	Tue 30 Dec
Tue 30 Dec	Wed 31 Dec
Wed 31 Dec	Fri 2 Jan 2026

Usual collection day	Revised collection day
Thur 01 Jan 2026	Sat 3 Jan 2026
Fri 02 Jan	Mon 5 Jan
Mon 5 Jan	Tue 6 Jan
Tue 6 Jan	Wed 7 Jan
Wed 7 Jan	Thur 8 Jan
Thur 8 Jan	Fri 9 Jan
Fri 9 Jan	Sat 10 Jan

Garden Waste and Bulky Waste collections will pause for two weeks. Final collections will take place on Friday 19 December 2025, returning Monday 5 January 2026.

SpaceWaye Re-use and Recycling Centre will close on 25 and 26 December, and 1 January 2026.

WASTE AND RECYCLING TIPS

The festive period leads to around 30% more waste.

Across the UK, more than 1 billion greeting cards are thrown away, 227,000 miles of wrapping paper is used and unwanted gifts worth an estimated £42 million end up in the bin.

To help reduce waste, Hounslow Council encourages residents to recycle smartly:

- Get creative with leftovers
- Freeze extra portions to enjoy after the celebrations
- Place food scraps in the food waste caddy
- Check wrapping paper. Scrunch it into a ball – if it stays scrunched, recycle it; if it bounces back, put it in the bin
- Reuse gift bags and tissue paper where possible
- Buying crackers? Choose reusable or recyclable options.

Unleash recycling magic with Hounslow Council's Waste Wizard

Are you confused about recycling? Not sure what goes where? Do you want to find out how to give unwanted items a new lease of life by repairing and reusing them?

Then it's time for some recycling magic with the Waste Wizard.

Get instant answers - with the online tool and Waste wizard app you simply:

★ Enter the item you want to dispose of.

★ Hey presto, get immediate information about what to do with it.

For more information, visit: www.hounslow.gov.uk/wastewizard

RECYCLE YOUR REAL CHRISTMAS TREE

Residents can recycle real trees between 5 and 16 January 2026. Trees must be:

- Under 6ft tall
- Free of decorations and lights
- Placed at property boundary (not on pavement) by 7am

Artificial trees **cannot** be collected and should be stored for future use.

Tree collection days:

Normal refuse collection day	Tree collection
Mon 29 Dec	Mon 5 Jan
Tue 30 Dec	Tue 6 Jan
Wed 31 Dec	Wed 7 Jan
Thur 1 Jan	Thur 8 Jan
Fri 2 Jan	Fri 9 Jan
Mon 5 Jan	Mon 12 Jan
Tue 6 Jan	Tue 13 Jan
Wed 7 Jan	Wed 14 Jan
Thur 8 Jan	Thur 15 Jan
Fri 9 Jan	Fri 16 Jan

Residents can also take real trees to designated sites between 19 December 2025 and 30 January 2026:

- Hanworth Air Park - Car park opposite Hounslow Road TW13 6AA
- Hounslow Heath - Car park opposite Staines Road TW4 5AR
- Redlees Park - Worton Road car park TW7 6DW
- Bedfont Lakes - Clockhouse Lane car park TW14 8QA
- Space Waye - North Feltham Trading Estate, Pier Road, Feltham TW14 0TH
- Turnham Green - Opposite Christ Church, by the phone box.



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.

STITCH, KNIT AND CRAFT

Gunnersbury Park & Museum

9, 23 January, 6, 20 February

Join us for our friendly fortnightly textile group – bring a project to work on, learn from others, and have a good old natter over a spot of tea.

www.visitgunnersbury.org/whats-on

EYE, THE WITNESS

Hogarth House
Until 10 May 2026

Eye, the Witness by Charlotte Cooper Exhibition is now open at Hogarth's House. Learn more at www.hogarthshouse.org



STAY AND PLAY

Belvedere House, Lemon Grove, Feltham TW13 4DH

Every Tuesday during term time between 9.30am and 11am

Stay and Play sessions for



MORE TRUST | LESS CRIME | HIGH STANDARDS

MET ENGAGE

Community crime-fighting

We're transforming the Met to become a service that truly delivers for you.

Met Engage gives you direct access to key information and advice, and the opportunity to shape how we police your neighbourhood.

SIGN UP NOW to tell us what matters most to YOU

metengage.co.uk



pre-schoolers and their families

BEDFONT LAKES CHRISTMAS GROTTO

Bedfont Lakes Park, Clockhouse Tower entrance 19-23 December, 10-11am, 11am-12noon, 1.30-2.30pm and 2.30-3.30pm

Join the Bedfont Lakes team for magical festive experience at their Christmas Grotto where children can meet Santa, enjoy Christmas crafts, follow the Christmas trail and visit the Animal Antics Centre.

To secure your ticket, email countryside@hounslow.gov.uk
£10 per child for a one-hour session.

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 through groups including Wildcats, Squads Competitive and Recreation sessions.

find.EnglandFootball.com

OURPARKS BITESIZE

Free at-home exercises

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

PARKRUN

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

Find your nearest www.parkrun.org.uk



KNOW YOUR COUNCILLORS 2025



CHISWICK GUNNERSBURY



CRANFORD



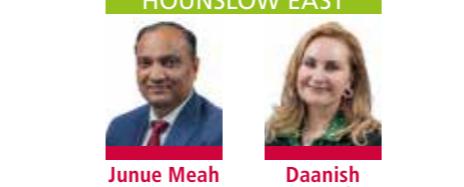
HANWORTH PARK



HESTON EAST



HOUNSLow EAST



HOUNSLow WEST



SYON AND BRENTFORD LOCK



CHISWICK HOMEFIELDS



FELTHAM NORTH



HANWORTH VILLAGE



HESTON WEST



HOUNSLow CENTRAL



ISLEWORTH



OSTERLEY AND SPRING GROVE



CHISWICK RIVERSIDE



FELTHAM WEST



HESTON CENTRAL



HOUNSLow SOUTH



*Information correct at time of print

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

Key
Labour
Conservative
Green
Independent
Cabinet

DUMPING RUBBISH IS ILLEGAL

FIND OUT HOW TO REPORT IT IN YOUR LANGUAGE.



**VERTER
BASURA
ES ILEGAL**
AVERIGÜE CÓMO
INFORMAR DEL
PROBLEMA EN
SU IDIOMA.

કચરો ફેંકવો
ગેરકાયદેસર
છે.

તમારી ભાષામાં તેની જાણ
કેવી રીતે કરવી તે શીખો.

કચરા ફેંકના
ગેરકાનૂની હૈ

જાનેં કિ અપની ભાષા માં
ઇસકી રિપોર્ટ કેસે કરોં।

ફોહર
જથાભાવી ફાલ્જુ
ગેરકાનૂની હો
યસલાઈં તપાઈકો ભાષામા
કસરી રિપોર્ટ ગર્ને મનેર પત્તા
લગાડનુહોસ્થ.

ਕੂੜਾ ਸੁੱਟਦਾ
ਗੈਰ-ਕਨੂੰਨੀ ਹੈ
ਜਾਣੋ ਕਿ ਆਪਣੀ
ਭਾਸ਼ਾ ਵਿੱਚ ਇਸ ਦੀ
ਰਿਪੋਰਟ ਕਿਵੇਂ ਕਰੀਦੇ।

کوڑا کرکٹ
ستنا غیر
قانونی اے
آپنی بولی وچ جانو که
ایس دی کیوین رپورٹ
کرنی اے -

POZBYWANIE
SIĘ ŚMIECI W
NIEDOZWOLONYCH
MIEJSCACH JEST
ZABRONIONE
PRZEZ PRAWO
DOWIEDZ SIĘ,
JAK ZGŁOSIĆ TAKĄ
SYTUACJĘ W SWOIM
JĘZYKU.

DESPEJAR
LIXO É
ILEGAL
DESCUBRA COMO
REPORTAR ESTE
PROBLEMA NO
SEU IDIOMA.

**ARUNCAREA
GUNOIULUI
AICI ESTE
ILEGALĂ**
CUM PUTETI
RAPORTA ACEST
LUCRU ÎN LIMBA
DUMNEAVOASTRĂ.

குப்பை
கொட்டுவது
சுடவிற்றாகு
செயலாகும்
ஹங்கள் மொழியில் அதை
எவ்வாறு புகாரளிப்பது
என்பதைக் கண்டறியவும்.

చెత్త
వేయడం
చట్టవిరుద్ధం
మీ భాషలో దానిని
ఎలా నివేదించాలో
తెలుసుకోండి.

کچرا پھیکنا
غیر قانونی
ہے
اپنی زبان میں اس کی
رپورٹ کرنے کا طریقہ
جانیں -



London Borough
of Hounslow

www.hounslow.gov.uk/report

