

Investing for the future

- Delivering cleaner and safer streets
- Making the borough greener
- Protecting those in need
- Investing in our communities
- Building more affordable homes
- Modernising services



Dear resident,

This booklet sets out how your Council Tax is being invested and how we are delivering for you, your family and your community.

This year's budget focuses on the services you rely on every day and the long-term future of our borough. I am proud that Hounslow is a Council that gets things done and this budget continues our commitment to delivering real value for money while investing in what matters most.

This budget will:

- Delivering cleaner and safer streets
- Making the borough greener

- Protecting those in need
- Modernising services
- Investing in our communities
- Building more affordable homes

For more than a decade, councils like ours have operated with outdated funding formulas and short-term settlements. This has placed sustained pressure on local services, particularly social care, housing

**A budget investing in...
cleaner streets,
stronger communities
and a fairer future
£158.4 million from
council tax invested in
local services**

Cleaner and safer streets

- **£750k** additional for street cleaning
- **£3m** invested in parks
- Stronger approach to tackling fly-tipping
- Increased local enforcement presence

Thriving communities

- **£200k** to strengthen community capacity
- **£4m** to redevelop the Brentford Leisure Centre
- **250k** for discounts and offers on leisure for young people

Homes

- **£32m** estate improvements in 2026/27
- **£150m** invested in better social homes by 2030
- **£125m+** for new social homes

and support for vulnerable residents.

The Government has now recognised the strain facing local authorities, and we have secured additional funding alongside a three-year settlement that allows us to plan with greater certainty. That financial stability matters. It means we can invest more confidently in the services you care about, from keeping our streets clean and safe, to modernising how you access Council services, to protecting those who need our support most.

Despite this welcome progress, financial pressures remain significant. Demand for adult and children's social care continues to rise, and inflation means the cost of delivering services has increased sharply in

recent years. Careful financial management is therefore essential to stabilising our budgets and protecting local services for the long term.

Hounslow is a borough full of energy, diversity and opportunity. With this budget, we are investing in cleaner streets, stronger communities and a fairer future, while ensuring every pound of your Council Tax is spent wisely.

Councillor Shantanu Rajawat
Leader of the London Borough of Hounslow



Protecting those in need

- **£11m** new children's residential and short-break homes
- **£4.3m** Family Hubs and Family First support
- **£8m** Adult Social Care funding

Growth and jobs

- **£4m** to unlock regional growth, supporting the West London Orbital railway, Golden Mile tech and creative district and Future Feltham
- **£1.5m** Pride in Place town centre investment

Modernising services

- 11 Community Hubs and Libraries delivering local services
- **£1.6m** invested over five years in Citizens Advice

And much more...

this budget supports hundreds of vital services across Hounslow, from education and housing to highways and neighbourhood safety.

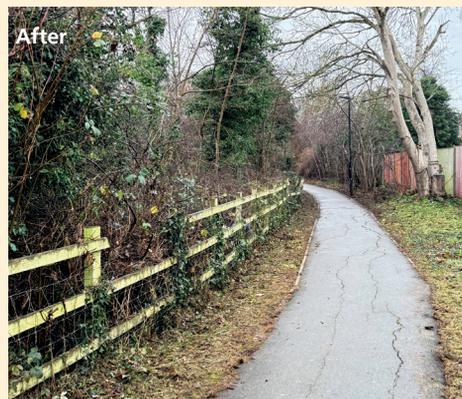
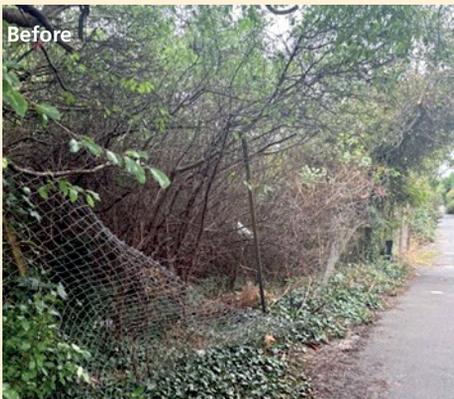
Cleaner and Safer Streets

The Council's residents' survey showed that cleaner streets and community safety are priorities for our residents. We have listened and taken action to tackle fly-tipping, littering and anti-social behaviour.

- ✔ **Improved enforcement with a new team on our streets.** They will be able to work quickly capturing, reporting and responding, giving reassurance to you that issues are being dealt with.
- ✔ **Fines on fly-tipping raised to £1,000 and littering to £500.** Between April and November 2025, 2,149 fines have been issued, which includes 1,682 for fly-tipping.
- ✔ **A new campaign** on how to recycle and dispose of waste properly.
- ✔ **More than 110 engagement events and walkabouts** with residents to identify local concerns and target actions.
- ✔ **Increased fines for dog fouling** to £100 and a responsible dog ownership campaign.
- ✔ **£2m to improve Hounslow's pavements to make everyday journeys safer and more accessible.** Among the works already completed are Heston Road, The Ridgeway, Grove Park Road, Smallberry Avenue and Winchester Road.

Bedfont Pitts clean-up

In December, we carried out a clean-up at Bedfont Pitts following concerns raised during a local walkabout. Teams removed dumped waste, cleared pathways and installed signage to deter further fly-tipping.



DELIVERING
for Hounslow

The clean-up delivered on commitments made to residents and forms part of ongoing targeted action across the borough to keep public spaces clean, safe and welcoming.

Making our borough greener

With more than 160 parks and open spaces, Hounslow is one of the greenest boroughs areas in London. We are taking steps to protect our environment, improve air quality and enhance our green spaces.

- ✔ **25,000 trees planted** since 2022.
- ✔ **20 Green Flag Awards** for our parks.
- ✔ **Major investment** in ten parks and open spaces.
- ✔ **Six unused sites transformed into allotments** through our "Grow for the Future" programme, helping residents grow food and educate children on healthy living.
- ✔ **£1m raised towards green initiatives** through the Hounslow Green Investment programme.
- ✔ **£150,000 allocated to community organisations** to fund energy-saving, low-carbon improvements including solar panels, air source heat pumps, insulation and LED lighting.
- ✔ **Major improvements planned to waste and recycling services** for flats above shops and communal properties will be introduced in phases, making it easier for residents to recycle more and waste less.

Hounslow's green heritage with Brentford FC

A small orchard with 14 new apple and pear trees was planted at Robin Grove Park in Brentford.

Students from Brentford School for Girls planted two of the new trees and were joined by others including Brentford FC.

This work compliments the Council's 'Grow for the Future' project, which is delivering the UK's first-ever policy of transforming neglected spaces into orchards, community gardens and allotments. These are paired with schools and community groups, to bring biodiversity, sustainability and healthy food closer to home, communities and young people.

James Beale, Brentford FC's sustainability manager, said: "We're grateful to Hounslow for helping us develop this orchard, as well as all those from the community who planted trees with us.

"Nature is a key pillar of our work here at Brentford. By enhancing and building green spaces, we can take small, but significant steps to nurturing our environment for our habitat and society. We hope the community can enjoy this space and benefit from it."



Protecting those in need

The Council plays a vital role in supporting and protecting Hounslow's most vulnerable residents. From helping children with disabilities to supporting carers looking after elderly relatives, we are here to stand alongside those who need us most.

A significant proportion of our budget is dedicated to safeguarding and supporting residents who rely on these essential services.

- ✔ Supported nearly 1,000 young people with special educational needs through the Mainstream Inclusion Partnership.
- ✔ Provided help to 4,000 individuals through our Best Start Family Hubs in 2024–2025.
- ✔ Engaged over 1,000 unpaid and informal carers through our new Carers Advice service.
- ✔ Invested £35,000 to support new cancer facilities at the Mulberry Centre charity.
- ✔ £4.3m invested in Family Hubs and the Family First programme, supporting families earlier and preventing problems from escalating.
- ✔ We are investing £11m in new children's residential and short-break accommodation, helping vulnerable young people remain in the borough, close to their families, schools and support networks.
- ✔ Supporting Care Leavers – we have extended Council Tax support from 21 years-old to until their 25th birthday.

A first class return to parental joy with the travel training service

Daniel is a father who faces daily challenges due to impaired reading skills. He cares for his daughter Mia, who has a disability and special educational needs.

Determined to give his daughter a special day out at the London Sea Life Aquarium, Daniel enrolled in Hounslow Council's travel training programme to help him build confidence using public transport.

Through the programme, Daniel learned how to navigate routes, read transport information and travel independently from west to central London.

On the day of their trip, he successfully guided Mia to the aquarium – and saw her

face light up as she watched the colourful sea life.

The travel training service supports residents to build independence, confidence and skills that make everyday life easier.



PROTECTING
Hounslow

Investing in communities, homes and growth

We are investing in better homes, stronger communities and long-term growth, supporting residents today while creating jobs and opportunity for the future of our borough. Growth is not just about new buildings, it is about long-term economic strength and new jobs.

- ✔ Investing more than **£125m** to deliver new affordable homes for local people.
- ✔ **131 new council homes in 2025.**
- ✔ **Invested £1m** to remove damp and mould from more than **2,500 council homes.**
- ✔ **Taking firm action against rogue landlords** and strengthening rules on Houses in Multiple Occupation in the private rented sector.
- ✔ **Invested £1m in greener housing estates,** including new bins, cycle hoops and community gardening opportunities.
- ✔ **Investing £1.5m through a new Pride in Place fund** to improve town centres, support local businesses and boost community pride.
- ✔ **Approving £4m** to support delivery of a new leisure centre in Brentford, creating jobs during construction and long-term employment opportunities.
- ✔ **Investing over £4m to unlock growth,** including housing and jobs in Feltham, developing plans for the West London Orbital railway.
- ✔ **460 young people supported** into work, training or education.

Future Feltham: homes, jobs and regeneration

Our Future Feltham programme will transform the town centre and former Ministry of Defence site into a mixed-use neighbourhood delivering up to 3,000 new homes, and potential for 9,000 jobs in new commercial, employment and community spaces.

More than £31m has already been invested in the station and town centre, with further infrastructure funding secured. Local people are shaping these developments through engagement initiatives to ensure they benefit local communities.



Modernising services

We are on a mission to make it easier and quicker to access the services you need.

Since 2023, we have been changing how we deliver core services, making sure that they are available at a time and place convenient to you. Whether that is support applying for a job, housing advice, or help with the cost of living, we now bring together a range of Council services and voluntary organisations to support everyone across Hounslow.

- ✔ 11 new **Community Hubs** delivering council and voluntary sector services closer to home.
- ✔ **Supported more than 13,000 residents** to access help through our hubs.
- ✔ **Provided warm spaces and free activities** for children and adults, creating welcoming places where people can connect.
- ✔ **£300k to community groups** for health and wellbeing.
- ✔ **Invested £1.6m in Citizens Advice Hounslow** to help residents in need, securing more than £11m in financial support.

DELIVERING
for Hounslow

Supporting residents across the borough

In 2025 we opened a new hub at Meadowbank in Cranford, and we have transformed all 11 libraries into Community Hubs.

These hubs are helping local people like Josephine, who benefited from support at her local Community Hub. There she met Michael from our Work Hounslow team. Josephine said: "Michael's helped me build my confidence, encouraged me to take new courses and now I can operate my phone and send emails, which keeps me connected with family and friends."

She said: "I enjoy the teamwork and love what I'm doing there. I'm happy being in the community and giving back."



By modernising and improving services, we are making it easier for residents to access the support they need, when they need it, closer to home.

**Sign up for
My Hounslow**

**Save time and stay in control of your council services
with your new online account. Visit: my.hounslow.gov.uk**

Community Hubs & Libraries

Your local library is now a also a community hub, offering much more than books. You can talk to a member of staff about a range of issues, and they will help you to get online and find services and support to meet your needs.

Many community hubs also have other services and activities available during the week. Find details online or drop in and ask our friendly staff.

- **Beavers Community Hub and Library (Cranford)**, Beavers Children's Centre, Salisbury Road, TW4 7NW
- **Bedfont Community Hub and Library**, Staines Road, TW14 8DB
- **Brentford Community Hub and Library**, Boston Manor Road, TW8 8DW
- **Chiswick Community Hub and Library**, Dukes Avenue, W4 2AB
- **Feltham Community Hub and Library**, The Centre, High Street, TW13 4GU
- **Hanworth Community Hub and Library**, Hanworth Air Park Leisure Centre, Feltham TW13 5EG
- **Heston Community Hub and Library**, New Heston Road, TW5 0LW
- **Hounslow Community Hub and Library**, Ground and First Floor, Hounslow House, 7 Bath Road, TW3 3EB
- **Isleworth Community Hub and Library**, Twickenham Road, Leisure Centre, TW7 7EU
- **Meadowbank Community Hub and Library (Cranford)**, Community Close, Cranford, TW5 9QX
- **Osterley Community Hub and Library**, St Mary's Crescent, Isleworth TW7 4NB

Setting Council Tax

Each year Hounslow Council sets its share of Council Tax to help pay for important local services including home to school transport, libraries, parks and leisure, refuse and recycling, roads and social care.

The bill also includes a separate portion set by the Greater London Authority which includes funding for London's police and fire services.

Visit: www.hounslow.gov.uk/GLAprecept for details.

This year, Hounslow Council will be increasing its share of Council Tax by **4.99%** in total.

Around 50% of a Band D Council Tax bill goes towards Adult and Children's Social Care protecting those most in need across the borough.

This is shown in your bill (using a property in Band D as an example):

Hounslow Council	£1,675.05
Greater London Authority	£510.51
Total Amount	£2,185.56

How much Council Tax will you pay?

Band	Hounslow Council Tax	GLA Council Tax	Total Council Tax
A	£1,116.70	£340.34	£1,457.04
B	£1,302.82	£397.06	£1,699.88
C	£1,488.93	£453.79	£1,942.72
D	£1,675.05	£510.51	£2,185.56
E	£2,047.28	£623.96	£2,671.24
F	£2,419.52	£737.40	£3,156.92
G	£2,791.75	£850.85	£3,642.60
H	£3,350.10	£1,021.02	£4,371.12

How to pay your Council Tax

There are three easy ways to pay your Council Tax bill.

You can pay your council tax in 10 or 12 monthly instalments

Option 1:

Direct Debit is the best and easiest way

Go online to www.hounslow.gov.uk/counciltax where you can set up a direct debit straight away using your account number and online key which you will find on the front of your bill.

You can choose one of the four dates we offer to pay by direct debit – 1st, 10th, 18th or 25th of the month

Option 2:

Online – Visit www.hounslow.gov.uk/pay and select one the options under 'Council tax and benefits'.

Option 3:

Call **0300 7906 871** and quote the account/invoice number at the front of your bill, following the prompts you will hear.

Payments can be made 24 hours a day, 7 days a week. Calls cost no more than national rate calls to 01 or 02 numbers, from a landline or mobile.

Other ways to pay:

You can pay in person at any PayPoint Outlet or any Post Office. Please check at www.paypoint.co.uk/paypointlocator for your nearest one and its opening times.

Remember to take your Council Tax bill with you as they will need to scan the barcode on the front of this bill. You can also download the Allpay App from the Apple store or Google Play anytime, anywhere.

Please note the Council no longer accepts cheques as a method of payment. The following cards will not be accepted: Diners Club, Electron and American Express.

Information on your
Council Tax Bill for 2026/27

Help for those who need it

If you are on a low income you may be able to get Council Tax Support to help pay your household Council Tax bill.

For more information about all the support available to help people locally, visit:
www.hounslow.gov.uk/council-tax-support



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.

You can use our free benefits calculator anonymously anytime. Scan the QR code below to find out whether you might be entitled to additional benefits.

www.hounslow.gov.uk/benefit-calculator



If you or someone you know needs translation support with the information in this booklet, email or phone:

@ customerservice@hounslow.gov.uk

📞 020 8583 2000 - option 8 for switchboard



London Borough
of Hounslow

www.hounslow.gov.uk