

HOUNSLOW matters

Autumn 24

Community and Council news from around the borough

COMMUNITY SAFETY TAKES BIG STRIDES

*Improving Resident
experience*
p14

*Brentford - where tradition
meets transformation*
p16-18

*Parks and green
spaces win big*
p20

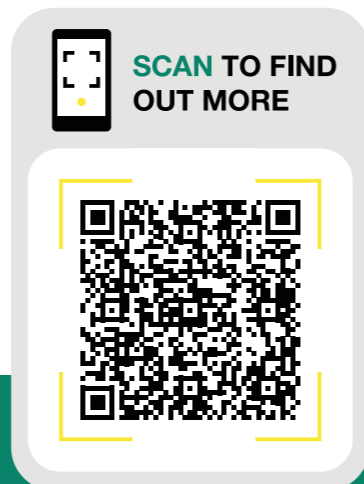
Could you, or someone you know, be missing out on Pension Credit?

Pension Credit is worth, on average, £3,900 a year. You might get extra help if you're a carer, severely disabled, or responsible for a child or young person.

Check your eligibility at [gov.uk/pension-credit](https://www.gov.uk/pension-credit) or by calling **0800 99 1234**

For further support and advice, please visit one of the Community Hubs and speak to a member of the team. Venues listed on page 14.

Eligibility criteria apply



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Welcome to the latest edition of Hounslow Matters – Autumn 2024



Dear Resident,

I'm delighted to introduce the latest edition of Hounslow Matters magazine.

There has been significant local and national change since our last issue, and this one deals with changes that matter to you most.

Our Residents Survey, carried out for us by an accredited, independent agency, gives us a new understanding of your priorities, so we're bringing news and information in the areas we know matter most to you – 'making more affordable homes available', 'education, activities and support for young people', and 'community safety'.

We include information on our climate change and Net Zero work where three quarters of you are interested in, and support, our policies and approaches.

A very high number of residents are satisfied with Hounslow as a place to live, and 88% agree their local area is somewhere people from different backgrounds get on well. But even in our low-crime borough, community safety is a major priority for you, which is why our new community safety approach – with a full complement of staff increased by investment – was introduced earlier this year.

Delivering what people need locally is essential to how we work. Access to services and information is addressed in this issue, with an update on work we're doing to ensure online services are as good as anybody's with excellent experience for all, whether online, on the phone or in-person at our Community Hubs in council buildings and based on local needs

so they offer tailored services and activities which will grow over time.

Our resident survey tells us the future of our young people is a huge priority. So we can all be very proud of their GCSE achievements this year. They performed well above the national and London averages in both Maths (with 63% at grade 5 or above) and English (where Hounslow students performed exceptionally well with 69.9% at grade 5 or above.) We are incredibly proud of all our students, schools and staff.

Availability of affordable homes is another significant priority for residents, and there is positive progress there too, through completion of Tintern, Sonnet, and Hamlet houses in Brentford. Lives are transformed through much-needed, high-quality, sustainable homes which foster inclusive and diverse communities, and this energy-efficient development reflects Hounslow's pledge to provide environmentally efficient housing.

We have much to be proud of in community safety, housing, our young people and much else, but we are not complacent. So, we've written to the new Government to make clear our One Hounslow stands ready to work with them, share our successes and take chances that enable positive change for our local communities. We will keep working to meet residents' priorities, with the new Government and in the service of growth and national renewal.

Cllr Shantanu Rajawat
Leader of Hounslow Council



Making the borough proud - CONGRATULATIONS!

Students and schools from across Hounslow delivered impressive academic results, not only outperforming national and London averages on GCSE results in Maths and English, but also achieving an overall pass rate of 97.3% in A Levels and 98.9% in BTEC qualifications.

A staggering 77.8% of students achieved a grade 4 or above in GCSE Maths, well above the national average of 71.2% and the London average of 76.9%, with 63% securing the more challenging grade 5 or above. This exceeds the national average of 53.3% and the London average of 61%.

Students performed exceptionally well in GCSE English with 82.6% achieving a grade 4 or above and 69.9% achieving a grade 5 or above. These surpassed the national and London averages of 71.2% and 77% respectively at grade 4 or above and 55.4% and 63% at grade 5 or above.

In addition, 44 students passed the new advanced technical qualifications, T Levels. Fourteen Learn Hounslow adult students attempted GCSE Maths exams and achieved a pass grade.



Cllr Samia Chaudhary, Cabinet Member for Education, Children, Skills and Employment, said: "I am immensely proud of our students for their achievements. I'd like to thank Headteachers and teachers for working tirelessly to ensure that young



people, including those with special educational needs, are well-equipped with the skills and knowledge they need for a brighter future."

Co-Headteachers of Isleworth and Syon School, Simon Fisher and Jo Higginbottom commented: "These results showcase the benefits of buying into our school culture, as these Isleworthians have brought our 'learners as leaders' philosophy to life by being hands-on in their commitment to their own learning. Although they have faced

unprecedented national and – at times – personal challenges, they have always been supported expertly by our outstanding school staff and parents/carers at home."

Mr Luke Homer, School Principal of Rivers Academy West London, said: "We are incredibly proud of all our students and all that they have achieved at school. We would like to take this opportunity to celebrate the resilience, sense of purpose and engagement students have shown as individuals and as a team during their time with us."

ACCESSING OPPORTUNITIES



Work Hounslow, the Council's Skills and Employment team, is offering tailored, one-to-one careers and employment support for women, ethnic minorities and older people in the borough who are currently out of work. These groups have been identified by the Council's Equality, Diversity and Inclusion Strategy as needing additional support to access services and opportunities.

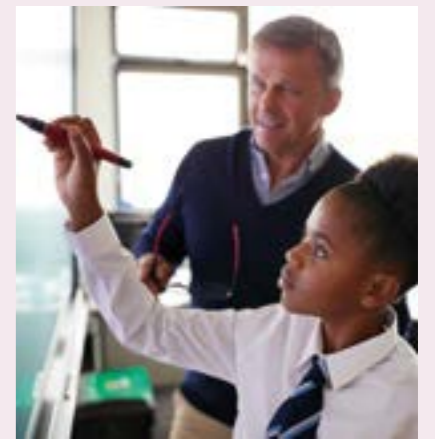
Funded by the UK Government through the UK Shared Prosperity Fund, the programme will run over a six-month period. During this time, residents will have the opportunity to meet employment advisors every two weeks, explore career goals, create personalised career plans including improving CVs, whilst preparing for job applications and interviews.

Employment advisors can work with residents to develop career pathways that meet their own personal needs, such as childcare. Work Hounslow also work closely with employers to ensure that employees can enjoy a healthy, balanced work life and are paid (at least) the London Living Wage.

For enquiries contact Work Hounslow via email: work@hounslow.gov.uk, by calling 020 8583 6174 or visit: workhounslow.co.uk

SCHOOL ADMISSION APPLICATIONS NOW OPEN

Children born between 1 September 2013 and 31 August 2014 will transfer from primary school to secondary school in September 2025. The closing date for secondary school applications is 31 October 2024. **Apply online at: www.hounslow.gov.uk/secondaryadmissions**



place at preferred schools. Make sure you apply before the closing dates.

For advice and guidance contact the admissions team on 020 8583 2711 or admissions@hounslow.gov.uk

Those born between 1 September 2020 and 31 August 2021 will start school in Reception in September 2025. The closing date for primary school applications is 15 January 2025. **Apply online at: www.hounslow.gov.uk/primaryadmissions**

Making a late application severely reduces the chances of getting a

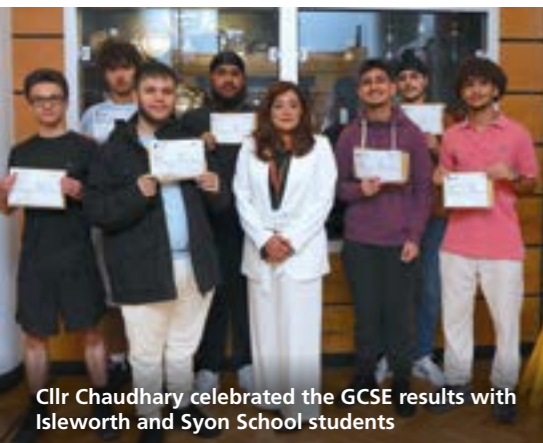
CHILDCARE OFFER UNLOCKS PARENTS' SCHEDULES



The National Wraparound Childcare programme hosts childcare for primary school-aged children before and after school during school term time.

Across Hounslow, before and after school childcare places increased by 497 in September 2024, with 335 increased hours of operation to meet the Department of Education's definition of wraparound childcare. More places are also expected to become available from January 2025.

The Childcare Choices website www.childcarechoices.gov.uk/childcare-expansion/wraparound-childcare has been updated with information about the programme, which can support parents with childcare costs, and encourages them to take up new available places. This includes guidance on how a parent could use their right to request childcare if the local offer does not meet their needs, and information on the ability to use Tax-Free Childcare and Universal Credit Childcare to pay for wraparound if eligible.

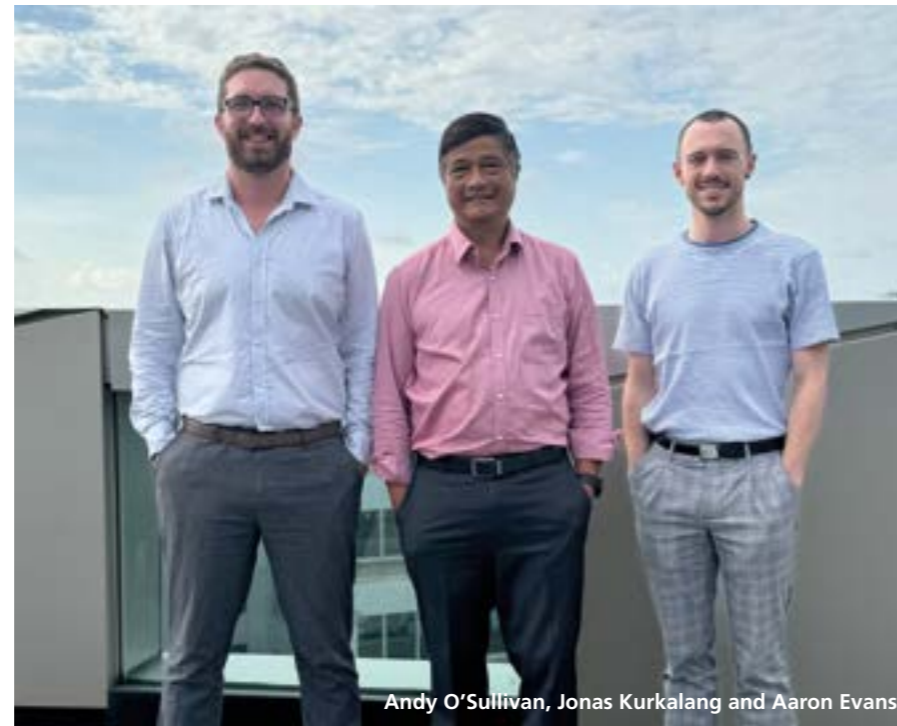


Cllr Chaudhary celebrated the GCSE results with Isleworth and Syon School students

Hounslow LEADs the way

To ensure all children and young people in the borough have access to high-quality education, the Council has launched an exciting new tuition service.

Called LEAD (Learn, Enrich and Develop), the service will provide pupils with high quality short-term tutoring to support their continued attendance and participation in education, where it is agreed attending a school or provision may not be suitable at that time. In most cases, access will be through their existing school, via the EHC team or other suitable education support services.



Andy O'Sullivan, Jonas Kurkalang and Aaron Evans

SOCIAL WORKERS SCORE HAT-TRICK OF NOMINEES

Three social workers from Hounslow Council have been nominated in separate categories for this year's Social Worker of the Year Awards, which are due to be held in November.

Jonas Kurkalang has been nominated for Children's Social Worker of the Year; Andy O'Sullivan is vying for Team Leader of the Year, Children's Services, and Aaron Evans is up for Newly Qualified Adult Social Worker of the Year. All three were nominated by colleagues and chosen by panels of independent judges including previous award winners, social workers, industry leaders and people with lived experience of social work.

The Social Worker of the Year Awards is the only major national awards event for social work in England, attracting hundreds of entries every year.



Cllr Shantanu Rajawat, Leader of Hounslow Council commented: "It's testament to our team of social workers that they have achieved multiple nominations at the most prestigious event in the sector. All three have shown the range of qualities necessary to shine in these important roles, including compassion, dedication, and expertise in their respective practises. On behalf the Council, let's wish them the best of luck!"

Face-to-face SEND support

Regular SEND Surgeries are now known as the SEND Local Offer Live.

With a new name, the idea behind them remains simple, they enable them to remain simple, they enable parents, carers or young people to put forward any questions, queries, and comments they may have – either

about their own situation or SEND in general.

The next SEND Local Offer Live is at Feltham Family Hub, TW13 5AF, on Wednesday 13 November from 10am to 12.15pm.

RESIDENTS' FEEDBACK NEEDED ON PROPOSED COUNCIL TAX SUPPORT SCHEME CHANGES

Hounslow Council is proposing changes in how it supports residents with their Council Tax payments from April 2025. Proposals include more targeted funding to families and carers.

The Council is calling on residents - especially those who get Council Tax Support - to feed back on proposals to change its 'Council Tax Support Scheme', which helps residents on low-income or benefits pay their Council Tax.

The proposals mean some residents could receive more help with their Council Tax bill, while some will receive

less. Changes will help the Council to address a £30 million funding shortfall and protect vital services.

Cllr Shantanu Rajawat, Leader of Hounslow Council, said: "I encourage any resident affected – especially those getting this support now - to give their views on our proposals.

"We know many still grapple with the cost-of-living crisis and our proposals include a dedicated Hardship Fund for any resident who may struggle with a potential increase in payments."

Residents can use an online calculator to work out how much more or less they would potentially pay, and can take part in the consultation online. Drop-in sessions for residents to discuss proposed changes are listed online.

Those who want a paper copy of the consultation or to speak to an officer, can email consult@hounslow.gov.uk or call 020 8583 4751.

For more information and to take part in the consultation, visit: talk.hounslow.gov.uk/council-tax-support-scheme



Supporting exceptional educational needs

All mainstream schools in Hounslow are now members of the Mainstream Inclusion Partnership (MIP), which seeks to provide additional support for children and young people living in and attending school with exceptional educational needs. To date the partnership has supported over 400 children and young people with interventions ranging from practical resources through to art therapy and mentoring.



Katy Luciani at William Hogarth School in Chiswick

Launched in April 2023, the MIP devolves the distribution of additional resources to schools, who work collaboratively in six geographical groups called 'clusters' - simply schools in the eastern, central, and western parts of the borough. Each cluster meets monthly to discuss specific cases for support and collectively agree the level of needs/funding.

Katy Luciani (pictured), Cluster Lead, explains further: "Not all children with exceptional needs will have a diagnosis or an Education, Health, and Care Plan (EHCP). The MIP process is proving a more agile way of funding, so interventions are put in place as soon as needs are identified.

"It has also improved the understanding of SEND amongst mainstream teachers and pupils. We have seen a lot of good practice emerging and this will help schools continue improving their SEND practice. The MIP offers an opportunity to share ideas and network in a way that wasn't possible previously."

MAKING RECYCLING EVEN EASIER

A new piece of hi-tech help can now instantly remove the problem of finding the best and most environmentally friendly way to dispose of residents' unwanted items.

Waste Wizard, which is completely free and user-friendly, is available to residents. To access it they have to visit the Council's website to find the online tool, or go to the Apple or Google Play app stores to download the app - search for LB Hounslow Waste Wizard.

Using the Waste Wizard, simply specify what item you want to dispose of and the app will show you how.

The tool contains detailed information on hundreds of items with predictive search and synonym detection, which makes it faster and easier for residents to find the right information.

Waste Wizard is available for download to your mobile or for use online at: www.hounslow.gov.uk/wastewizard

Resident satisfaction survey scores highly

Just over 82% of residents have stated that they are satisfied with Hounslow as a place to live, whilst 88% agreed that their local area is a place where people from different backgrounds get on well.

These are just some of the findings from a recent survey commissioned by the Council as it looks to better understand core priorities or areas of dissatisfaction.

It covered things like: satisfaction with the Council and local area, satisfaction with Council services, priorities, climate change and net zero, community cohesion, safety and involvement.

Furthermore, the way the Council runs things is rising in popularity. Almost three-quarters say Hounslow Council is doing a good job, an improvement of 11% since 2018. Residents' most highly rated services are: Hounslow Libraries (88% say they are excellent or good), Hounslow Parks, (82% rate them excellent or good), and Recycling and Waste, where over three-quarters of residents (78%) identify the service as excellent or good.

Three-quarters of residents support ambitions to make Hounslow Net Zero, 82% say they would happily make lifestyle changes to lower their carbon emissions, and similar numbers support schemes to reduce traffic through residential streets, reduce accident risk and help people walk or cycle more easily.

Importantly, residents were asked what three things the Council should focus on next year.

By far, the biggest priorities were 'Making more affordable homes available', 'Education, activities and support for young people' and 'Community safety'.



FAMILY HUBS BUZZING IN FIRST 12 MONTHS



Earlier this year a network of three Family Hubs launched across the borough.

Located in Brentford, Feltham and Hounslow Central, the first month saw just under 800 parents, carers, babies, children and young people utilise the service. By July 2024, the hubs had received a total of 4,541 visitors, with an average of 837 visitors each month.

Formerly Children Centres, the hubs support families with children aged between zero to five. With the expansion of services to families and children aged 0-19, or up to 25 years

old, if they have special educational needs and disabilities (SEND), the number of visitors increased by 45% year on year.

Claire, a regular visitor to the Alf King Family Hub in Feltham since she was 16-weeks pregnant, takes part in baby sessions like yoga, massage and Stay and Play. She said: "My son really loves going to the Family Hub every day. We've also made good friends there. The Family Hub staff are always supportive."

Learn more about Hounslow Family Hubs at: www.hounslow.gov.uk/familyhub

ONE HOUNSLOW

SUMMER OF CULTURE 2024

Showcasing the best of culture and creativity

Now in its third year, the Council's flagship programme celebrating arts, culture and community did not disappoint. Back in June, Hounslow High Street was set alight by a scintillating mix of fire, dance and circus by Firebirds Pyrodise at Bell Square, which formally opened the Council's Summer of Culture programme. Since then, an array of approximately 100 events celebrating the very best of culture and creativity attracted combined audiences of 100,000.



Firebirds, Pyrodise. Vipul Sangoi

FESTIVAL OF STORYTELLING

Run in partnership with organisations and



The Arts Centre, Fruit. VM Visuals

communities across the borough including Chiswick Flower Market, Hounslow Action for Youth and Hounslow's libraries and

historic houses, the festival encompassed a diversity of storytelling from across the world including Japan, Ireland and Sierra Leone.

OPEN HOUSE FESTIVAL

In September, iconic venues across the borough opened their doors to the public for free as part of the London-wide Open House festival. Visitors accessed historic venues such as Boston Manor House, Kempton Steam Museum, Chiswick House and Gardens and Hogarth House, and soaked up the venues' culture and history.



Diana Gadish, Handle with Care. VM Visuals

creatives, including painters, ceramicists, hat makers, mosaic artists, jewellery makers, poets, musicians and sculptors.



ANHAD, DJ Priya. Vipul Sangoi

ANHAD the contemporary South Asian outdoor arts festival

To coincide with South Asian Heritage Month, the annual festival, ANHAD, returned to Hounslow High Street in July - filling the space with live music performances and DJs. The event also featured an installation of large-scale flags by Kinetika People, creating a vibrant festival atmosphere on Bell Square.

TOURS & TRAILS

Residents and visitors of all ages enjoyed self-guided tours of Hounslow, Brentford, Feltham and Chiswick that will be available all year round. Commissioned by the Council, five local creatives and artists were guided through the music scene in Hounslow, the history of cinema in Chiswick, the hidden past of Feltham, or the personal and historical changes in Brentford.



Cllr Shaheen

Cllr Salman Shaheen, Cabinet Member for Culture, Leisure and Public Spaces

said: "Our Summer of Culture programme epitomises everything that is great about Hounslow - it celebrates our diversity, our community spirit and our commitment to enriching our residents' lives through art and culture."

FILMS ON THE GREEN

The hugely popular 'Films on the Green', organised by the Council, returned to parks, the riverside and residential spaces. Residents could enjoy some sunshine and four different blockbusters.

BRENTFORD'S CREATIVE MILE

Brentford's free Creative Mile art trail, which included artists from across the borough over a weekend of open studios and exhibitions, returned at the end of August. The Creative Mile trail connected venues with artists and

In collaboration with local artists and culture and heritage groups, the Council is developing a new Culture Strategy for the borough to improve what's on offer to our communities. To find out more and give your views, visit: talk.hounslow.gov.uk/culture

Celebrating Hounslow's unsung heroes

Local residents, groups and businesses who go above and beyond for their communities were celebrated Hounslow House recently.

Run by Hounslow Council, and in partnership with the Hounslow Herald newspaper, the One Hounslow Community Stars awards was hosted by Syon and Brentford Lock Councillor Dan Bowring and saw the borough's unsung heroes being recognised for their contribution to local communities.

Now in its second year, the Council received more than 170 nominations from across the borough. While there were no set categories, a number of themes were suggested to help residents identify potential nominees:

Cllr Shantanu Rajawat, Leader of the Council, opened the event and highlighted the importance of recognising these community heroes. He said:

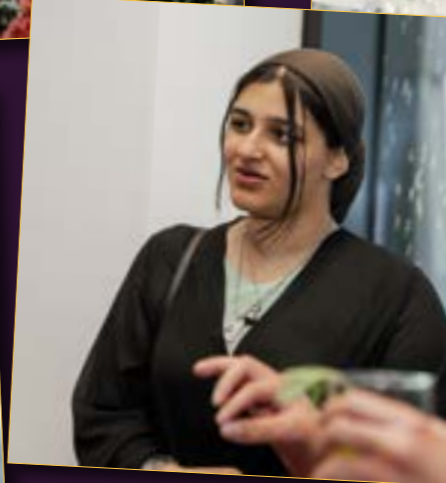
"Every single winner plays their part in making Hounslow a vibrant, thriving community-focused borough. These selfless individuals – who often go about their community work without any recognition – should be commended and congratulated.

"They are what makes Hounslow such a fantastic borough to live in and I want to thank them personally for their invaluable contribution."

To see a full list of winners please visit: www.hounslow.gov.uk/community-heroes

ONE HOUNSLOW
COMMUNITY STARS 2025

SUKHDEV
KOTIA MRAH



CABINET QUESTION TIME: CLOSING THE GAP



Cllr Rajawat and Dr Mahmud who chaired the event

Enhancing transport links, tackling waste management and investing in mental health and community spaces, were just some of the questions put forward at the most recent Cabinet Question Time.

Held quarterly, and hosted by an independent Chair for complete impartiality, the event provides the ideal platform for residents to ask the Leader of Hounslow Council as well as Cabinet members any questions they have about local issues.

Residents are encouraged to attend, get involved and help the Council to shape solutions that improve everyday life across the borough.

Dr Talac Mahmud who chaired the event is an NHS GP and the Clinical Director



for Great West Road Primary Care Network, a group of eight practices in Hounslow. He has 25 years of expertise in primary care and the NHS, has served on boards at commissioner (Professional Executive Committee) and provider (GP Federation) level. Dr Mahmud has a detailed understanding of operational demands, prioritising patients and service delivery.

He commented: "Cabinet Question Time is an opportunity for members of the

public to put questions to Hounslow councillors.

"From the mental health crisis, right through to transport and waste disposal, members of the public thoroughly probed the councillors, and discussion was lively. It was emotional, people shared their personal stories and experiences, including the Cabinet members.

"One particular highlight of the evening for me was that it was clear from the start that residents and councillors had a very clear shared sense of purpose and community – as indeed there is with the local authority and healthcare.



"It became clear that the best way to achieve our shared purpose is to close the gaps between the local authority and different bodies such as TfL, private landlords and NHS services – a huge challenge. Quite rightly, residents just want services to be delivered efficiently, no matter who provides them.



"It was a fantastic experience and I thoroughly enjoyed meeting with residents and councillors alike."

This question was chosen by Dr Mahmud, and includes a summation of the Cabinet member's response. Full questions and responses from the night can be viewed at Cabinet Question Time, 4 September 2024.



Q: It feels like we are facing a mental health and well-being crisis. In the post-pandemic world, a lot of people are suffering silently and very little is done at the Council level to promote mental health and well-being. I am interested to know: what are the Council's plans to improve this situation?

In recognition of the growing importance of mental health, Hounslow Council is investing £5 million in parks and green spaces to create more allotments, community gardens, and orchards. These spaces serve as places for relaxation and wellbeing, as well as providing residents with easy access to nature.

The Council also supports mental health through various programmes, including suicide awareness campaigns, dementia and Veterans' Cafés, respite support for carers and mental health support teams.

A set of new community hubs have also been established to provide residents with spaces to discuss their concerns, including access to support for mental health and other related issues.

For support on mental health and wellbeing please visit:
www.hounslow.gov.uk/health-wellbeing
www.hounslow.gov.uk/health-support

COME ALONG AND JOIN THE CONVERSATION

Area Forums are free, friendly and fun community events, where everyone can join in, get together with local people, meet ward councillors, and make a difference in their community.

There are seven Area Forums across the borough, which meet four times a year and offer:

- ➔ Information about what's going on in the area
- ➔ Opportunities to meet local people, talk to community leaders and join community groups
- ➔ Meet Council Teams

Sam, who lives in Heston West, went to her local Heston and Cranford Area Forum, where she enjoyed some free food, hot drinks and live music from local students. She said: "I was sitting at home alone feeling isolated. The weather was worsening and the evenings were getting darker. I was feeling really low and wanted to go out and meet people, make connections and improve my confidence.

"Attending this forum was one of the best things I've done in ages. The people and community groups have really uplifted me. I've been able to connect with people, get involved with local activities and join community groups. This is something hard to do from home, especially when I don't have access to the internet yet. I am so glad I did it, it's really lifted my spirits."

Since attending, Sam has offered to volunteer with the Council's friendly Community Development Team, who organises the event.

The next round of Area Forums take place at the end of November and start of December.

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



TIME TO TALK

Residents are encouraged to share their views, participate in consultations, and stay informed about the latest projects and initiatives shaping the borough. The Let's Talk Hounslow platform includes the latest consultations, highlights local improvement plans, community events and important decisions.

Current consultations include:

- ➔ In line with the Department for Education, School Admissions Code, Hounslow is consulting on the proposed admission arrangements for community schools for 2026-2027.
- ➔ The Council, in collaboration with local artists and culture and heritage groups, is developing a new Culture Strategy for the borough to improve what's on offer to our communities. To find out more and give your views, visit: talk.hounslow.gov.uk/culture

CRANFORD RESIDENTS HELP SHAPE NEW COMMUNITY HUB

Back in September, Cranford residents were asked to give their views on a new Community Hub, which will bring support closer to where they live. Under the proposals, Cranford Library will move to the Meadowbank Adult Education Centre, which is 300m from the existing site.



The new Community Hub will offer an enhanced library service as well as giving residents access to a full adult learning timetable and a range of other support from the Council and partner organisations. This is part of the

Council's ambition to bring key services closer to residents' doorsteps.



Cllr Ajmer Grewal, Cabinet Member for Residents Support, Communities and Equalities said: "This exciting proposal will make it even

easier for Cranford residents to access the services they need. We know that many residents, often those most in need, really value face-to-face support - it can make all the difference to their lives.

"Making such support more accessible is particularly important in Cranford where we know many people are struggling and there are major inequalities. Creating a more equal borough where everyone can thrive is at the heart of our ambition as a Council, and our Community Hubs are helping us achieve that."

If approved at the Council's Cabinet, Cranford Community Hub plans to launch in Summer 2025.



WHERE ELSE DOES THE COUNCIL RUN COMMUNITY HUBS?

- Beavers Children's Centre and Library, Sailsbury Road, Cranford TW4 7NW
Wednesday 10.30am-2.30pm
- Hounslow House ground floor, 7 Bath Road, Hounslow TW3 3EB
Monday 10am-1pm
- Feltham Assembly Hall, Feltham Park, Hounslow Road, Feltham TW14 9DN - Tuesday 2pm-5pm
- Feltham Library, The Centre, 210 High Street, Feltham TW13 4GU
Thursday 1pm-4pm
- Clayponds Community Centre in Brentford, 168 Clayponds Gardens, Brentford W5 4RQ
Tuesday 1.30pm-2.30pm
- Mission Hall in Brentford, 1 Mission Square, Brentford TW8 0SD - Wednesday 10am-1pm
- Brentford Library, 11F Boston Manor Road, Brentford TW8 8DW
Friday 10am-2pm

hounslowconnect.com/services/cranford-community-hub

IMPROVING RESIDENT EXPERIENCE

Hounslow Council knows people want to get in touch and access services with the least fuss possible, in different ways that suit them.

It is working to make sure that its online services are as good as any that residents use, and that they receive an excellent experience, whether online, on the phone or in-person.

A refreshed, more user-friendly website is being built so residents can get information and services they need as easily as possible. Everything will be in one, convenient place, as straightforward as online shopping or banking, where residents can find information, report issues, or apply for services with just a few clicks.

New e-forms have been developed to report animal issues, contact housing officers and access household support funds, and more will follow over the coming months.

A new 'web chat' feature to help people who need support instantly is also being trialled. That means people will get help without having to wait for an email or a call back.

Overall, this lets residents get things done faster and without long phone calls or paperwork. Residents can find information and get things done whenever it suits them by visiting www.hounslow.gov.uk

Those residents that want to or need to

talk to a human being can contact the Resident Experience officers by telephone 020 8583 2000 who will give help and advice there and then, or make sure callers are connected to the right team.

To make sure services are fully accessible in communities, a range of Council and partners' services can be accessed in-person at one of the Community Hubs. Hubs will open at locations across the borough next year, alongside those already open in Feltham, Brentford and Hounslow Central.

Working to deliver for everyone is ongoing and residents are encouraged to watch out for updates, give new services a try, and let the Council know what they think.



SAFE AS HOUNSLOW

Hounslow Council's new approach to community safety was introduced earlier this year and now has a full complement of staff. Three new team members are now working across the borough.

Employed to help keep crime low in Hounslow, the officers are already talking to local people, families and business owners about concerns they have. They want to know how the Council can best support people to feel safe and address anti-social behaviour affecting Hounslow's high streets and parks.

The Council's Safer Communities team also has dedicated officers dealing with complex, high-risk cases. This multi-disciplinary team is working to prevent crime by working with local people, in their neighbourhoods. With good working relationships with the police and other partners, the team is committed to keeping Hounslow safe.

One of the new Safer Communities Officers said, "Having grown up

in Hounslow, I know the borough inside-out and I understand about the different backgrounds and cultures. I'm really looking forward to delivering in my new role and being part of this exciting team."



Cllr Raghwinder Siddhu, Cabinet Member for Public Safety, Regulatory Services and Enforcement, said: "We welcome our new safer communities officers, and invite local people to say hello if they see them out and about."

"It's important that we work to prevent criminal activity before it occurs, and support people to accept the help available.

"Our new team is building on our work with community leaders, other Council services, local police and more. Together, we're working to find creative and collaborative solutions to local problems."

BOROUGH SAFETY PRIORITIES

As the nights draw in services across the Council are working hard to keep the borough safe.



Licensing officers are currently inspecting shops selling fireworks, to make sure they are safe, legal and stored correctly in anticipation of bonfire night and Diwali.

→ The Council's live feed from its CCTV Control Room is shared with the police

→ Emergency response arrangements are supported to coordinate winter and severe weather planning

→ Residents are reminded about the potential risks presented by candles, fireworks and e-bike/scooter charging

→ Animal Welfare officers often encounter more stray dogs when fireworks are prevalent. Ask the team about microchipping dogs at animalwarden@hounslow.gov.uk



Superintendent Anil Puri, Neighbourhoods Policing lead for Hounslow, said: "I want to assure our community that our dedicated officers will be out on patrol, working tirelessly to maintain safety and security across our neighbourhoods. These increased patrols are designed not only to deter burglaries and anti-social behaviour but also to foster a sense of reassurance among residents. We understand that the darker evenings can bring about heightened concerns, and we are committed to being visible and proactive in our efforts to protect the people we serve."

This feature marks the first in a series of Hounslow magazine articles showcasing the exciting developments across town centres - each rich in history and shaped by long-standing communities who are integral to making sure this transformation works for them.

Brentford

WHERE TRADITION MEETS TRANSFORMATION

Brentford is quickly becoming known as the place where tradition meets transformation. With the community experiencing an exciting period of regeneration, projects like Tintern, Hamlet, and Sonnet Houses (formerly Block D), Digital Dock, the creative enterprise zone, and the community hub are leading the way. Spaces are being created not only to serve the people of Brentford today but also to lay the foundation for future generations as part of the Council's Town Centre masterplan.

Ballymore's 900 new homes, the revitalisation of the waterfront, and the vibrant energy surrounding Brentford Football Club are all helping to build a connected, thriving community full of opportunity.

CULTURE



Brentford's community life is characterised by strong local engagement.



Residents are involved in a variety of community groups such as Brentford Voice and the Canal Festival, and Creative Mile, all of which add to the borough's cultural infrastructure and have become annual highlights for the area. This sense of community is particularly strong among long-standing residents, who have seen the area evolve and are invested in maintaining its unique character.

Brentford's cultural offer includes:

Museums: London Museum of Water and Steam, The Musical Museum

Art Galleries and Studios: Great West Gallery and Johnson's Island Artists



London Museum of Water and Steam

Outdoor event spaces: The Walled Garden and Space M4, both situated in Boston Manor Park and able to host outdoor events ranging from festivals to community markets.

Historic Houses: Syon House and Park, Boston Manor House and historical landmarks that offer both cultural and recreational activities



Syon House

Cinema: Everyman

Rebecca, who is a resident and attended a nature talk event at Boston Manor House, said: "I had a great time and thoroughly enjoyed the event, and I enjoyed learning about the wildlife and how to help to look after these animals (such as how I can support hedgehogs in my nearby garden). I sincerely hope that these opportunities are going to remain available in Boston Manor Park when my son is of the age to understand, as I cannot stress how important these educational talks are for children and adults alike."

DIGITAL DOCK



Launched by Hounslow Council in 2021, Digital Dock is a dynamic hub designed to support local entrepreneurs, start-ups and small businesses.

It provides access to modern co-working spaces, cutting-edge technology and networking opportunities.



Tony, CEO of Olsights, who uses the space regularly, said: "It's a great space for us where we can walk to work. We can see the new High Street taking shape, there's new places to eat and go for walks - perfect really being in the heart of Brentford."

BRENTFORD FC

Each year, Brentford FC Community Sports Trust engages with thousands of young people across west London.



At the core of the Trust's Community provision is Street Sports, Premier League Kicks, and the Youth Service. The emphasis of these programmes is to provide free sports provision and engagement in the heart of the community.



In addition, the Trust offers a range of Mentoring programmes across Hounslow, which are delivered in schools (Guiding Goals) and out of school via Premier League Kicks, which provides targeted intervention or support for those young people with low attendance/attainment or at risk of youth violence and becoming NEET (Not in Education, Employment, or Training).



Carly, local resident, said: "My son attends the training sessions at Brentford Towers. He has ADHD and ASD and without these weekly sessions I don't know how he could cope. I am so thankful for the support the Trust provides."



LATEST DEVELOPMENTS

The Council is proud to announce the completion of Tintern, Sonnet, and Hamlet houses, formerly known as Block D. These will transform lives by providing much-needed homes and strengthening local communities.

Nadia, a mum of five who recently moved into Tintern House, said: "We're thrilled with our new home. The space is beautiful, and we feel part of an exciting, growing community. It is very convenient as I am close to the GP, my children's school, local shops, and public transport. I also have good friends here, and there is lots to do for my children."



Nadia Ghose with her son at her new flat

This latest development, located on the High Street, delivers 96 high-quality, sustainable homes. It reflects the Council's pledge to provide environmentally efficient housing, achieved in partnership with the Greater



Cllr Tom Bruce, Deputy Leader of the Council and Cabinet Member for Assets, Regeneration and Development, said: "I am

pleased to welcome residents to Tintern, Hamlet and Sonnet houses. We are delivering on our bold pledge to provide high-quality, sustainable council homes for local people.

"This project aligns with the Brentford Town Centre Masterplan 2024, which outlines our vision for a vibrant, connected community that supports regeneration and growth. Working closely with the GLA, we've created homes that reflect the needs of our residents, and I would like to say a huge thank you to them for supporting us in delivering on this vision.

"I'm proud to see this flagship development come to life, and I look forward to what's next for Brentford."



Shemiza Garbad and her partner, Matthew at her their home in Sonnet House with Cllr Bruce and Cllr Bowring

Tom Copley, Deputy Mayor of London for Housing and Residential Development, said: "I'm delighted that the Mayor of London has been able to back Hounslow to build these new high-quality council homes, let at social rent levels and funded through the Mayor's landmark Building Council Homes for Londoners programme. These are not just much-needed new homes, but a critical part of the wider regeneration of the area, as part of the Mayor's plans to help build a fairer and more prosperous London for everyone."

For more information on the Masterplan for Brentford please visit www.hounslow.gov.uk/brentford-masterplan-2024



HOUSING NEWS

HAPPY AND HEALTHY IN HOUNSLOW

A new housing services scheme that provides tenants and residents with an array of activities aimed at stimulating the mind, body and soul, has proven to be a big hit.

Earlier this year, Happy and Healthy in Hounslow was launched. It is an action-packed programme of exercise, arts and crafts and educational events.

Throughout the week, people of all ages and abilities are enjoying regular yoga, zumba and other healthy activities, combined with mindfulness, art therapy and even practical skills such as first aid and computing.



Here are just some of the comments the sessions have received from tenants and residents:

"I attend yoga and Tai Chi on Mondays and chair yoga with some standing, on Thursday. All these classes have benefited my wellbeing and flexibility and improved my ability to walk. These classes are a godsend from Hounslow Council, and I wanted to send my gratitude towards the teachers who bring their unique guidance for different problems we all have."

"I just thought you might like to know how much your 60+ Programme has changed my life. I am doing art at home every day now and after doing the chair exercise class, I have found exercises online that I do also."

You can find the full programme for Happy and Healthy in Hounslow at: www.careplace.org.uk/Services/33498

Or for more information, email activities60plus@hounslow.gov.uk

Cllr Sampson joins in at one of the Brentford FC Community Sports Trust's Street Sports sessions



GOING FOR GOAL

Thanks to the ongoing partnership between Hounslow Housing and Brentford FC Community Sports Trust, young people from across the borough can learn how to play like The Bees during regular weekly coaching sessions.

Seven of the borough's housing estates will be used to deliver the sporting sessions, whilst the initiative will also tour other parts of the borough to deliver sport sessions at youth clubs.

Alongside football, the Trust team also provides sessions in a selection of

other sports and activities, including frisbee, dodgeball and boxing, along with bike maintenance and educational events.

You can find out more about how to get involved here: www.brentfordfcst.com/en/youth-and-community

POPULAR SUMMER PROGRAMME

Hundreds of tenants, friends and visitors attended local engagement events at Convent Way and Edensor Gardens over the summer, which have quickly become a high point in Hounslow Council's Housing Services annual calendar.

Visitors to these events could discover more about a range of topics from health and wellbeing, through to help with reducing energy bills and how the Council and its partners are working with the community to tackle issues like anti-social behaviour.

There was a healthy-eating, healthy-living smoothie bike for everyone to try and for younger visitors, there was face-painting, games and some great football coaching sessions.

Brentford FC Community Sports Trust also donated three signed football shirts that were offered as prizes during the action.



Cllr Sue Sampson, Cabinet Member for Homelessness and Housing Management said: "These fantastic events show how we are working with our tenants to improve life on our estates for everyone. Thanks to everyone who turned up to these events. We received lots of important feedback about our services and will be using this to improve the services we offer. We're all looking forward to next year's Summer on the Green events."





PARKS AND GREEN SPACES WIN BIG

The Council has won 21 Green Flag Awards for its outstanding parks and green spaces - ranking Hounslow at 7th place in London.

The Green Flag Award is a prestigious international benchmark, celebrating the highest standards in publicly accessible parks and green spaces across the United Kingdom and worldwide.

spaces are vital for communities to socialise, enjoy nature, for children to play safely, providing important opportunities for park users to improve their physical and mental health.



Cllr Salman Shaheen, Cabinet Member for Culture, Leisure and Public Spaces, said: "The Green Flag Awards are a

prestigious recognition of the nation's most loved green spaces, and I am proud that Hounslow has been recognised for the many, many treasured places our borough maintains.

"We are not just a bus stop, or a flight path, these awards show we have some of the best green spaces in London. They are testament to the passion, hard work and dedication that our teams and community volunteers show in improving and maintaining the places we love."

Paul Todd MBE, Keep Britain Tidy's Green Flag Award Scheme Manager, said: "I would like to congratulate everyone involved at Hounslow Council on their results at the Green Flag Awards. Green

"We know that staff and volunteers work tirelessly to meet the high standards of the Green Flag Award, and everyone involved should feel extremely proud of their achievement."



The Green Flag Award scheme, managed by environmental charity Keep Britain Tidy under licence from the Ministry of Housing, Communities and Local Government, recognises and rewards well-managed parks and green spaces.

SECURING A GREENER FUTURE

Hounslow Council is committed to making energy easier to understand while offering practical advice on saving energy and cutting costs.

With homes accounting for 35% of the UK's energy consumption and 20% of carbon emissions, energy-efficient living is crucial. In Hounslow, 32% of households are currently considered energy inefficient.

Through the Enlighten Hounslow campaign, residents are reminded of the importance of energy efficiency at home, with tips on how to manage energy use and lower bills. The goal is to simplify energy for everyone by helping residents make choices that are both environmentally friendly and financially smart.

Together, a greener, more sustainable future for Hounslow can be secured: www.hounslow.gov.uk/enlighten-hounslow

ROOT AND BRANCH GROWTH: SURPASSING TREE TARGETS

The Council has successfully completed its ambitious tree planting programme, which has exceeded targets set over the last three years. This achievement contributes to the borough's climate resilience and net zero goals.



Since 2021, more than 25,000 trees and whips have been planted, surpassing the Council's target. This has included orchards in parks and countryside sites, and whip beds to create green hedging barriers around playgrounds on residential streets and housing estates.

The Free Trees for Hounslow initiative, which ran for three years, has been particularly successful in engaging the community and encouraging stewardship of green spaces.

The Council has also planted native fruit trees in orchards, including apple, pear, and plum varieties, alongside flowering and broadleaf species, enhancing biodiversity in Hounslow. Over the past year, a community-wide effort has seen local residents, school pupils, and volunteer groups help with planting and maintenance.

To ensure the health and longevity of these trees, Greenspace has implemented a comprehensive aftercare plan, which includes watering during hot months, re-staking, and mulching.

As part of the Council's commitment to ongoing sustainability, Hounslow's updated Tree Plan will be available soon on the Parks website.

For more information on tree planting and volunteering opportunities, please visit the Parks Hub at: talk.hounslow.gov.uk/hub-page/parks-hub

HELPING ACHIEVE NET ZERO

The Council has further developed its Net Zero Neighbourhood initiative, which is aimed at improving homes, neighbourhoods, and the quality of life for its residents now and in the future.

In 2023, the Council approved a feasibility study to explore the viability of this approach and identify the best area in the borough to pilot it. This study is currently underway and expected to conclude in early 2025.

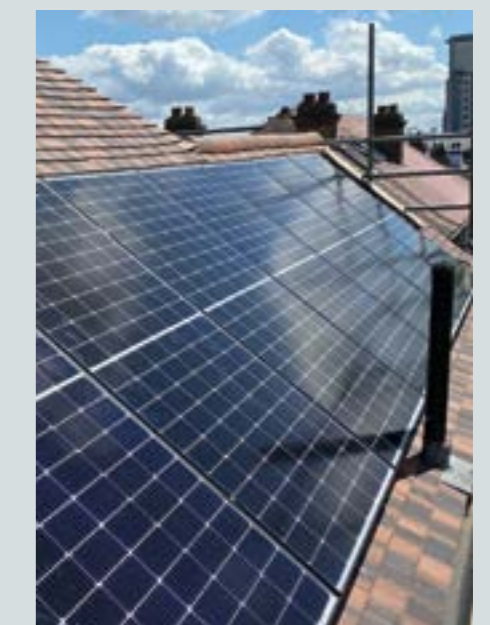
As part of the programme, it aims to see how retrofitting homes can reduce emissions, tackle inequalities, and transform local areas into greener, more vibrant neighbourhoods. Throughout this process, the Council will be reaching out to residents for their input and

feedback, ensuring that their voices help shape the future of the borough.

By embracing this initiative, residents can look forward to more energy efficient homes, eco-friendly streets, and a stronger sense of community pride. Together, a neighbourhood can be built that champions sustainability and sets an example for others.

This is just one of the many initiatives Hounslow Council is working on as part of its journey to achieving Net Zero. To discover more, visit the Net Zero Hub at: talk.hounslow.gov.uk/hub-page/net-zero

If you're interested in learning more about either initiative, get in touch at green.recovery@hounslow.gov.uk



Cllr Dunne joins the crowd at the opening of the latest section of Cycleway 9



RIDING HIGH WITH THE LATEST INSTALMENT OF CYCLEWAY 9

The new route from Watermans Park to Alexandra Road is now open for people to enjoy. The project is a partnership between Hounslow Council, Transport for London (TfL) and Hounslow Highways.

Cycleway 9 has been created to encourage more people to get around under their own steam, whether on foot, through pedal power or other wheeled ways of travelling.

The key features of the new route include:

→ Protected cycle lanes on both sides of the high street.

→ Two new pedestrian crossings on the high street, near Alexandra Road and Pottery Road.

→ High-quality pavement surfaces for pedestrians.

→ Upgrades to four existing pedestrian crossings at Ferry Lane, Ealing Road, North Road and Holland Gardens.



→ Redesign of side roads and junctions to make them safer for people walking and cycling.

This section is the latest in a series of Cycleway 9 connections in Hounslow, which include Chiswick High Road between Chiswick Lane and Heathfield Terrace, and from Watermans Park to Kew Bridge.

The total investment in Cycleway 9 to date is £9.7m. Council monitoring of the previously constructed route through Chiswick shows a 47% increase in cycling

between 2021 and when this section was finished in 2023.



Cllr Katherine Dunne, Cabinet Member for Climate, Environment and Transport, said: "We are delighted that Hounslow's Cycleway 9 is continuing to grow.

"This latest section provides the same high-quality design as our previous projects and we hope it will be just as popular as the other sections of the route."

BUILD CONFIDENCE

Did you know that adults can get free cycle training in Hounslow?

The Council's Active Travel Teams offers those living, working or studying in the borough the chance to take part in group cycle training sessions aimed at improving their confidence and cycling skills.

The sessions, led by qualified instructors, take place in local parks and on the borough's quieter roads, if the learner feels comfortable. The training is suitable for both beginners and those who want to improve their skills, learn to cycle safely as a group, build their confidence, and meet like-minded people.

The sessions are open to all, with no need to book in advance. Participation is on a first-come, first-served basis, and registration will take place upon arrival. Spaces are limited, so early arrival is encouraged to avoid disappointment.

The sessions take place at five venues across the borough: Heston Park, Osterley Park, Feltham Park, Lampton Park and Hanworth Park. Sessions run on weekdays and Saturday morning.

Find out more at:

www.hounslow.gov.uk/cyclehounslow or email cycling@hounslow.gov.uk



FREE CHILDREN'S CYCLE TRAINING

Hounslow Council is offering free cycle training for Year 6 children, following the National Standard Bikeability Training (formerly Cycling Proficiency).

This training is usually booked through your child's primary school, and if they missed out, additional courses are available during school holidays.

There are different courses available depending on your child's age and ability:

→ **Bikeability Level 1 & 2:** For children aged 9 and above who can already cycle. These sessions improve bike handling, control, and confidence, and introduce riders to cycling on quiet roads and simple junctions.

→ **Bikeability Level 3:** For children aged 11 and above who are confident cyclists. This advanced course prepares riders for complex road conditions, including busier streets, roundabouts, and multi-lane traffic. It also teaches route planning for safe journeys.

→ **Learn to Ride:** Designed for children who cannot yet ride a bike. This course focuses on building balance, coordination, and confidence, with lessons taking place off-road.

For more information on the courses please visit: www.hounslow.gov.uk/CycleHounslow or email cycling@hounslow.gov.uk

NEXT PHASE OF TRANSPORT PLAN

Over the summer, Hounslow Council asked residents, workers, business-owners and students for their views on the future of travel in the borough.

The Council wanted to know how people got around and what they thought the priorities for the future should be.

The survey received a great response with many different views from people from all walks of life. Many of the comments and suggestions received have been used to help the Council shape its draft Transport Strategy for the borough.

Entitled Moving Forward, the plan reflects the changing needs of everyone who uses transport in Hounslow.

The Council has opened a second round of consultation for people to comment on the draft plan.

Get involved and have your say at: talk.hounslow.gov.uk/moving-forward

LIFT OFF FOR ISLEWORTH STATION

Passengers can now benefit from step free access to both platforms at Isleworth station following the completion of a £3m upgrade of the station and the surrounding area, funded by Network Rail and the London Borough of Hounslow.

The station now boasts two new lifts either of the raised platforms, making use of the existing subway, thanks to a £1m investment from Hounslow Council and funding from the Department for Transport's (DfT) 'Access for All' scheme (via Network Rail), which is used to create an obstacle free, accessible route from the station entrance to the platforms.



JOIN HOUNSLOW'S BEST DEFENDERS

Free flu and Covid-19 vaccines are now available for all eligible people in Hounslow. Residents can get vaccines on the NHS national booking site, by dropping into participating local pharmacies, or via Hounslow's Health Outreach Team, who will be out in communities over the next few months.

As part of the programme, the Council has been talking to residents to find out why they're getting vaccinated. It's discovered that many people are doing so because they want to keep others safe, as well as themselves. When you take the vaccines, you can join these people as part of Hounslow's Best Defenders, keeping all of us safe from potentially fatal illnesses.

Eva King, who is 84 and has been married to Herbert for 52 years, said: "I take the Covid-19 and flu vaccines to protect others, not just myself. I think everybody should take the vaccines, it's

for the protection of all of us, the whole community."

Herbert and his wife Eva have been protective of their health throughout their lives. He has taken the Covid-19 vaccine eight times, and the flu jab many more. Eva credits him being in good health past his hundredth birthday to taking regular vaccinations.

"We get vaccinated to protect each other and to keep him alive," she said. "We both had Covid-19 this summer, around the time of his hundredth birthday party. The fact that they were both relatively mild cases and we were able to celebrate his birthday is down to the fact we both had a Covid-19 booster just a month earlier."

Find out more at: www.hounslow.gov.uk/winter_vaccines or scan the QR



LUNG CHECK COULD SAVE LIVES

Those aged between 55 and 74 and smoke or have previously smoked, may be eligible for a free NHS lung check. The checks are quick, simple, and may spot any potential lung issues early, even without experiencing any symptoms.

The initial checks are quick and non-invasive and there are two main stages. The first involves a simple and quick telephone assessment with a patient care advisor. They will ask a series of questions including smoking history, lifestyle and

current health and wellbeing specially designed to assess the risk of developing lung cancer, which should take around 15 minutes.

If the advisor decides they want to carry out more checks, patients may be offered an in-person appointment for a low dose CT scan, which produces a detailed image of the lungs.

To check eligibility, visit: www.lunghealthchecks-westlondon.nhs.uk

STAYING ACTIVE

OVER 60

Residents aged 60 plus can increase their activity levels, reduce the risks of falls, and help test their balance abilities with a new tailored activity programme designed specifically for this age group.

The new Hounslow Steady and Active website lists a range of falls prevention services and activity sessions provided by Hounslow Council, West London NHS Trust, Lampton Leisure and voluntary sector partners.

Increasing activity levels and getting involved in exercise improves strength and balance, which helps prevent falls. Regular physical activity also increases bone health, reducing the risk of injuries and fractures associated with falls.

Attendees commented: "I started with chair yoga to ease myself into exercise, I now attend weekly yoga and Tai Chi classes, which have benefited my wellbeing, flexibility and improved my mobility."

"My parents attend chair yoga at the Danehurst Centre, and occasionally go to Tai Chi classes. It has been fabulous for them and it is helping them to get more active, which is so important for their mobility. I have seen such a positive change in them."

Residents concerned about their risk of falling can take the Stay Steady test. - Please leave space for a QR code here -website is still being built.

Full details at: www.steadyandactive.co.uk

Members of the Council's health partners supporting Be Their One



COULD YOU BE THEIR ONE?

To help save people from suicide in Hounslow, the Council has launched its Be Their One campaign - a new joint suicide awareness campaign with Hillingdon Council.

Focusing on the fact it only takes one person to save a life, it aims to raise awareness of the resources people can use to learn how to speak to people who are in crisis.

The Zero Suicide Alliance training helps residents find out about local crisis mental health services, giving those that take the training the best chance of helping someone in need.

It only takes around half an hour to complete, is recommended for anyone 16 and above, and includes scenarios and advice on how anyone can have a life-saving conversation.



Cllr Lily Bath, Cabinet Member for Adult Social Care, Public Health and Health Integration, said: "It's great to be working

with our neighbours in Hillingdon to help people across both boroughs to feel supported.

"I'd encourage everyone to take a little time out of their day to take the Zero Suicide Alliance training and generally familiarise themselves with the crisis lines available, both locally and nationally."



"It's vital that people take training"

Catherine, who lost her brother to suicide recently, said: "We never suspected a thing and it came as a huge shock when we learnt that he'd lost his life through suicide.

"It's vital that people take training to understand how to talk to people who are suicidal. Just like we are trained in using defibrillators and how to save people's lives when they are having a heart attack, it is equally as important to be able to deal with suicidal ideation.

"The Zero Suicide Alliance training gives people the tools to know what to do if and when a situation arises."

Why not check out the campaign and take the 30-minute online training today by visiting: www.hounslow.gov.uk/suicide-awareness-training or scanning the QR code?



HELP PEOPLE FEEL LESS LONELY THIS WINTER

Loneliness can be a terrible affliction for anyone, and it can be particularly felt in the winter when the nights are longer.

By volunteering with BEfriend in Hounslow, you help people feel less lonely. The charity is looking for volunteers to be paired up with people who are looking for some company. They provide full training and work hard to create the best matches, making it a rewarding and enriching experience for both of you.

One volunteer who's already making a difference with BEfriend is Alfie, who has been visiting Donald for a few months now and says he's felt supported at every step of his journey to becoming a BEfriend volunteer.

"For me [volunteering] has been really fulfilling, I've really enjoyed getting to know Donald. If someone is considering becoming a volunteer, they absolutely should. It'll make you feel better and you'll be doing good for someone in your community who might be experiencing loneliness."

Donald says he's delighted with the service he's had from BEfriend, adding: "I think they're doing amazing work".



You can watch more of Alfie and Donald's story by scanning the QR code:



To find out more about volunteering with BEfriend, head to: www.befriend.london or email hello@befriend.london

GET VACCINATED. GET WINTER STRONG.



Flu and Covid-19 can be serious.

People most at risk of serious illness are invited to get a free **Covid-19 and/or flu vaccine** to protect against these viruses over the colder months.

Those over 75 and people more than 28 weeks pregnant can also have their **RSV vaccine** this winter.

To check your eligibility, visit:
nwlondonicb.nhs.uk/winter



THE MAYOR OF HOUNSLOW 2024-25 IS CLLR KAREN SMITH



Mayor Smith was first elected to the Hounslow South ward in 2018.

She has lived in Hounslow all her life and attended Hounslow Heath and Heathlands Schools, followed by West Thames College (Hounslow Borough College at the time).

Before joining the Council, Mayor Smith worked for the Metropolitan Police in both Hounslow and Chiswick Police Stations.

Since joining the Council, she has served on the Licensing Committee and on the Scrutiny Panels for children and young people and health and social care. She has also vice-chaired area forums.

Over the years she has also volunteered with various charities, including Beanstalk and a local food bank and she currently works at Artsed drama school in Chiswick.

The Mayor's Chosen Charity



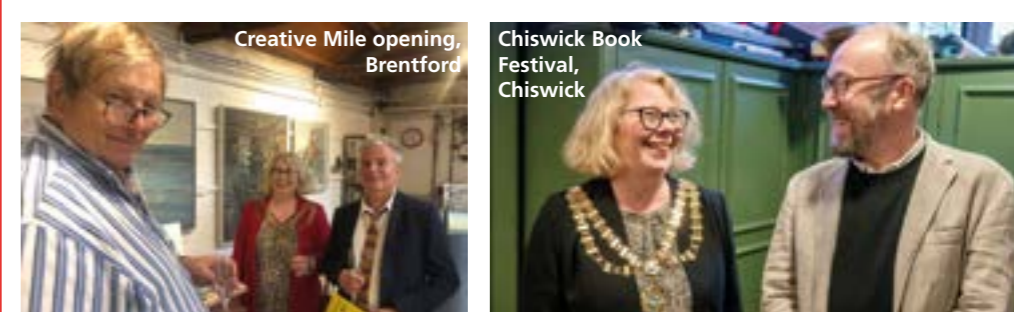
TO MAKE A DONATION TO THE MAYOR'S CHARITY:

Via BACS:
Name of Bank Account: LB Hounslow Mayor's Account B

- Account number: 27513939
- 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 code.



Out and about with the Mayor



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



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

STITCH, KNIT AND CRAFT

1, 15, 29 November, 13 December 2024, 10, 24 January, 21 February, 7, 21 March 2025

10.30am - 12.30noon

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 cuppa.

£2, including refreshments. No booking required, just turn up

GUNNERSBURY'S SPOOKTACULAR HALLOWEEN BASH

26, 27 October, 12noon - 6pm, Gunnersbury Park Orangery

Pumpkin carving, face painting, Freaky Freeze disco, meet the ghost of Princess Amelia, food and treats

Booking required £16

CHISWICK HOUSE AND GARDENS

chiswickhouseandgardens.org.uk/whats-on

GARDENING TOGETHER AT CHISWICK HOUSE

30 October to 1 November

Join our garden team in the Chiswick House woodland areas this half term for two family-friendly volunteering sessions, carrying out a range of important tasks that will help contribute to our ambitious new 'Letting the light in' project

WINTER WEDDING SHOWCASE

16 November, 11am - 4pm

Looking for a wedding venue? Book a slot today to join us at our Winter Wedding Showcase. Explore our beautiful spaces whilst enjoying a seasonal cocktail or a glass of bubbles and delicious treats! We have invited our wonderful, creative suppliers to showcase their amazing work. They will help turn your vision into a reality.

DUCK POND CHRISTMAS MARKET

30 November - 1 December

With over 40 stalls each day and a selection of delicious street food, this is the perfect way to kick off the festive season.

STORYTELLING WITH SANTA

30 November to 22 December

Join us for a magical experience this festive season, as Santa welcomes you to his grotto and tells a story of Christmas cheer at Chiswick House and Gardens. Santa is returning to Chiswick House this Christmas!

Join us for a magical experience this festive season, as Santa welcomes you to his grotto and tells a story of Christmas cheer at Chiswick House and Gardens.

In small groups, children will enjoy a Christmas sing-along with the elves, before listening to a festive story read by Santa himself.

CHRISTMAS CALLIGRAPHY

6 and 7 December, 2pm - 4pm

Join local calligrapher, Laura Edralin, for this special festive workshop learning the beautiful art of calligraphy in Lord Burlington's 18th century villa, Chiswick House. Perfect for beginners, lovers of all things Christmas and anyone looking to add a personal touch to their gifts, cards and decorations.

CHISWICK CHRISTMAS COLLECTIVE MARKET

7 and 8 December

Join us for a festive celebration at this year's Chiswick Christmas Collective, hosted by Fashion Meets Music, set against the enchanting backdrop of Chiswick House's historic grounds.

Boston Manor House

bostonmanorhouse.org/whats-on

WILL SEAWARD'S SPOOKY HALLOWEEN GHOST STORIES

30 and 31 October, 7pm - 8pm

Enjoy Will's legendary high gothic, critically acclaimed, utterly fiendish and very, silly ghostly tales, at Boston Manor House.

Learn more and book now: bit.ly/4dK7rUW

BOSTON MANOR PARK

FITNESS FUN WITH JENNY

Every Tuesday, 11am - 11.45am, meet near Hub

Low impact outdoors exercise class for adults of all ages and fitness levels. The class is generally in the walled garden, with an indoor option available if necessary. £3 per participant in cash.

BOOTCAMP WITH ANDY

Every Monday (until 9 Dec), 12.15noon - 1pm, meet by sports equipment

Aimed at adults with a moderate level of fitness. £3 per drop in session (cash)

£10 for 4 sessions in advance (6 sessions available in total).

MINDFUL WALK

9 November, 2.30pm - 3.30pm, meet by walled garden

Enjoy a gentle guided walk with Vanessa through our mosaic of habitats. FREE

PLANT SALE

9 November, 12.30noon - 2pm, by service yard

Pick up a seasonal bargain of BMP propagated plants, including Geranium, Primula and Magnolia

MOSAIC MAKING SESSION

23 November, 11-1pm, workshop by service yard

Come and make a beautiful mosaic to take home. Event is for secondary-school aged children and adults (grouting demonstration provided). Limited places.

Book via: bit.ly/4eHHXIW

(£3) or drop in on the day (£5) but only if space permitting.

MONTHLY BIRD WALK AND SURVEY

7 December, 8.30am - 10am, meet on the lake platform

Take a leisurely walk around the park to record numbers and species of birds. No experience necessary but bring binoculars if you have them. FREE

TODDLER WOODLAND ADVENTURE CLUB

Tuesdays 3, 10, 17 December, 10.30am - 11.45am

Bring your pre-schooler to explore the Park habitats and wildlife with Tash. Sheltered/indoor spaces available and activities will take place both inside and outside. Meet by Hub. £5 per child, over 2yrs (accompanying younger siblings are free) per session. Limited numbers. Booking via: bit.ly/485AHEh

Hogarth's House

MASQUE MACABRE, HALLOWEEN LATE

26 October, 6pm - 9pm

Join us for a masked evening of devilish delight and ghoulish goodies at Hogarth House, Chiswick.

Find out more and book now: bit.ly/4f32CXE

REDLEES ARTS WINTER OPEN STUDIOS

29 November - 1 December 2024

Special exhibition of painting, sculpture, ceramics, jewellery and more, to kick off this Christmas season!

Visit us in our beautiful Victorian stables building at the edge of Redlees Park in Isleworth for fine, experimental and modern pieces, ceramics and textiles artworks, jewellery and stone carving that will inspire you further to collect and support our arts and crafts.

For more information, please visit: Redlees.org

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

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 around Osterley, Gunnersbury, Bedfont, Hanworth and Crane Park

Find your nearest www.parkrun.org.uk

*Information correct at time of print

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London Borough of Hounslow



A SENSE OF PURPOSE



Helen Crafter spent over forty years with the NHS, working mainly as a midwife but also as a nurse.

Now retired, she specialises in looking after babies and young children as a foster carer through Hounslow Council.

Why did you choose to foster?

I'd been interested in fostering for a long time, but it wasn't practical until my children grew up, so I just decided to take the plunge by taking early retirement, contacted social services and I was away.

Why did you opt for fostering with Hounslow Council?

It seemed simpler than registering with another local authority or a private agency. I'm very aware that we all pay lots of council taxes and know that private agencies charge more so it was just a very practical decision.

How does your experience with the NHS help you with fostering young children?

I don't think it was crucial or has changed things much. I think having my own children has been quite helpful in terms of confidence. I know that I've been

given children with slightly more medical problems sometimes and you possibly do have more confidence to deal with those.

I think a lot of people could foster, it's probably an advantage to have a bit of a background in the field of children, but I know it's not necessary.

What are the three most important character traits you'd associate with being an effective foster carer?

Patience, definitely. I think you have to have time to spend with the child. Babies need a lot of attention, that's fairly obvious, but older children need to talk quite a lot and be part of family life.

I think you need to be a very kind person. You need to maintain that kindness however difficult things get.

What's the best thing about fostering?

I think the sense of purpose is really wonderful. It's a lovely feeling to know that you're doing something that will really change that child's life, and hopefully for the better – well certainly not for the worse – as it's exactly what they need at the time; a stable family life full of love and kindness and security.

Fostering is one of the most rewarding jobs you can do, and Hounslow believes in recognising and appreciating the dedication and impact of our foster carers.

Benefits include:

- Generous allowances - £846.74 per fortnight per child*
- Council tax refund in full whilst a child is in your care
- Support around the clock
- Annual Merlin free passes for you and your family to 30 of the UK top leisure centres, Alton Towers; Thorpe Park etc
- Blue Light Card giving access to discounts such as theatres, shops, restaurants etc
- Up to £750 setting up allowance
- Access to fostering psychotherapist to promote placement stability

*dependent on identified needs – for full list of benefits contact contact@fosterwithwestlondon.org.uk

Call 020 8753 1075

Visit: www.fosterwithwestlondon.org.uk

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Adult Social Care, Public
Health and Health
Integration



**Adesh
Farmahan**



Raghwinder Siddhu
Public Safety, Regulatory
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BRENTFORD EAST



**Marina
Sharma**



**Rhys
Williams**

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Key

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-  Conservative
-  The Workers Party
-  Cabinet

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