

HEART TO HEART NEWSLETTER

Insights • Updates • Business Growth



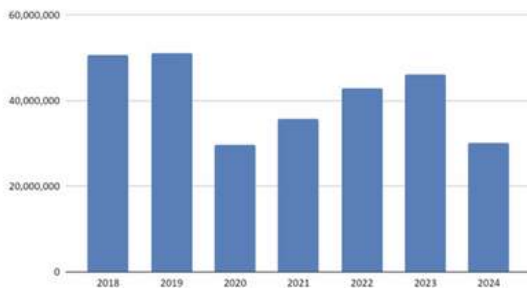
Welcome to Hounslow's Heart BID

Since December 2025, Hounslow has had its very own Business Improvement District. At Hounslow's Heart BID, we believe a thriving town centre is built through strong partnerships, shared ambition, and a sense of community. We work on behalf of our business members to create a vibrant, welcoming destination where businesses can grow and people enjoy spending time.

Working closely with local businesses, the London Borough of Hounslow, and community partners, we deliver initiatives to enhance the town centre and celebrate everything that makes Hounslow unique. Together, we're helping to create a place where businesses thrive, communities connect, and everyone can be proud of Hounslow's heart.

FOOTFALL IN HOUNSLOW

Footfall levels in Hounslow



Hounslow has the highest footfall compared to Feltham, Chiswick and Brentford. Footfall has steadily increased following 2020 levels during Covid and has so far this year increased above pre pandemic levels.



BRINGING HOUNSLOW TOGETHER

Our Business Breakfast on 10 July brought together Chamber Members, BID levy payers, and businesses from across Hounslow for a morning of networking, collaboration, and discussion.

A huge thank you to our guest speakers from The Arts Centre, Voice for Locals, and Ajar Technology for sharing their inspiring work, and to everyone who joined us. We cannot wait to see you at our next Business Breakfast!



SUPPORTING THE NEXT GENERATION

We were proud to support 'Level Up', a careers event for teenagers and young adults who are not currently in education, employment, or training. By connecting young people with local opportunities and support, the event helped inspire confidence and open doors to future careers.

A thriving town centre is about more than just busy streets - it is about creating opportunities for local people and investing in the future of our community.

Follow us on social media



@hounslowheartbid



Hounslow's Heart BID

FIRE SAFETY CAMPAIGN - LEVERAGE SECURITY

Fire safety has never been more important. The tragic Grenfell Tower in 2017 highlighted the devastating consequences of inadequate fire safety and prompted major changes to fire and building safety across the UK.

In response to Grenfell Tower, the government introduced changes to fire safety legislation, including the Fire Safety Act 2021 and the Building Safety Act 2022. These changes strengthened the responsibilities of those who manage and operate buildings, with a greater focus on identifying and managing fire risks and keeping people safe.

We partnered up with Leverage Security to raise awareness of fire safety among businesses in Hounslow town centre. The objective is to help local businesses understand their responsibilities, identifying potential risks and ensure they are prepared to keep staff, customers and visitors safe.



Leverage Security can support businesses in Hounslow with a range of fire safety services:

- Fire Risk Assessments
- Waking Watch and Fire Marshals

If your business needs advice or support with its fire safety responsibilities, Leverage Security are available to help.

Contact them on **0208317353** or visit their website <https://www.leveragesecurity.co.uk/>

SUNSET DRINKS AND NETWORKING AT FULHAM PIER



On 23 July, we attended the Sunset Drinks and Networking event at Fulham Pier, hosted by West London Chambers of Commerce. The evening brought together local business owners and professionals for an enjoyable opportunity to connect over drinks, dining and conversation.

With impressive views across the River Thames and Fulham FC's pitch, the event provided a great setting to catch up with familiar contacts, meet new people and build valuable connections across West London.

WHAT'S ON IN HOUNSLOW THIS OCTOBER

1 October: Compound Radius Open Mic Night

7pm - 10pm
Ballucci Coffee & Cocktail Bar, 716 London Road, Hounslow, TW3 1BH

3 October: The HowDo Live R&B Night

8pm till late
The Bulstrode Pub, 55 Lampton Road, Hounslow, TW3 1JG

3 October: Broken Bones Live

9pm - 11:30pm
Hounslow Sports and Social Club, 60 Grove Road, Hounslow, TW3 3TH

10 October: Sadiq Ali - Tell Me

3pm - 4pm
Bell Square, Hounslow High Street, TW3 3HH

10 October: Loudshirts Live

9pm - 11:30pm
Hounslow Sports and Social Club, 60 Grove Road, Hounslow, TW3 3TH

14 October - 1 November: The Strange Case of Dr Jekyll and Mr Hyde

2pm & 7pm
Boston Manor House, Boston Manor Road, Brentford, TW8 9JX

17 October: The Next Episode Live

7:30pm - 9pm
Hounslow Sports and Social Club, 60 Grove Road, Hounslow, TW3 3TH

24 October: Do You Know Who I Am? By Daniel Fernandes

7:30pm - 9pm
Hounslow Market, 281-287 High Street, Hounslow, TW3 1EF

E-BIKES IN HOUNSLOW



It's been one year since Forest and Voi arrived in Hounslow, with over one million trips made across the borough. With over 250 dedicated parking bays, e-bikes have become an increasingly popular and sustainable way for residents, workers and visitors to get around Hounslow.

HOUNSLOW CARER AWARDS



The Hounslow Carer Awards will celebrate the incredible contribution of unpaid carers, professionals, employers and organisations supporting carers across the borough. The awards recognise those who go above and beyond to support others and strengthen their communities, with categories including Inspirational Carer of the Year and Young Carer of the Year Award. The awards ceremony will take place on **Friday 20 November**.

COFFEE SHOPS TO VISIT IN HOUNSLOW



Urban Baristas

5 Smithy Lane, TW3 1EH



Ballucci Coffee & Cocktail Bar

716 London Road, TW3 1BH



Caffé Venezia

48 Lampton Road, TW3 1JQ

HOUNSLOW'S HEART BID SAFETY MARSHALS



You may have noticed a splash of red around Hounslow Town Centre! Since December 2025, Hounslow's Safety Marshals have been patrolling the high street, supporting the police and private security.

Our marshals work closely with local businesses, residents and partners to help keep Hounslow safe, welcoming and vibrant. Equipped with body-worn

cameras, they are on hand to support businesses, deter anti-social behaviour and respond to concerns within the town centre. It is all part of our ongoing work to make Hounslow a safer, cleaner and stronger place to work, shop and visit.

SAFETY MARSHALS GO LOCAL

Russell Alaa, supervisor of Hounslow's Heart Marshals, reports that he has seen some outstanding results from recent local recruitment drives. Particularly, the calibre of locally source applicants, who have come from our very own Job Centre based on the first floor of the Treaty Shopping Centre.

According to Russell, "Four of the team, who have joined since Spring 2026, actually live near the high street and that local knowledge and familiarity with local businesses is invaluable".

Another positive step is the fact that we have been able to recruit our first female marshal. This significantly adds to the service we provide and reflects diversity.



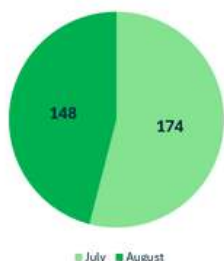
RADIO SCHEME



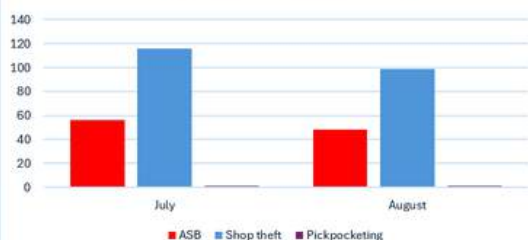
Businesses in Hounslow town centre can now benefit from Hounslow's Heart Radio Scheme, designed to provide faster communication and greater support when security incidents occur. The scheme offers a direct, 24/7 connection to the CCTV Control Room, Hounslow Police Station, Treaty Centre Control Room and our Safety Marshals, helping businesses report incidents and access real-time assistance quickly. With radios available at just £1.40 a day, the scheme offers an affordable way for local businesses to strengthen their security and contribute to a safer, more secure Hounslow town centre.

CRIME AND SAFETY UPDATE

July and August: Total Incidents



July and August: Anti-Social Behaviour, Shop Theft and Pickpocketing



Our latest data shows a positive shift in reported incidents between July and August, with total incidents decreasing from 174 to 148. Anti-social behaviour (ASB) decreased from 56 incidents in July to 48 in August, while shop theft decreased from 116 to 99. Pickpocketing remained at just one incident. These figures are a positive reflection of the ongoing work to create a safer, more welcoming and enjoyable town centre for businesses, residents and visitors.

IMPORTANT NOTICE



As it is year one for the BID, we have been very patient with BID levy payers who have been slow in setting their invoices. However, that is all now about to change. Strong action will be taken against non-payers, with no exception. So, please check and see whether you're a business that has an outstanding invoice for Hounslow's Heart BID Ltd – there will be no further reminders.

PEOPLE OF INFLUENCE IN OUR COMMUNITY



The extraordinary journey of sporting legend **Sir Mo Farah** highlights the deep roots of talent and resilience nurtured at Feltham Community College (now Springwest Academy) and Isleworth and Syon School. From his early training days with the Hounslow Athletics Club, Farah's global success remains a powerful tool for driving community engagement and local investment.



Councillor Ajmer Grewal's work directly boosts high street footfall by transforming local infrastructure into vibrant evening destinations. A key win for the local business community is the council's roll-out of extended operational hours across major libraries and hubs. By utilising technology to keep these spaces open later, the council draws steady crowds of families, students and professionals right into our local commercial areas.



Sir David Attenborough's incredible legacy drives local environmental action across the borough. Hounslow Council frequently uses his message to host community nature events and biodiversity walks in green spaces like Boston Manor Park, while community groups share his stories to teach the younger generation about wildlife.

COMING SOON



Hounslow's Heart **BID** **BUSINESS BREAKFAST**

Join us for Hounslow's Heart Business Improvement District Breakfast, bringing together Chamber Members, BID Levy payers & businesses from across Hounslow.

EVENT DETAILS

18 SEPTEMBER 2026

8.30AM - 10.00AM

**METRO BANK, 211-213 HIGH ST,
HOUNSLOW TW3 1BL**

Guest speakers include representatives from:

Ruth Cadbury - MP
Metro Bank
Leverage Security



Topics include:

- Women & Girls High Street Safety
- Update on Business Banking
- Fire Safety & Local Business



Have a story to tell?

We're always looking for new voices, stories and people to feature. If you'd like to contribute to the newspaper or be featured, don't hesitate to get in touch.

Contact us via email at info@hounslowsheart.bid or DM us on social media.

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