

# welcome to Ealing

Your guide to living in Ealing



**Ealing**

[www.ealing.gov.uk](http://www.ealing.gov.uk)

Acton | Ealing | Greenford | Hanwell | Northolt | Perivale | Southall



## 1 welcome

## 2 You and your council

- 2 Working together
- 3 Contacting us
- 4 The council and democracy
- 5 Council tax

## 7 Communities

- 7 Cleaner streets
- 8 Refuse & recycling
- 11 A safer place to live

## 12 well-being

- 12 Health
- 13 Social care

## 15 Growing up in the borough

- 15 Activities and opportunities for young people
- 16 Learning

## 19 Things to do

- 19 Shopping and entertainment
- 21 Leisure time
- 23 The great outdoors
- 24 Grow and develop
- 25 Getting around

## 26 Map of the borough





# welcome

**We are delighted that you've chosen to live here, and hope you will make the area your home for many years to come.**

The borough of Ealing comprises seven very different towns – Acton, Ealing, Greenford, Hanwell, Northolt, Perivale and Southall. It is the unique character of each that makes Ealing one of the most vibrant and diverse communities in London.

This booklet is intended to help you get the most out of living here. We hope it will give you a taste of what's on offer in Ealing, and what the council is doing to make this an even better place to live.

Whenever you deal with us, we want you to get the best service possible. Our customer service standards set out exactly what you can expect from us, and if you think we could have done something better, we want you to tell us. Find out more about our customer care and details on how you can contact us on page seven of this booklet. You will also find contact details for the 10 most requested council services on the inside back cover.

You can do your bit to make Ealing a better place to live by getting involved in your local community. There are many different ways you can do this, and there's information throughout this booklet in the 'Get Involved' boxes, to give you a few ideas.

You'll also find a 'Things to do' section and we hope that this will encourage you to explore everything on offer in Ealing.

# You and your council

## Working together

### We ask, we listen, we deliver

Ealing residents help us make the borough a better place to live and work. We listen carefully to you. We value your comments and feedback, and work together to deliver what is important to you. By listening to your needs and concerns, we have made improvements across a range of services. Having been named the UK's Best Achieving Council in 2009, we are proud of the borough and hope you will be too.

## Contacting us

We aim to make contacting us as easy and convenient as possible. There are a number of ways you can reach us, whether you have a question, comment or complaint, or would simply like to find out more information. Please see the following page for details.

## Consultations

We value the opinion of residents, so before making major decisions, the council aims to consult with you. You can find details of current consultations at **[www.ealing.gov.uk/consultations](http://www.ealing.gov.uk/consultations)**

## Ward Forums

The borough is divided into 23 wards (local areas) each represented by three councillors. Ward Forums, led by the ward councillors, feature joint problem solving on local concerns, including discussions on issues such as community safety, transport schemes and street improvements. Each ward has the chance to influence how an annual budget of £40,000 is spent on local improvements. Forums meet at least three times a year.

Learn more at  
**[www.ealing.gov.uk/wardforum](http://www.ealing.gov.uk/wardforum)**

## Get involved

Join Ealing's residents' panel and have your say on major issues affecting the borough. By taking part in consultations, you help to ensure that a cross-section of residents' views is taken into account.

For information, visit  
**[www.ealing.gov.uk/consultations](http://www.ealing.gov.uk/consultations)**  
telephone **020 8825 5435**, or  
email **[research@ealing.gov.uk](mailto:research@ealing.gov.uk)**

## Contacting us

You can make payments, report issues or find further information on council services at the council's website

**[www.ealing.gov.uk](http://www.ealing.gov.uk)**

Alternatively, you can telephone us on **020 8825 5000** (local call charges apply) or visit our Customer Service Centre (opening hours Mon-Fri, 9am-5pm) at **Perceval House, 14-16 Uxbridge Road, Ealing W5 2HL**.

A-Z guides to council services are available from the main council offices and on our website. Alternatively, call **020 8825 6000** to request a copy. The council's residents' magazine, *Around Ealing*, is delivered to every home each month.

### Find your nearest... local councillor, primary school, doctor ...

You can find out all you need to know about council services and local facilities near your home on our website

**[www.ealing.gov.uk](http://www.ealing.gov.uk)**

Just click on Find My Nearest and enter your address or postcode.

### Customer care standards

As an organisation we want to offer you excellent customer service. The customer service team aim to resolve your enquiry the first time you contact us. You can expect us to:

- Acknowledge your emails within two working days and respond within five working days
- Answer all telephone calls during work hours (Mon-Fri, 9am-5pm) or, if you leave a message, to return your call within one working day
- Respond to all letters within 10 working days or, if we are unable to do this, to tell you when you can expect a reply and who is dealing with it
- Aim to keep you waiting no longer than 10 minutes in our reception areas and to provide you with a comfortable environment to wait in
- Acknowledge your complaint within four working days and provide a full response within 10 working days. If we are unable to respond fully within this time, we will tell you when you can expect a reply and who is dealing with it

# You and your council

## The council and democracy

In Ealing we believe that involving residents in local decisions and plans is essential to providing a good service. We are working hard to ensure you know what is going on and how you can get involved in the issues that matter to you.

### Registering to vote

In order to vote in local, regional, national and European elections you need to be on the electoral register. The register is updated each autumn, but if you have just moved into the area we can add you to the register at any time. You should register as soon as possible at your new address, as elections can be called at any time. Even if you think you don't want to vote, you may find that if you are not on the electoral register you will have difficulty obtaining credit cards, loans or mortgages.

For information, visit **[www.ealing.gov.uk/elections](http://www.ealing.gov.uk/elections)** telephone **020 8825 7638**, or email **[research@ealing.gov.uk](mailto:research@ealing.gov.uk)**

## Your local councillors

The borough is divided into 23 wards each represented by three councillors. These councillors are elected in the local elections and their job is to represent residents' views and interests within the council. To find out who your local councillors are and how to get in touch with them visit

**[www.ealing.gov.uk/councillors](http://www.ealing.gov.uk/councillors)**

## Council meetings

A number of committees meet to discuss and decide on aspects of council business or issues affecting local residents. The main areas of council business are discussed at full council meetings, which are held eight times a year and are attended by all local councillors. Major decisions are taken at Cabinet meetings, which take place approximately once a month. Scrutiny committees also take place and examine the performance of the council and other local organisations.

Visit **[www.ealing.gov.uk/scrutiny](http://www.ealing.gov.uk/scrutiny)** for more information on scrutiny.

Most council and committee meetings are open to the public. Look out for dates of council meetings in the What's On section of the Around Ealing magazine. You can also view a meetings calendar, agendas and minutes online at **[www.ealing.gov.uk/committees](http://www.ealing.gov.uk/committees)**



## Council tax

Every household in Ealing receives a council tax bill. Whether you live in a house or flat, own your own property or are a tenant, you will have to pay council tax, which is your contribution towards the many services the council provides.

For the second year running, your council tax bill will not be going up. By continuing to work more efficiently and staying committed to our priority of delivering Value for Money, we are able to offer you improved services without increasing the financial burden on residents. Below are some of the highlights of the council's investment for 2010/11:

- £31.8 million for expanding and refurbishing primary schools, and an additional £3.4 million for general school improvements
- An extra £2 million invested in social care services for the most vulnerable adults
- A further £6.5 million investment in resurfacing roads and pavements
- £4.2 million for housing improvement grants to help vulnerable residents to live in a safe and secure environment
- £2.3 million to further improve parks and open spaces
- £1 million for alleygating and CCTV crime-fighting initiatives

## How to pay

### By direct debit

Direct debit is the most convenient way to pay your bill. To arrange this, simply visit **[www.ealing.gov.uk](http://www.ealing.gov.uk)** or telephone **08459 400 810**.

### Online

With your credit or debit card (a banking charge may apply) go to

**[www.ealing.gov.uk](http://www.ealing.gov.uk)**

### By credit or debit card

Call **020 8825 9940** (24 hours) or go to

**[www.ealing.gov.uk](http://www.ealing.gov.uk)**

### At the bank

You can pay at any NatWest or Royal Bank of Scotland branch in the borough free of charge.

### By cheque sent in the post

#### Council Tax

**Ealing Council, PO Box 1344,  
London W5 2BY**

### In person

**Ealing Council Customer Service  
Centre, Perceval House,  
14-16 Uxbridge Road, Ealing W5 2HL**

Open Mon-Fri, 9am-5pm.

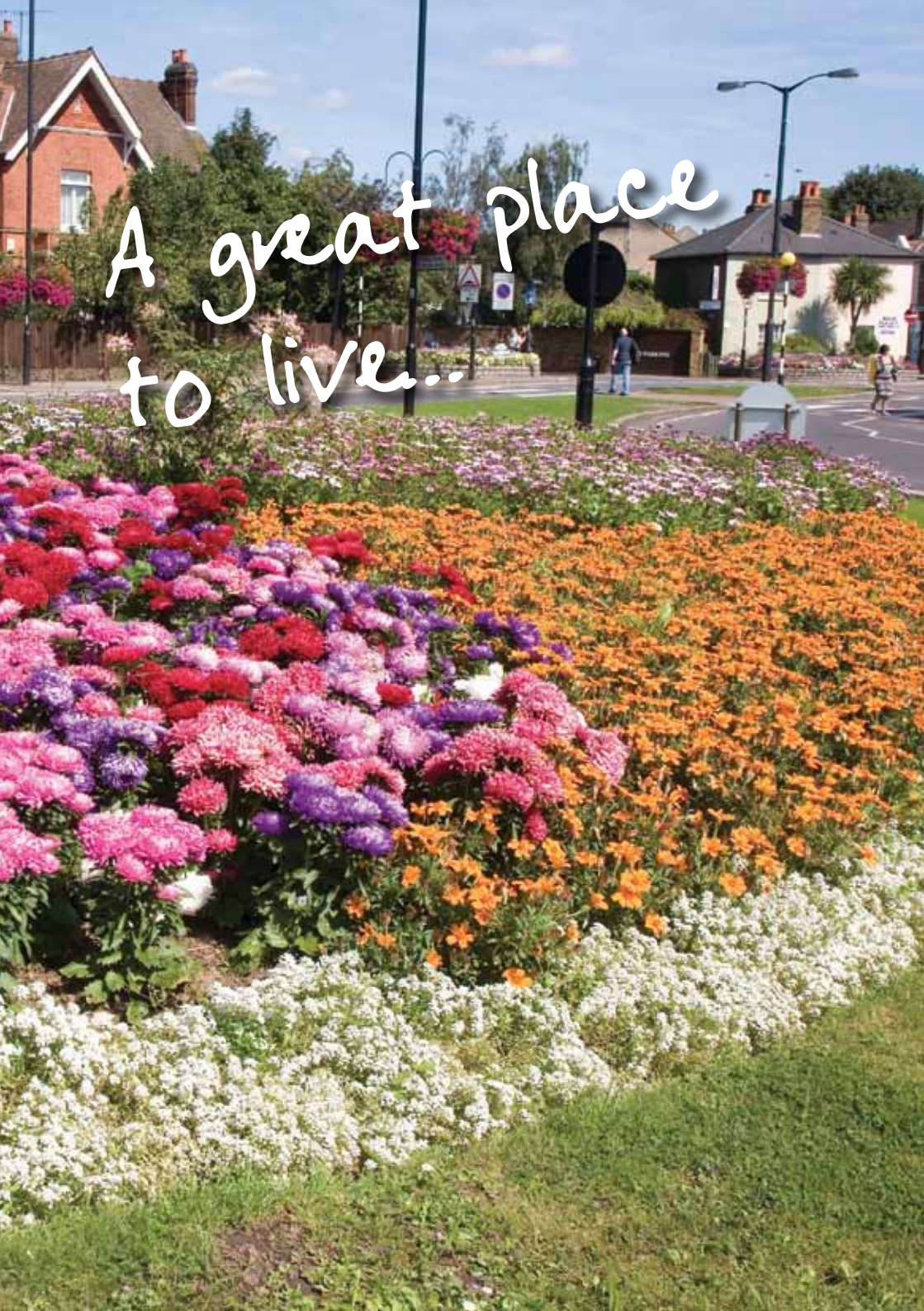
For information on council tax bands, council tax discounts or council tax benefit, see the information book with your bill, or visit

**[www.ealing.gov.uk/counciltax](http://www.ealing.gov.uk/counciltax)**

telephone **08459 400 810**, or

email **[revenues@ealing.gov.uk](mailto:revenues@ealing.gov.uk)**

A great place  
to live..



# Communities

## Cleaner streets

We invest heavily in making sure our local environment is a pleasant place to live in. Keeping our surroundings clean and tidy has a major part to play in achieving this, and we need your help.

### Reporting graffiti and fly-tipping

We offer a free graffiti removal service from any public, residential or business location. You can report graffiti by emailing

**graffiti\_flytipping@ealing.gov.uk**  
or telephoning **020 8825 6000**.

We aim to remove 90% of all reported graffiti by the next working day when reported before 4pm.

Dumping rubbish illegally, or fly-tipping, is a serious offence, and we will prosecute anyone who is caught. If you see fly-tipped rubbish, please let us know using the contact details above, and we will remove it as quickly as possible. Small amounts of rubbish will be removed within 24 hours, larger amounts may take up to seven days to clear.

### Keeping streets free of litter

The council has invested in more street cleaners and other improvements to help make our streets as clean as possible. Nine out of 10 streets are frequently rated as achieving a high standard of cleanliness. All streets are swept the next working day after your refuse and recycling collection day.

### Street cleaning

- Occurs weekly or twice weekly on public roads and footpaths
- Occurs daily (from 6am-8pm) on heavy pedestrian usage areas (eg town centres)

## Get involved

Ealing Council works with a group of volunteers who report problems relating to street services to the council. Streetwatchers keep a look out for; abandoned vehicles, fly-tipping, graffiti, fly-posting and problems with household waste collections.

We would like to recruit more Streetwatchers. If you live in the following postcode areas UB1, UB2 and UB5 we are especially keen to hear from you. Please email **streetwatchers@ealing.gov.uk** or phone **020 8825 6000**.

# Communities

## Refuse and recycling

As part of our commitment to the environment, we've made real improvements to the way household refuse and recycling is collected. This has boosted recycling rates to record levels and made services easy to use. Recycling as much of your rubbish as possible not only helps the environment, it will also help the council avoid expensive landfill charges and keep council tax as low as possible.

### Refuse and recycling collection

Your household refuse and recycling is collected on the same day of the week. All residents are given free recycling containers.

Please remember to leave your refuse and recycling at the front boundary of your property by 7am on the morning of your collection.

To check your collection day or report a missed collection, visit

**[www.ealing.gov.uk/recycling](http://www.ealing.gov.uk/recycling)**

If you report a missed collection before 5pm, we will collect the same day.

### Household recycling collections

If you live in a house or a flat in a converted house, you can recycle most items from home.

### Green box recycling

You can recycle cardboard food and drink cartons, glass, cans, cardboard, paper, aluminium foil, clothes, textiles and shoes, household and car batteries, engine oil and telephone directories by placing them in your green recycling box.



### Plastic recycling

You can recycle all plastic in your white re-usable sack with the exception of toys, garden furniture, polystyrene, electrical or electronic items.



### Food waste

All food waste, including scraps, peelings and left-overs can be recycled in your food waste bin. You can wrap the food waste using newspaper to help keep your bin clean.



### Garden waste

You can recycle garden waste, including grass cuttings, twigs, leaves and flowers using your pink re-usable sack.



### Special collection service

Bulky household waste including sofas, fridges/freezers and beds can be collected by the council. Up to three fridges/freezers can be collected for free or a maximum of eight items (excluding fridges/freezers) can be collected for £20. Items too large, heavy or awkward to be carried by two men are excluded.



Request a special collection online at **[www.ealing.gov.uk/refuse](http://www.ealing.gov.uk/refuse)** or phone **020 8825 6000**.

### Requesting recycling boxes and containers

If you need a green recycling box, food waste bin, white plastics sack or pink garden waste sack you can order these online at **[www.ealing.gov.uk/recycling](http://www.ealing.gov.uk/recycling)** or phone **020 8825 6000**.

### Recycling for flats

If you live in a block of flats with more than 25 properties, in most cases you will have communal recycling facilities for glass, cans and paper.



Blocks of flats with 13-24 properties, flats above shops, and properties on red routes have a clear sack mixed recycling service. Clear sacks are collected on the same day as your refuse. Every three months these properties receive a roll of clear recycling sacks to recycle paper, cardboard, glass, cans and plastic bottles. To request yours, phone **020 8825 6000**.

### Re-use and recycling centres

Re-use and recycling centres, where you can drop off rubbish and recycling can be found at:

#### **Stirling Road, Acton W3 8DJ**

Mon-Sun, 8am-4.45pm  
(between 1 April-30 September) and  
8am-3.45pm  
(between 1 October-31 March).

#### **Gordon Road, Southall UB2 5QE**

Mon-Sun, 8am-5pm  
(between 1 April-30 September) and  
8am-4pm (between 1 October-31 March).

#### **Greenford Road, Greenford UB6 9AP**

Mon-Sun, 8am-5pm  
(between 1 April-30 September) and  
8am-4pm (between 1 October-31 March).

The re-use and recycling centres are open all year round except for Christmas Day, Boxing Day and New Years Day.

### Skip licences

If you are hiring a skip that will be on the road outside your house, you must apply for a skip licence. A licence is not required for skips located on private land. Find out how to apply at **[www.ealing.gov.uk/skips](http://www.ealing.gov.uk/skips)**

For information on any of the above:  
**[www.ealing.gov.uk/refuse](http://www.ealing.gov.uk/refuse)**

# Places to play...



# Communities

## A safer place to live

Working closely with the police and other organisations in the Safer Ealing Partnership, the council has invested over £1million to make Ealing a safer area. This currently includes 40 police community support officers employed to patrol the streets. They are tasked and managed by an inspector, who is assisted by four police constables. We are also working closely with local residents and delivering projects to find new ways to tackle crime and anti-social behaviour in local neighbourhoods. These include security improvements and education sessions.

### Reporting crime

**In an emergency, when a crime is taking place or someone is in danger, you should call 999 for the police.**

For reporting other crimes you can contact the local police by phoning **0300 123 1212** or visiting the police stations at Ealing, Greenford, Acton or Southall. For theft, damage or hate crimes that do not need an urgent response you can report them online at **[www.met.police.uk](http://www.met.police.uk)**

If you have information about a crime and want to pass it on to police anonymously, you can phone Crimestoppers on **0800 555 111**.

### Safer Neighbourhood Teams

Each council ward has its own team of police officers and community support officers who work to prevent and fight crime in that area. Your Safer Neighbourhood Team should be your first point of contact if you have concerns about day-to-day crime and anti-social behaviour in your area. To find your local team visit **[www.met.police.uk/saferneighbourhoods](http://www.met.police.uk/saferneighbourhoods)** and enter your postcode.

The council's community safety team works in the community helping residents to tackle anti-social behaviour, hate crime and domestic violence. It supports victims and witnesses and provides crime reduction advice and projects.

For information, visit **[www.ealing.gov.uk/communitysafety](http://www.ealing.gov.uk/communitysafety)** or call **0208 825 7600**.

## Get involved

**Neighbourhood Watch** schemes are groups of neighbours who join together to help prevent crime in their local area. Schemes are set up and run by residents themselves, but support is offered by the local police. To find out if there is a Neighbourhood Watch group in your area, ask your neighbours or contact the local police on **0300 123 1212**.

# well-being

## Health

The council works closely with local health services to help ensure you have the opportunity to lead a healthy and fulfilling life. By registering with a local doctor you will gain access to health checks, advice and support on healthy living, as well as treatment if you become ill.

### Registering with a local doctor

You should register with a doctor's surgery as soon as possible. To find your nearest surgery you can search online at [www.nhs.uk](http://www.nhs.uk) or phone the **Patient Advice and Liaison Service** on **0800 783 5208**.

### Out of hours doctor service

You can contact a doctor in the evening (after 6.30pm), at weekends and on bank holidays. Please call your practice and listen to the out of hours message. You can also contact **NHS Direct** for health advice 24 hours a day by phoning **0845 4647** or visiting **[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)**

## Accidents and emergencies

**Ealing Hospital**, the borough's main hospital, has an Accident and Emergency Department, which is open 24 hours a day. Ealing Hospital is located at **Uxbridge Road, Southall UB1 3HW**.

**Central Middlesex Hospital** also has an Accident and Emergency Department and is located at **Acton Lane, Park Royal NW10 7NS**.



## Social Care

Ealing Council Adults' Services are being transformed to make the services that focus on improving your independence, health and well-being more personalised. We aim to give you choice and control over how your support is delivered, and the flexibility to meet your needs in a way that suits you best. Personalisation is the name given to this new way of providing adult social care. It means that, instead of us deciding which services you need, we will let you know how much money is available to meet your needs and you can then choose what support to spend that money on.

You can choose from a variety of services for adults who need support with daily living. We work with organisations such as health, housing, the police, voluntary sector and benefits agency to provide:

- Advice, information and counselling
- Home care, mobile meals, special equipment and day care services to help people live independently in their own homes
- Residential care services
- Direct payments and independent living schemes
- Support to carers

## Services for people needing support

If you need help to make your day-to-day life both more manageable and enjoyable, you can choose from services that include:

- **Home care** – for those who qualify, the council offers support with domestic tasks, personal care and rehabilitation services.
- **Mobile meals** – this service delivers frozen meals to people's homes if they are unable to cater for themselves.
- **Residential care homes** – provides a service for people who have no serious medical conditions, but who can no longer manage in their own home, even with support from social services, friends and carers.
- **Occupational therapy** – promotes the independence of people with disabilities through the provision of advice, equipment and adaptations to their homes.
- **Housing support** – offering practical advice, support and assistance.

For information,  
telephone **020 8825 8000**,  
email **sscallcentre@ealing.gov.uk** or  
write to **Social Services,**  
**Ealing Council, Perceval House,**  
**14-16 Uxbridge Road,**  
**Ealing, London W5 2HL**

A great place  
to learn...



# Growing up in the borough

## Activities and opportunities for young people

Ealing is a great place to grow up. Children and young people can have fun and be active. We have lots of parks and open spaces, many with new and exciting play equipment for all ages. Our libraries and sports centres run extensive programmes throughout the year aimed at every age group.

Visit **[www.ealing.gov.uk/services/young\\_people](http://www.ealing.gov.uk/services/young_people)** to find out more.

The borough has a comprehensive summer activities programme, with many of the groups and organisations involved running activities throughout the year. You'll find arts and crafts, dance, drama, music, sports, clubs and holiday playschemes. The council's **Family Information Service (FIS)** can advise you of what's in your area. Call on **020 8825 5588** or email your enquiry to **[children@ealing.gov.uk](mailto:children@ealing.gov.uk)**

The FIS can also help parents find suitable childcare and understand childcare funding.

**Young Ealing** – a website for young people who live, work or study in Ealing. It has information on leisure activities, education, training, volunteering and employment. For what's happening where and how to get involved, visit **[www.youngealing.co.uk](http://www.youngealing.co.uk)**

## Ealing Apprenticeships

**(for 16-24 year olds)** – an excellent opportunity to gain skills and experience to improve your employability. Email **[apprenticeships@ealing.gov.uk](mailto:apprenticeships@ealing.gov.uk)** or call **020 8825 6234** for more information and details on how to apply.

**Youth and Connexions** – provides opportunities for young people aged 13-19 (up to 25 years for young people with a disability) to fulfil their potential through a range of challenging, creative, formal and informal programmes. Visit **[www.connexions.gov.uk](http://www.connexions.gov.uk)**

# Growing up in the borough

## Learning

Ealing offers a wide variety of affordable childcare and well-performing schools. Our high schools are set to get even better with more than £300million being invested under the national Building Schools for the Future programme. Some schools will be rebuilt or refurbished, others will get new technology, and a brand new school will be built in the north of the borough.

## Childcare

The Family Information Service can provide you with advice on childcare and activities for children and young people aged 0-19, including details of registered childminders, pre-schools, nurseries and after school and holiday activities.

Call **020 8825 5588**.

## Nursery places

All three and four-year-olds in Ealing are entitled to free part-time places in a local nursery school or class. To find out about nursery schools and classes in Ealing, call the **Family Information Service** on **020 8825 5588**.

## Applying for school places

### Admission for September 2010:

#### **primary school (reception) or high school (year 7)**

If your child's date of birth is between 1 September 2005 and 31 August 2006, s/he should start primary school in September 2010. If your child's date of birth is between 1 September 1998 and 31 August 1999, s/he should start high school in September 2010. Contact the council to apply on

**0208 825 5511 / 5522**.

### Admission for September 2011:

#### **primary school (reception) or high school (year 7)**

If your child's date of birth is between 1 September 2006 and 31 August 2007, s/he should start primary school in September 2011. If your child's date of birth is between 1 September 1999 and 31 August 2000 s/he should start high school in September 2011.

Contact the council to apply for 2011 places on **0208 825 5511 / 5522**, online at **[www.eadmissions.org.uk](http://www.eadmissions.org.uk)** or complete an application form for primary schools from your preferred school and/or for high schools from your child's current Ealing school. The closing date for applications is 15 January 2011 (offer date 4 April 2011) for primary schools and 22 October 2010 (offer date 1 March 2011) for high schools.



If your child needs a school place immediately, for instance if you are new to the area, you will need to make an 'in-year' application. Until 31 August 2010, contact your preferred school(s) directly to do this. After 31 August 2010, a new procedure will be implemented. Please refer to the website for updates or contact us for further information. In-year admissions can be reached on **020 8825 5121 / 8806**.

For further information visit  
**[www.ealing.gov.uk/admissions](http://www.ealing.gov.uk/admissions)**

### Primary schools

There are 65 primary schools in Ealing covering infant and junior years. Ealing's Key Stage 2 results are above the national averages for English and mathematics with 81% of pupils in English and 80% in mathematics achieving the expected level.

### High schools

There are 13 mixed High Schools in Ealing, and one girls' High School. GCSE results for Ealing, including the percentage of pupils getting top grades, are well above the national average.

### Special schools

There are six special schools in Ealing, which provide for children with complex special educational needs. There is also specialist provision at six primary schools for children with special educational needs.

### Children with disabilities

We can provide support for families with disabled children, including help with care at home, short breaks and holiday play schemes. To access these services, you will need to contact social services who will meet with you and your child to assess your needs. Call social services on **020 8825 8000**. Local information for families with disabled children can be found on the website **[www.ealinghelp.org.uk](http://www.ealinghelp.org.uk)**

For more information on education, please visit  
**[www.ealing.gov.uk/education](http://www.ealing.gov.uk/education)**



unique local  
shopping...

# Things to do

## Shopping and entertainment

### Shopping

It is the variety of high street stores, independent retailers and specialist shops that makes the borough such a great place to shop – and all without the crowds of central London. Each town centre offers a unique shopping experience.

Ealing Broadway has a range of well-known stores and smaller independent shops, offering plenty of choice and all conveniently contained within a small area.

Bustling Southall offers the latest Asian fashions, fabulous silks and gold jewellery. Music shops trumpet the latest Bollywood film tunes, bhangra hits and other music reflecting the wide cultural diversity of the area. For food lovers, there are fantastic stores selling every imaginable fruit, vegetable, herb and spice.

In Greenford, the £5 million Good for Greenford project has revitalised the town centre whilst great local markets can be found in West Ealing and Acton.

### Entertainment

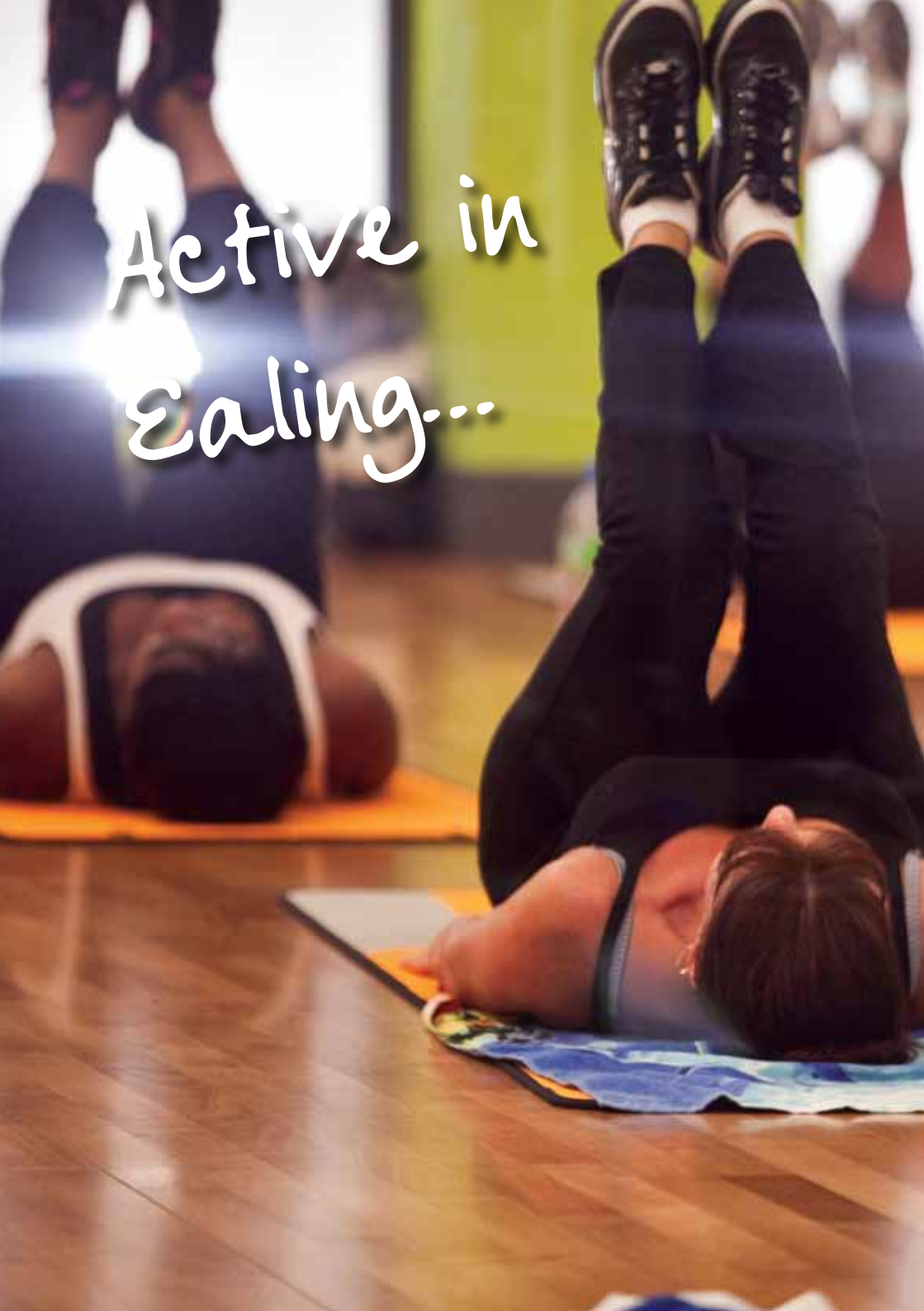
Cinemas in Acton and Southall show a range of the latest blockbusters and Bollywood films. Ealing is also home to the largest community theatre in Europe – Questors Theatre, in Mattock Lane, W5, which has more than 3,000 members. As well as around 20 shows a year, the theatre also runs courses, workshops and social events.

### Bars and restaurants

Ealing boasts a thriving café culture and night life entertainment. The town centre also offers a range of restaurants to suit all tastes and price ranges. Southall is famous for its Asian cafés and restaurants, and you can find Caribbean and Middle Eastern restaurants particularly around West Ealing. The borough offers a lively nightlife that attracts people from around west London, with a range of pubs, bars, and clubs to suit all tastes.

To find out what's on across the borough, please visit [www.ealing.gov.uk/whatson](http://www.ealing.gov.uk/whatson)

Active in  
Ealing...





# Things to do

## Leisure time

Keeping fit and healthy in Ealing is easy. A range of council leisure and sports centres offer competitive membership deals and pay-as-you-go rates, which means all the family can take part in leisure activities. Every summer Ealing becomes the cultural heart of west London, as the famous Ealing Summer Festival presents a top line-up of comedy, music, and entertainment for all ages.

## Sports and Fitness

Leisure centres are located in all areas of the borough. Four have swimming pools, including the new £15 million Northolt Leisure Centre which opened in January 2010 with its eight-lane, 25 metre pool and state-of-the-art fitness facilities.

More information about the full range of sports venues and activities is available from our leisure centres or by visiting

**[www.ealing.gov.uk/sports](http://www.ealing.gov.uk/sports)**

Arts, culture and musical events  
Pitzhanger Manor House in Walpole Park, Ealing and Gunnersbury Park in Acton both offer a mix of history and culture. Pitzhanger is a stunning manor house rebuilt in the early 1800s by architect Sir John Soane. It is also home to the PM Gallery, which holds exhibitions of contemporary art. Gunnersbury Park Museum, a grand Regency manor house, hosts temporary exhibitions covering the history of Ealing and Hounslow.

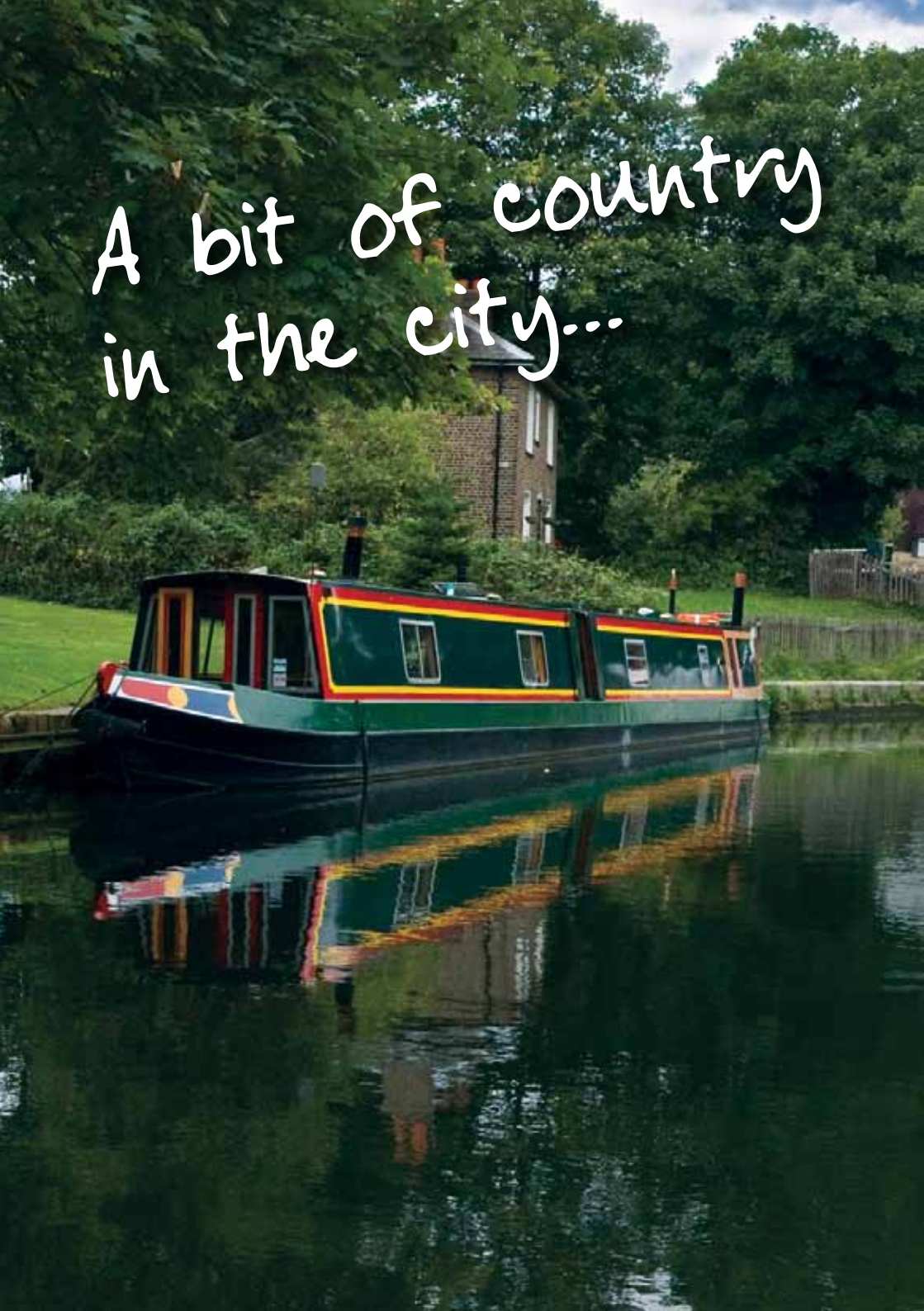
The famous Ealing Summer Festival is held annually in July and August, and began over 30 years ago when the Ealing Jazz Festival was launched. The festival now includes jazz, blues, global music, comedy and opera, as well as the Hanwell, Greenford and Acton carnivals, and The London Mela.

## Get involved

Volunteering at local events is a great way to get involved. Ealing Summer Festival is our biggest programme of events during the year and we need volunteers who help in the box office, information tent and families area. If you would like to register your interest, contact the Events Team

**020 8825 6640** or email  
**[events@ealing.gov.uk](mailto:events@ealing.gov.uk)**

A bit of country  
in the city...



# Things to do

## The great outdoors

Historically, Ealing has been labelled the “Queen of the Suburbs” because of its green and leafy feel. The borough is spoilt for choice with a variety of popular and well-maintained parks and open spaces, which cover more than eight square kilometres of land.

From playgrounds and sports facilities through to wildlife and water features, residents can escape from city life in some of west London’s finest open spaces.

### Parks

Riverside meadows and woodland areas, such as Fox Wood, Ealing and the Bunny Park, Hanwell, contrast with the formal layouts of Lammas Park and Gunnersbury Park. Walpole Park in Ealing is home to Pitzhanger Manor House and hosts Ealing’s summer festival, and the views from Horsenden Hill, Perivale, stretch from Windsor Castle to the London Eye.

Acton Park, Southall Park and Northala Fields have been awarded Green Flag status, which is the national standard for parks including high environmental standards, creating a benchmark of excellence in recreational green areas.

Children’s playgrounds in most of the borough’s parks and recreation grounds feature modern play equipment. Park rangers patrol the borough’s parks to ensure they stay safe and clean. They also lead wildlife and conservation projects involving local residents.

For information, visit  
**[www.ealing.gov.uk/parks](http://www.ealing.gov.uk/parks)**

## Get involved

Can you spare a few hours? Are you keen to learn some valuable conservation skills? To ensure Ealing’s parks continue to provide a haven for people and wildlife, we need you to get involved. Take part in practical conservation tasks or have a say in the future of your local park. For more information, contact your local ranger team at:

- **Acton Park Lodge**  
The Vale, Acton W3 7JT  
Telephone **020 8740 1855** or  
during daylight hours  
**07912 580 222**
- **Southall ranger base**  
The Lodge, Manor House Grounds,  
The Green, Southall UB2 4BH  
Telephone **020 8813 9232** or  
during daylight hours  
**07912 580 223**

# Things to do

## Grow and develop

If you want to find out what's going on in your area, your local library is a great place to start. It's the perfect place to study or relax with a good book or the latest newspapers, as well as offering free computer and internet access. And if you want to gain skills and qualifications, or are looking for a new hobby, adult education classes run throughout the year in venues around the borough.

### Libraries

There are 13 public libraries located across the borough where you can borrow items from books to DVDs, audio books and CDs, and enjoy free internet access. Anyone can join, although children will need their parents' permission. Simply visit your local library with proof of your name and signature such as a bank card or passport.

A range of events take place within the libraries, including activities for children, talks by authors and exhibitions. Look out for information in the council's monthly residents' magazine, Around Ealing, or visit your local library or the website to find out what's on.

There is also a Mobile Library and a Home Library Service that can deliver books to your door.

For information, visit  
**[www.ealing.gov.uk/libraries](http://www.ealing.gov.uk/libraries)**

### Adult learning

Courses for adults run throughout the year, with new classes starting in September, January and April. Run at many locations around the borough, wherever you live, there are classes nearby that could help improve your career prospects or add to your leisure time. Subjects include: Art & Design, Beauty & Relaxation, Health & Fitness, Languages, and Work Skills & Personal Development. If you want to learn or improve your English, we also run a range of classes including English for Speakers of Other Languages (ESOL).

For information or advice and guidance on which course is right for you, visit  
**[www.ealing.gov.uk/adultlearning](http://www.ealing.gov.uk/adultlearning)**  
or call **020 825 5577**, or email  
**[adultlearning@ealing.gov.uk](mailto:adultlearning@ealing.gov.uk)**

## Getting around

Ealing is the transport hub of west London, with stations on three underground lines, mainline trains to Heathrow, Paddington, Reading and Slough, and major road links to the M4, M40 and M25.

### Public transport

Getting around is easy, with the District, Piccadilly and Central tube lines serving several stations in the borough and taking passengers into central London or out to Heathrow. Most of the borough is within tube zones 3 and 4, with the exception of Northolt station, which is in zone 5. Local buses serve all areas of the borough, and there are several 24-hour bus services and night buses linking the area with central London.

Visit [www.tfl.gov.uk/gettingaround](http://www.tfl.gov.uk/gettingaround) for more information including maps.

### Free travel for over 60s and disabled people

Freedom passes allow older and disabled people free travel on local public transport at certain times. People aged over 60 should apply at a Post Office, where you will need to collect and complete an application form and provide two passport sized photos of yourself, and proof of your name, age and address.

Disabled people should contact the council's social services department on **020 8825 8161** who will assess whether you are eligible for a freedom pass.

For more information, visit [www.freedompass.org](http://www.freedompass.org)

### Parking

Controlled parking zones (CPZs) have been introduced in areas where local residents and businesses have had difficulty parking. If you live in a CPZ area, you will need to apply for a resident's parking permit. You will need to provide proof of your address and a vehicle registration document with your address on it.

If you have just moved in to an area or need a permit for removal vans or for builders working on your house, you can apply for a temporary permit.

For information, visit [www.ealing.gov.uk/parking](http://www.ealing.gov.uk/parking) telephone **020 8825 6677**, or email [parkingservices@ealing.gov.uk](mailto:parkingservices@ealing.gov.uk)



# Map of the borough



## 1 Ealing Town Hall and Perceval House

### Sports and leisure facilities

- |   |   |
|---|---|
| 2 West London Academy Sports Centre     | 8 Gurnell Leisure Centre (with library)   |
| 3 Greenford Sports Centre               | 9 Perivale Park Athletics Track           |
| 4 Southall Municipal Sports Ground      | 10 Elthorne Sports Centre                 |
| 5 Southall Sports Centre (with library) | 11 Twyford Sports Centre                  |
| 6 Featherstone Sports Centre/College    | 12 Acton Swimming Baths                   |
| 7 Dormers Wells Leisure Centre          | 13 Reynolds Sports Centre                 |
|   | 14 Brentside High School                  |
|   | 15 Northolt Leisure Centre (with library) |
|   | 16 Northolt High Sports Centre            |



## Libraries

- 17 Northolt Library
- 18 Wood End Library (closing June 2010 for refurbishments, scheduled to reopen spring 2011)
- 19 Perivale Library
- 20 Greenford Library
- 21 Jubilee Gardens Library
- 22 Southall Library
- 23 Pitshanger Library

- 24 Northfields Library
- 25 West Ealing Library
- 26 Ealing Central Library
- 27 Acton Library
- 28 Hanwell Library

## Community Centres

- 29 Northolt Grange Community Centre
- 30 Perivale Community Centre
- 31 Greenford Community Centre
- 32 Greenford Hall
- 33 Northfields Community Centre
- 34 Acton Vale Community Centre
- 35 Hanwell Community Centre
- 36 Priory Community Centre
- 37 Islip Manor Youth and Community Centre
- 38 Northolt Village Community Centre
- 39 Southall Community Centre
- 40 Viking Community Centre
- 41 West Acton Community Centre

## Re-use and recycling centres

- 42 Southall Re-use and Recycling Centre
- 43 Greenford Road Re-use and Recycling Centre
- 44 Acton Re-use and Recycling Centre

## Golf courses

- 45 Horsenden Hill Golf Course
- 46 Perivale Park Golf Course
- 47 Brent Valley Golf Course

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# A great place to live...

Whoever you are and  
wherever you choose to live  
in the borough, Ealing's seven  
unique towns have lots to  
offer.

With fantastic open spaces,  
great local shopping,  
entertainment and activities  
for young and old, there really  
is something for everyone.

In these pleasant, clean  
and safe surroundings, it's  
no wonder people love living  
here.

Ealing  
Altogether better

[www.ealingaltogether.com](http://www.ealingaltogether.com)

## Your 10 most requested council services

### Housing benefits

- ☎ 020 8825 7000
- ✉ [benefits@ealing.gov.uk](mailto:benefits@ealing.gov.uk)

### Housing advice

- ☎ 020 8825 8888
- ✉ [housadv@ealing.gov.uk](mailto:housadv@ealing.gov.uk)

### Parking

- ☎ 020 8825 6677
- ✉ [parkingservices@ealing.gov.uk](mailto:parkingservices@ealing.gov.uk)

### Council tax

- ☎ 020 8825 7050
- ✉ [revenues@ealing.gov.uk](mailto:revenues@ealing.gov.uk)

### Pupil admissions

- ☎ 020 8825 5511  
(primary schools)
- ☎ 020 8825 5522  
(high schools)

### Street services (graffiti and fly-tipping, highways, refuse & recycling)

- ☎ 020 8825 6000
- ✉ [customers@ealing.gov.uk](mailto:customers@ealing.gov.uk)

### Social care

- ☎ 020 8825 8000
- ✉ [sscallcentre@ealing.gov.uk](mailto:sscallcentre@ealing.gov.uk)

### Ealing Homes

#### (council properties)

**West** (Greenford, Northolt, Perivale and Southall)

- ☎ 020 8825 8833
- ✉ [housingwest@ealinghomes.net](mailto:housingwest@ealinghomes.net)

**East** (Acton, Ealing and Hanwell)

- ☎ 020 8825 8822
- ✉ [housingeast@ealinghomes.net](mailto:housingeast@ealinghomes.net)

### Planning

- ☎ 020 8825 6600
- ✉ [planning@ealing.gov.uk](mailto:planning@ealing.gov.uk)

### Active Ealing

- ☎ 020 8825 6161
- ✉ [sports@ealing.gov.uk](mailto:sports@ealing.gov.uk)