

# Update – August Isleworth & Brentford

## Welcome

This is the next edition of your monthly Area Newsletter. In it we explain what we've been doing in your community, the wider borough and how we have been performing in certain areas.

## Street cleaners sweep up at awards

Two members of Hounslow Highways' Street Cleaning Team were winners in the 'Excellent Customer Service' category of the London Borough of Hounslow's Staff Recognition Awards.

Rosario Ciccarelli and John Tomlinson who both work in and around Craven Avenue, in Feltham collected their awards at the official ceremony which took place on Thursday 27 June at the Civic Centre in Hounslow.

Wayne Hayler, also from the Street Cleaning Team, who works in and around Granville Avenue in Feltham, was highly commended in the same category and received a certificate.

The awards are extra special as nominations are made by the public to recognise those who had delivered excellent customer service. Members of the public can nominate on the council's website, magazine or forms distributed to customer service points across the borough. The category itself resulted in 161 nominations and the finalists (winner, highly commended and commended) were chosen by a staff panel.

At the same ceremony hosted by The Mayor, the leader of the Council and Chief Executive, a further 16 Hounslow Highways staff members were awarded the 'Loyal Service Award' for lengths of service ranging from 10 to 30 years. These include:

Lorraine Srivastav, Pat Silva, Mark Keywood, Terence Watts and Wayne Hayler.

Street cleansing staff John Tomlinson and Rosario Ciccarelli accept their awards from Mayor Sachin Gupta.



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## Core Investment Programme (CIP) – Progress till date:

We are now 7 months into the 5 year CIP programme and we have already resurfaced 69,170m<sup>2</sup> of footways, 122,585m<sup>2</sup> of carriageways and installed 2,164 street lights and nearly 500 illuminated signs.

## Hounslow Highways inspires future generation

Hounslow Highways' supported a careers day targeting young students at the Inspiring the Future event which took place at the Rivers Academy in Feltham on July 1.

The purpose of the event was to highlight the apprenticeship program and possible opportunities within Hounslow Highways and the London Borough of Hounslow to local students over the next 25 years.

As well as an information stand on Hounslow Highways which was staffed by the Business Management Team, our Ringway HR Business Partner Nayna Patel ran CV writing workshops and taught interview techniques to approx 60 students.

If local schools and community groups are interested in having Hounslow Highways support their career days, they can contact the Business Management team through the contact form on the website: [www.hounslowhighways.org/38-contact-us.html](http://www.hounslowhighways.org/38-contact-us.html)



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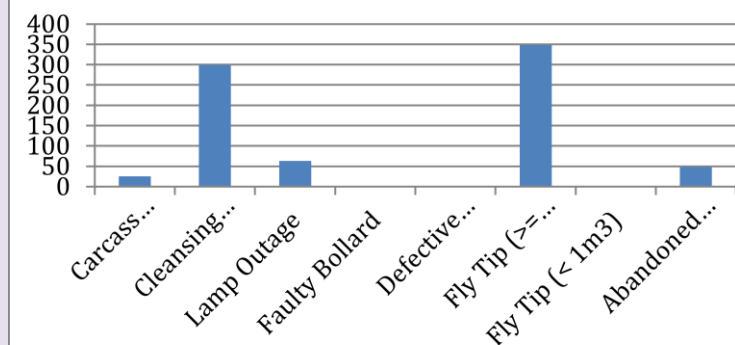
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## How did we do in your area last month?

In the month of July we dealt with over 2300 enquiries across the Borough, compared with 2100 in June. Fly tipping is the most frequent type of enquiry, followed by cleansing complaints (e.g. litter, dog fouling).

Within your area, Isleworth and Brentford, we dealt with 465 enquiries, which is 57 more than in June.

### Total for Hounslow



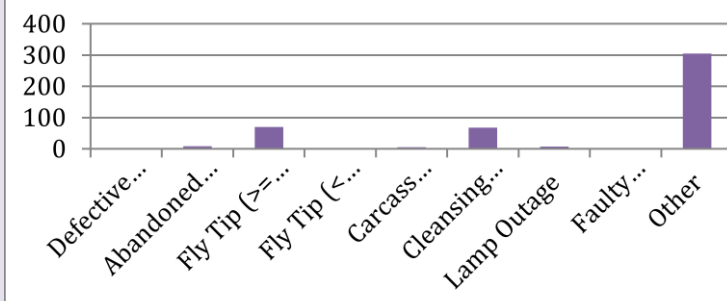
There was a slight decrease in the number of carcass removals and lamp outages reported from June to July, but an increase across all other categories.

Fly tipping and cleansing complaints made up 30% of all enquiries reported in the Isleworth and Brentford area.

Isleworth and Brentford received 305 enquiries under the “Other” category, including:

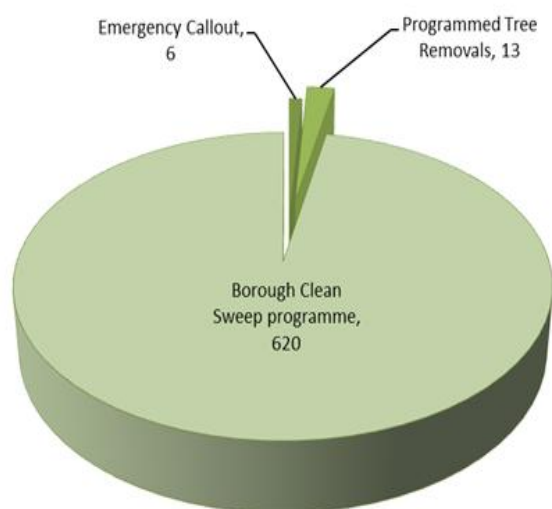
- 53 enquiries relating to the condition of the highway (potholes, obstructions, blocked gullies);
- 73 issues around grounds maintenance, shrubs and damage to and from trees on the network;
- 101 general enquiries within the Central area regarding time, condition and level of services.

### Isleworth and Brentford Area



# Update – August Isleworth & Brentford

## Arboricultural works for the month of July



## Tree Pruning - Clean Sweep

As part of the “Clean sweep” scheduled works which are taking place during the summer season, we are currently visiting every tree in the borough to ensure that road signs and street furniture are free from overhanging foliage. The works will include:

1. Pruning low branches to improve pedestrian access.
2. Removing basal sucker growth.

In July we pruned 620 trees across the borough including in the Brentford and Isleworth wards.

As well as all the above we also weeded shrub beds across the wards in the last week of July

## Weed Spraying

The footways and highway gullies are treated twice a year, the first in May, the second application will commence in August. Each spray is timed to coincide with weed growth for maximum effectiveness.

Ward Name	29/07/2013	30/07/2013	31/07/2013	01/08/2013	02/08/2013	03/08/2013	04/08/2013	05/08/2013	06/08/2013	07/08/2013	08/08/2013	09/08/2013	10/08/2013	11/08/2013	12/08/2013	13/08/2013	14/08/2013	15/08/2013	16/08/2013	17/08/2013	18/08/2013	19/08/2013	20/08/2013	21/08/2013	22/08/2013	23/08/2013
Bedfont																										
Feltham North																										
Hanworth Park																										
Feltham West																										
Hanworth																										
Cranford																										
Heston Central																										
Hounslow West																										
Heston East																										
Heston West																										
Hounslow Heath																										
Osterley and Spring Grove																										
Hounslow Central																										
Hounslow South																										
Syon																										
Isleworth																										
Brentford																										
Turnham Green																										
Chiswick Riverside																										
Chiswick Homefields																										



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## Tree Removal Programme

As well as the planned pruning emergency removals and lime tree basal growth removal we also progressed with the tree removal programme which continues to plan. Programmed tree removals were undertaken in the following areas with a total of 13 trees felled:

- Chiswick 9
- Brentford 3
- Osterley 1

There were also a total of 6 out of hours Emergency callouts made in April.

It is unfortunate that any trees should be removed but is necessary to ensure the safety of the network, its users and adjoining properties. All trees will be replaced in the same or next most appropriate location with a species of similar type if possible to enhance the local streetscene.

Advance warning letters will be issued to properties affected but if you would like more information please visit <http://www.hounslowhighways.org/65-street-trees.html>

### Remaining tree works to end October 2013

Ward	Fells	Stock	% of stock
Isleworth	44	855	5.15
Brentford	2	504	0.4

## Grass cutting

We begin cutting Highway grass areas throughout the whole borough at the beginning of March of each year, with the final cut being completed by the beginning of October. Fifteen separate cuts are carried out within these months.

- Grass verges will be trimmed to maintain a defined edge to minimise encroachment on the footpath.
- The height of the grass will be maintained to a pre-agreed height during the growing season.

Activity	Week	July					August			
		27	28	29	30	31	32	33	34	35
Cut 9		X								
Cut 10			X	X						
Cut 11					X	X				
Cut 12							X	X		
Cut 13									X	X
Grass Edge Trimming		X	X	X	X	X	X	X	X	X





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**Works coming to your area in the next 4 weeks - Please note that all of the dates below are indicative and may change due to seasonal and other external factors.**

## Street Lighting

**In July, 25 street lighting schemes were completed in the month as planned:**

- **21 schemes in Brentford**
- **2 in Isleworth**
- **2 in Syon**

**The following works are planned for August:**

Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
CLAYPONDS GARDEND	CLAYPONDS AV TO END OF RD (CLAYPONDS GRDS WB)	BRENTFORD	29/07/2013	02/08/2013
NETLEY ROAD	EALING RD TO NR MISSION SQUARE ENT		05/08/2013	09/08/2013
NETLEY ROAD	NETLEY RD T JCT TO CLAYPONDS LN		05/08/2013	09/08/2013
CLAYPONDS LANE	NETLEY RD TO BURFORD RD		05/08/2013	09/08/2013
CLAYPONDS LANE	T JCT CLAYPONDS LN TO END OF RD		05/08/2013	09/08/2013
CROWTHER AVENUE	START OF ISLAND TO END OF ISLAND (L SPLAY)		12/08/2013	16/08/2013
CARVILLE CRESCENT	CROWTHER AV TO CROWTHER AV		12/08/2013	16/08/2013
CARVILLE CRESCENT	CROWTHER AV TO BRENTWICK GRDS		12/08/2013	16/08/2013
FOOTWAY	CARVILLE CRES TO CROWTHER AV		12/08/2013	16/08/2013
FOOTWAY	STAIR CASE GREAT W RD TO CARVILLE CRES		12/08/2013	16/08/2013
BRENTWICK GARDENS	CROWTHER AV TO CARVILLE CRES		12/08/2013	16/08/2013
FOOTWAY	CARVILLE CRES TO BRENTWICK GRDS		12/08/2013	16/08/2013
CLAYPONDS GARDENS	CLAYPONDS AV TO END OF RD (CLAYPONDS GRDS)		12/08/2013	16/08/2013
SNOWY FIELDER WAYE	PARK RD TO END OF RD (SNOWY FIELDER WAYE)	ISLEWORTH	29/07/2013	02/08/2013
SNOWY FIELDER WAYE	SNOWY FIELDER T JCT TO END OF RD		05/08/2013	09/08/2013
PARK ROAD	CHURCH STREET TO SNOWY FIELDER WAYE		05/08/2013	09/08/2013
NORTHUMBERLAND	HEXHAM GRDS TO NUMBERLAND GRDS	OSTERLEY & SPRING	29/07/2013	02/08/2013
NORTHUMBERLAND	ROXBOROUGH AV TO JCT HEXHAM GRDS		29/07/2013	02/08/2013
NORTHUMBERLAND	HAREWOOD RD TO ROXBOROUGH AV		29/07/2013	02/08/2013



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NORTHUMBERLAND	JCT MUSGRAVE RD TO HAREWOOD RD	GROVE	29/07/2013	02/08/2013
Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
WARKWORTH GARDENS	GREAT W RD TO END OF RD (WARKWORTH GRDS)	OSTERLEY & SPRING GROVE	29/07/2013	02/08/2013
MUSGRAVE ROAD	COLLEGE RD TO JCT WOOD LN		29/07/2013	02/08/2013
COLLEGE ROAD	RIDGEWAY RD TO BOROUGH RD		29/07/2013	02/08/2013
COLLEGE ROAD	LONDON RD TO NR SPEED HUMP		29/07/2013	02/08/2013
COLLEGE ROAD	NR SPEED HUMP TO RIDGEWAY RD		29/07/2013	02/08/2013
GROVE ROAD	THE GROVE TO COLLEGE RD		29/07/2013	02/08/2013
AVENUE ROAD	LONDON RD TO GROVE RD		29/07/2013	02/08/2013
OVERTON CLOSE	AV RD TO END OF RD		29/07/2013	02/08/2013
MULBERRY CRESCENT	FIELD LN TO MULBERRY CRES T JCT	SYON	29/07/2013	02/08/2013
MULBERRY CRESCENT	END OF RD (MULBERRY CRES) TO FIELD LN		29/07/2013	02/08/2013
BEECH AVENUE	LONDON RD TO HAWTHORN RD		29/07/2013	02/08/2013
BEECH AVENUE	HAWTHORN RD TO HORNBEAM CRES		29/07/2013	02/08/2013
BEECH AVENUE	HORNBEAM CRES TO JCT MAPLE GROVE		29/07/2013	02/08/2013
BEECH AVENUE	SYON MISSION CHURCH TO END OF RD		29/07/2013	02/08/2013
HORNBEAM CRESCENT	BEECH AV TO HORNBEAM CRES T JCT		29/07/2013	02/08/2013
HORNBEAM CRESCENT	START OF RD TO END OF RD (HORNBEAM CRES)		29/07/2013	02/08/2013
HAZEL CLOSE	HORNBEAM CRES TO HAZEL CL		29/07/2013	02/08/2013
MAPLE GROVE	START OF RD (W) TO END OF RD (E) (MAPLE GROVE)		29/07/2013	02/08/2013
MAPLE GROVE	JCT BEECH AV TO MAPLE GROVE		29/07/2013	02/08/2013
ALMOND GROVE	JCT BEECH AV TO BRAMBLES CL		29/07/2013	02/08/2013
ALMOND GROVE	ALMOND GROVE T JCT TO END OF RD		29/07/2013	02/08/2013
BRAMBLES CLOSE	SYON LN TO END OF RD (BRAMBLES CL)		29/07/2013	02/08/2013
PARK ROAD	SNOWY FIELDER WAYE TO TWICKENHAM RD		29/07/2013	02/08/2013
FIELD LANE	LONDON RD TO END OF RD (FIELD LN)		12/08/2013	16/08/2013
FIELD LANE	FIELD LN T JCT TO END OF RD		12/08/2013	16/08/2013
BRICKFIELD CLOSE	FIELD LN TO END OF RD (BRICKFIELD CL)		12/08/2013	16/08/2013



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## Footway

**In July, no footway schemes were completed in the month as planned:**

Road Name	RSL description	Ward	Planned Start Date	Planned Finish Date
CHESTNUT AVENUE	CLAYPONDS AV TO EALING RD	BRENTFORD	23/08/2013	23/09/2013
EALING ROAD	GREAT W RD TO JCT WHITESTILE RD		28/08/2013	08/11/2013
COLLEGE ROAD	RIDGEWAY RD TO BOROUGH RD	OSTERLEY & SPRING GROVE	16/08/2013	21/10/2013
NORTHUMBERLAND	ROXBOROUGH AV TO JCT HEXHAM GRDS		27/08/2013	10/09/2013
WARKWORTH GARDENS	GREAT W RD TO END OF RD (WARKWORTH GRDS)		29/08/2013	11/09/2013
PARK ROAD	SNOWY FIELDER WAYE TO TWICKENHAM RD	SYON	29/08/2013	27/09/2013

## Carriageway

**In July, 8 carriageway schemes were completed in the month as planned:**

- **1 in Brentford**
- **1 in Isleworth**
- **3 in Osterley & Spring Grove**
- **3 in Syon**

**The following works are planned for August:**

Street Name	RSL Description	Ward	Planned Start Date	Planned Completion
WORTON ROAD	TWICKENHAM RD TO CLOCK TOWER RD	ISLEWORTH	30/08/2013	02/09/2013
MUSGRAVE ROAD	COLLEGE RD TO JCT WOOD LN	OSTERLEY & SPRING GROVE	15/08/2013	16/08/2013
LEIGHAM DRIVE	GREAT W RD TO END OF RD (LEIGHAM DR)	OSTERLEY & SPRING GROVE	21/08/2013	21/08/2013
SPRING GROVE ROAD	LONDON RD TO THORNBURY RD	OSTERLEY & SPRING GROVE	26/08/2013	28/08/2013
LONDON ROAD	LINKFIELD RD TO COLLEGE RD	OSTERLEY & SPRING GROVE	29/08/2013	29/08/2013



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**In future newsletters we will detail below any works which were programmed in the previous month that have been delayed, along with the new start / end date and the reason for delay so you can see how we are performing on works in your area.**

Location	Location Description	Ward	Start Date	Finish Date	Reason
None Delayed					

## Additional Works in August

Location	Description of Works	Ward	Start Date	Finish Date	Comment
Brook Lane North	Brentford Station Controlled Parking Zone extension	Brentford	Late August 2013	Sept 2013	Project commissioned by LBH

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