

# Update – Sept 2013 Brentford and Isleworth

## 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 different areas.

## Hounslow High Street revamp to begin

Hounslow Highways will begin works on Hounslow High Street on September 30 to improve the appearance of the pedestrianised areas.

Works will include new seating, paving and trees, and will remove existing clutter to transform the appearance of the street and provide new facilities for outdoor events and performances.

The new-look High Street will be a more welcoming and accessible civic space in Hounslow.

The renewal of the High Street aims to transform the street environment, attract further investment and boost the local economy.



Hounslow Highways was awarded the contract to carry out the project and has been working closely with project officers in the Authority to bring the plan to fruition.

The construction programme is made up of two phases.

The first phase will see Bell Square (the area between the bend of Staines Road to the west and Bell Road in the east) upgraded with a completion date before Christmas.

The second phase is the rest of the pedestrianised area of the High Street, with works scheduled to start in the New Year.

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

We are now eight months into the five-year CIP programme and we have already resurfaced 74,317m<sup>2</sup> of footways (equivalent to over 10 football pitches), 175,959m<sup>2</sup> of carriageways and replaced 2,989 street lights and 1019 illuminated signs with LED lighting.

As part of CIP footway works, Hounslow Highways is offering a 20% discount on crossovers. The discount applies to properties that do not currently have a crossover. Properties with an existing crossover will have their crossover re-constructed as part of the works.



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## **Pedestrian management workshops demonstrate best practice in site set-up**

Hounslow Highways is leading the way in safe pedestrian management through a series of practical workshops.

Four 45-minute sessions were held at the Bridge Road Depot on 13 August with a total of 70 operatives and supervisors from Hounslow Highways and their sub-contractors.

Core Investment Programme Project Manager James Kavanagh and Traffic Management Project Manager Matt Gurney led the workshops and demonstrated how operational sites should be set up to use footpaths safely.

Three footpath scenarios were positioned around the depot, including one that demonstrated working around street light removal and installation, and one using a wheelchair.

James said: "Sometimes the safest option for operatives and the public was to close the footpath completely and direct pedestrians to the path on the opposite side of the road."

He also highlighted the importance of ensuring sites were safe when crews put down tools at the end of the day.

Hounslow Highways Service Director Rob Gillespie said: "The quality of CIP works being carried out across the borough are of a high standard, but good work and site safety come hand in hand."

Hounslow Highways will host a similar exercise over four days in September – Highways to Excellence. Those workshops will focus on customer service, how to interact with the public and residents while on site, best practice while on site, behaviour and areas for improvement.

110 operatives are expected to attend these workshops which will be refreshed and rolled out to new staff on a recurring basis.



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## Collaborative working a win for local residents

Hounslow Highways is ensuring improvement works in the borough are more efficient and less disruptive to residents and road users through collaborative working agreements.

The highways provider is partnering up with utility companies to share road space and carry out works at the same time to minimise disruption to residents and businesses.

It means roads will be closed less often and public money saved when carrying out repairs and changes to the network.

Hounslow Highways has also agreed to replace ironworks such as manhole covers on behalf of Thames Water when carrying out road surfacing schemes in order to avoid repeat visits to the same location with associated road closures.

Hounslow Highways Service Director Rob Gillespie said: “Joining up with other organisations and the work they do is more efficient for the utility companies, more efficient for Hounslow Highways, and it is a win for local residents.

“Any way to reduce disruption to residents while our huge programme of works takes place is a positive move.

“Given that we are carrying out works on 85% of the borough’s roads, 75% of the footpaths and 16,000 street lights in the next five years, it is important we work together.”

This collaborative approach was demonstrated last week when Cappagh Browne, a contractor for Thames Water, carried out footpath reinstatement works under a closure for street lighting installations in Hibernia Road.

## Giving an extra trim

Hounslow Highways’ grounds maintenance contractors took responsibility for a hedge in Moreton Avenue, Isleworth recently to improve the look of the street.

This hedge was not listed to be pruned and the area shows as being on the boundary of the Public Highway and possibly under the responsibility of Hounslow Homes.

However it was cut back and it has now been added to the pruning schedule.



Before



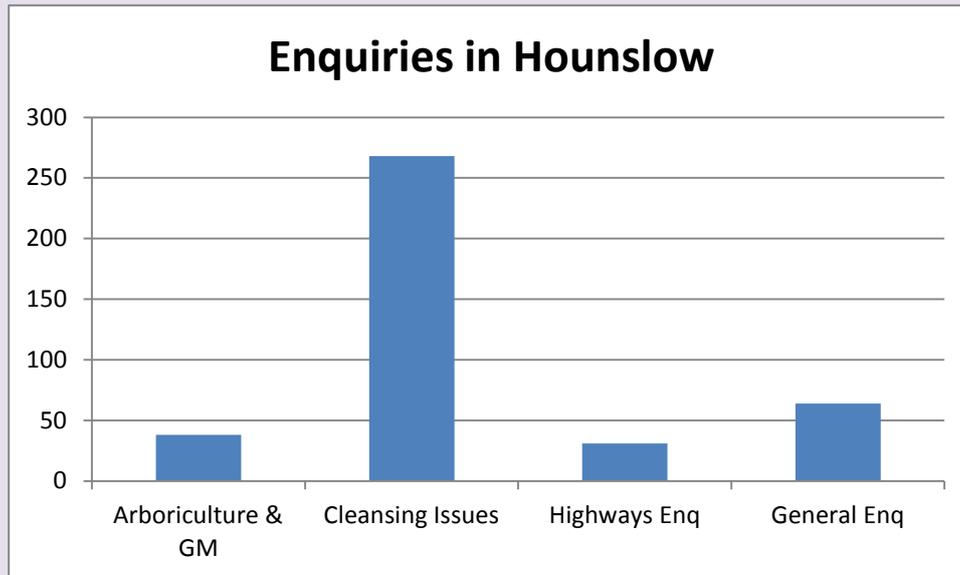
After



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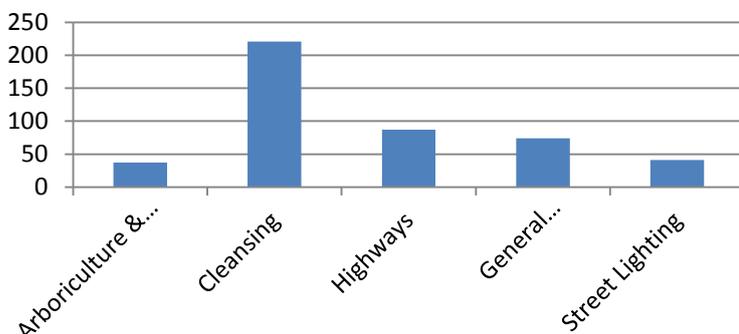
## How did we do in your area last month?

Hounslow Highways received a total of 2505 enquiries in the month of August compared to over 2300 received in July. Isleworth & Brentford received 19.44% of the total with 487 enquiries.



The majority of reports were regarding cleansing issues which included general street cleaning, illegally dumped waste, abandoned vehicles, graffiti and fly posting.

### Enquiries in Isleworth & Brentford



Fly tipping reports remain the highest reported issues on the network, with the operational hub receiving 121 individual reports from the 221 cleansing enquiries received.

We also investigated and resolved 37 issues regarding grounds maintenance and tree enquiries, 87 for potholes, highways obstructions and blocked gullies, and 74 general enquiries regarding quality of service, information requested regarding the carriageway, footway works, cross overs, trade waste and anti-social activities on the network and 41 street lighting enquiries.

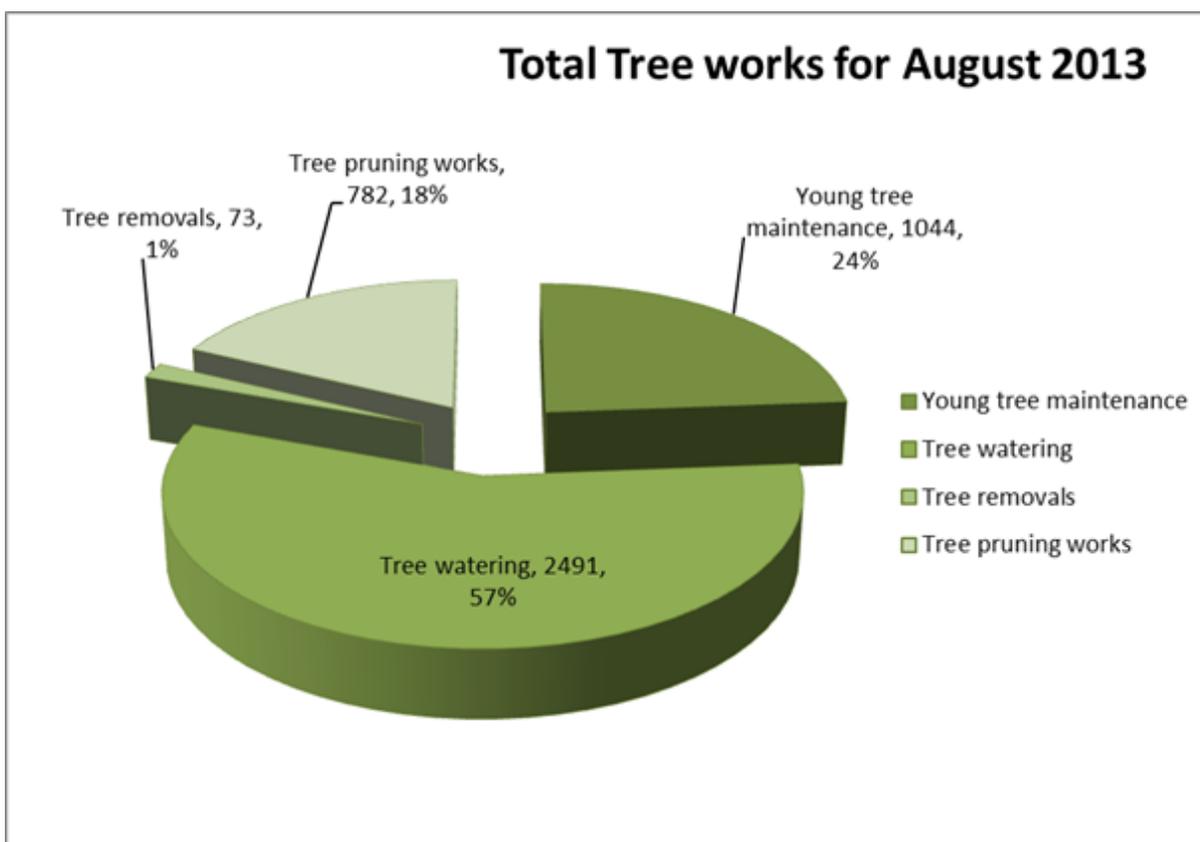


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## Trees

The month of August was quite sunny and so with less rainfall young trees benefit from an occasional drenching, so there has been a focus on watering this month with 2491 trees receiving water. Where needed, new alligator watering bags have been installed around the base of young existing trees which ensures that 30-40 litres of water is slowly administered to the roots. This also helps suppress weeds under the bag.

Young tree Maintenance works has been undertaken to 1044 trees which includes the removal of old stakes and ties and guards. The Clean sweep programme has continued along with other pruning works with low epicormic growth being removed to avoid obstructions to street furniture and maintain accessibility of the footway. Regarding tree removal works, some 73 Dead and dying trees were removed this month as part of the programmed works.



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## Grass Cutting

All grass cutting routes in Brentford and Isleworth were completed in August. This marked the 10<sup>th</sup> cut of the season.

The tenth cycle for grass cutting is currently being completed and the verge edging has been completed. The edging programme has produced good results and information about the asset. There are some issues with the age of the verge and the topography. Some verges over time have 'build up' and the edge gradient has sloped towards the footway meaning the verge is higher than the footway. This will be monitored to see what the impacts will be in terms of cleansing, use of the footway and the requirement to maintain a defined edge.

The second weed spray commenced this month. Weeds have increased again in the borough due to good growing conditions. Consultations with the Keep Britain Tidy group have evidenced that other Authorities are also experiencing more weeds than seen in recent years due to the weather.

## Hedge trimming

Hedges that form part of the project network were trimmed in a total of 4 roads throughout the ward in August.

## Shrub bed maintenance

A total of 3 sites in Isleworth had shrub beds tended to throughout the month.



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Contact us through our website  
[www.hounslowhighways.org](http://www.hounslowhighways.org)  
or the London Borough of Hounslow call centre  
0208 583 2000

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## Works coming to your area in the next four weeks

Please note: All of the dates below are indicative and may change due to seasonal and other external factors.

### Footway

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

The following works are planned for September:

| Street Name        | RSL Description                                  | Ward                          | Start Date | 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 | 01/10/2013  |            |
| FOOTWAY            | CARVILLE CRES TO LIONEL RD N                     |                               | 27/09/2013 | 24/10/2013  |            |
| FOOTWAY            | ST JOHNS RD TO THE WOODLANDS                     | ISLEWORTH                     | 24/09/2013 | 31/10/2013  |            |
| HARTLAND ROAD      | SILVERHALL STREET TO END OF RD                   | OSTERLEY<br>& SPRING<br>GROVE | 30/09/2013 | 03/10/2013  |            |
| COLLEGE ROAD       | RIDGEWAY RD TO BOROUGH RD                        |                               | 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  |            |
| GRANT WAY          | NR CENTAURS BUSINESS PARK TO RBT GRANT WAY       |                               | 03/09/2013 | 05/09/2013  |            |
| RAVENSWOOD GARDENS | THE GROVE TO END OF RD (RAVENSWOOD GRDS)         |                               | 09/09/2013 | 12/09/2013  |            |
| NORTHUMBERLAND     | HAREWOOD RD TO ROXBOROUGH AV                     |                               | 11/09/2013 | 02/10/2013  |            |
| GRANT WAY          | SYON LN AT MINI RBT TO NR CENTAURS BUSINESS PARK |                               | 13/09/2013 | 08/10/2013  |            |
| PARK ROAD          | SNOWY FIELDER WAYE TO TWICKENHAM RD              |                               | SYON       | 02/09/2013  | 27/09/2013 |
| SPUR ROAD          | MARLBOROUGH RD TO SYON LN                        |                               |            | 03/09/2013  | 17/09/2013 |



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## Carriageway

In August, 5 carriageway schemes were completed in the month as planned:

- 1 in Isleworth
- 4 in Osterley and Spring Grove

The following works are planned for September:

| Street Name       | RSL Description                            | Ward                    | Start Date | Finish Date |
|-------------------|--|-------------------------|------------|-------------|
| BOSTON MANOR ROAD | BOSTON GRDS TO BOUNDARY                    | BRENTFORD               | 13/09/2013 | 16/09/2013  |
| WORTON ROAD       | RUSKIN RD TO RIVERSIDE WALK                | ISLEWORTH               | 02/09/2013 | 03/09/2013  |
| MOGDEN LANE       | START OF ISLAND (L SPLAY) TO RBT MOGDEN LN |                         | 05/09/2013 | 10/09/2013  |
| SPRING GROVE ROAD | LONDON RD TO THORNBURY RD                  | OSTERELY & SPRING GROVE | 26/08/2013 | 20/09/2013  |
| LEIGHAM DRIVE     | GREAT W RD TO END OF RD (LEIGHAM DR)       |                         | 11/09/2013 | 11/09/2013  |
| LONDON ROAD       | BEECH AV TO ROWAN RD                       | SYON                    | 09/09/2013 | 10/09/2013  |

## Street lighting

In August, 43 street lighting schemes were completed in the month as planned:

- 10 in Brentford (3 additional schemes delayed to Sept from planned Aug completion).
- 3 in Isleworth
- 12 in Osterley and Spring Grove
- 18 in Syon

The following works are planned for September:

| Street Name    | RSL Description                 | Ward      | Start Date | Finish Date |
|----------------|---------------------------------|-----------|------------|-------------|
| NETLEY ROAD    | NETLEY RD T JCT TO CLAYPONDS LN | BRENTFORD | 02/09/2013 | 06/09/2013  |
| CLAYPONDS LANE | NETLEY RD TO BURFORD RD         |           | 02/09/2013 | 06/09/2013  |
| CLAYPONDS LANE | T JCT CLAYPONDS LN TO END OF RD |           | 02/09/2013 | 06/09/2013  |
| WORTON ROAD    | TWICKENHAM RD TO CLOCK TOWER RD | ISLEWORTH | 16/09/2013 | 20/09/2013  |
| WORTON ROAD    | CLOCK TOWER RD TO RUSKIN RD     |           | 16/09/2013 | 20/09/2013  |
| WORTON ROAD    | RUSKIN RD TO RIVERSIDE WALK     |           | 16/09/2013 | 20/09/2013  |



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Delivering better streets

| Street Name       | RSL Description                      | Ward                    | Start Date | Finish Date |
|-------------------|--------------------------------------|-------------------------|------------|-------------|
| PEVENSEY CLOSE    | JERSEY RD TO PEVENSEY CL (S)         | OSTERLEY & SPRING GROVE | 30/09/2013 | 04/10/2013  |
| PEVENSEY CLOSE    | PEVENSEY CL T JCT TO END OF RD       | OSTERLEY & SPRING GROVE | 30/09/2013 | 04/10/2013  |
| PEVENSEY CLOSE    | PEVENSEY CL(S) TO END OF RD          |                         | 30/09/2013 | 04/10/2013  |
| THORNBURY AVENUE  | THORNBURY RD TO NR ORCHARD COURT ENT |                         | 30/09/2013 | 04/10/2013  |
| OAKLEY CLOSE      | THORNBURY RD TO KILBERRY CL          |                         | 30/09/2013 | 04/10/2013  |
| OAKLEY CLOSE      | KILBERRY CL TO END OF RD             |                         | 30/09/2013 | 04/10/2013  |
| OAKLEY CLOSE      | OAKLEY CL T JCT TO END OF RD         |                         | 30/09/2013 | 04/10/2013  |
| KILBERRY CLOSE    | OAKLEY CL TO END OF RD               |                         | 30/09/2013 | 04/10/2013  |
| EVERSLEY CRESCENT | BURLINGTON RD TO THE GROVE           |                         | 30/09/2013 | 04/10/2013  |

## Additional works for September

| Scheme name / Location                                     | Description of Works             | Area / Ward | Start Date     | Finish Date    | Comment                   |
|--|----------------------------------|-------------|----------------|----------------|---------------------------|
| LVC 030: Brentford Station CPZ extension: Brook Lane North | CPZ extension                    | Brentford   | October 2013   | October 2013   | Low value change project  |
| LVC 007: Twickenham Road                                   | Traffic signs and road markings. | Isleworth   | Late July 2013 | September 2013 | Low Value Change project. |



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Contact us through our website  
[www.hounslowhighways.org](http://www.hounslowhighways.org)  
 or the London Borough of Hounslow call centre  
 0208 583 2000