

Welcome

This is the fourth edition of your monthly newsletter. In it, we explain what we have been doing in your community and the wider borough.

Workshops deliver Highways to Excellence

Hounslow Highways held a series of workshops for its operational staff last week which focused on positive interaction with members of the public.

The Highways to Excellence initiative was a joint approach between Hounslow Highways and its sub-contractors to reiterate the importance of the way they work and communicate with residents when on site.

Topics addressed included first impressions, verbal and non-verbal communication and customer focus.

Hounslow Highways Service Director Rob Gillespie said: "The appreciation of the technical tasks we carry out is seldom seen by road users, other members of the public and businesses, because not everyone sees our tasks in the same way we do.

"These workshops put us in the eyes and minds of the customer and are designed to help us appreciate their perspective and give us the tools to ensure that every experience the public or businesses have with our teams is a positive one that delivers added value to them.

"There is always room for improvement and Hounslow Highways provides personal development opportunities to its staff and operatives on an ongoing basis to enhance our service."

Over 100 team members attended the training at Lampton Park Conference Centre, run by training partner Haven Training and Development.



Core Investment Programme Update

We are now nine months into the five-year CIP programme and we have already resurfaced 81,551m² of footways, 199,221m² of carriageways and replaced 3,641 street lights and 1,019 illuminated signs with LED lighting.

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."

Turnham Green Terrace scheme finished

The works on Chiswick High Road and Turnham Green Terrace are now complete.

The scheme included an entire upgrade of Turnham Green Terrace, consisting of an extra cycle lane, widening of the carriageway, new footways, new street lights, the realignment of pedestrian islands and new traffic lights.

The construction works were completed in the last week of September, with a surface treatment carried out on 23 September 2013 to apply an anti-skid surface at crossings.

The temporary traffic lights were replaced by the new working ones on Wednesday, 25 September 2013.



Hounslow High Street Renewal kicks off

The renewal of Hounslow High Street began last week, with the welfare established within the Bath Road car park and fencing erected on site.

The first of the building materials were delivered by the end of last week, which included concrete block pavers and the granite bands that will form the proposed finishes to the Bell Square.

The pedestrianised area of the High Street is being enhanced by Hounslow Highways and 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.

Works will carry on until the festive season and are planned to finish on 20 December 2013.

More information on the project and updates on the progress of the construction works can be found at www.hounslowhighstreet.com.

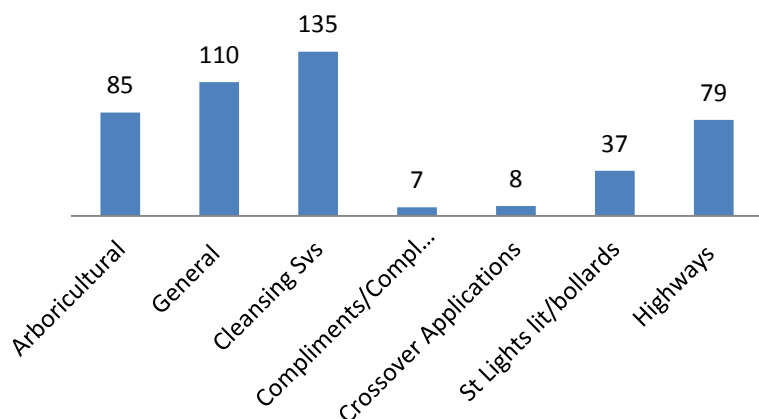


How did we do in your area last month?

Hounslow Highways received a total of 2,483 enquiries in the month of September which is a decrease from the number received in August (2,505). The area of Chiswick received 19.57% of the total with the operation hub processing 486 enquiries.

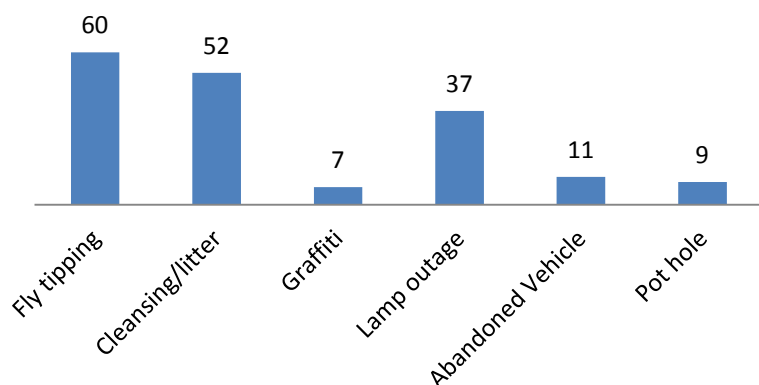
The graph below highlights the breakdown of the type of service the complaints were received for and these included cross over applications, grounds and tree maintenance enquiries and drainage issues.

Issues reported in Chiswick



This next graph gives a greater detail of some of most reported incidents within those services that were complained about:

Details of enquiries



Fly tipping continues to be the highest reported issue on the network. From the 135 cleansing enquiries received, 60 reports were for fly tipping, and 52 for litter related issues on the project network.

We also investigated and resolved 110 general enquiries which ranged from quality of service, to general enquiries about the CIP carriageway and footway works across the borough. Other issues also dealt with include reports of overgrown vegetation on the Project Network, blocked drains and gullies, removal of carcasses, highway obstructions and provision of development proposal advice.

Tree Pruning - Clean Sweep complete

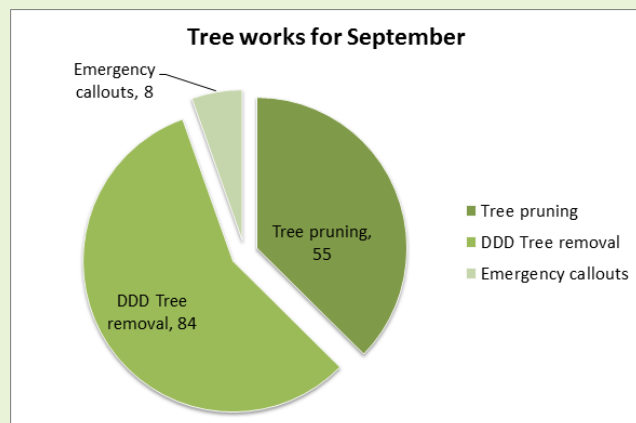
The summer pruning programme concluded early on in September and the winter pruning programme will begin this month.

September provided an opportunity to make a concerted effort to conclude the removal works to the trees named on the Dead, Dying and Diseased (DDD) list.

The remaining trees were either larger in size or were habitually parked nearby and as a result had been difficult to access and consequently remove. Nevertheless, these challenging and essential works to the remaining 84 trees have now been completed.

Fifty-five trees were pruned as part of the summer works programme and 274 saplings received young tree maintenance including the removal of now redundant stakes, ties and guards.

Thankfully there were only eight emergency callouts to trees that had mainly suffered damage from passing high sided vehicles. One of these trees had to be felled.



Works in your area

Below are the works coming to your area in the next four weeks. Please note that all of the dates are indicative and may change due to seasonal and other external factors.

Street Lighting

In September, 2 street lighting schemes were completed in the month as planned:

- 2 in Chiswick Homefields

The following works are planned for October:

Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
GRANTHAM ROAD	BURLINGTON LN TO END OF ISLAND (L SPLAY)	CHISWICK HOMEFIELDS	14/10/2013	18/10/2013
GRANTHAM ROAD	EDENSOR RD TO END OF ISLAND (L SPLAY)		14/10/2013	18/10/2013
RIVERSIDE DRIVE	GREAT CHERTSEY RD TO STAVELEY GRDS		14/10/2013	18/10/2013
DEVONSHIRE ROAD	GLEBE STREET TO INGRESS STREET		21/10/2013	25/10/2013
STAVELEY ROAD	GREAT CHERTSEY RD TO BURLINGTON LN		14/10/2013	18/10/2013
HEARNE ROAD	STRAND-ON-THE-GREEN TO WALDECK RD	CHISWICK RIVERSIDE	14/10/2013	18/10/2013
PYRMONT ROAD	THAMES RD TO WALDECK RD (PYRMONT RD)		14/10/2013	18/10/2013
GROVE PARK GARDENS	GROVE PARK TERRACE TO START OF ISLAND		14/10/2013	18/10/2013
CLIFTON GARDEN	CHISWICK COMMON RD TO END OF RD	TURNHAM GREEN	21/10/2013	25/10/2013

Carriageways

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

- 4 in Chiswick Homefields
- 1 in Turnham Green

The following works are planned for October:

Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
CHISWICK LANE	CHISWICK HIGH RD TO CRANBROOK RD	CHISWICK HOMEFIELDS	24/10/2013	25/10/2013
CRANBROOK ROAD	CHISWICK LN TO CHISWICK HIGH RD		03/10/2013	08/10/2013
DEVONSHIRE ROAD	DORCHESTER GROVE TO RBT HOGARTH		11/10/2013	11/10/2013
DORCHESTER GROVE	CHISWICK LN TO RBT HOGARTH		11/10/2013	11/10/2013
FAIRFAX ROAD	ADDISON GROVE TO BLENHEIM RD	CHISWICK HOMEFIELDS	01/10/2013	02/10/2013
SUTTON COURT ROAD	LAWFORD RD TO JCT STAVELLEY RD	CHISWICK RIVERSIDE	30/10/2013	31/10/2013

Footways

In September, 3 footway schemes were completed in the month as planned:

- 1 in Chiswick Homefields
- 2 in Chiswick Riverside

The following works are planned for October:

Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
GRANTHAM ROAD	EDENSOR RD TO END OF ISLAND (L SPLAY)	CHISWICK HOMEFIELDS	07/10/2013	09/10/2013
PLEYDELL AVENUE	S SIDE TO VAUGHAN AV		15/10/2013	21/11/2013
RIVERSIDE DRIVE	GREAT CHERTSEY RD TO STAVELEY GRDS		29/10/2013	01/11/2013
SOUTHSIDE	STAMFORD BROOK AV TO PREBEND GRDS		14/10/2013	14/11/2013
HEARNE ROAD	STRAND-ON-THE-GREEN TO WALDECK RD	CHISWICK RIVERSIDE	25/10/2013	04/11/2013
PYRMONT ROAD	THAMES RD TO WALDECK RD (PYRMONT RD)		16/10/2013	24/10/2013
EASTBOURNE ROAD	CHESTERFIELD RD TO ELLESMERE RD		08/10/2013	14/11/2013
CHATSWORTH ROAD	STAVELEY RD TO CHESTERFIELD RD		14/10/2013	27/11/2013
OXFORD ROAD NORTH	WELLESLEY RD TO END OF RD (OXFORD ROAD N)	TURNHAM GREEN	29/10/2013	04/11/2013
HOLLY ROAD	DOLMAN RD TO END OF RD		25/10/2013	31/10/2013

Delayed works

Type of works	Location	Location Description	Ward	New Start Date	New Finish Date	Reason
CARRIAGEWAY	HADLEY GARDENS	WAVENDON AV TO DUKES AVENUE	TURNHAM GREEN	01/12/2013	01/12/2013	treatment type change - new treatment still to be programmed
CARRIAGEWAY	HORTICULTURAL PLACE	HEATHFIELD TERRACE TO END OF RD		05/11/2013	05/11/2013	
FOOTWAY	RIVERSIDE DRIVE	GREAT CHERTSEY RD TO STAVELEY GRDS	CHISWICK HOMEFIELDS	29/10/2013	01/11/2013	
FOOTWAY	SUTHERLAND ROAD	PAXTON RD TO HOGARTH RD		24/10/2013	23/10/2013	
FOOTWAY	REGENT STREET	STILE HALL GRDS TO JCT BROOKS RD	CHISWICK RIVERSIDE	06/11/2013	25/11/2013	
FOOTWAY	HOLLY ROAD	DOLMAN RD TO END OF RD	TURNHAM GREEN	25/10/2013	31/10/2013	

Additional Works in October

Scheme name / Location	Description of Works	Area / Ward	Start Date	Finish Date	Comment
LVC 028: Grove Park CPZ: Park Rd / Staveley Rd	CPZ	Chiswick	October 2013	Early November 2013	Low value change project