

Spotlight

on Isleworth and Brentford

Issue 4 / October 2013

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."

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Delivering better streets

www.hounslowhighways.org

Hounslow Highways cleans Quakers Lane

Hounslow Highways, through the London Borough of Hounslow, was contacted by Hounslow Chronicle regarding a petition asking for the whole of Quakers Lane, Isleworth to be cleaned regularly.

Hounslow Highways is responsible for cleansing a section of Quakers Lane between the A4 Great West Road and the railway footbridge. This is maintained regularly to remove any litter and detritus, as well as clear fly-tips to ensure it is safe and well maintained for public use.

The remaining section of Quakers Lane however, which is the part that was referred to in the petition, covers the railway footbridge to London Road. This is not within Hounslow Highways' remit.

Since 1 January 2013, Hounslow Highways had cleaned the area in question twice at the request of the council. Following this enquiry from the Chronicle, Hounslow Highways carried out another cleanse including a litter pick on 27 September 2013 and a sweep on 30 September as a goodwill gesture.



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.

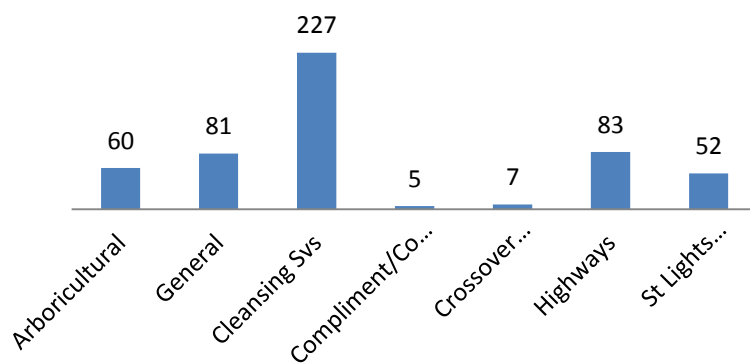


How did we do in your area last month?

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 Brentford & Isleworth received 21.83% of the total with the operation hub processing 542 enquiries for Brentford & Isleworth.

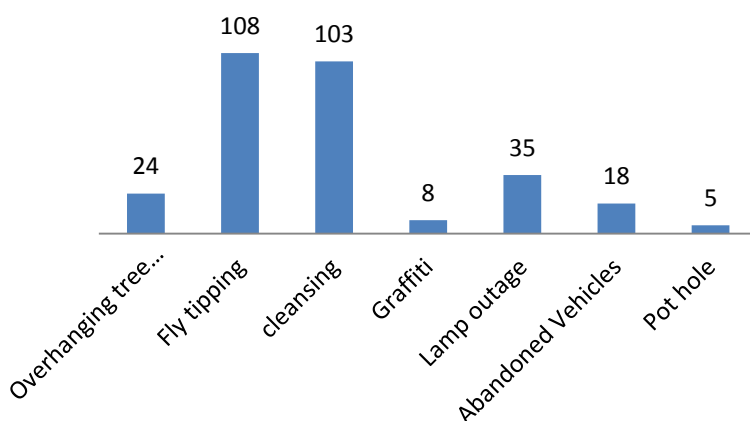
The graph below highlights the breakdown of the type of service the complaints were received for and these included cross over applications, grounds and tree maintenance enquiries and highway related issues, for example potholes.

Issues reported in Brentford & Isleworth



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

Details of enquiries



Cleansing and fly tipping reports continue to be the highest reported issues on the network. From the 227 cleansing enquiries received, 108 reports were for fly tipping, and 103 for litter related issues on the project network.

We also investigated and resolved 81 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

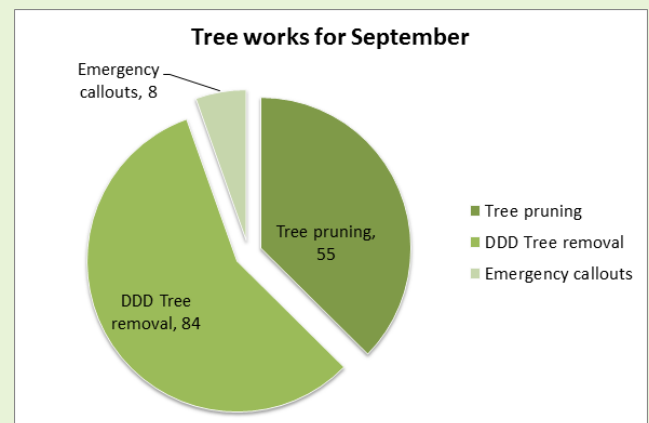
The summer pruning programme concluded early on in September and the winter pruning programme will begin this month.

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, 15 street lighting schemes were completed in the month as planned:

- 3 in Brentford
- 3 in Isleworth
- 9 in Osterley & Spring Grove

The following works are planned for October:

Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
EALING ROAD	BURFORD RD TO END OF RD (EALING RD)	BRENTFORD	14/10/2013	18/10/2013
ENFIELD ROAD	EBOURNE RD TO JCT WHITESTILE RD		14/10/2013	18/10/2013
CLAYPONDS GARDEND	CLAYPONDS AV TO END OF RD (CLAYPONDS GRDS WB)		21/10/2013	25/10/2013
SYON LANE	SYON GATE WAY TO GREAT W RD	OSTERLEY AND SPRING GROVE	07/10/2013	11/10/2013
CHURCH ROAD	THORNBURY RD TO RIDGEWAY RD		07/10/2013	11/10/2013
SPENCER ROAD	SPRING GROVE RD TO END OF RD (SPENCER RD)		07/10/2013	11/10/2013
SPENCER ROAD	SPENCER RD T JCT TO END OF RD		07/10/2013	11/10/2013
SPENCER ROAD	SPENCER RD (S) TO END OF RD		07/10/2013	11/10/2013
SPENCER ROAD	END OF RD (EB) TO SPENCER RD T JCT		07/10/2013	11/10/2013
BURLINGTON ROAD	SPENCER RD TO EVERSLEY CRES		07/10/2013	11/10/2013
EVERSLEY CRESCENT	SPRING GROVE RD TO BURLINGTON RD		07/10/2013	11/10/2013
VINCENT ROAD	SPRING GROVE RD TO END OF RD (VINCENT RD)		07/10/2013	11/10/2013
WITHAM ROAD	SPRING GROVE RD TO EVERSLEY CRESCENT		07/10/2013	11/10/2013
STANLEYCROFT CROFT	THORNBURY RD TO STANLEYCROFT CL T JCT		07/10/2013	11/10/2013
WESTON GARDENS	THORNBURY RD TO END OF RD (WON GRDS)		07/10/2013	11/10/2013
ST CHRISTOPHER	THORNBURY RD TO END OF RD (ST CHRISTOPHERS CL)		07/10/2013	11/10/2013
MORETON AVENUE	THORNBURY RD TO END OF RD (MORETON AV)		07/10/2013	11/10/2013
HENLEY CLOSE	COLLEGE RD TO END OF RD		07/10/2013	11/10/2013
NORTHUMBERLAND	NUMBERLAND AV TO END OF RD		07/10/2013	11/10/2013
THE GROVE	HARVARD RD TO SPRING GROVE RD		14/10/2013	18/10/2013
THE GROVE	LONDON RD TO HARVARD RD		14/10/2013	18/10/2013
APLIN WAY	OSTERLEY RD TO END OF RD		14/10/2013	18/10/2013
HARVARD ROAD	LONDON RD TO THE GROVE		14/10/2013	18/10/2013
NASEBY CLOSE	THE GROVE TO END OF RD		14/10/2013	18/10/2013
FOOTWAY	RIDGEWAY RD TO OSTERLEY RD		14/10/2013	18/10/2013
RIDGEWAY ROAD	JERSEY RD TO ST MARYS CRES		21/10/2013	25/10/2013
RIDGEWAY ROAD	ST MARYS CRES TO END OF RD		21/10/2013	25/10/2013
LINGWOOD GARDENS	RIDGEWAY RD N TO END OF RD	OSTERLEY & SPRING GROVE	21/10/2013	25/10/2013

SYON LANE	SYON GATE WAY TO SPUR RD	SYON	07/10/2013	11/10/2013
SYON LANE	ROMAN RD TO SPUR RD		07/10/2013	11/10/2013
HIGH STREET	EALING RD TO TOWN MEADOW		28/10/2013	01/11/2013
HIGH STREET	ALEXANDRA RD TO HALF ACRE		28/10/2013	01/11/2013
HIGH STREET	TOWN MEADOW TO ALEXANDRA RD		28/10/2013	01/11/2013
LONDON ROAD	COMMERCE RD TO BRENT LEA		28/10/2013	01/11/2013
LONDON ROAD	JCT TWICKENHAM RD TO TEESDALE AV		28/10/2013	01/11/2013
LONDON ROAD	TEESDALE AV TO JCT WOOD LN		28/10/2013	01/11/2013

Carriageways

In September, 4 carriageway schemes were completed in the month as planned:

- 2 in Isleworth
- 1 in Osterley & Spring Grove
- 1 in Syon

The following works are planned for October:

Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
BOSTON MANOR ROAD	THE RIDE TO BOSTON GRDS	BRENTFORD	07/10/2013	08/10/2013
BOSTON MANOR ROAD	BOSTON GRDS TO BOUNDARY		07/10/2013	08/10/2013
SOUTH STREET	JCT RICHMOND RD TO UPPER SQUARE	ISLEWORTH	15/10/2013	15/10/2013
WORPLE ROAD	BRANTWOOD AV TO BYFIELD RD		14/10/2013	16/10/2013
WEAVERS CLOSE	WEAVERS CL (N) TO WEAVERS CL (S)		18/10/2013	18/10/2013
BRIAR CLOSE	MOGDEN LN TO END OF RD		17/10/2013	17/10/2013
ST JOHNS ROAD	START OF ISLAND (L SPLAY) TO GRAINGER RD	SYON	16/10/2013	18/10/2013
NEWTON ROAD	NOTTINGHAM RD TO LORING RD		21/10/2013	22/10/2013

Footways

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

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

The following works are planned for October:

Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
BOURNE CLOSE	W OF BOURNE CL TO E OF BOURNE CL	ISLEWORTH	24/10/2013	28/10/2013
HENLEY CLOSE	COLLEGE RD TO END OF RD	OSTERLEY & SPRING GROVE	25/10/2013	31/10/2013
OVERTON CLOSE	AV RD TO END OF RD	OSTERLEY & SPRING GROVE	03/10/2013	04/10/2013

RAVENSWOOD GARDENS	THE GROVE TO END OF RD (RAVENSWOOD GRDS)	OSTERLEY & SPRING GROVE	29/10/2013	08/11/2013
RIDGEWAY ROAD	OSTERLEY CRES TO BRUNEL UNIV COLLEGE OSTERLEY CAMPUS	OSTERLEY & SPRING GROVE	18/10/2013	24/10/2013
SPUR ROAD	MARLBOROUGH RD TO SYON LN	SYON	22/10/2013	06/11/2013

Delayed works

Type of works	Road Name	RSL Description	Ward	New Start Date	New Finish Date	Reason
FOOTWAY	SPUR ROAD	MARLBOROUGH RD TO SYON LN	SYON	22/10/2013	06/11/2013	Delayed to align start date with the timings of other works.
FOOTWAY	RAVENSWOOD GARDENS	THE GROVE TO END OF RD (RAVENSWOOD GRDS)	OSTERLEY & SPRING GROVE	29/10/2013	08/11/2013	Delayed to align start date with the timings of other works.

Additional Works in October

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