

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 1019 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."

Hounslow Highways remove tree knocked over by vehicle

On 26 September at approximately 12.30pm Hounslow Highways received a report from the police that a tree had fallen over and was blocking the footpath outside 16 Alderney Avenue, Heston.

A Community Environment Officer inspected the location at 1.00pm and the tree had been hit by a white Ford Box Van, which was still on site. The driver was questioned by the police.

The driver told the police that the top had fallen out of the tree as he drove past, however the evidence suggests and the police agree that the vehicle hit the tree at speed, which resulted in the top of the tree becoming lodged into the roof of the vehicle.

This consequently pulled the complete top off the tree and lifted the remaining trunk and roots out of the ground. No apparent damage was done to the properties or a car parked in the drive of number 16.

The remainder of the tree was leaning and loose in the ground and was extremely unsafe. The Community Environment Officer contacted their arboricultural contractor, who attended to the tree by 1.30pm and removed it completely for safety reasons as a category 1 defect. The tree was a medium sized Hawthorn Crataegus Oxycantha.



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.

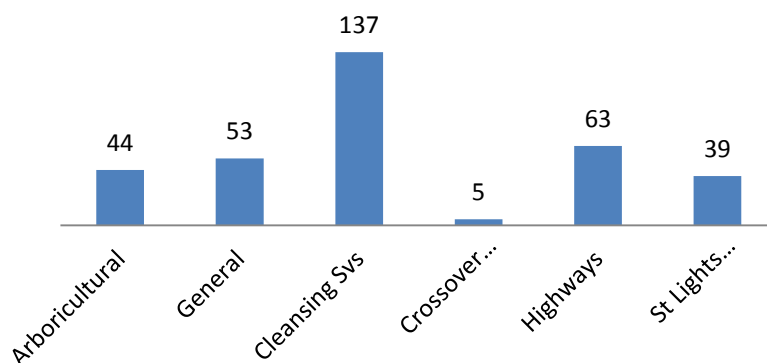


How did we do in your area last month?

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 Heston & Cranford received 14.18% of the total with the operation hub processing 352 enquiries.

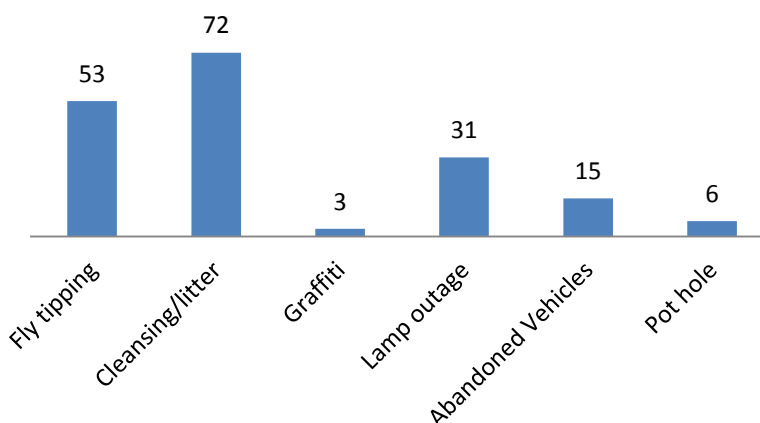
The graph below highlights the breakdown of the type of service the complaints were received for and these included cross over applications, grounds and tree maintenance enquiries and highway related issues for example potholes.

Issues reported in Heston & Cranford



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 137 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

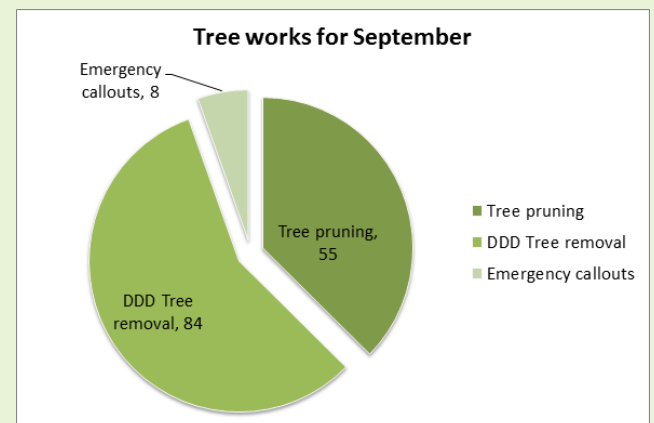
The summer pruning programme concluded early on in September and the winter pruning programme will begin this month.

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, 1 street lighting scheme was completed in the month as planned:

- 1 in Heston West

The following works are planned for October:

Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
HIGH STREET	THE AV TO THE PARKWAY	CRANFORD	07/10/2013	11/10/2013
ASTON GREEN	WINDSOR RD (E) TO WINDSOR RD (W)		21/10/2013	25/10/2013
BRUNEL CLOSE	HIGH STREET TO END OF RD (BRUNEL CL)		21/10/2013	25/10/2013
BATH ROAD	BATH RD TO END OF RD (BATH ROAD)		28/10/2013	01/11/2013
SUTTON LANE	QUEENSWOOD AV TO SARSEN AV	HESTON CENTRAL	07/10/2013	11/10/2013
SUTTON LANE	SARSEN AV TO GREAT W RD		07/10/2013	11/10/2013
SUTTON LANE	BULSTRODE AV TO QUEENSWOOD AV		28/10/2013	01/11/2013
HIGH STREET	REDWOOD ESTATE TO CRANE LODGE RD	HESTON WEST	07/10/2013	11/10/2013
HIGH STREET	THE PARKWAY TO REDWOOD ESTATE		07/10/2013	11/10/2013
HAYES ROAD	CHRISTOPHER RD TO RBT THE PARKWAY		14/10/2013	18/10/2013
AERODROME WAY	CRANFORD LN TO END OF RD (AERODROME WAY)		21/10/2013	25/10/2013

Carriageways

In September, 1 carriageway scheme was completed in the month as planned:

- 1 in Heston West

The following works are planned for October:

Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
CHURCH ROAD	THE CROSSWAYS TO JCT WBROOK RD	HESTON EAST	14/10/2013	14/10/2013
HURN COURT ROAD	RENFREW RD TO END OF RD (HURN COURT RD)	HESTON CENTRAL	24/10/2013	24/10/2013

Footways

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

- 1 in Heston East
- 2 in Heston West

The following works are planned for October:

Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
FOOTWAY	FIRS DR TO HIGH STREET	CRANFORD	29/10/2013	04/11/2013
FIRS DRIVE	FIRS DR T JCT TO MINI RBT FIRS DRIVE		08/10/2013	12/11/2013
AMBASSADOR CLOSE	VICARAGE FARM RD TO END OF RD	HESTON CENTRAL	14/10/2013	21/10/2013
PATH THROUGH LAMPTON PK	NR CIVIC CENTRE TO WILLOW GRDS		07/10/2013	04/11/2013
ST PAULS CLOSE	START OF RD (N) TO END OF RD (S) (ST PAULS CL)		08/10/2013	24/10/2013
ST PAULS CLOSE	BATH RD TO RBT ST PAULS CL		25/10/2013	29/11/2013
FOOTWAY NO64	SUTTON RD TO GREAT W RD	HESTON EAST	01/10/2013	09/10/2013
SUTTON HALL ROAD	UPPER SUTTON LN TO SARK CL		09/10/2013	28/10/2013
HIGH STREET	CRANE LODGE RD TO JCT CHURCH RD	HESTON WEST	15/10/2013	17/10/2013
PHOENIX WAY	CRANFORD LN TO N RD		04/10/2013	14/10/2013

Delayed works

Type of works	Location	Location Description	Ward	Start Date	Finish Date	Reason
CARRIAGEWAY	HAYES ROAD	NR SUPERSTORE TO CHRISTOPHER RD	HESTON WEST	18/11/2013	20/11/2013	WORKS POSTPONED DUE TO ONGOING UTILITY WORKS
FOOTWAY	FOOTWAY NO64	SUTTON RD TO GREAT W RD	HESTON EAST	01/10/2013	09/10/2013	Works delayed to accommodate design changes
FOOTWAY	FIRS DRIVE	FIRS DR T JCT TO MINI RBT FIRS DRIVE	CRANFORD	08/10/2013	12/11/2013	Works delayed to accommodate design changes

Additional Works in October

There are no additional works happening in Heston and Cranford in October.