

Hounslow Highways, the appointed highways service provider, is responsible for improving and maintaining the borough's entire street scene assets fence-to-fence for the next 25 years. Over the next five years, Hounslow Highways will be investing £100 million in the borough's roads, footpaths, street lights and street cleansing.



Our Commitment to You

Hounslow Highways is committed to the consistent improvement of the places and spaces in the London Borough of Hounslow and to working closely with local communities, residents and businesses to build a better borough. We hope that everyone will enjoy the new look and feel that we create over the coming years and that everyone takes part in this exciting opportunity to improve our local areas.

If you have any further questions, wish to report a fault or wish to comment on any aspect of the Hounslow Highways service, please visit:

www.hounslowhighways.org

or telephone:

0208 583 2000



A Cleaner
Borough



London Borough
of Hounslow

A borough for all to enjoy

The appearance and cleanliness of Hounslow's streets is one of the most important parts of the new Hounslow Highways service. We want Hounslow to be a borough where businesses choose to operate from and where people want to live, visit and relax. Our surroundings are very important and the Hounslow Highways service is geared towards making this much better through our street cleansing service.

Working together

Hounslow Highways is keen to work in partnership with local residents, neighbourhoods and businesses to improve the overall appearance of the borough. Our Community Environment team run a number of different initiatives, from raising awareness about littering through school visits to community clean-up days. To register your interest in a community clean-up day or to report a litter problem, please visit the 'Contact Us' page on the Hounslow Highways website.

New approach

In order to allow us to get on top of grime in the borough, we have adjusted the approach to street cleansing. The new focus is on the standard and efficiency of cleansing, rather than just the frequency. We are generally carrying out a complete street clean every two weeks, although the frequency of cleansing does vary a little as some areas need less cleansing and some, more. Other changes include increasing the frequency of cleansing in high amenity areas such as high streets, the installation of new bins with integrated recycling compartments and an overall increase of street cleansing in time on a daily basis. New plant and equipment, such as mechanical sweepers, have also helped us improve the cleanliness of the borough.

New areas

The borough has been split into three areas for street cleansing: East, Central and West. Between three and four shifts operate in each area, every day. This is regularly reviewed and will be adjusted if necessary.

The law and enforcement

Leaving litter on any public or private land and water which is open to air is a criminal offence under the Environmental Protection Act (EPA) 1990 and Clean Neighbourhoods and Environment Act (CNEA) 2005. Litter includes cigarette butts and chewing gum. Local authorities, the police or other primary litter authority, including Hounslow Highways, can prosecute people who leave litter.

On the way to a cleaner borough

The most recent figures from Keep Britain Tidy reveal that the borough's streets have got cleaner since the start of the Hounslow Highways contract in January 2013. The figures show a 23% improvement in litter levels, 80% less flyposting and 50% less graffiti. Hounslow's figures for the first time exceed the national benchmark standard by varying degrees in all categories. With the help of local residents and businesses, we will continue to strive to make Hounslow an even cleaner borough for years to come.

Did you know...

- Hounslow Highways pick-up in excess of 13 tonnes (or 15 lorry loads) of rubbish in the borough every day
- Our operatives spend over 100,000 hours a year picking up litter across the borough
- Hounslow Highways street cleansing crews are out and about from 06:00 hours until 22:30 hours, seven days a week
- Dropping litter is a criminal offence

