

# Spotlight

on Heston and Cranford

Issue 5 / November 2013

## Welcome

This is the fifth edition of your monthly area newsletter. We have named it Spotlight as we focus on what we have been doing in your community and the wider borough.

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## Huge clean-up following the storm

Following a severe weather warning from the Met Office on Thursday, 24 October 2013, which predicted high winds of up to 60mph, Hounslow Highways established an emergency response plan to prepare for the stormy weather.

Preparations included locking down over 4,000 traffic management barriers at work sites, suspending planned works and mobilising nearly 200 staff and 150 contractors to be employed against the response plan.

The Hounslow Highways Emergency Response Unit was manned overnight on Sunday and Monday to ensure a 24 hour control hub was liaising with crews and partner agencies to assign the right response to each incident. As the worst of the storm was expected to hit on Monday morning, crews and remaining staff were on standby from early on.

Within 15 minutes of the high winds subsiding, crews were out on the network responding to fallen trees and barriers and other highways emergencies which had been reported, prioritised and assigned via the control hub.

Three chainsaw crews, three grab lift crews and three large digger crews for potential tree works, plus two drainage crews, two highways crews, two street lighting crews and 12 street cleansing crews were employed to clean-up the borough following the storm. The remaining staff undertook support functions and routine operations to keep the network running.

A total of 221 incidents were received in the first two days. These can be broken down as 150 fallen or leaning trees, 71 loose hanging or fallen branches, one fence down and one incident of flooding. The fallen trees were a mixture of council-owned street trees and private trees.

There could have been a lot more fallen trees causing injury or damage to property, had Hounslow Highways not felled 214 dead, diseased and dying trees from across the borough throughout the first 9 months of the year.

Crews worked from early on Monday morning (28 October 2013) through the week and over the weekend to clear the trees and branches until the following Monday.

Hounslow Highways Service Director Rob Gillespie said: "We received an unprecedented number of calls during the night of the high winds and in the days that followed. Our staff worked tirelessly to manage the highways network for the benefit of residents and road users and I would like to commend everyone for their efforts at this challenging time for all."

Under Hounslow Highways' Green Waste Strategy, the fallen trees have been made into wood chippings and used as biofuel.



Delivering better streets

## Timeline of events – Storm

**Thursday, 24 October, 4pm:** Severe weather warning is received from the Met Office, stating high winds of up to 60mph are expected to hit on Sunday night and into Monday morning.

**Friday, 25 October, 10am:** Senior managers meet to discuss contingency plans and agree a plan of response including doubling of standby crews over the weekend, and twice daily reviews of forecasts by the Management team to inform changes to plan.



**Friday, 25 October, 3pm:** Operational crews are advised to be on standby on Sunday evening in preparation for high winds, including three chainsaw crews, three grab lift crews and three large digger crews for potential tree works, two drainage crews, two highways crews and two street lighting crews. Crews are dispatched to lock down/secure traffic management barriers and work sites across the borough. Crews are also told planned works will be suspended on Monday and to be prepared for post-storm clean-up work.

**Saturday, 26 October:** Crews continue to secure about 4,000 barriers, and sites on the network, as well as prepare 500 sandbags. Some reports of barriers and hoarding blowing over are received.

**Sunday, 27 October, 11am:** Met Office issues update stating the worst of the storm will hit Hounslow about 8am Monday so crews told to

stand down on Sunday evening and be ready from early Monday. Emergency Response Unit is manned from 7pm through the night to receive calls and reports of fallen trees/ highways emergencies.

**Monday, 28 October, 5am:** Specialist crews arrive on site at Jubilee House Depot. Management Team meet to review latest information and resource plan. Hourly reviews set.

**Monday, 28 October, 6am:** Operational crews stand by at Jubilee House Depot to wait out the high winds and prepare for clean-up efforts.

**Monday, 28 October, 8.15am:** The worst of the storm is over and calls begin coming in with reports of fallen trees and branches. Crews are dispatched to attend site and barrier off fallen trees and branches to make them safe. Calls, web traffic and emails start to be received regarding incidents. Operations control hub assigns work out to available crews depending on incident location, severity and priority.

**Monday, 28 October, 10am:** Thirty-nine fallen trees and branches have been reported. Crews continue to make fallen tree sites safe and remove trees that have been deemed unstable upon inspection. Two tree clearance crews are directed to attend five trees that have fallen on main roads (the Strategic Route Network). These locations include: London Road, Brentford near Brent Lea, Feltham High Street, Kew Bridge Road near the steam museum and Staines Road near Martindale Road. Twelve street cleansing crews, three highways crews, two street lighting crews, one drainage crew and 16 sub-contractor crews are directed to secondary priority incidents. About 180 operatives are on the network which is now clear as winds drop to 50mph.





**Monday, 28 October, 11am:** Seventy-two fallen trees have been reported with approximately 10 made safe and cleared from the network. Crews continue to work their way around the borough to clear the remaining trees. Of the five trees that fell on the Strategic Route Network (main roads), four have been cleared. Three of four lamp columns that came down as a result of falling trees hitting them have been made safe and one of two fallen walls has been cleared up. Some suspended works have re-started, with footway and street lighting crews carrying out planned works as part of the Core Investment Period. Cleansing crews have also returned to normal duties, cleansing main roads on a priority basis.

**Monday, 28 October, 1.30pm:** The fallen trees count has increased to 101 across the borough. Hounslow Highways inspectors and community environment officers are assessing each fallen tree to make areas safe and prioritise tree removal. An extra chainsaw crew has also been brought in as many of the fallen trees are too big to remove as they are. Resources and traffic management barriers for the Core Investment Period are being shared and prioritised across the network to respond to the high number of tree cases and barrier them off.

All five trees that had fallen on the Strategic Route Network (main roads) have been cleared as a priority. Hounslow Highways crews are diligently working to remove another 100 trees. Hounslow Highways has been working in conjunction with the police and the London Borough of Hounslow to assist with the clearance of a tree following a gas explosion on Bath Road.

**Monday, 28 October, 3.30pm:** Some crews stood down to return overnight and continue clean-up across the borough. Calls and reports of fallen trees continue to come in to the Emergency Response Unit.

**Monday, 28 October, 5.30pm:** 160 trees and large branches obstructing the highway have been reported. Crews have visited 116 of the reported sites and made them safe or cleared them. An additional chainsaw crew and bow saw/wood chipping crew is brought in as many of the fallen trees are too big to move as they are. General services return to normal, and fallen trees continue to be cleared through the week.

**Monday, 28 October, 5.30pm to 7.00am Tuesday 29 October:** Three crews work through the night to continue to barrier off or clear sites to ensure they are safe for residents and traffic.

**Tuesday 29 October – Monday 4 November:** More trees and large branches reported throughout the week, bringing the total to 217. All sites cleared.

**Tuesday 5 November – 1<sup>st</sup> December:** Remedial actions continue to remove tree stumps, cut wood and reinstate footway disrupted by uprooted trees. An arboricultural expert will visit each site to ensure surrounding trees are safe and stable and determine suitability for replanting of a tree in the same or nearby location.



## Core Investment Programme Update

We are now 10 months into the five-year CIP programme and we have already resurfaced 52.6 miles of footways 52.52 miles of carriageways and replaced 5,425 street lights and 1,018 illuminated signs with LED lighting.

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## Customer Satisfaction Survey

Hounslow Highways will carry out a customer satisfaction survey in early 2014. We will be contacting our key stakeholders and seeking your views on who we are, what we do, how we operate, and how you think we are performing in your area.

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## Five new manors to cleanse

Hounslow Highways' cleansing programme ensures each residential street is cleaned on a fortnightly basis. However it has been determined based on need, that some streets will be cleaned on a more regular basis. Hounslow Highways has established an extra five 'manors' or 'routes' which allow cleansing operatives to focus more attention on residential roads. This will mean footways and channels are swept to remove litter and detritus in a more focused way.

The five high streets in the borough are cleaned each morning to a Grade A standard, according to the Code of Practice for Litter and Refuse (COPLR), and then maintained throughout the day. Hounslow Highways supervisors have also re-trained operatives to include more sweeping in their cleansing practices, rather than just litter picking, for a more thorough cleanse.

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## Hounslow Highways steps up cleansing crews for leafing season

Hounslow Highways has implemented an autumn cleansing regime to address leaf fall across the borough.

Additional cleansing crews have been assigned to the network to clean-up seasonal leaf accumulations between October and December.

Five caged vehicles with special leaf sucking removal equipment will be used and cleansing operatives on the street will be issued with new 'leaf grabbers' to make the service more efficient. However, operatives will still use the traditional method of sweeping up leaves with a broom.

Some street cleansing barrows have also been modified to include a vacuum for collecting small litter and small leaves in the borough's town centres.

Environmental Services and Sustainability Manager Rebecca Mastrogiannis said: "Having a leafing programme is essential as accumulations can contribute to detritus and lowers the appearance of the overall street scene.

"Cleansing operations are carried out between 06:00-18:30 hours in residential roads and high streets however we still have one reactive team working in the borough until 22.30 to deal with any immediate cleansing issues."

Hounslow Highways' cleansing programme ensures that the roads within the borough are cleared of leaves. This allows crews to clean each street that is affected by leaf fall as efficiently as possible within a reasonable time period. Some streets will need cleaning more than once to remove heavy leaf fall and the planned approach will incorporate a second visit should it be required.

Other than extreme circumstances Hounslow Highways will not re-programme the clearance of leaf as this means resources are moved away from one road to service another. This will impact the planned work and the programme will become less effective.

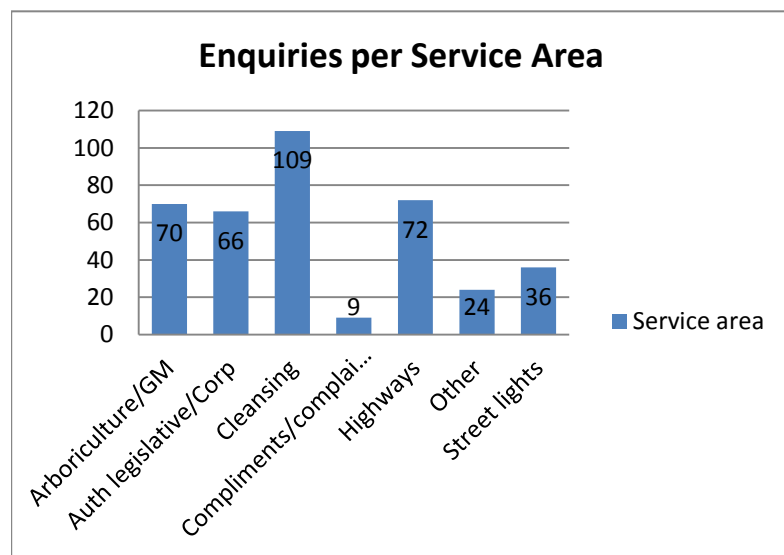
Leaf is also removed on a daily basis by street cleansing operatives as part of their normal daily activities. Please be aware that removing leaf on private roads, driveways or forecourts is not included in the programme.



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

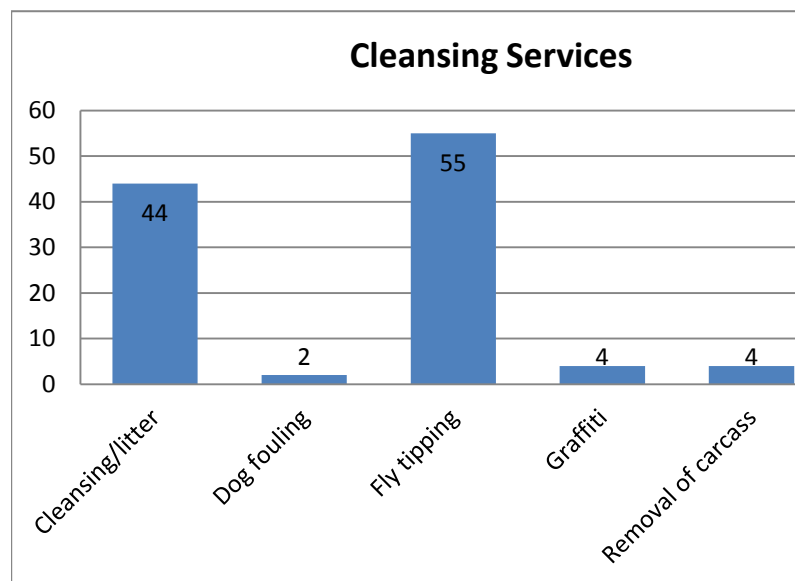
Hounslow Highways received a total of 3066 enquiries in the month of October, which is an increase of 21% from the number received last month. The area of Heston & Cranford received 13% of the total with the operations hub processing 386 enquiries for the area.

The graph below highlights the breakdown of the service area the complaints were received for:



Other services include enquiries received for issues concerning building operations, crossover applications, footway & verges, gullies/pipes, Public Rights of Way.

Cleansing remains one of the highest reported issues on the network. Heston & Cranford received 109 enquiries relating to Cleansing services. The areas reported within this service are detailed below:



Due to the storm that we experienced this month, Hounslow Highways emergency planning systems enabled us to deal with all the incidents involving trees in an effective and rapid manner. We dealt with potentially dangerous trees, fallen trees and branches and other issues that impacted the highways due to the extreme winds. See the graph to the right for enquiries dealt with in Heston and Cranford as a result of the storm.

## We're ready for a chilly winter

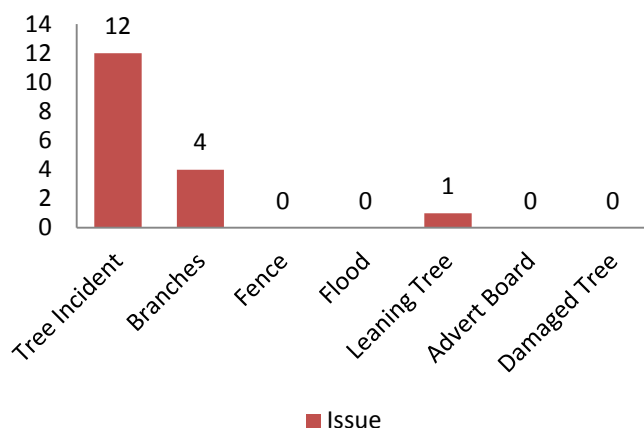
With winter firmly upon us, Hounslow Highways works closely with other agencies across London to keep traffic on the borough's roads moving when cold weather strikes. Hounslow Highways carried out five gritting practice runs in September and five in October, in time for the official gritting season which began on Monday, 11 November 2013. Hounslow Highways has 2,500 tonnes of salt in stock at its depot and together with a new fleet of 7 gritters and 6 snow ploughs, is ready to start gritting the six key routes whenever ice or snow is forecast.

Hounslow Highways' winter service aim is to ensure that the borough's roads are as clear and safe as possible during the winter months with delays minimised. It is simply not possible to treat all the borough's 259 miles of roads due to cost and resources so instead by working together with other agencies, Hounslow Highways has identified the priority routes based on footfall, traffic volumes and importance (to account for nearby higher risk locations such as shops, schools and public buildings).

For information on gritting routes, winter updates and who is responsible for treating the different roads across the borough, please visit the 'Winter' section on the Hounslow Highways website.



## Issues relating to storm





## Tackling crime hotspots

Hounslow Highways is taking part in the borough's fight against anti-social behaviour and crime by fast tracking the installation of new LED street lights in the top 60 crime hotspots in the borough.

The initiative, in partnership with the local police, has identified 20 locations with the most burglaries in each of the east, central and west areas of Hounslow.

A total of 1,706 lamps made up the 60 locations with 1,060 lamps already completed by the start of October. This included two streets in Chiswick, seven in Feltham and five in Hounslow.

A further 327 street lights have been brought forward from 2014 as part of the initiative. The remaining 319 street lights are yet to be designed. The design, which can take up to four weeks per scheme, has been brought forward to allow installation to happen in early 2014.

The works fall under the Hounslow Highways Core Investment Period (CIP) which is investing £100 million in the first five years of the new highways service.

Hounslow Highways Service Director Rob Gillespie said: "The new LED street lights provide a clearer more even light and have been proven in UK studies to improve crime detection through better facial recognition and improved visual clarity of colours. They also contribute to an important reduction in the fear of crime.

"We are very pleased to be working with the local police to crack down on crime and make Hounslow a safer borough."

Chief Inspector for Hounslow Police Rob Weir said: "Hounslow Police are stepping up burglary patrols as there is a seasonal increase in burglaries at this time of the year closely linked to the darker nights.

"Improved lighting is a deterrent to burglars, improves the quality of CCTV footage police can obtain to arrest burglars and will hopefully make residents feel safe and secure in their homes."

Chief Inspector Weir said there had been a 9% reduction (134 fewer victims) in residential burglary so far in Hounslow this year compared to last year.

"Partnership working with Hounslow Highways and other partners will help police to drive down burglary levels even further," he said.

## Hounslow Highways clamps down on litter louts

Hounslow Highways community environment officers teamed up with the local police recently in a bid to clamp down on litter louts.

Officers patrolled Brentford and Hounslow high streets looking out for anyone dropping litter.

Councillor Colin Ellar, deputy leader and cabinet member for environment, said: "Hounslow Highways and the Council are working hard to keep the borough clean and with over 800 litter bins across the borough there is simply no excuse to spoil our streets.

"My message to litter louts is simple – don't drop litter or you could be landed with an on-the spot fine."

Inspector Ricky Kandohla said: "Working in close partnership with our local authority has given us a good opportunity to deal with the environmental issues that has affected so many of our local residents. Introducing this clamp down has also cleaned up certain areas which gives the effect of a crime and clean free area. Such initiatives will continue across Hounslow Borough."

Hounslow Highways service director Rob Gillespie said: "Our cleansing regime is constantly evolving to cater for seasonal changes and to give the borough a better, deeper clean. While it is our job to carry out street cleansing, it is up to everyone to dispose of their litter and waste responsibly. Only when this happens will we start to see the positive effects of a cleaner, greener borough that we can all be proud of."

The clampdown on litter louts will continue throughout the borough.



## Supporting the community at Hallogreen

Hounslow Highways recently attended a Hounslow Homes event, Hallogreen, on 31 October 2013 which showcased sustainable businesses and organisations in the area.

Business manager Tim Hurley and Communications Officer Alice Campion set up a stall at the event, held at the Convent Way Community Centre in Southall, to promote Hounslow Highways' new energy-efficient LED street lights and discuss other sustainable elements of the contract.

They spoke to local residents and explained that as part of the Core Investment Programme, all of the lamp columns that are replaced are recycled, 100% of the carriageways and 70% of the footways excavated are recycled. They also explained that old footways and carriageways are turned into foambase to use on new surfacing schemes.

Attendees consisted mainly of local families and as it was Halloween, they were encouraged to dress in their best costume to win prizes.

Tim said: "It was great to interact with some of the local residents and get our message out there that we are a responsible business with energy-efficiency and sustainability in mind.

"We are continuously looking for ways to reduce our carbon footprint and it was good to be able to share some of our initiatives with the public."

Other organisations taking part in the event included the Council's Waste and Recycling Team, West London Waste Alliance, Hounslow Homes teams, Blendavenda and Global Action Plan.



## Special Cranford Lane scheme complete

Hounslow Highways recently completed the first SSSED Scheme (Schemes of Specialist Engineering Designation). These are schemes identified during the tender by the London Borough of Hounslow that have a significant effect on the running of the network, effecting key routes to and from Heathrow airport as well as in and out of London. As a result they carry significant value, with Cranford Lane alone valued in the region of £500,000.

The reason for Cranford Lane's identification as an SSSED is due to the demanding nature of the road, being a key route connecting Heston with Cranford parallel to the M4 and A4, used by many buses.

Four sections of Cranford Lane were not identified as part of the SSSED scheme, but instead fell within the CIP (Core Investment Period) works. In order to minimise disruption to residents and businesses, the project management team, along with support from the designers at Jean Lefebvre, decided to bring these schemes forward in the programme to be done at the same time.

Testing revealed that the current road design and maintenance methods were not suitable for 25 years, and so a new treatment type to strengthen the road was chosen. This was visually evident with rutting, cracking and potholes present along the length of the 1.75km stretch of road.

Testing also revealed that tar was present in the road section nearest Vicarage Farm Road which has been left, and will be reconstructed when the tar strategy is trialled in Milestone 3.



## 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 October, 1 street lighting schemes were completed in the month as planned:

- 1 in Cranford

The following works are planned for November:

Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
HAYES ROAD	SALL LN TO JCT WERN RD	HESTON WEST	04/11/2013	08/11/2013
CHINCHILLA DRIVE	SQUIRREL CL TO MUSQUASH WAY	CRANFORD	04/11/2013	08/11/2013

## Carriageways

In October, 2 carriageway schemes were completed in the month as planned:

- 1 in Heston East
- 1 in Heston Central

The following carriageway works are planned for November:

Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
BLERIOT ROAD	BRABAZON RD TO COBHAM RD	HESTON WEST	01/11/2013	04/11/2013
HAYES ROAD	NR SUPERSTORE TO CHRISTOPHER RD	HESTON WEST	18/11/2013	20/11/2013
HAYES ROAD	CHRISTOPHER RD TO RBT THE PARKWAY	HESTON WEST	18/11/2013	20/11/2013
HAYES ROAD	RBT THE PARKWAY TO NR SUPERSTORE	HESTON WEST	18/11/2013	20/11/2013

## Footways

In October, no footway schemes were completed.

The following works are planned for November:

Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
HAYES ROAD	NR SUPERSTORE TO SALL LN	HESTON WEST	04/11/2013	22/11/2013



HAYES ROAD	SALL LN TO JCT WERN RD	HESTON WEST	04/11/2013	22/11/2013
ST PAULS CLOSE	START OF RD (N) TO END OF RD (S) (ST PAULS CL)	HESTON CENTRAL	11/11/2013	02/12/2013

## Delayed works

Type of works	Road	RSL Description	Ward	New Start Date	New Finish Date	Reason
FOOTWAY	AMBASSADOR CLOSE	VICARAGE FARM RD TO END OF RD	HESTON CENTRAL	21/10/2013	15/11/2013	Production capacity in recycled products
FOOTWAY	ST PAULS CLOSE	START OF RD (N) TO END OF RD (S) (ST PAULS CL)	HESTON CENTRAL	11/11/2013	02/12/2013	Production capacity in recycled products
FOOTWAY	FOOTWAY NO64	SUTTON RD TO GREAT W RD	HESTON EAST	31/10/2013	08/11/2013	Treatment type change
STREET LIGHTING	AERODROME WAY	CRANFORD LN TO END OF RD (AERODROME WAY)	HESTON WEST	TBC	TBC	Works overruns due to site conditions
STREET LIGHTING	ASTON GREEN	WINDSOR RD (E) TO WINDSOR RD (W)	CRANFORD	TBC	TBC	Works overruns due to site conditions
STREET LIGHTING	BATH ROAD	BATH RD TO END OF RD (BATH ROAD)	CRANFORD	TBC	TBC	Works overruns due to site conditions
STREET LIGHTING	CHESTER ROAD	CHESTER RD T JCT TO END OF RD (WB)	CRANFORD	TBC	TBC	Works overruns due to site conditions
STREET LIGHTING	ST DUNSTANS ROAD	GRANTLEY RD TO STANSFIELD RD	CRANFORD	TBC	TBC	Works overruns due to site conditions