

Spotlight

on Heston and Cranford

Issue 6 / December 2013

Welcome

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

Our local highways heroes

While most Hounslow residents are at home with their families over the festive period – eating, drinking and being merry, Hounslow Highways staff and operatives will continue service as normal.

Crews take to the streets 365 days a year to keep the borough clean and moving.

The operations hub will also be manned around the clock to deal with enquiries and issues across the borough.

Having staff on during this time will mean the streets will be kept as clean as possible to deal with the post-Christmas clean-out that residents generally have at this time of year.

It also means gritting crews will be at the ready should icy conditions be expected on the network.

Hounslow Highways Service Director Rob Gillespie said: "These people are our local heroes, working through the festive season to deliver a safe, clean road network for Hounslow residents and those passing through the borough."



Help for Remembrance Day

In preparation for Remembrance Day, 11 November, Hounslow Highways' grounds maintenance team ensured war memorials across Hounslow were swept, clean and tidy and ready for services.

Hounslow Highways also supplied white potted Chrysanthemums which went on all the memorials that had a service.



Feltham High Street memorial



Heston war memorial

 **Hounslow
Highways**
Delivering better streets

Street Cleansing

Tougher on Offenders

Hounslow Highways Community Environment Officers have begun to put their legal powers to enforce envirocrime to good use.

Officers are holding enforcement days with local police in several high streets, issuing fixed penalty notices to people for littering and disposing of waste illegally.

They will continue to enforce in different areas across the borough to hopefully reinforce the message that littering is unacceptable.



Extra CCTV cameras

The London Borough of Hounslow has secured six new enforcement cameras to be placed around the borough.

They will be monitored by trained staff to use as evidence against those who dispose of waste illegally as part of a council-led initiative to catch offenders and target individuals and businesses that offend.



More Leafing Crews

Hounslow Highways has brought in five additional three-man leafing teams to cover the leaf fall season. Hounslow Highways remove leaf from tree lined streets on a planned basis but the recent high winds have worsened the speed of leaf fall on the network. This allows them 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 also incorporate a second visit should it be required.

Due to some areas experiencing much higher levels of leaf fall, several specialist leaf clearing crews have been allocated to tend to leafing 'hotspots' in the borough.

These clearances will provide a means of helping achieve a cleaner borough in the areas that need more attention.

If you have noticed a leafing 'hotspot' you can email feedback@hounslow.gov.uk and a crew will be dispatched to clear the area.



Before



After

Detritus hotspots

Fifteen additional street cleansing teams have been deployed in residential roads this month to ensure the borough is kept clean and assist colleagues during this challenging time with leaves falling every day. To report a detritus hotspot, please email feedback@hounslow.gov.uk

Double up on barrow walks

Hounslow Highways have doubled up their resources on barrow walks to achieve a more thorough clean. On a fifth of the routine walks each week the barrow teams will have two barrow persons working together to tackle detritus and leafing in the worst areas. The doubled up teams will work on every barrow walk over an 8 week cycle to ensure every street is attended to.

Five extra walks

Hounslow Highways' cleansing programme ensures each residential street is cleaned, as a minimum, 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.



Hounslow Highways launches Twitter

Hounslow Highways has launched its Twitter account, @HounslowHways and has been busy Tweeting to its growing number of followers, which currently sits at 97.

The Twitter account was launched as a way to get messages out quickly to residents. The launch was timed with the start of Hounslow Highways' winter service as it is useful to let followers know when the temperatures will drop and the gritters will be sent out to spread salt on the priority gritting routes.

While residents and councillors may wish to report issues on Twitter, we would prefer not to use it in this manner. We would encourage them to report issues through the web enquiry form as this way they can be tracked, assigned to the appropriate person and dealt with appropriately.



Christmas lights

Hounslow Highways has now put up all the Christmas lights in Staines Rd (Bedfont), Feltham High St, Brentford High St, Bear Rd (Hanworth) and Chiswick High Rd. Hounslow Highways has tested all the lamps, renewed half of all the decorations and lights with LED lamps, and we will erect brand new LED decorations in South St. Isleworth. The last switching on ceremony was on 7 December in Isleworth.



Hounslow Highways issues first fines for littering

Hounslow Highways has issued four fixed penalty notices as part of a crackdown on litterlouts.

An 18-year-old woman was one of the offenders, who received an £80 on the spot fine after police and Hounslow Highways community environment officers spotted her dropping litter in Manor Avenue, Hounslow.

The other fixed penalty notices were issued for littering in the street and to businesses for dumping waste illegally.

The operation was a joint initiative between Hounslow Highways, local police and the Council, who carried out enforcement activities in Hounslow and Brentford high streets.

Councillor Colin Ellar, deputy leader and cabinet member for environment, said: "No-one has a right to spoil our streets. I hope this sends out a clear message that Hounslow Council will not tolerate litter louts. If you are caught dropping rubbish on our streets, you could be handed an £80 fine."

Hounslow Highways Service Director Rob Gillespie said: "Our officers will be out more often to deter people from littering and dumping waste illegally. It is everyone's responsibility to help keep their surrounding environment clean and we need to reinforce this. Issuing fines will help to achieve a cleaner, greener borough."

Pipped to the post at West London Business Awards

Hounslow Highways was shortlisted in the West London Business Awards 'Green Business of the Year' category in recognition of its approach to delivering a more maintainable and sustainable highway infrastructure.

Unfortunately we missed out this year but a great night was had by Hounslow Highways and London Borough of Hounslow staff who attended the awards ceremony at the London Heathrow Marriott on 28 November.

Joining up with Virgin Media

Hounslow Highways has joined up with Virgin Media for the communications provider to update equipment at the same time as footway works are carried out.

Hounslow Highways has provided Virgin Media with the CIP (Core Investment Programme) footway works schedule, highlighting poor or failed Virgin Media assets that need to be renewed.

There have been some issues recently where residents have lost their internet or phone connection when footway works have been carried out. Through investigations, it has been determined that the cause is due to cables not being ducted and when the pavement is compressed or hot asphalt laid, the cables are squashed or melted.

Hounslow Highways Service Director Rob Gillespie said: "This collaboration allows Virgin Media to update old communications boxes, duct cables and fix broken ducts, before we issue Section 58 notices, which prevent underground utilities from excavating the pavement for a period of 18 months following reconstruction."

Virgin will also supply Hounslow Highways with new communications boxes to install as footway works take place.

From next year, Virgin will accompany Hounslow Highways project managers on site walks to have input on upcoming works and which of their assets will need to be updated.



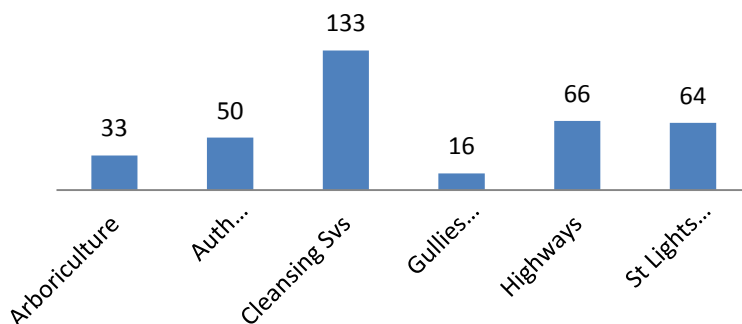
Crews carrying out paving works are working collaboratively with Virgin Media

How did we do in your area last month?

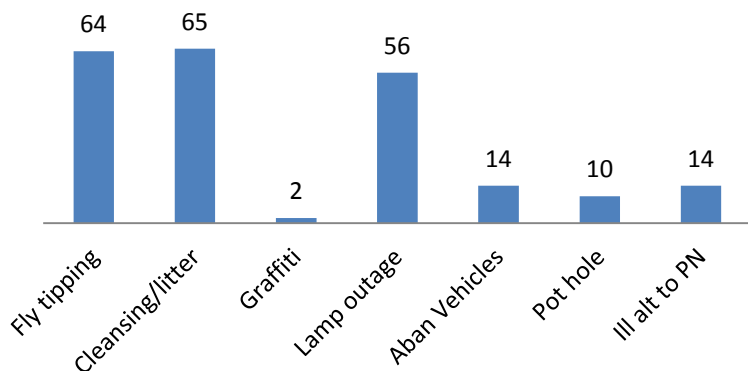
Hounslow Highways received a total of 2611 enquiries in the month of November, which is a decrease of 14.8% from the number received last month. Heston & Cranford area received 15% of the total with the operations hub processing 391 enquiries for the area, just 1% higher than the previous month.

The graph to the right highlights the breakdown of the service area the complaints were received for.

Number of enquiries per service area



Details of enquiries

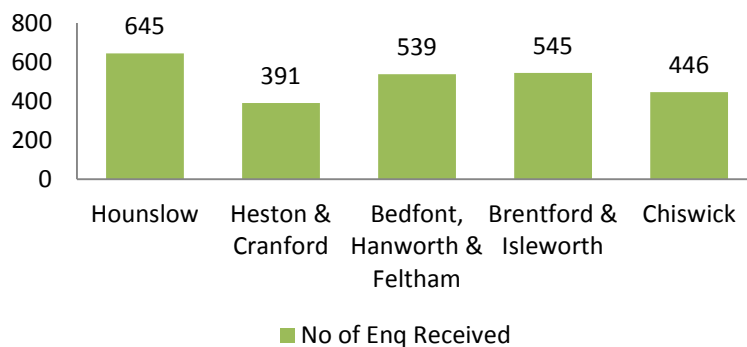


Other services include enquiries received for issues concerning bridges/structures, covers/gratings, crossover applications, general enquiries, signs and street names.

Cleansing, legislative/corporate, highways and street lighting received the highest number of enquiries, and these have increased slightly compared to the numbers received for the same issues in the previous month. The enquiries are broken down into specific issues in the graph to the left.

Please note that we have now installed 8,000 new street lamps since the CIP works commenced, therefore it is likely that we will receive more enquiries related to street lighting.

Total enquiries received



Works in your area

Our massive works programme is slowing down for the festive period, although you may still see us out and about as we finish some pavement works in early December. Our street lighting works will continue throughout this period but our roads and pavement works will start again in February 2014.

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 November, 2 street lighting schemes were completed in the month as planned.

The following works are planned for November:

Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
ALDERNEY AVENUE	BOUNDARY TO JERSEY RD (ALDERNEY AV)	HESTON EAST	09/12/2013	13/12/2013

Carriageways

In November, 4 carriageway schemes were completed in the month as planned.

There are no planned carriageway works in December.

Footways

In November, 3 footway schemes were completed in the month as planned.

The following carry over footway works are planned for December:

Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
FIRS DRIVE	FIRS DRIVE T JUNCTION TO MINI ROUNDABOUT AT FIRS DRIVE	CRANFORD	08/10/2013	06/12/2013
ST PAULS CLOSE	BATH ROAD TO ROUNDABOUT AT ST PAULS CLOSE	HESTON CENTRAL	22/10/2013	06/12/2013
ST PAULS CLOSE	START OF ROAD (NORTH) TO END OF ROAD (SOUTH) (ST PAULS CL)	HESTON CENTRAL	11/11/2013	02/12/2013
HAYES ROAD	NORTH SUPERSTORE TO SALL LANE	HESTON WEST	12/11/2013	06/12/2013
HAYES ROAD	SALL LANE TO JUNCTION WERN ROAD	HESTON WEST	12/11/2013	06/12/2013

Delayed works

There were no delayed works in Heston and Cranford in November.

Additional Works in November

There are no additional works taking place in Heston and Cranford in December.