

# Spotlight

on Heston and Cranford

Issue 7 / January 2014

## Welcome

This is the seventh edition of your monthly newsletter. Within this content, we explain what we have been doing in your community and the wider borough.

## Keeping Hounslow Tidy

As part of a Keep Britain Tidy initiative, Hounslow Highways took part in the 'Which Side of the Fence' campaign on December 16, which saw only one side of Hounslow High Street cleaned for a day.

The other side was left to fend for itself, with no cleansing or bin emptying throughout the day. The purpose of the campaign was to raise awareness of the proliferation of litter and how quickly it causes degradation in an area if left unchecked without a dedicated service.

Over the course of the day, Hounslow Highways Community Environment Officers were out educating the public about litter and issuing Fixed Penalty Notices to those who littered or disposed of waste illegally.

The following day, December 17 was an action day in Hounslow High Street and Chiswick High Road, where officers patrolled the streets to catch litter louts.

A man, a woman and three businesses received fines for littering, bringing the total number of FPNs issued by Hounslow Highways to nine since the end of November.

Hounslow Highways Service Director Rob Gillespie said: "Our officers continue to be out and about, educating residents and businesses about responsible waste disposal. However it is up to everyone to help keep the borough clean and the message is simple: don't litter and you won't be fined."



## Street lighting leaflets

Hounslow Highways will have replaced 16,000 street lights in the borough by the end of this year as part of the Core Investment Period.

Following feedback from residents we have developed an information leaflet to advance warn households of works coming to their area in the next 3 months and to explain what LED lights are and what benefits they will bring.

Over the festive period, we delivered 30,000 leaflets to homes and businesses across the borough to cover street lighting works taking place up until the end of March. We will be delivering more leaflets to remaining addresses to match the programme to the end of 2014.

Electronic versions of the street lighting leaflet and other leaflets can be found on our website.



 **Hounslow Highways**

Delivering better streets

## Christmas Eve storm

Storms proved to be a persistent issue in Hounslow from 23 December through to the New Year. Although the winds were less than the St Jude's storm of 28 October 2013, the persistent heavy rain over the previous month had saturated the ground conditions weakening the roots of some trees and increasing the likelihood of fells at lower speeds. The brunt of the incidents were reported on Christmas Eve with all but a few instances cleared by Christmas Day. This was down to the tremendous efforts of Hounslow Highways staff and its contractors who sacrificed time with their families to keep the network clear and residents safe.

A total of 10 bollards were blown over and 45 tree-related incidents were reported over an extended period. All events were cleared and removed by 30 December that were within Hounslow Highways' area of control (on or impacting the project network). Each event was attended to within two hours of being reported and made safe with 44 events removed from the project network by 10am on 31 December 2013.



An event at Spencer Road on 24 December 2013 (see photo top right) was escalated to the Authority contingency planning for review to instruct a building control officer to attend during the clearance operation. The roots of a street tree had become weakened causing the tree (60ft-plus) to lean onto a five-storey high block of flats. A response team secured the site to assess the risk and barrier off the road and aid access for a specialist crane. A structural engineer and tree removal teams were on site and cleared the site by midday on 24 December 2013.

A second event on 27 December 2013 involved a tree (approx. 50 ft) leaning towards private properties on Swinfield Close. The tree from a private property posed a risk to adjacent homes and a private road. The Hounslow Highways grounds maintenance officer attended site (1400 hours) and was requested by the home owner to remove the tree immediately as efforts to contact private contractors had been unsuccessful. Hounslow Highways' called on site and removed the tree by 1700 hours.



A tree went down in Park Road, Hanworth.

## Twickenham Road – hole in footway

Hounslow Highways has established an emergency closure of the southern entrance/exit to Hatton Road following the collapse of a foul sewer on 3 January.

Hounslow Highways crews attended the site (within 30 minutes) upon receiving a report of a hole appearing in the carriageway at midday and found a hole the size of two square metres in the footway which extended to a depth of approximately six metres.

Thames Water has now taken over the site and is currently investigating the cause of the incident and the full extent of the damage. As a precaution, the carriageway and footway have been closed to aid access and to minimise any risk to road users.

It is expected that repairs will be completed by the end of January 2014.



## Hounslow Highways takes on 11 apprentices

Hounslow Highways took on 11 new starters to its Environment and Cleansing Apprenticeship Programme in January. The new candidates are an invaluable addition to the Hounslow Highways workforce providing a pool of high quality labour. The new starters will be trained and educated to ensure an enhanced understanding into why, how and what is required to make Hounslow a cleaner borough.

Apprenticeships in the Hounslow Highways' organisation include a variety of skilled areas including Highways Operations, Cleansing and Business Management, providing 15-20 places per year for youths seeking a career. The programme may be expanded further depending on the success of the first year's intake.

As well as being an essential investment to the resourcing needs of the organisation, apprentices are key to the long term structure of Hounslow Highways by providing a platform to train and develop staff and future leaders in two, five and 10 years' time.

## Street Cleansing Delivery Review

Cleansing and environmental issues continue to be a high priority as they affect the perception of the borough and the enjoyment of it by residents, businesses and retail customers. Hounslow Highways is working closely with the Authority to address the symptoms (flytipping, detritus, spillages, graffiti) and its causes (methods of working, awareness, attitudes and behaviours) by working in partnership with the Authority and its supply chain partners.

Enforcement activities are now in full swing with the number of action days undertaken in conjunction with the metropolitan police being tripled in January, February and March to increase awareness, education and if necessary issue fines. An enforcement presence will continue through 2014 with three new Community Environment Officers recruited and enforcement powers and training extended to five more cleansing supervisors to inspect the network and issue FPNs as necessary.

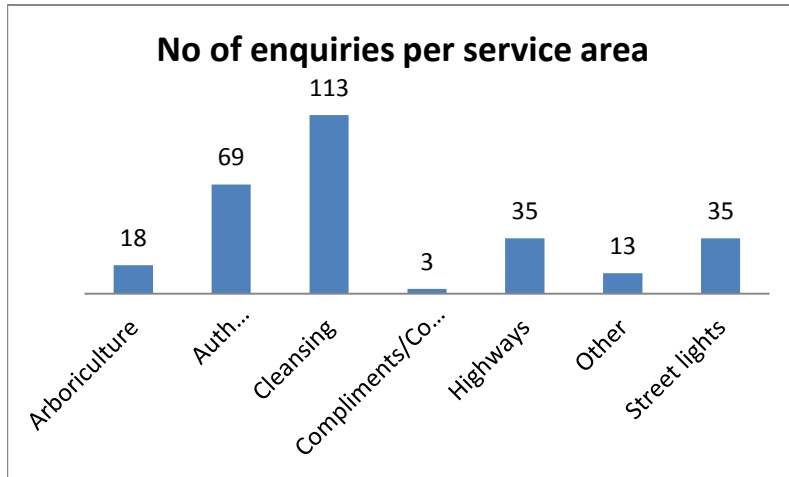
The methods of working for Hounslow Highways street cleansing services have been improved as part of our continual improvement to get the situation on the ground cleaner and ensure problem areas are proactively identified and remedied. Reviews of current routes and inspection results are undertaken every two weeks with the results leading to changes in the way we work and organise the service. To account for seasonal variations and a detailed analysis of our performance we have undertaken the following changes:

- Quality inspections by community officers and supervisors every day of completed routes against a set national criteria of intervention.
- 14 gangs in December to address detritus based on survey data received from the previous inspections
- 11 Apprentices recruited to work with and learn from experienced hands in the operations teams.
- Revised routing system to increase the number and frequency of walked manors.
- Doubling up of resource on the five priority manors (changed every two weeks to target every manor) to target a thorough cleanse of detritus, weeds and channel growth.
- Problem sites identified for detritus/litter cleansing frequency– 309 roads identified for review
- All focussed roads individually reviewed by street cleansing team to identify cleansing frequency changes to achieve performance standard – trend data/local knowledge
- 69 roads identified for increased frequency of cleansing to better achieve the required performance standard
- Focussed targeting of staining in retail and high amenity areas and the removal of gum deposits with a programmed resource
- 5 additional teams are 70% complete on the dedicated leaf fall programme focussed on high tree density areas

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

Hounslow Highways received a total of 2046 enquiries in the month of December, which is a decrease of 21.6% from the number received last month. Heston & Cranford area received 14% of the total with the operations hub processing 295 enquiries for the area, which is 24.5% lower than the previous month.

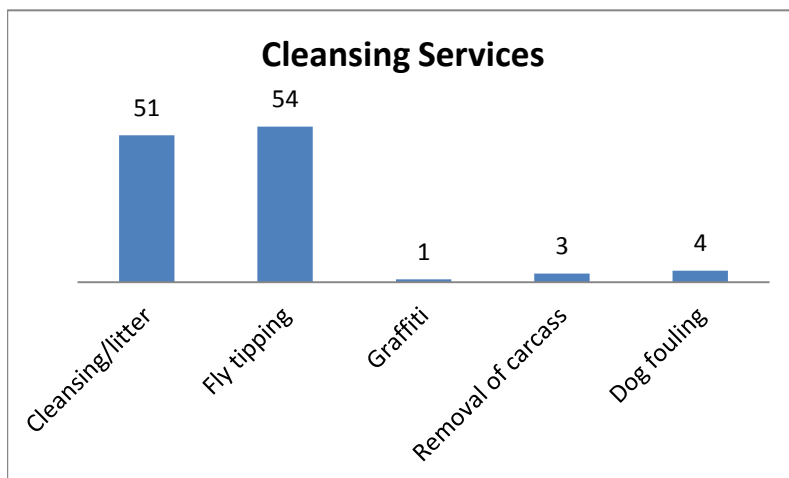
The graph below highlights the breakdown of the service area the complaints were received for.



'Other' services include enquiries received for issues concerning building operations, covers/gratings, crossover applications, gullies/pipes, PROW, signs and street names.

Authority/legislative includes general enquiries that do not fall under any other category. These are enquiries generally relating to policy and procedure.

Cleansing received the highest number of enquiries however these were fewer than the number received for the same issues compared to the previous month. The enquiries are broken down into specific issues in the graph below:



## Hounslow Highways Twitter update

It has been nearly two months since Hounslow Highways launched its Twitter account and we are slowly but surely gaining more followers each week.

We have Tweeted 180 times and have 131 followers.

Most of the Tweets we have received have been reports of issues on the network, which we have dealt with as general enquiries.

Some Tweets have also been to thank us for our service, new street lights etc.



## Winter service

Winter service has continued as normal and due to the relatively mild weather (Christmas Eve storm aside!) there has been no need to grit the roads yet.

However, our seven gritters and 2,500 tonnes of salt remain at the ready in the depot for when icy weather strikes.

We will be sure to Tweet to our followers on Twitter when the gritters head out on the network.



## Works in your area

Our massive works programme is still in slow motion, following the festive period and while we carry out pre-works site audits to determine the best treatment types for carriageway works and the most efficient times to carry them out.

However we are still out and about doing pavement works and installing street lighting.

Below are the works completed in your area in December.

### Street Lighting

In December, 2 street lighting schemes were completed in the month as planned:

Road	Ward
ASTON GREEN	CRANFORD
HAYES ROAD	HESTON WEST

### Carriageways

In December, one carriageway scheme was completed in the month as planned:

Road	Ward
HAYES ROAD	HESTON WEST

### Footways

In December, 4 footway schemes were completed in the month as planned:

Road	Ward
AMBASSADOR CLOSE	HESTON CENTRAL
FIRS DRIVE	CRANFORD
HAYES ROAD	HESTON WEST
ST PAULS CLOSE	HESTON CENTRAL

### Additional Works in January

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