

### Welcome

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

### Total of 19 fines issued to litter louts

Hounslow Highways clampdown on litter continued through January, with 19 offenders now issued with £80 fines, since the new 'get tough' approach was launched in October 2013.

The fines were issued over several action days by Hounslow Highways and Police officers in Hounslow High Street and Kingsley Road.

Hounslow Highways Service Director Rob Gillespie said: "It is clear some people believe that our street cleaners are solely responsible for keeping the borough tidy. Although they work hard to clear up after people, it is up to everyone who lives, works and visits the borough to take responsibility for their own litter.

"It is unfortunate that we have to issue fixed penalty notices but until the behaviour of those who litter changes, we have no choice. The message is simple: if you litter you will be fined."

The continuing clampdown includes CCTV cameras deployed in flytipping hot spots to run alongside an intensification of street cleaning by Hounslow Highways.

The key messages around Hounslow Highways' 'Zero Tolerance' campaign will be reinforced by flytipping and littering hard signage to be installed in hotspots around the borough in February.

An example of what the hard signage will look like:



### Skip companies fined

The zero tolerance enforcement campaign has been extended by Hounslow Highways to include the issuance of fines to companies in breach of legislation when working on or near the highway.

Hounslow Highways are working with approved companies to grant skip, scaffold, container, etc licences required for building related works whilst ensuring the risk to other highway users is minimised. We need to support investment and redevelopment in the borough but need to ensure the short and long term effects are not detrimental to the roads and its users.

The Legislation allows the enforcement of various activities to ensure companies act in a safe and responsible way when undertaking works on or near footpaths and roads. This is to ensure that sites are appropriately signed, lit and located in a safe location so as not to pose a risk to road users. For example a skip or building materials placed in the wrong spot on the road or footpath can at the least pose an obstruction but in the worst case present a serious hazard.

Inspections are undertaken before, during and after licences are granted to ensure the agreed locations and guidance has been followed and to identify and seek recovery of costs for any damage caused by their presence.

By law, skip companies are required to apply for a licence if they wish to place a skip on the public highway.

Since the start of January, Hounslow Highways has issued twenty five £100 Fixed Penalty Notices to over a dozen companies. The fines have varied from skips identified as not having a licence, overruns and failure to light skips overnight.

This is more than the number of fines issued in the previous 3 years demonstrating the new get tough policy.



Delivering better streets

## A year in review

The first year of the Hounslow Highways contract was packed full of improvement works to bring 85% of the borough's roads and 75% of the pavements up to standard over the next five years through the Core Investment Period.

Aside from undertaking more works on the borough's roads than in the previous 4 years we have been continuing to provide routine services as Steward of the Network. This includes street cleansing, drainage, bridges, trees and grounds management, street works, highways licencing, winter service, and reactive highways maintenance. To do this we have applied new fleet, staff, methods and technology to key areas to keep your assets safe and fit for use for the next 25 years to ensure we know what is on the network, where it is, when we need to work on it and improve how we manage the work. As well as the above we have learnt some valuable lessons on how to better meet your expectations on service and meet seasonal demands on areas such as cleansing and leafing which have resulted in the employment of additional resources and improved strategies.



Residents and business owners across the borough likely witnessed some form of improvement works in their area throughout 2013 with over £20 million of new investment completed, and improvement schemes on Twickenham Rd, Hatton Rd and Hounslow Town Centre either completed or underway .

The first year of the five-year Core Investment Period (CIP), which will see £100 million invested in the borough, saw 7,632 new LED street lights installed, 89.7km of pavements resurfaced (equivalent to surfacing Hounslow to Winchester) and roads resurfaced to a distance equivalent from Hounslow to Reading.



BEFORE: Stamford Brook pavement



AFTER: Stamford Brook pavement

## REACTIVE MAINTENANCE

While CIP improvement works were high on the agenda for 2013, Hounslow Highways also stepped up its routine inspection programme to ensure roads were kept to standard and dangerous or serious defects were picked up and rectified.

Hounslow Highways received 1,066 reports of potholes in 2013 from members of the public and councilors. In addition another 1,400 defects were revealed through proactive inspections resulting in more than 2,500 potholes being repaired in total. That's up from 2,200 in 2011 and 1,800 in 2012.

Unfortunately recent bad weather has exacerbated potholes around the borough but through engineers' inspections and reports from the public, dangerous potholes are being dealt with as quickly as possible.



## STREET CLEANSING



The appearance and cleanliness of Hounslow's streets is one of the most important parts of the new Hounslow Highways service. Hounslow Highways wants the borough to be a place where businesses choose to operate from and where people want to live, visit and relax – to essentially improve the quality of life for local people.

In excess of 4,000 tonnes of litter and waste was picked up during the first year of the new service, over 3,000 fly-tips and over 300 incidents of fly-posting and graffiti removed.

Hounslow Highways continues to work to educate residents and businesses about the importance of keeping the borough clean, but also utilises its powers to issue fines to fly-tippers, graffiti and litter louts alike. Since November, 19 fixed penalty notices have been issued as part of the zero tolerance enforcement campaign working with the local police to catch offenders.

## EMERGENCY RESPONSE - STORMS

Towards the end of 2013, the UK experienced several major storms and severe weather. The first, on St Jude's Day, saw 217 large branches and trees come down, which were made safe and cleared within two days. The Christmas Eve storm also hit hard, with another 45 tree-related incidents on the highway network and 10 bollards coming down. Hounslow Highways has been commended for its response over this period which was due to the dedication of its staff

The removal of 216 diseased or dying trees throughout the year helped to ensure the number of fallen trees wasn't higher by proactively managing the tree stock to remove unhealthy trees.

## MANAGEMENT SYSTEM

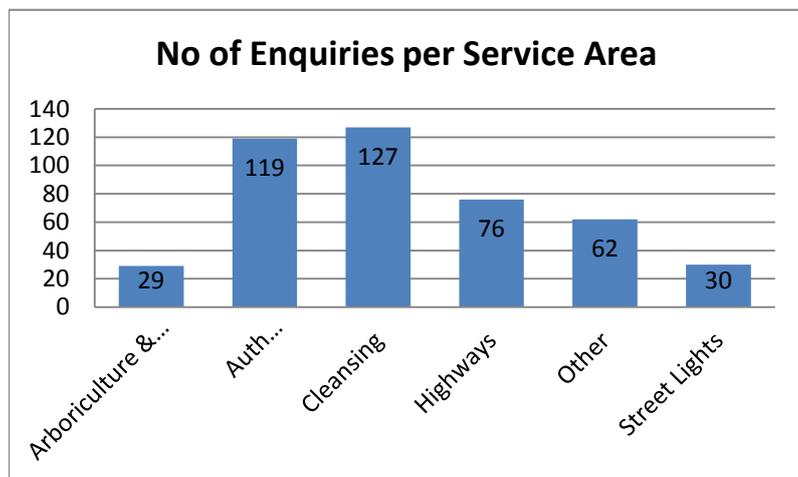
Hounslow Highways has built an integrated management system bespoke for Hounslow to ensure the 27,000 resident enquiries received were prioritised and directed through to the operational teams in real time. The system is managed 24 hours through the operations hub by a team of dedicated staff with all the information at hand to direct the right response out to the network.

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

Hounslow Highways received a total of 2914 enquiries in the month of January, which is an increase of 29% from the number received in December. This increase was anticipated due to the numbers decreasing in December as a result of the holiday period. This is a similar pattern to the previous calendar year when enquiries peaked in the second and third week of January.

The Chiswick area received 15.2% of the total with the hub processing 443 enquiries for the month.

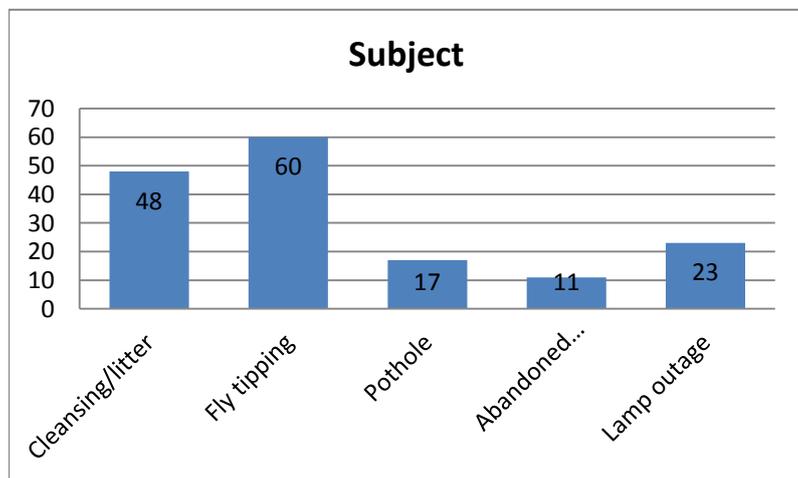
The graph below highlights the breakdown of the service area the complaints were received for.



'Other' services include enquiries received for issues concerning CIP works, bridges/structures, Cat 1 defects, covers/gratings, crossover applications, unlit bollards, footways & verges, gullies/pipes, signs & street names.

As works are progressing on the network, such as street light installation, footway and carriageway works, we are receiving more enquiries. As well as this, awareness of Hounslow Highways and accessible methods of reporting enables residents to be able to report issues directly to Hounslow Highways.

Cleansing and Highways received a high number of enquiries. The enquiries are broken down into specific issues in the graph below:



## Twitter update

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

We have Tweeted 284 times and have 165 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 services.

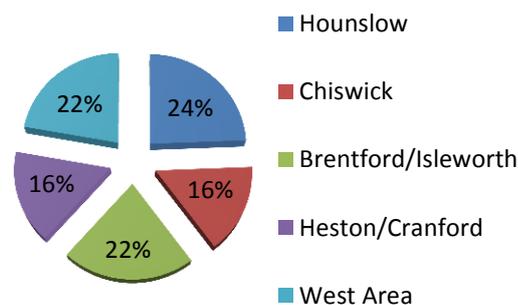
## Troughs planted

Hounslow Highways is currently infilling shrub beds across the borough, removing any dead shrubs and planting with the same variety.

Troughs have also been planted at Isleworth and Heston, so they have permanent feature planting and seasonal flowers.



## Enquiries received per area



## 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

| Road               | RSL Description                                    | Ward                | Start Date | Finish Date |
|--------------------|--|---------------------|------------|-------------|
| CHISWICK HIGH ROAD | MAYFIELD AV TO TURNHAM GREEN TERRACE               | CHISWICK HOMEFIELDS | 17/02/2014 | 21/02/2014  |
| CHISWICK HIGH ROAD | JCT UPHAM PARK RD TO MAYFIELD AV                   | CHISWICK HOMEFIELDS | 17/02/2014 | 21/02/2014  |
| CHISWICK HIGH ROAD | ENNISMORE AV TO JCT UPHAM PARK RD                  | CHISWICK HOMEFIELDS | 17/02/2014 | 21/02/2014  |
| CHISWICK HIGH ROAD | NETHERAVON RD TO ENNISMORE AV                      | CHISWICK HOMEFIELDS | 17/02/2014 | 21/02/2014  |
| BROOKS LANE        | THAMES RD TO WALDECK RD (BROOKS LN)                | CHISWICK RIVERSIDE  | 24/02/2014 | 02/03/2014  |
| ST THOMAS ROAD     | GROVE PARK TERRACE TO FAUCONBERG RD                | CHISWICK RIVERSIDE  | 24/02/2014 | 02/03/2014  |
| NIGHTINGALE CLOSE  | GROVE PARK TERRACE TO END OF RBT (NIGHTINGALE CL)  | CHISWICK RIVERSIDE  | 24/02/2014 | 02/03/2014  |
| HEARNE ROAD        | STRAND-ON-THE-GREEN TO WALDECK RD                  | CHISWICK RIVERSIDE  | 24/02/2014 | 02/03/2014  |
| FOOTWAY            | HERBERT GRDS TO DEANS CL                           | CHISWICK RIVERSIDE  | 24/02/2014 | 02/03/2014  |
| DEANS CLOSE        | JCT GORDON RD TO END OF RD (DEANS CL)              | CHISWICK RIVERSIDE  | 24/02/2014 | 02/03/2014  |
| BURNABY CRESCENT   | GROVE PARK TERRACE TO BURNABY GRDS                 | CHISWICK RIVERSIDE  | 24/02/2014 | 02/03/2014  |
| BURNABY GARDENS    | JCT FLORENCE GRDS TO WOLSELEY GRDS                 | CHISWICK RIVERSIDE  | 24/02/2014 | 02/03/2014  |
| DOLMAN ROAD        | JCT BELMONT RD TO CLIFTON GRDS                     | TURNHAM GREEN       | 10/02/2014 | 16/02/2014  |
| FISHERS LANE       | ARNOTT CL TO CHISWICK HIGH RD                      | TURNHAM GREEN       | 10/02/2014 | 16/02/2014  |
| FISHERS LANE       | CHISWICK COMMON RD TO ARNOTT CL                    | TURNHAM GREEN       | 10/02/2014 | 16/02/2014  |
| SUTTON COURT ROAD  | NR CHISWICK METHODIST CHURCH TO HEATHFIELD TERRACE | TURNHAM GREEN       | 10/02/2014 | 16/02/2014  |
| CHISWICK HIGH ROAD | START OF SLIP (CHISWICK HIGH RD) TO POWER RD       | TURNHAM GREEN       | 17/02/2014 | 21/02/2014  |
| CHISWICK HIGH ROAD | POWER RD TO RBT SURREY CRES                        | TURNHAM GREEN       | 17/02/2014 | 21/02/2014  |
| CHISWICK HIGH ROAD | END OF ISLAND TO RBT SURREY CRES                   | TURNHAM GREEN       | 17/02/2014 | 21/02/2014  |
| CHISWICK HIGH ROAD | DEVONSHIRE RD TO LINDEN GRADENS                    | TURNHAM GREEN       | 17/02/2014 | 21/02/2014  |
| CHISWICK HIGH ROAD | END OF SLIP TO START OF SLIP (CHISWICK HIGH RD)    | TURNHAM GREEN       | 17/02/2014 | 21/02/2014  |
| CHISWICK HIGH ROAD | GARAGE ENT TO END OF DUAL CARRIAGE WAY             | TURNHAM GREEN       | 17/02/2014 | 21/02/2014  |
| CHISWICK HIGH ROAD | LINDEN GRADENS TO HEATHFIELD TERRACE               | TURNHAM GREEN       | 17/02/2014 | 21/02/2014  |
| CHISWICK HIGH ROAD | HEATHFIELD TERRACE TO ACTON LN                     | TURNHAM GREEN       | 17/02/2014 | 21/02/2014  |
| CHISWICK HIGH ROAD | ACTON LN TO CHISWICK RD                            | TURNHAM GREEN       | 17/02/2014 | 21/02/2014  |
| CHISWICK HIGH ROAD | CHISWICK RD TO START OF DUAL CARRIAGE WAY          | TURNHAM GREEN       | 17/02/2014 | 21/02/2014  |
| RIDGEWAY DRIVE     | BOUNDARY TO PRINCES AV                             | TURNHAM GREEN       | 24/02/2014 | 02/03/2014  |
| RIDGEWAY DRIVE     | PRINCES AV TO GUNNERSBURY AVENUE                   | TURNHAM GREEN       | 24/02/2014 | 02/03/2014  |
| TRIANGLE WAY       | NR GUNNERSBURY TRIANGLE CLUB TO JCT PRINCES AV     | TURNHAM GREEN       | 24/02/2014 | 02/03/2014  |

|              |  |               |            |            |
|--------------|--|---------------|------------|------------|
| TRIANGLE WAY | NR THE GUNNERSBURY TRIANGLE CLUB TO PRINCES AV   | TURNHAM GREEN | 24/02/2014 | 02/03/2014 |
| TRIANGLE WAY | TRIANGLE WAY TO NR THE GUNNERSBURY TRIANGLE CLUB | TURNHAM GREEN | 24/02/2014 | 02/03/2014 |
| TRIANGLE WAY | TRIANGLE WAY TO PARK DR                          | TURNHAM GREEN | 24/02/2014 | 02/03/2014 |

## Carriageways

| Road Name       | RSL Description                      | Ward                | Start      | Finish     |
|-----------------|--------------------------------------|---------------------|------------|------------|
| NETHERAVON ROAD | GREAT W RD CHISWICK TO CHISWICK LN S | CHISWICK HOMEFIELDS | 28/02/2014 | 01/03/2014 |

## Footways

| Name            | RSL Description                    | Ward               | Start      | Finish     |
|-----------------|------------------------------------|--------------------|------------|------------|
| FAUCONBERG ROAD | START OF ISLAND TO SUTTON COURT RD | CHISWICK RIVERSIDE | 28/01/2014 | 04/02/2014 |

## Additional Works in February

The following additional works are taking place in Chiswick in February.

| Scheme name / Location | Change | Description of Works                               | Area / Ward | Start Date          | Finish Date       |
|------------------------|--------|--|-------------|---------------------|-------------------|
| LVC001/14              | New    | Church Street, Isleworth, traffic management trial | Chiswick    | February/March 2014 | 6 months duration |