

## 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 boroughs road 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.

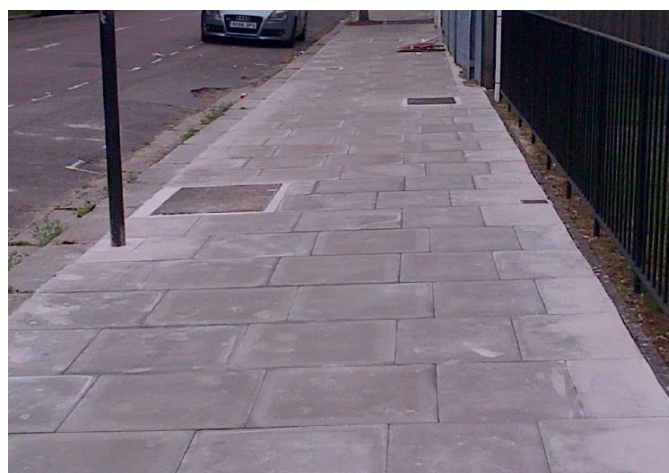


Residents and business owners across the borough likely witnessed some form of improvement works in their area throughout 2013 with over £20 million of new investment completed, and improvement schemes on Twickenham Rd, Hatton Rd and Hounslow Town Centre either completed or underway .

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

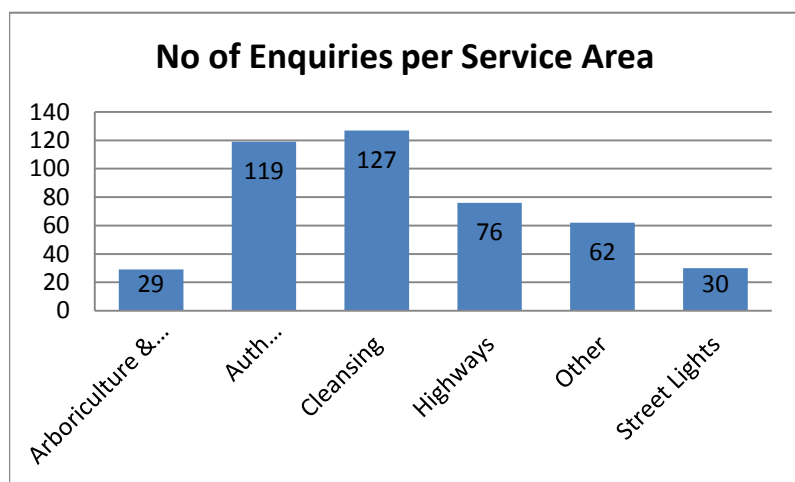
Hounslow Highways has built an integrated management system bespoke for Hounslow to ensure the 27,000 resident enquiries received were prioritised and directed through to the operational teams in real time. The system is managed 24 hours through the operations hub by a team of dedicated staff with all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

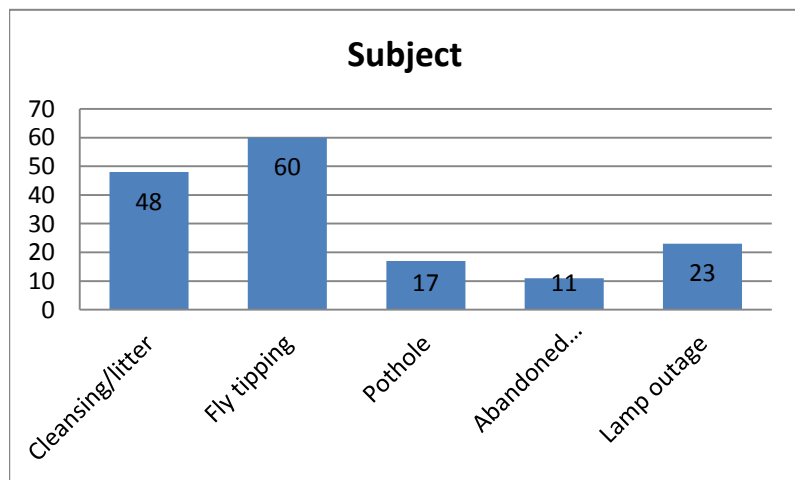
The graph below highlights the breakdown of the service area the complaints were received for.



'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.

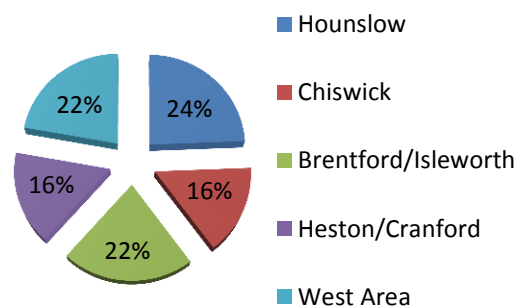
## Troughs planted

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