

### Welcome

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

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### Hounslow Highways recruiting 20 Lay Assessors

Hounslow Highways is recruiting 20 volunteers from the community to act as independent assessors of Hounslow Highways' work throughout the wards in Hounslow.

There will be one lay assessor per ward. The assessors will be recruited in March with an induction in early April this year. We are seeking readers of this newsletter to be the first tranche of volunteers to represent their ward.

The volunteers will be trained and inducted by Hounslow Highways staff to give them an understanding of safety on site, how we work and where we will be operating.

The training will include introductions to our teams and site supervisors so that the volunteers and site crews are familiar with each other when audits are undertaken.

The purpose of lay assessors is to provide feedback to us on our services, help us understand residents' perception of the highways network and our services, and to be an ambassador for the borough's roads.

They will look at different aspects of the service, including safety, quality, accessibility, customer care, environmental impact and good working practices.

Qualities of a lay assessor include having an objective, balanced and neutral view, good communications skills and an interest in improving the borough's roads.

We would ask for a day each month from each volunteer plus a quarterly visit to our offices to gain direct feedback with our staff. Volunteers will be asked to commit for one year as an initial commitment.

Advertisements will be running on our website from the 15 March but if you would be interested in coming along to understand more please contact us at [businessmanagement@hounslowhighways.org](mailto:businessmanagement@hounslowhighways.org).

### Love your streets or pay the penalty

Dozens of posters went up around the borough in February, urging residents to love the streets of Hounslow and warning anyone dropping litter where they could be fined.

The posters are part of a Council and Hounslow Highways campaign – Love Your Streets - Hate Litter, and the on-going zero tolerance approach to grime crime.

Three more people were fined at the beginning of March for dropping litter – bringing a total of 29 who have been issued with an on the spot £80 fine since October 2013.



 **Hounslow Highways**

Delivering better streets

## Hounslow Highways invests in local young people

It has been three months since Hounslow Highways recruited the first group of young people to do Environmental Services apprenticeships to develop their career and contribute to their borough along the way.

The eight apprentices are receiving formal academic training modules from a London college, in the processes and skills of street cleanliness and environmental management.

Two other young people joined Hounslow Highways six months ago, training as apprentices in the highway maintenance and repair field. Their training is provided by a sister company to Hounslow Highways as part of the UK training approach.

Councillor Colin Ellar and Councillor Steve Curran met recently with the 18-24 year old team members at Jubilee House depot and heard about their training and the on the job experience they are receiving with their older colleagues.

The practical and academic experience they receive is being delivered through an accredited training programme and will result in them receiving NVQ Level 2 certificates. On completion of their training they will continue their careers in Hounslow Highways, hopefully developing their skills and further qualifications as they progress.

Hounslow Highways Service Director Rob Gillespie said, "Bringing new young people into our industry and our business is extremely important. In addition, it has been a goal for us from day one to ensure that there are new employment opportunities for young people in the borough. This programme gives experience and learning in a work environment and we welcome all our apprentices to the Hounslow Highways team."

Highways apprentice Jake Quinn, 21, said: "My apprenticeship is going well. It's given me the opportunity to gain learning and experience that I may not otherwise have."

Fellow highways apprentice Nicholas Pett, 22, agreed, saying he was enjoying the learning and practical elements of his apprenticeship.

"It's opened up a load more doors for me and a career. It's still early days and it's a new experience but I'm enjoying it."

Hounslow Highways will continue to work with educational and career groups to develop apprenticeships and other opportunities within the borough.



## Hounslow Highways builds bonds with business

Hounslow Highways recently attended the London Borough of Hounslow's Business Fair, Building Bonds with Business.

The fair hosted 14 exhibitors and 61 businesses registered to attend the event.

Hounslow Highways Business Manager Tim Hurley and Communications Officer Alice Campion manned a stand to discuss concerns and improvement works with local business owners and members of the public.

Following some networking time, guests were invited to hear talks on regeneration in the borough by the assistant director of Strategic Planning, Regeneration and Economic Development Heather Cheesbrough, and Head of Regeneration, Spatial Planning and Economic Development Ian Rae.

The leader of Hounslow Council, Jagdish Sharma, also talked about the Budget for 2014/2015.

Hounslow Highways Service Director Rob Gillespie said: "Building Bonds with Business was an excellent opportunity for Hounslow Highways to liaise directly with the public and showcase what we do to those who may not be aware of our contract.

Event organiser Jan Henson said feedback from the business-focused event had been positive.



## Dimming of street lights

We are now over half way through the street lighting programme which is due to finish by December this year. The new LED white light has received varied feedback with some residents finding the lighting too bright and some others suggesting that it is too dim.

To ensure we have a fair assessment of residents' concerns we are allowing time for residents to become accustomed to the new white light before any dimming trials commence. We have been recording requests by individual residents to change lighting levels on specific roads so that a list of priority locations for dimming can be agreed with the council.

If you would like to add a new location for dimming please contact us at [enquiries@hounslowhighways.org](mailto:enquiries@hounslowhighways.org) or raise a web enquiry through the Contact Us page on our website at [www.hounslowhighways.org](http://www.hounslowhighways.org).

## Twitter update

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

We have Tweeted 381 times and have 196 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.



## Core Investment Period update

We are now into the second year of the five-year CIP programme and we have resurfaced 52.85 miles of footways 52.19 miles of carriageways and replaced 8,619 street lights with LED lighting.

## More street lighting to come under the CMS

During the month of February Hounslow Highways started installation of the street lighting points on two very important roads (CMS spine roads), which are London Road and Chiswick High Road. This will improve street lighting communication and help to get more street lighting points under CMS (Central Management System) control in the London Borough of Hounslow.

Lamp column painting has been programmed for April 2014, which will aesthetically improve the appearance of the columns which were not replaced but had new lanterns fitted.

The SSE have commenced their programme of new connections and we expect to have cleared the backlog (approximately 100 across the borough) by the end of April.

## KBT figures show Hounslow getting cleaner

Hounslow Council is beginning to win its battle to make the borough cleaner, according to new figures released in February.

A Keep Britain Tidy survey revealed levels of litter and detritus have fallen by 2 and 8.6 percentage points respectively since the last survey in September 2013.

Hounslow Highways Service Director Rob Gillespie said: "Our increased cleansing regime is beginning to have an effect on the borough's streets. The cleanliness has improved and we will continue to work to make Hounslow a cleaner, greener borough."

The news also comes after the launch of a new Council and Hounslow Highways campaign – Love Your Streets – Hate Litter – which was launched on Valentine's Day.

The Council has also installed three new CCTV cameras in fly tipping hot spots running alongside an improved street cleaning regime by Hounslow Highways.

### Keep Britain Tidy Figures:

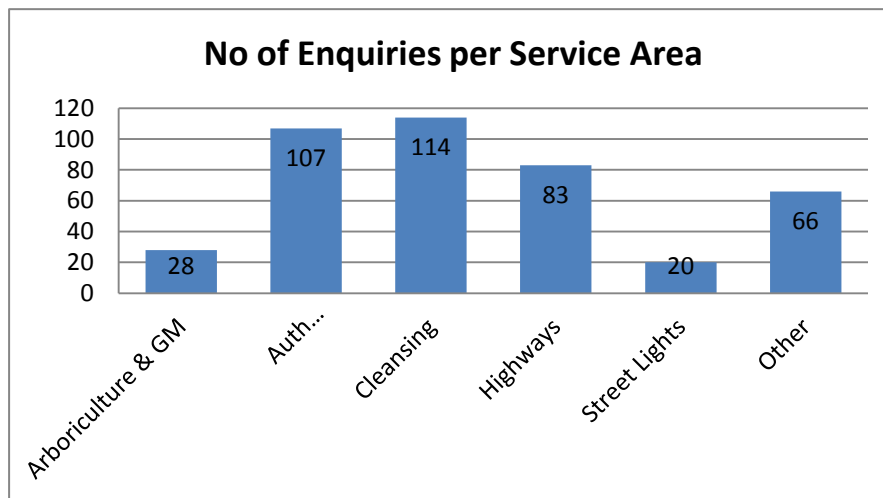
Month	Litter	Detritus	Weed Growth	Staining	Fly posting	Graffiti
September 2013	14.98%	23.03	15.93%	9.46%	1.89%	2.52%
December 2013	12.7	14.74	2.65	13.02	.095	2.54

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

Hounslow Highways received a total of 2713 enquiries in the month of February, which is a decrease of 6.9% from the previous month. This decrease was anticipated as the number of reports received in January were higher than usual following the quiet holiday period.

The Chiswick area received 15% of the total with the hub processing 418 enquiries for the month. This is 5.6% less than the number received in January.

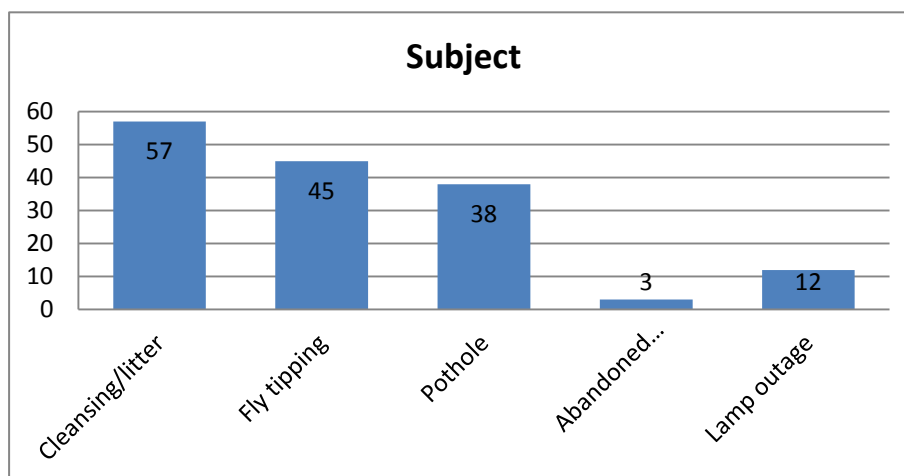
The graph below highlights the breakdown of the service area the complaints were received for. Cleansing complaints received the highest number of reports.



'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.

Works are progressing well on the network as we have entered the second year of the contract, more LED street lights have been installed, footway and carriageway works are continuing, and as a result enquiries have been increasing. The focus is on improving the standard of cleanliness across the borough with more quality inspections being carried out. Hounslow Highways is a visible service, and residents' awareness of our services has increased.

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



## 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 LANE	CHISWICK HIGH RD TO CRANBROOK RD	CHISWICK HOMEFIELDS	17/03/2014	23/03/2014
CHISWICK LANE	CRANBROOK RD TO WILTON AV	CHISWICK HOMEFIELDS	17/03/2014	23/03/2014
CHISWICK LANE	WILTON AV TO CHISWICK LN	CHISWICK HOMEFIELDS	17/03/2014	23/03/2014
CHISWICK LANE	START OF ISLAND (R SPLAY) TO DORCHESTER GROVE	CHISWICK HOMEFIELDS	17/03/2014	23/03/2014
ASHBOURNE GROVE	DEVONSHIRE RD TO CHISWICK LN	CHISWICK HOMEFIELDS	17/03/2014	21/03/2014
BALFERN GROVE	EBURY GROVE TO CHISWICK LN (BALFERN GROVE)	CHISWICK HOMEFIELDS	17/03/2014	21/03/2014
BEVERLEY ROAD	END OF RD TO NETHERAVON RD	CHISWICK HOMEFIELDS	17/03/2014	23/03/2014
CLEVELAND AVENUE	CHISWICK HIGH RD TO MERTON AV	CHISWICK HOMEFIELDS	24/03/2014	30/03/2014
CORNWALL GROVE	EBURY GROVE TO CHISWICK LN (CORNWALL GROVE)	CHISWICK HOMEFIELDS	24/03/2014	30/03/2014
DORCHESTER GROVE	CHISWICK LN TO RBT HOGARTH	CHISWICK HOMEFIELDS	24/03/2014	30/03/2014
DORCHESTER GROVE	START OF ISLAND TO DEVONSHIRE RD	CHISWICK HOMEFIELDS	24/03/2014	30/03/2014
EASTBURY GROVE	DORCHESTER GROVE TO ASHBOURNE GROVE	CHISWICK HOMEFIELDS	24/03/2014	30/03/2014
ENNISMORE AVENUE	CHISWICK HIGH RD TO END OF RD (ENNISMORE AV)	CHISWICK HOMEFIELDS	24/03/2014	30/03/2014
MERTON AVENUE	CHISWICK HIGH RD TO CLEVELAND AV	CHISWICK HOMEFIELDS	24/03/2014	30/03/2014
RAVENSMEDWAY	CHISWICK HIGH RD TO END OF RD (RAVENSMEDWAY)	CHISWICK HOMEFIELDS	24/03/2014	30/03/2014
UPHAM PARK ROAD	CHISWICK HIGH RD / CHISWICK LN TO END OF RD	CHISWICK HOMEFIELDS	24/03/2014	30/03/2014
WILTON AVENUE	CHISWICK LN TO END OF RD	CHISWICK HOMEFIELDS	24/03/2014	30/03/2014
BRITISH GROVE	NETHERAVON RD S TO BOUNDARY	CHISWICK HOMEFIELDS	31/03/2014	06/04/2014
BRITISH GROVE	BOUNDARY TO END OF RD (BRITISH GROVE)	CHISWICK HOMEFIELDS	31/03/2014	06/04/2014
BRITISH GROVE	NETHERAVON RD TO END OF ISLAND (L SPLAY)	CHISWICK HOMEFIELDS	31/03/2014	06/04/2014
FOOTWAY	EDENSOR RD (W) TO EDENSOR RD (E)	CHISWICK HOMEFIELDS	31/03/2014	06/04/2014
HOMEFIELD ROAD	CHISWICK HIGH RD TO BEVERLEY RD	CHISWICK HOMEFIELDS	31/03/2014	06/04/2014
NETHERAVON ROAD	GREAT W RD CHISWICK TO CHISWICK LN S	CHISWICK HOMEFIELDS	31/03/2014	06/04/2014
NETHERAVON ROAD	CHISWICK HIGH RD TO BRITISH GROVE	CHISWICK HOMEFIELDS	31/03/2014	06/04/2014
BROOKS LANE	THAMES RD TO WALDECK RD (BROOKS LN)	CHISWICK RIVERSIDE	03/03/2014	09/03/2014
DEANS CLOSE	JCT GORDON RD TO END OF RD (DEANS CL)	CHISWICK RIVERSIDE	03/03/2014	09/03/2014
FAUCONBERG ROAD	JCT SUTTON COURT RD TO COMPTON CRES	CHISWICK RIVERSIDE	03/03/2014	09/03/2014
FAUCONBERG	COMPTON CRES TO JCT GORDON RD	CHISWICK	03/03/2014	09/03/2014

ROAD		RIVERSIDE		
FLORENCE GARDENS	JCT BURNABY GRDS TO ST THOMAS RD	CHISWICK RIVERSIDE	03/03/2014	09/03/2014
GROVE PARK BRIDGE	JCT GROVE PARK TO SUTTON COURT RD	CHISWICK RIVERSIDE	03/03/2014	07/03/2014
GROVE PARK ROAD	HARTINGTON RD TO NR ST PAULS CHURCH	CHISWICK RIVERSIDE	03/03/2014	09/03/2014
GROVE PARK TERRACE	GROVE PARK RD TO ST MARYS GROVE	CHISWICK RIVERSIDE	03/03/2014	07/03/2014
GROVE PARK TERRACE	ST MARYS GROVE TO JCT FAUCONBERG RD	CHISWICK RIVERSIDE	03/03/2014	07/03/2014
HEARNE ROAD	STRAND-ON-THE-GREEN TO WALDECK RD	CHISWICK RIVERSIDE	03/03/2014	09/03/2014
LAWFORD ROAD	SUTTON COURT RD TO PARK RD (LAWFORD RD)	CHISWICK RIVERSIDE	03/03/2014	07/03/2014
RANELAGH GARDENS	GROVE PARK GRDS TO END OF RD	CHISWICK RIVERSIDE	03/03/2014	09/03/2014
RIVERVIEW GROVE	END OF RD (RIVERVIEW GROVE) TO THAMES RD	CHISWICK RIVERSIDE	03/03/2014	09/03/2014
RIVERVIEW ROAD	RIVERVIEW GROVE TO GROVE PARK RD	CHISWICK RIVERSIDE	03/03/2014	09/03/2014
SPRING GROVE	S STRAND-ON-THE-GREEN TO NR EI SUB STATION ENT	CHISWICK RIVERSIDE	03/03/2014	09/03/2014
STAVELEY ROAD	BURLINGTON LN TO PARK RD	CHISWICK RIVERSIDE	03/03/2014	07/03/2014
SUTTON COURT ROAD	LAWFORD RD TO JCT STAVELLEY RD	CHISWICK RIVERSIDE	03/03/2014	09/03/2014
SUTTON COURT ROAD	JCT PARK RD TO GROVE PARK BRIDGE	CHISWICK RIVERSIDE	03/03/2014	09/03/2014
THAMES ROAD	OLIVRE CL TO GROVE PARK RD	CHISWICK RIVERSIDE	03/03/2014	09/03/2014
THAMES ROAD	OLIVER CL TO PYRMONT RD	CHISWICK RIVERSIDE	03/03/2014	09/03/2014
WALDECK ROAD	HEARNE RD TO BROOKS LN	CHISWICK RIVERSIDE	03/03/2014	09/03/2014
WALDECK ROAD	END OF RD TO BROOKS LN	CHISWICK RIVERSIDE	03/03/2014	09/03/2014
CHISWICK VILLA	JCT REGENT RD TO OXFORD ROAD S	CHISWICK RIVERSIDE	10/03/2014	16/03/2014
CHISWICK VILLA	CHISWICK VILLAGE (E) TO CHISWICK VILLAGE (W)	CHISWICK RIVERSIDE	10/03/2014	16/03/2014
COMPTON CRESCENT	FAUCONBERG RD TO CHESTERFIELD RD (COMPTON CRES)	CHISWICK RIVERSIDE	10/03/2014	16/03/2014
ELMWOOD ROAD	SUTTON LN S TO SUTTON COURT RD	CHISWICK RIVERSIDE	10/03/2014	16/03/2014
ERNEST GARDENS	MAGNOLIA RD TO END OF RD (ERNEST GRDS)	CHISWICK RIVERSIDE	10/03/2014	16/03/2014
FALCON CLOSE	SUTTON LN S TO T JCT FALCON CL	CHISWICK RIVERSIDE	10/03/2014	16/03/2014
FALCON CLOSE	START OF RD (W) TO END OF RD (E) (FALCON CL)	CHISWICK RIVERSIDE	10/03/2014	16/03/2014
FOOTWAY	HERBERT GRDS TO ERNEST GRDS	CHISWICK RIVERSIDE	10/03/2014	16/03/2014
GERALDINE ROAD	THAMES RD TO WALDECK RD (GERALDINE RD)	CHISWICK RIVERSIDE	10/03/2014	16/03/2014
GORDON ROAD	JCT HAZLEDENE RD TO JCT WHITEHALL GRDS	CHISWICK RIVERSIDE	10/03/2014	16/03/2014
HAINING CLOSE	STONEHILL RD TO END OF RD	CHISWICK RIVERSIDE	10/03/2014	16/03/2014
HARVARD HILL	WOLSELEY GRDS TO CEDARS RD	CHISWICK RIVERSIDE	10/03/2014	16/03/2014
HAZLEDENE ROAD	JCT FAUCONBERG RD TO JCT GORDON RD	CHISWICK RIVERSIDE	10/03/2014	16/03/2014

LORAIN ROAD	THAMES RD TO ERNEST GRDS	CHISWICK RIVERSIDE	10/03/2014	16/03/2014
MAGNOLIA ROAD	THAMES RD TO END OF RD (MAGNOLIA RD)	CHISWICK RIVERSIDE	10/03/2014	16/03/2014
MEADE CLOSE	THAMES RD TO WALDECK RD (MEADE CL)	CHISWICK RIVERSIDE	10/03/2014	16/03/2014
OLIVER CLOSE	THAMES RD TO END OF RD (OLIVER CL)	CHISWICK RIVERSIDE	10/03/2014	16/03/2014
ST MARYS GROVE	GROVE PARK TERRACE TO WOLSELEY GRDS	CHISWICK RIVERSIDE	10/03/2014	16/03/2014
SUTTON LANE SOUTH	JCT GORDON RD TO END OF RD	CHISWICK RIVERSIDE	10/03/2014	16/03/2014
WHITEHALL GARDENS	WOLSELEY GRDS TO JCT GORDON RD	CHISWICK RIVERSIDE	10/03/2014	16/03/2014
WHITEHALL PARK	WOLSELEY GRDS TO END OF RD	CHISWICK RIVERSIDE	10/03/2014	16/03/2014
WOLSELEY GARDENS	BURNABY GRDS TO WHITEHALL GRDS	CHISWICK RIVERSIDE	10/03/2014	16/03/2014
OXFORD GARDENS	BROOKS RD TO END OF RD	CHISWICK RIVERSIDE	17/03/2014	23/03/2014
CHISWICK HIGH ROAD	TURNHAM GREEN TERRACE TO DEVONSHIRE RD	TURNHAM GREEN	03/03/2014	03/03/2014
CHISWICK HIGH ROAD	TURNHAM GREEN TERRACE TO DEVONSHIRE RD	TURNHAM GREEN	03/03/2014	03/03/2014
PARK WAY	END OF RD TO GUNNERSBURY AV	TURNHAM GREEN	03/03/2014	09/03/2014
PRINCES WAY	NR GROUNDSMANS BUNGALOW TO END OF RD	TURNHAM GREEN	03/03/2014	07/03/2014
HEATHFIELD TERRACE	JCT SUTTON LN TO CHISWICK HIGH RD	TURNHAM GREEN	10/03/2014	16/03/2014
MARLBOROUGH ROAD	CHISWICK HIGH RD TO WELLESLEY RD (MARLBOROUGH RD)	TURNHAM GREEN	17/03/2014	23/03/2014
WINDMILL ROAD	CHISWICK HIGH RD TO END OF RD (WINDMILL RD)	TURNHAM GREEN	17/03/2014	23/03/2014
ARLINGTON GARDENS	MARLBOROUGH RD TO SUTTON LN N	TURNHAM GREEN	17/03/2014	23/03/2014
BURLINGTON ROAD	CHISWICK HIGH RD TO GROSVENOR RD	TURNHAM GREEN	17/03/2014	23/03/2014
GRANGE ROAD	BURLINGTON RD TO WELLESLEY RD	TURNHAM GREEN	17/03/2014	23/03/2014
GRANGE ROAD	START OF ISLAND TO END OF RD	TURNHAM GREEN	17/03/2014	23/03/2014
HEATHFIELD GARDENS	JCT BARROWGATE RD TO HEATHFIELD TERRACE	TURNHAM GREEN	17/03/2014	23/03/2014
BARLEY MOW PASS	NR VOYSEY HOUSE TO END OF RD	TURNHAM GREEN	17/03/2014	21/03/2014
BARLEY MOW PASSAGE	HEATHFIELD TERRACE TO CHISWICK HIGH RD	TURNHAM GREEN	17/03/2014	21/03/2014
BEACONSFIELD CLOSE	GROSVENOR RD TO END OF RD	TURNHAM GREEN	17/03/2014	23/03/2014
CHARDIN ROAD	ELLIOTT RD TO END OF RD	TURNHAM GREEN	24/03/2014	30/03/2014
CHISWICK COMMON	WINDMILL PASSAGE TO WINDMILL RD	TURNHAM GREEN	24/03/2014	30/03/2014
CHISWICK COMMON	NR JONATHAN COURT TO END OF RD	TURNHAM GREEN	24/03/2014	30/03/2014
DUKE ROAD	FRASER STREET TO END OF RD	TURNHAM GREEN	24/03/2014	30/03/2014
DUKE ROAD	CHISWICK HIGH RD TO FRASER STREET	TURNHAM GREEN	24/03/2014	30/03/2014
DUKES AVENUE	CHISWICK HIGH RD TO BOURNE PLACE	TURNHAM GREEN	24/03/2014	30/03/2014
ELLIOTT ROAD	CHISWICK HIGH RD TO CHISWICK COMMON RD	TURNHAM GREEN	24/03/2014	30/03/2014
MILLS ROW	BRIDGE STREET TO END OF RD (MILLS ROW)	TURNHAM GREEN	24/03/2014	30/03/2014
POWER ROAD	GUNNERSBURY AV TO NR WAREHOUSE	TURNHAM GREEN	24/03/2014	30/03/2014
POWER ROAD	NR WAREHOUSE TO CHISWICK HIGH RD	TURNHAM GREEN	24/03/2014	30/03/2014

TOWN HALL AVENUE	CHISWICK HIGH RD TO HEATHFIELD TERRACE	TURNHAM GREEN	24/03/2014	30/03/2014
WALPOLE GARDENS	MARLBOROUGH RD TO JCT HEATHFIELD TERRACE	TURNHAM GREEN	24/03/2014	30/03/2014
WINDMILL PASSAGE	CHISWICK HIGH RD TO CHISWICK COMMON RD	TURNHAM GREEN	24/03/2014	30/03/2014

## Carriageways

Road	RSL Description	Ward	Start Date	Finish Date
CHISWICK HIGH ROAD	NETHERAVON RD TO ENNISMORE AV	CHISWICK HOMEFIELDS	03/03/2014	07/03/2014
ABINGER ROAD	BATH RD TO WOODSTOCK RD (ABINGER RD)	CHISWICK HOMEFIELDS	03/03/2014	07/03/2014
CHISWICK HIGH ROAD	GARAGE ENT TO END OF DUAL CARRIAGE WAY	TURNHAM GREEN	12/03/2014	14/03/2014
CHISWICK HIGH ROAD	POWER RD TO RBT SURREY CRES	TURNHAM GREEN	14/03/2014	18/03/2014
SUTTON COURT ROAD	NR CHISWICK METHODIST CHURCH TO HEATHFIELD TERRACE	TURNHAM GREEN	07/03/2014	12/03/2014

## Footways

There are no footway works programmed for Chiswick in March.

## Additional Works in March

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

Scheme name / Location	Change	Description of Works	Area / Ward	Start Date	Finish Date
LVC 032	New	Turnham Green Terrace Bus Stop Accessibility	Chiswick	March April 2014	3 weeks duration