

Spotlight

on Bedfont, Hanworth and Feltham

Issue 9 / March 2014

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.

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.

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 or raise a web enquiry through the Contact Us page on our website at 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:

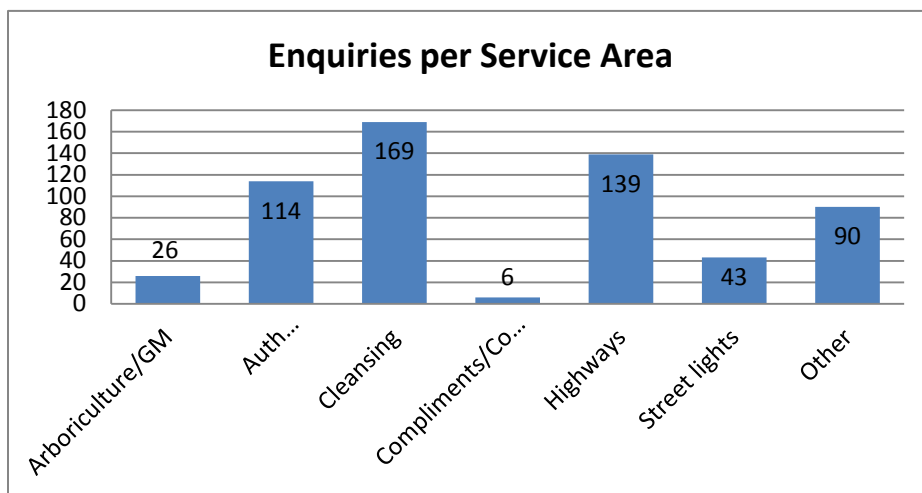
Month	Litter	Detritus	Weed Growth	Staining	Fly posting	Graffiti
September 2013	14.98%	23.03	15.93%	9.46%	1.89%	2.52%
December 2013	12.7	14.74	2.65	13.02	.095	2.54

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.

Bedfont, Hanworth and Feltham area received 22% of the total with the hub processing 587 enquiries for the month. This is 7.5% less than the number received in January.

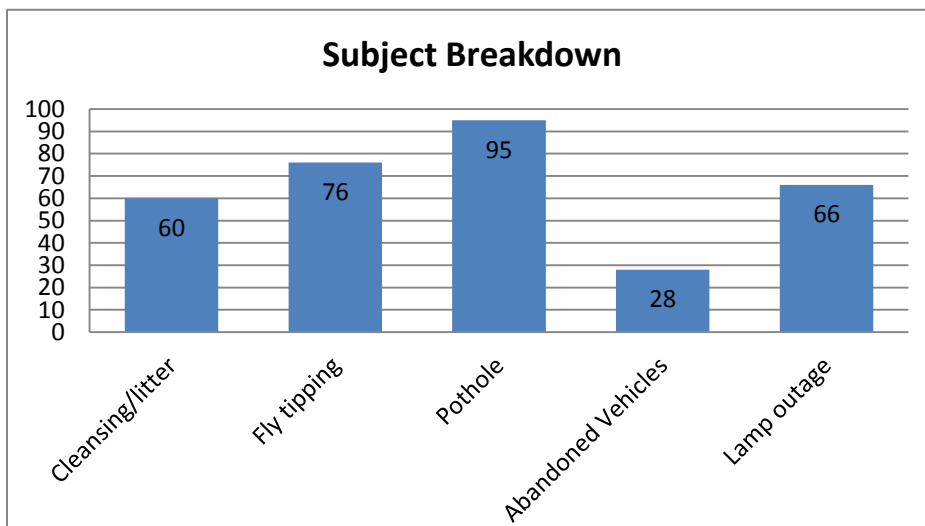
The graph below highlights the breakdown of the service area the complaints were received for. Cleansing complaints received the highest number of reports.



'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
STAINES ROAD	BURLINGTON CL TO PAGE RD	BEDFONT	03/03/2014	07/03/2014
MYRTLE AVENUE	HATTON RD TO END OF RD (MYRTLE AV)	BEDFONT	31/03/2014	06/04/2014
NEW ROAD	BEDFONT LN TO STATION ESTATE RD	FELTHAM NORTH	17/03/2014	23/03/2014
HOUNSLOW ROAD	NEW RD TO FERN GROVE	FELTHAM NORTH	17/03/2014	23/03/2014
NEW ROAD	STATION ESTATE RD TO HOUNSLOW RD (NEW ROAD)	FELTHAM NORTH	17/03/2014	23/03/2014
NEW ROAD	STATION ESTATE RD TO HOUNSLOW RD (NEW RD)	FELTHAM NORTH	17/03/2014	23/03/2014
NEW ROAD	BEDFONT LN TO END OF ISLAND (L SPLAY)	FELTHAM NORTH	17/03/2014	23/03/2014
BEDFONT LANE	JCT HOUNSLOW RD TO NR CAR PARK	FELTHAM WEST	17/03/2014	23/03/2014
BEDFONT LANE	START OF ISLAND TO HOUNSLOW RD	FELTHAM WEST	17/03/2014	23/03/2014
GRANVILLE AVENUE	ROCHESTER AV TO END OF ISLAND	FELTHAM WEST	31/03/2014	06/04/2014
GRANVILLE AVENUE	ROCHESTER AV TO JCT GUILDFORD AV	FELTHAM WEST	31/03/2014	06/04/2014
RALEIGH ROAD	BEDFONT RD TO ROSEMEAD AV	FELTHAM WEST	31/03/2014	06/04/2014
RALEIGH ROAD	ROSEMEAD AV TO END OF RD	FELTHAM WEST	31/03/2014	06/04/2014
REDFORD CLOSE	BEDFONT RD TO END OF RD	FELTHAM WEST	31/03/2014	06/04/2014
REDFORD CLOSE	START OF RD (S) TO END OF RD (N) (REDFORD CL)	FELTHAM WEST	31/03/2014	06/04/2014
COTTINGTON ROAD	SWIFT RD TO END OF RD (COTTINGTON ROAD)	HANWORTH	03/03/2014	09/03/2014
CROSBY CLOSE	SWIFT RD TO END OF RD (CROSBY CL)	HANWORTH	03/03/2014	09/03/2014
DEVONSHIRE ROAD	SWIFT RD TO END OF RD (DEVONSHIRE RD)	HANWORTH	03/03/2014	07/03/2014
MOUNT ROAD	HAMPTON RD W TO END OF RD (MOUNT RD)	HANWORTH	03/03/2014	07/03/2014
RIDGE WAY	WINSLOW WAY TO END OF MINI RBT (RIDGE WAY)	HANWORTH	03/03/2014	07/03/2014
HOUNSLOW ROAD	JCT HIGH STREET TO HANWORTH RD	HANWORTH PARK	17/03/2014	23/03/2014
HOUNSLOW ROAD	JCT HANWORTH RD TO NEW RD	HANWORTH PARK	17/03/2014	23/03/2014
PARK ROAD	PARK RD T JCT TO END OF RD (PARK RD)	HANWORTH PARK	03/03/2014	07/03/2014
FERNSIDE AVENUE	CAMROSE AV TO CLIFTON AV	HANWORTH PARK	31/03/2014	06/04/2014

Carriageways

Road	RSL Description	Ward	Start Date	Finish Date
BEDFONT LANE	FRUEN RD TO RUSCOMBE WAY	FELTHAM NORTH	17/03/2014	18/03/2014
HIGH STREET	START OF ISLAND TO PARKFIELD CRES	FELTHAM WEST	10/03/2014	12/03/2014
HIGH STREET	NR WILTON PARADE TO END OF SLIP	FELTHAM WEST	12/03/2014	14/03/2014
HIGH STREET	JCT HOUNSLOW RD TO VICTORIA RD	FELTHAM WEST	14/03/2014	15/03/2014
HOUNSLOW ROAD	PEVENSEY RD TO LITTLE PARK DR	HANWORTH	04/03/2014	08/03/2014
BEAR ROAD	OXFORD WAY TO HOUNSLOW RD	HANWORTH	03/03/2014	04/03/2014

Footways

Road	RSL Description	Ward	Start Date	Finish Date
EAST ROAD	START OF ISLAND TO STAINES RD (E RD)	BEDFONT	10/03/2014	01/04/2014
HORSHAM ROAD	HATTON RD TO BEDFONT CL T JCT	BEDFONT	17/03/2014	09/04/2014
TARGET CLOSE	START OF RD (E) TO END OF RD (N)	BEDFONT	03/03/2014	10/03/2014
WELLINGTON ROAD	WELLINGTON RD T JCT TO END OF RD	BEDFONT	10/03/2014	17/03/2014
BECKETTS CLOSE	END OF RD (BECKETTS CL) TO HARLINGTON RD W	FELTHAM NORTH	17/03/2014	01/04/2014
CAMBRIA COURT	HOUNSLOW RD TO END OF RD (CAMBRIA COURT)	FELTHAM NORTH	10/03/2014	12/03/2014
CLYMPING DENE	HARLINGTON RD W TO END OF RD (CLYMPING DENE)	FELTHAM NORTH	12/03/2014	19/03/2014
GLEBELANDS ROAD	NR FRANK TOWELL COURT TO NR EI SUB STATION	FELTHAM NORTH	19/03/2014	21/03/2014
SHAKESPEARE AVENUE	STAINES RD TO END OF RD (SHAKESPEARE AV)	FELTHAM NORTH	25/03/2014	03/06/2014
THE DELL	HARLINGTON RD W TO END OF RD (THE DELL)	FELTHAM NORTH	21/03/2014	27/03/2014
WALSHAM ROAD	END OF RD (WALSHAM ROAD) TO HARLINGTON RD W	FELTHAM NORTH	03/03/2014	01/04/2014
MANOR LANE	HIGH STREET TO END OF RD (MANOR LN)	FELTHAM WEST	11/03/2014	24/03/2014
BIDEFORD CLOSE	EXETER RD TO BIDEFORD CL T JCT	HANWORTH	04/03/2014	11/03/2014
BIRCH ROAD	FIR RD TO END OF RD	HANWORTH	11/03/2014	20/03/2014
BRAID CLOSE	NORMAN AV TO END OF RD	HANWORTH	20/03/2014	04/04/2014
OXFORD WAY	OXFORD WAY T JCT TO END OF RD	HANWORTH	03/03/2014	04/03/2014
CROMWELL ROAD	HANWORTH RD TO QUEENS RD	HANWORTH PARK	04/03/2014	25/03/2014
ELMWOOD AVENUE	MAPLE WAY TO JCT FOREST RD	HANWORTH PARK	31/03/2014	02/06/2014
OAKS AVENUE	LITTLE PARK DR TO END OF RD	HANWORTH PARK	24/03/2014	01/04/2014

Additional Works in March

The following additional works are taking place in Bedfont, Hanworth and Feltham in March.

Scheme name / Location		Description of Works	Area / Ward	Start Date	Finish Date
LVC003 /14	New	Hatton Road disabled bays	Feltham	March 2014	3 weeks duration