

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 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:

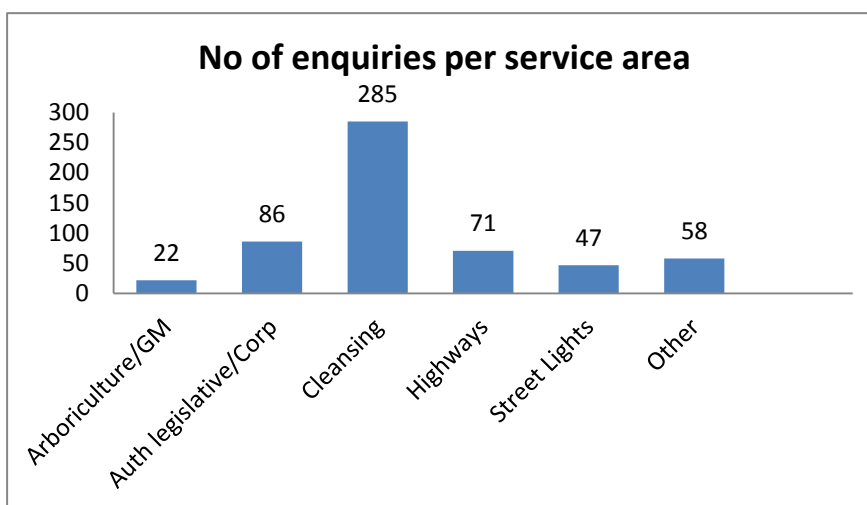
Month	Litter	Detritus	Weed Growth	Staining	Fly posting	Graffiti
September 2013	14.98%	23.03	15.93%	9.46%	1.89%	2.52%
December 2013	12.7	14.74	2.65	13.02	.095	2.54

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.

The Central area received 21% of the total with the hub processing 569 enquiries for the month. This is 18% less than the number received in January.

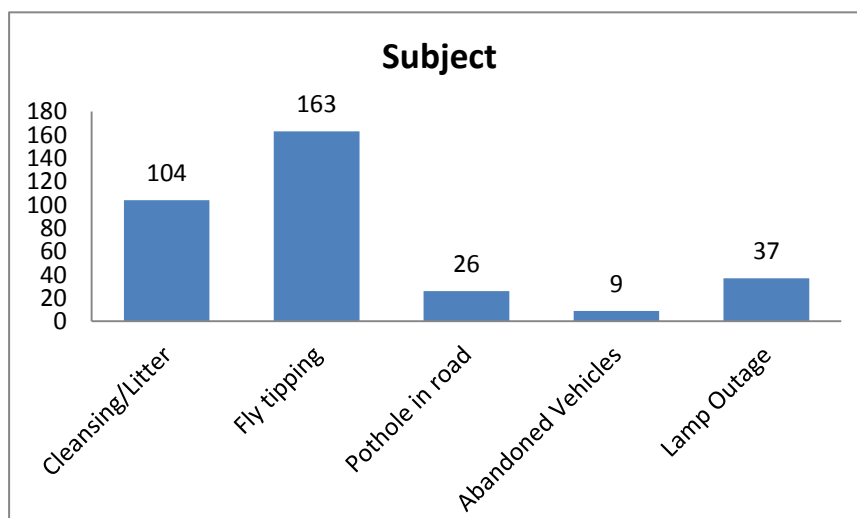
The graph below highlights the breakdown of the service area the complaints were received for. Cleansing complaints received the highest number of reports.



'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
FOOTWAY	END OF RD (FOOTWAY) TOLAMPTON RD	HOUNSLOW CENTRAL	10/03/2014	16/03/2014
KINGSLEY AVENUE	KINGSLEY RD TO SPRING GROVE RD	HOUNSLOW CENTRAL	31/03/2014	06/04/2014
THE DRIVE	N DR TO WORTON WAY	HOUNSLOW CENTRAL	31/03/2014	06/04/2014
THE DRIVE	WORTON WAY TO SPRING GROVE RD (THE DR)	HOUNSLOW CENTRAL	31/03/2014	06/04/2014
BATH ROAD	GREAT W RD TO BASILDENE RD	HOUNSLOW WEST	03/03/2014	09/03/2014
BATH ROAD	BASILDENE RD TO MANOR AV	HOUNSLOW WEST	03/03/2014	09/03/2014
BATH ROAD	MANOR AV TO ROSEMARY AV	HOUNSLOW WEST	03/03/2014	09/03/2014
EDE CLOSE	BATH RD TO END OF RD (EDE CL)	HOUNSLOW WEST	10/03/2014	16/03/2014
GROSVENOR ROAD	BOUNDARY TO STRAFFORD RD (GROSVENOR RD)	HOUNSLOW WEST	10/03/2014	16/03/2014
MAITLAND CLOSE	BATH RD TO END OF RD (MAITLAND CL)	HOUNSLOW WEST	10/03/2014	16/03/2014
OSBORNE ROAD	BOUNDARY TO STRAFFORD RD (OSBORNE RD)	HOUNSLOW WEST	10/03/2014	16/03/2014
STRAFFORD ROAD	END OF RD (STRAFFORD RD) TO BATH RD	HOUNSLOW WEST	10/03/2014	16/03/2014
UPTON ROAD	STAINES RD TO END OF RD (UPTON RD)	HOUNSLOW WEST	10/03/2014	16/03/2014
WIVENHOE COURT	STAINES RD TO END OF RD (WIVENHOE COURT)	HOUNSLOW WEST	10/03/2014	16/03/2014
ROSEMARY AVENUE	JCT BATH RD TO BASILDENE RD	HOUNSLOW WEST	17/03/2014	23/03/2014
BATH ROAD	BATH RD (W) TO BATH RD (E)	HOUNSLOW WEST	17/03/2014	23/03/2014
BULSTRODE ROAD	LAMPTON RD TO BULSTRODE AV	HOUNSLOW WEST	17/03/2014	23/03/2014
CLIPSTONE ROAD	BULSTRODE RD TO BULSTRODE AV	HOUNSLOW WEST	17/03/2014	23/03/2014
CLIPSTONE ROAD	BULSTRODE RD TO BATH RD (CLIPSTONE RD)	HOUNSLOW WEST	17/03/2014	23/03/2014
CORBAN ROAD	BULSTRODE RD TO BATH RD (CORBAN RD)	HOUNSLOW WEST	17/03/2014	23/03/2014
FOOTWAY	HOSPITAL RD TO END OF RD	HOUNSLOW WEST	17/03/2014	23/03/2014
FOOTWAY	BULSTRODE GRDS TO BATH RD	HOUNSLOW WEST	17/03/2014	23/03/2014
HOSPITAL ROAD	JCT STAINES RD TO END OF RD	HOUNSLOW WEST	17/03/2014	23/03/2014
HOSPITAL ROAD	HOSPITAL RD T JCT TO BATH RD	HOUNSLOW WEST	17/03/2014	23/03/2014
MAITLAND CLOSE	MAITLAND CL TO END OF RD	HOUNSLOW WEST	17/03/2014	23/03/2014
ASHTON GARDENS	CAMBRIDGE RD TO END OF RD (ASHTON GRDS)	HOUNSLOW WEST	17/03/2014	21/03/2014
BARRACK ROAD	GLOUCESTER RD TO BOUNDARY	HOUNSLOW WEST	17/03/2014	23/03/2014
BARRACK ROAD	JCT CARDINGTON SQUARE TO GLOUCESTER RD	HOUNSLOW WEST	17/03/2014	23/03/2014

BOWNESS DRIVE	CAMBRIDGE RD TO END OF RD (BOWNESS DR)	HOUNSLOW WEST	17/03/2014	23/03/2014
CAMBRIDGE CLOSE	CAMBRIDGE RD TO END OF RBT (CAMBRIDGE CL)	HOUNSLOW WEST	17/03/2014	23/03/2014
CARDINGTON SQUARE	BARRACK RD TO CARDINGTON SQUARE T JCT	HOUNSLOW WEST	17/03/2014	23/03/2014
CARDINGTON SQUARE	CARDINGTON SQUARE TO CARDINGTON SQUARE	HOUNSLOW WEST	17/03/2014	23/03/2014
CLARE ROAD	CAMBRIDGE RD TO END OF RD (CLARE RD)	HOUNSLOW WEST	24/03/2014	30/03/2014
CLARE ROAD	CLARE RD TO STANDARD RD	HOUNSLOW WEST	24/03/2014	30/03/2014
CRANBROOK ROAD	CAMBRIDGE RD TO BOUNDARY	HOUNSLOW WEST	24/03/2014	30/03/2014
DAWN CLOSE	END OF RD (DAWN CL) TO MARTINDALE RD	HOUNSLOW WEST	24/03/2014	30/03/2014
FERNDALE AVENUE	MARTINDALE RD TO END OF RD (FERNDALE AV)	HOUNSLOW WEST	24/03/2014	30/03/2014
FOOTWAY	CAMBRIDGE CL TO MARTINDALE RD	HOUNSLOW WEST	24/03/2014	30/03/2014
FOOTWAY	BATH RD TO EI SUB STATION ENT	HOUNSLOW WEST	24/03/2014	30/03/2014
FRANCIS ROAD	ROSEMARY AV TO MANOR AV	HOUNSLOW WEST	24/03/2014	30/03/2014
FRANCIS ROAD	MANOR AV TO BASILDENE RD	HOUNSLOW WEST	24/03/2014	30/03/2014
GLOUCESTER ROAD	BARRACK RD TO BOUNDARY	HOUNSLOW WEST	24/03/2014	30/03/2014
HEATHDALE AVENUE	MARTINDALE RD TO STANDARD RD	HOUNSLOW WEST	24/03/2014	30/03/2014
HINTON AVENUE	BARRACK RD TO END OF RD (HINTON AV)	HOUNSLOW WEST	24/03/2014	30/03/2014
HUSSARS CLOSE	HEATHDALE AV TO END OF RD	HOUNSLOW WEST	24/03/2014	30/03/2014
ISLAY GARDENS	BOUNDARY TO END OF RBT (ISLAY GRDS)	HOUNSLOW WEST	24/03/2014	30/03/2014
IVANHOE ROAD	ROSEMARY AV TO CLIFFORD RD (IVANHOE RD)	HOUNSLOW WEST	24/03/2014	30/03/2014
LAUREL GARDENS	BARRACK RD TO END OF RD	HOUNSLOW WEST	24/03/2014	30/03/2014
MANOR AVENUE	BATH RD TO ROSEMARY AV	HOUNSLOW WEST	24/03/2014	30/03/2014
MANOR AVENUE	ROSEMARY AV TO CLIFFORD RD (MANOR AVE)	HOUNSLOW WEST	24/03/2014	30/03/2014
MARTINDALE ROAD	BEAVERS LN TO CORPORATION AV	HOUNSLOW WEST	24/03/2014	30/03/2014
MARTINDALE ROAD	DAWN CL TO BATH RD	HOUNSLOW WEST	24/03/2014	30/03/2014
MARTINDALE ROAD	BEAVERS LN TO HEATHDALE AV	HOUNSLOW WEST	24/03/2014	30/03/2014
MARTINDALE ROAD	HEATHDALE AV TO DAWN CL	HOUNSLOW WEST	24/03/2014	30/03/2014
SELWYN CLOSE	CAMBRIDGE RD TO END OF RD (SELWYN CL)	HOUNSLOW WEST	24/03/2014	30/03/2014
SIDDELEY DRIVE	BATH RD TO NR HARRIER COURT	HOUNSLOW WEST	24/03/2014	30/03/2014
STANDARD ROAD	CAMBRIDGE RD TO BATH RD	HOUNSLOW WEST	24/03/2014	30/03/2014
TRINITY CLOSE	CAMBRIDGE RD TO END OF RD (TRINITY CL)	HOUNSLOW WEST	24/03/2014	30/03/2014

Carriageways

Road	RSL Description	Ward	Start Date	Finish Date
WELLINGTON ROAD	ORCHARD RD TO COOBBS RD	HOUNSLOW HEATH	18/03/2014	20/03/2014
STAINES ROAD	END OF ISLAND (L SPLAY) TO NR APSLEY HOUSE	HOUNSLOW HEATH	20/03/2014	21/03/2014
STAINES ROAD	WELLINGTON RD TO JCT WELLINGTON RD N	HOUNSLOW HEATH	20/03/2014	21/03/2014
BATH ROAD	CLIPSTONE RD TO STEVE BIKO WAY	HOUNSLOW WEST	25/03/2014	27/03/2014
BATH ROAD	EDE CL TO STRAFFORD RD	HOUNSLOW WEST	21/03/2014	25/03/2014

Footways

Road	RSL Description	Ward	Start Date	Finish Date
SCHOOL ROAD	END OF ISLAND (L SPLAY) TO PEARS RD	HOUNSLOW CENTRAL	27/03/2014	01/04/2014
ELMER GARDENS	BRIDGE RD TO END OF RD (ELMER GRDS)	HOUNSLOW SOUTH	17/03/2014	19/05/2014

Additional Works in March

The following additional works are taking place in the Central area in March.

Scheme name / Location	Change	Description of Works	Area / Ward	Start Date	Finish Date
LVC 017	Update	Springwell Road introduction of width restriction	Hounslow	February / March 2014	3 weeks duration
HVC3 2013/48	New	Staines Road Wellington to Martingdale	Hounslow	Late March	5 weeks duration