

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:

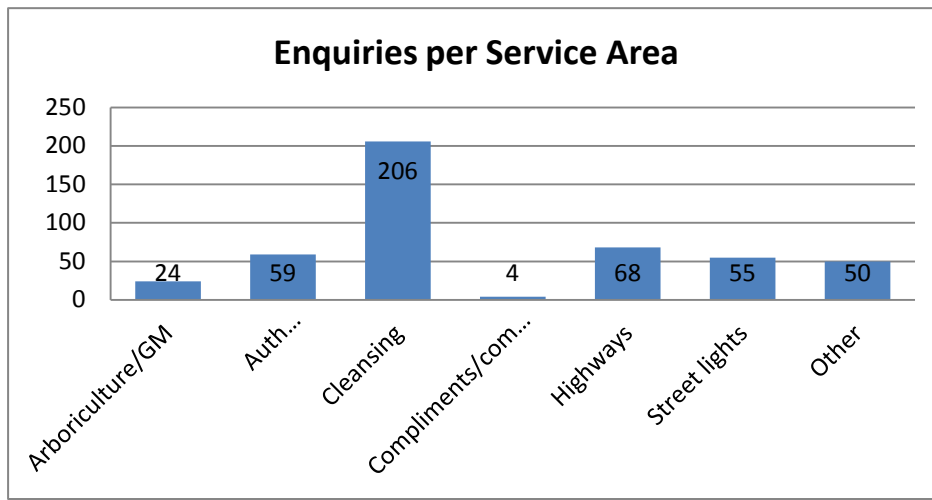
Month	Litter	Detritus	Weed Growth	Staining	Fly posting	Graffiti
September 2013	14.98%	23.03	15.93%	9.46%	1.89%	2.52%
December 2013	12.7	14.74	2.65	13.02	.095	2.54

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 Heston and Cranford area received 17% of the total with the hub processing 466 enquiries for the month. This is 0.4% more than the number received in January.

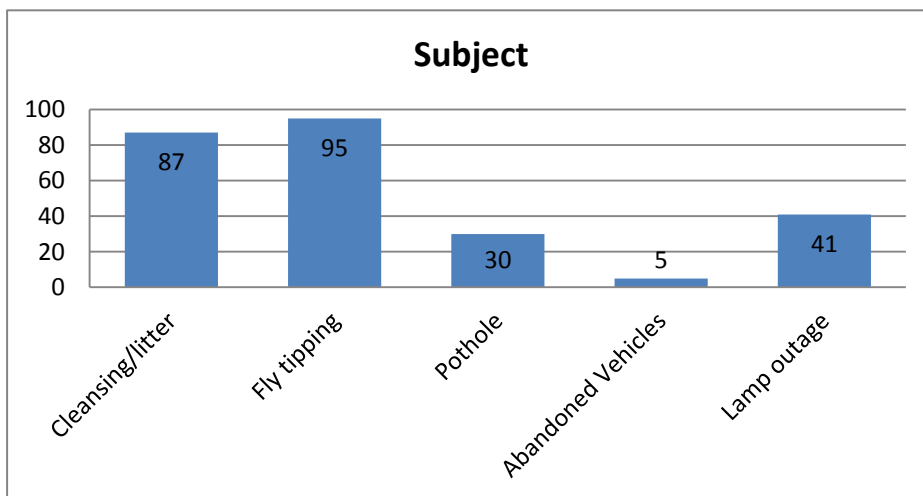
The graph below highlights the breakdown of the service area the complaints were received for. Cleansing complaints received the highest number of reports.



'Other' services include enquiries received for issues concerning CIP works, bridges/structures, Cat 1 defects, covers/gratings, crossover applications, unlit bollards, footways and 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
AMBERLEY WAY	GREEN LN TO END OF RD (AMBERLEY WAY)	CRANFORD	17/03/2014	21/03/2014
BADGER CLOSE	CHINCHILLA DR TO END OF RD (BADGER CL)	CRANFORD	17/03/2014	21/03/2014
CLIFFORD ROAD	WILTON RD TO BASILDENE RD	CRANFORD	24/03/2014	30/03/2014
FOOTWAY	MARNELL WAY TO BEAVERS LN	CRANFORD	24/03/2014	30/03/2014
KEVIN CLOSE	LELA AV TO END OF RD	CRANFORD	24/03/2014	30/03/2014
LAWRENCE ROAD	GREEN LN TO END OF RD (LAWRENCE RD)	CRANFORD	24/03/2014	30/03/2014
LEGRACE AVENUE	BATH RD TO END OF RD (LEGRACE AV)	CRANFORD	24/03/2014	30/03/2014
LELA AVENUE	W OF LEGRACE AV TO E OF LEGRACE AV	CRANFORD	24/03/2014	30/03/2014
LELA AVENUE	W OF LELA AV TO E OF LELA AV	CRANFORD	24/03/2014	30/03/2014
MARNELL WAY	BASILDENE RD TO END OF RD	CRANFORD	24/03/2014	30/03/2014
SABLE CLOSE	CHINCHILLA DR TO END OF RD (SABLE CL)	CRANFORD	24/03/2014	30/03/2014
WILTON ROAD	VINCENT RD TO CLIFFORD RD	CRANFORD	24/03/2014	30/03/2014
BERKELEY AVENUE	BYRON AV TO END OF RD	CRANFORD	24/03/2014	30/03/2014
BERKELEY AVENUE	START OF ISLAND (L SPLAY) TO BATH RD	CRANFORD	24/03/2014	30/03/2014
BERKELEY AVENUE	BATH RD TO END OF ISLAND (BERKELEY AV)	CRANFORD	24/03/2014	30/03/2014
BERKELEY AVENUE	END OF ISLAND TO BYRON AV	CRANFORD	24/03/2014	30/03/2014
BURNHAM GARDENS	BATH RD TO WWICK GRDS	CRANFORD	31/03/2014	06/04/2014
BYRON AVENUE	WOODFIELD RD TO BERKELEY AV (BYRON AV)	CRANFORD	31/03/2014	06/04/2014
CHAUCER AVENUE	WOODFIELD RD TO BERKELEY AV (CHAUCER AV)	CRANFORD	31/03/2014	06/04/2014
CLEVEDON GARDENS	BATH RD TO END OF RD (CLEVEDON GRDS)	CRANFORD	31/03/2014	06/04/2014
FIELD CLOSE	WOODFIELD RD TO END OF RD (FIELD CL)	CRANFORD	31/03/2014	06/04/2014
MEADOWBANK GARDENS	CLEVEDON GRDS TO END OF RD	CRANFORD	31/03/2014	06/04/2014
MEADOWBANK GARDENS	MEADOWBANK GRDS T JCT TO END OF RD	CRANFORD	31/03/2014	06/04/2014
FOOTWAY	DORSET WAYE TO THE WARREN	HESTON CENTRAL	03/03/2014	09/03/2014
FOOTWAY	OLD PARK MEWS TO THE CROSSWAYS	HESTON CENTRAL	03/03/2014	09/03/2014
FOOTWAY	THE WARREN TO VICARAGE FARM RD	HESTON CENTRAL	03/03/2014	09/03/2014
OLD PARK MEWS	UPPER SUTTON LN TO END OF RD (OLD PARK MEWS)	HESTON CENTRAL	03/03/2014	09/03/2014
VICARAGE FARM	CRANFORD LN TO JCT NEW HESTON RD	HESTON CENTRAL	03/03/2014	09/03/2014
VICARAGE FARM	GREAT W RD TO CLAYPOLE DR	HESTON CENTRAL	03/03/2014	09/03/2014
VICARAGE FARM	CLAYPOLE DR TO SUMMERHOUSE AV	HESTON CENTRAL	03/03/2014	09/03/2014
VICARAGE FARM	SUMMERHOUSE AV TO THE CROSSWAYS	HESTON CENTRAL	03/03/2014	09/03/2014
VICARAGE FARM	ORCHARD AV TO CRANFORD LN	HESTON	03/03/2014	09/03/2014

		CENTRAL		
VICARAGE FARM	THE CROSSWAYS TO ORCHARD AV	HESTON CENTRAL	03/03/2014	09/03/2014
FOOTWAY	GREAT W RD TO SUTTON SQUARE	HESTON CENTRAL	10/03/2014	16/03/2014
HARTE ROAD	BOUNDARY TO END OF RD (HARTE RD)	HESTON CENTRAL	17/03/2014	23/03/2014
WINCHESTER AVENUE	HESTON RD TO END OF RD (WINCHESTER AV)	HESTON EAST	03/03/2014	09/03/2014
CHURCH ROAD	THE CROSSWAYS TO JCT WBROOK RD	HESTON EAST	10/03/2014	16/03/2014
CHURCH ROAD	HESTON INDUSTRIAL MALL ENT TO JCT CHURCH RD	HESTON EAST	10/03/2014	16/03/2014
CHURCH ROAD	JCT WBROOK RD TO HESTON INDUSTRIAL MALL ENT	HESTON EAST	10/03/2014	16/03/2014
ELDON AVENUE	CHURCH RD TO END OF RD	HESTON EAST	10/03/2014	16/03/2014
FOOTWAY NO63	GREAT W RD TO NR CIVIC CENTRE	HESTON EAST	10/03/2014	16/03/2014
NEVILLE CLOSE	LAMPTON RD TO NEVILLE CL (E)	HESTON EAST	17/03/2014	23/03/2014
NEVILLE CLOSE	NEVILLE CL (E) TO END OF RD	HESTON EAST	17/03/2014	23/03/2014
NEVILLE CLOSE	NEVILLE CL (E) TO NEVILLE CL (W)	HESTON EAST	17/03/2014	23/03/2014
SHANNON CLOSE	RINGWAY TO END OF RD (SHANNON CL)	HESTON WEST	03/03/2014	07/03/2014

Carriageways

Road	RSL Description	Ward	Start Date	Finish Date
UPPER SUTTON LANE	GREAT W RD TO THE CROSSWAYS	HESTON EAST	27/03/2014	01/04/2014
CLARK WAY	SPRINGWELL RD TO END OF RD (CLARK WAY)	HESTON WEST	31/03/2014	31/03/2014

Footways

Road	RSL Description	Ward	Start Date	Finish Date
NORTH HYDE LANE	BOUNDARY TO CONVENT WAY	HESTON EAST	03/03/2014	31/03/2014

Additional Works in March

There are no additional works taking place in Heston and Cranford in March.