

Spotlight

on Isleworth and Brentford

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:

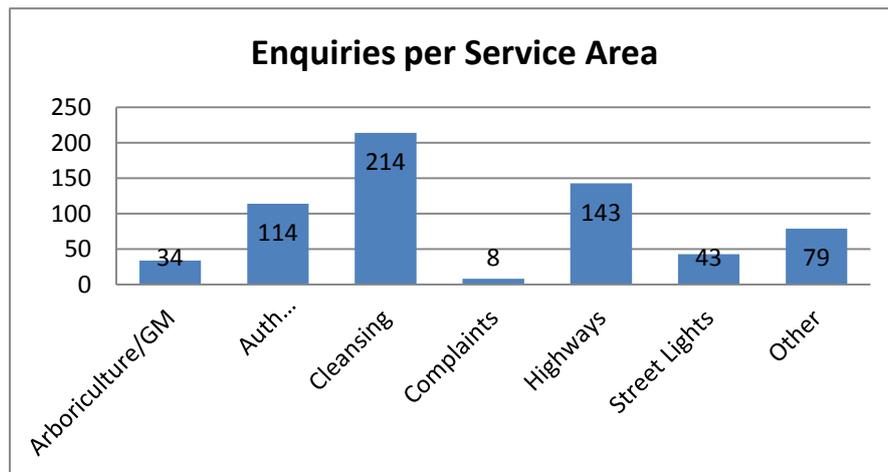
Month	Litter	Detritus	Weed Growth	Staining	Fly posting	Graffiti
September 2013	14.98%	23.03	15.93%	9.46%	1.89%	2.52%
December 2013	12.7	14.74	2.65	13.02	.095	2.54

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 numbers of reports received in January were higher than usual following the quiet holiday period.

The Brentford and Isleworth area received 23% of the total with the hub processing 635 enquiries for the month. This is an increase of 1.9% than the number received in January.

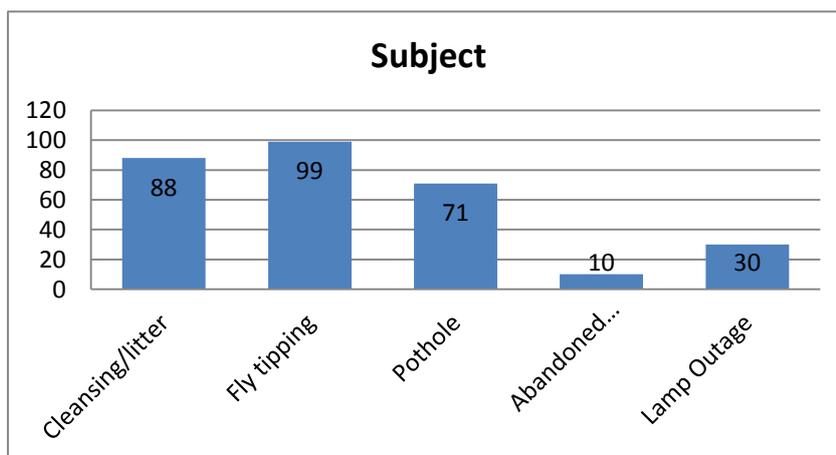
The graph below highlights the breakdown of the service area the complaints were received for. Cleansing complaints received the highest number of reports.



'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 also increased. 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 as shown above. 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
BOSTON MANOR ROAD	MANOR VALE TO THE RIDE	BRENTFORD	10/03/2014	16/03/2014
BOSTON MANOR ROAD	GREAT W RD TO MANOR VALE	BRENTFORD	10/03/2014	16/03/2014
BOSTON MANOR ROAD	THE RIDE TO BOSTON GRDS	BRENTFORD	10/03/2014	16/03/2014
BOSTON MANOR ROAD	BOSTON GRDS TO SWYNCOMBE AV	BRENTFORD	10/03/2014	16/03/2014
BOSTON MANOR ROAD	BOSTON GRDS TO BOUNDARY	BRENTFORD	10/03/2014	16/03/2014
BOSTON MANOR ROAD	SWYNCOMBE AV TO BOSTON GRDS	BRENTFORD	10/03/2014	16/03/2014
BOSTON GARDENS	BOSTON MANOR RD TO END OF RD (BOSTON GRDS)	BRENTFORD	24/03/2014	30/03/2014
BOSTON GARDENS	BOSTON GRDS T JCT TO BOSTON MANOR RD	BRENTFORD	24/03/2014	30/03/2014
TWICKENHAM ROAD	NR EI SUB STATION TO LONDON RD	SYON	03/03/2014	09/03/2014
BOSTON MANOR ROAD	ORCHARD RD TO GREAT W RD	SYON	10/03/2014	16/03/2014
LINKFIELD ROAD	TWICKENHAM RD TO GRAINGER RD	SYON	24/03/2014	30/03/2014
LINKFIELD ROAD	GRAINGER RD TO LONDON RD	SYON	24/03/2014	30/03/2014
CHURCH WALK	UPPER BUTTS TO END OF RD	SYON	31/03/2014	06/04/2014
CHURCH WALK	BOSTON MANOR RD TO END OF RD (CHURCH WALK)	SYON	31/03/2014	06/04/2014
TWICKENHAM ROAD	MANDEVILLE RD TO END OF SLIP (TWICKENHAM RD)	SYON	31/03/2014	06/04/2014
TWICKENHAM ROAD	END OF SLIP TO START OF SLIP (TWICKENHAM RD NB)	SYON	31/03/2014	06/04/2014
TWICKENHAM ROAD	NR ISLEWORTH TOWN SCHOOL TO AMHURST GRDS	SYON	31/03/2014	06/04/2014
TWICKENHAM ROAD	AMHURST GRDS TO TEESDALE AV	SYON	31/03/2014	06/04/2014
TWICKENHAM ROAD	TEESDALE AV TO TEESDALE GRDS	SYON	31/03/2014	06/04/2014
TWICKENHAM ROAD	NR ISLEWORTH TOWN SCHOOL TO END OF SLIP	SYON	31/03/2014	06/04/2014
TWICKENHAM ROAD	TEESDALE GRDS TO NR EI SUB STATION	SYON	31/03/2014	06/04/2014

Carriageways

Road	RSL Description	Ward	Start Date	Finish Date
TWICKENHAM ROAD	LYNTON CL TO CHESTNUT GROVE	ISLEWORTH	21/03/2014	22/03/2014
TWICKENHAM ROAD	START OF ISLAND (L SPLAY) TO S STREET	ISLEWORTH	27/03/2014	28/03/2014
TWICKENHAM ROAD	JCT WORTON RD TO START OF ISLAND (L SPLAY)	ISLEWORTH	28/03/2014	29/03/2014
TWICKENHAM ROAD	START OF ISLAND (L SPLAY) TO JCT WORTON RD	ISLEWORTH	31/03/2014	31/03/2014
BRENT WAY	THE HAM TO CATHERINE WHEEL RD	SYON	18/03/2014	21/03/2014

Footways

There are no footway works programmed for Isleworth and Brentford in March.

Additional Works in March

There are no additional works taking place in Isleworth and Brentford in March.