

### Welcome

This is the tenth edition of your monthly newsletter. Within this, we explain what we have been doing in your community and the wider borough. Please note there will be no May edition of Spotlight due to Purdah and the upcoming local council elections.

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### Hounslow Highways attends careers expo

Hounslow Highways took part in the 'Aspire' careers expo at West Thames College on Friday, 4 April.

It is West London's biggest jobs and careers event that brings together top employers with job and apprenticeship vacancies and careers advice.

Hounslow Highways Business Manager Tim Hurley, Communications Officer Alice Champion, Customer Service Unit assistant Ata Rahman and HR Business Partner Nayna Patel attended the event and set up a display, offering the latest information on the Apprenticeship Programme within Hounslow Highways.

Hounslow Highways offers apprenticeships in Highway Maintenance, Environmental Services and Business Administration.

There are currently four apprentice positions available for young people interested in gaining an NVQ Level 3 in Business Administration and many people registered their interest on the day. These apprentices will be recruited in early May.

The event, organised by Mary Macleod MP, expected 1,600 people through the doors and 60 businesses to exhibit.

Hounslow Highways Service Director Rob Gillespie said: "These local events are a great way to get involved in the local community and get the message out that we are keen to employ people locally and stimulate the economy in Hounslow."



### Looking for lay assessors

Hounslow Highways has been receiving expressions of interest from residents to become volunteer lay assessors.

The aim is to recruit 20 volunteers – one from each ward across the borough – to independently and objectively assess Hounslow Highways' work and services.

The lay assessors will also help us understand residents' perception of the highways network and be ambassadors 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.

The deadline for expressions of interest has been extended to Thursday, 24 April 2014.

An information and induction session will then be held after the Easter break.

Training will include meet and greet sessions with our teams and site supervisors so lay assessors and crews are familiar with each other when audits are undertaken.

If you are interested in becoming a lay assessor, or know someone who might be, please email [businessmanagement@hounslowhighways.org](mailto:businessmanagement@hounslowhighways.org) by 24 April 2014.

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### Highways FPNs issued

Hounslow Highways has now issued 71 fixed penalty notices relating to offences committed on the public highway. Fifty-eight related to offences involving skips and 13 were issued as a result of offences involving hoarding, scaffolding and building materials.



Delivering better streets

## Infrared cameras to catch fly-tippers around the clock

Hounslow Highways, in partnership with Hounslow Council, has installed new infrared enforcement cameras around the borough to catch fly tippers no matter what time of day it is.

Most of the borough's fly tipping happens overnight, making it difficult to catch offenders. However the three infrared enforcement cameras record in darkness to provide around the-clock surveillance.

They are in addition to the three CCTV cameras installed around the borough last month.

Hounslow Highways Service Director Rob Gillespie said: "The infrared cameras will allow us to pursue fly tipping cases where we previously have not been able to due to lack of evidence. Fly tipping is illegal and last year alone we cleared more than 3,000 fly tips. It costs about £3 million to clean the borough each year and some of that money and resources used to clear fly-tips could be used for other services.

"These cameras are a reminder to those who fly tip that if they are caught they will be fined."

Fly tipping is an offence under the Environmental Protection Act and carries a penalty of up to £50,000 and/or a prison sentence.

## 73 enviro-crime FPNs issued

Hounslow Highways has now issued a total of 73 fixed penalty notices to Hounslow residents and businesses. Sixty-five have been issued for littering and eight have been issued for incorrectly placing commercial waste on the public highway.

These fines have been issued by Hounslow Highways Community Environment Officers independently and in conjunction with the local police.

To further emphasise the 'zero tolerance' approach, Hounslow Highways has installed 'Keep Your Borough Clean' signs around the borough warning that people who litter will be fined £80 if caught, and up to £2,500 in a magistrate's court.

Hounslow Highways Service Director Rob Gillespie said: "These new signs are another step in our efforts to deter people from littering the borough's streets. With the council, we are committed to improving litter levels across Hounslow."



Hounslow Highways Environmental Services apprentice Glenn Pearson and Gabor Ascbold with one of the new 'Keep Your Borough Clean' signs in Brentford High Street.

## UPDATE: Road closure at Hatton Road/ Staines Road

The road closure at the junction of Hatton Road and Staines Road is now expected to remain in place until the first week of May 2014.

The closure is due to the collapse of a foul sewer on 2 January 2014, resulting in a large hole in the carriageway.

Due to the extent of the works, Thames Water's contractors, Cappagh, require a further six weeks for completion. This is due to the replacement of a 1.5-metre sewer pipe, an ongoing issue with the ground water and services.

To complete the works Thames Water has ordered a special pipe from overseas. Thames Water has apologised for any inconvenience that may be caused during the course of the works and is endeavouring to keep any noise and disruption to a minimum.

A Hounslow Highways inspector will continue to monitor the site to ensure that the work is completed as soon as possible.

If you have any queries about these works please phone Cappagh Construction on 020 8947 4000.



## Submitting enquiries

Hounslow Highways, along with the LBH Customer Services team and LBH Feedback team, would like to reiterate that if you are raising an enquiry, please remember to only use one channel of communication. i.e. Submit an enquiry through the web enquiry form on the Hounslow Highways website:

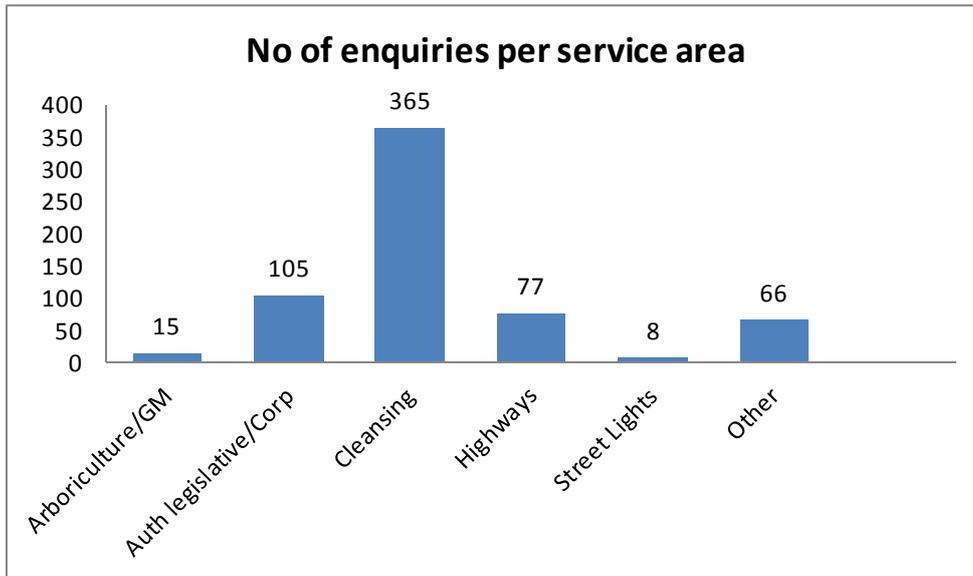
<http://hounslowhighways.org/38-contact-us.html>, or log a request with the Feedback team ([feedback@hounslow.gov.uk](mailto:feedback@hounslow.gov.uk)). Raising your enquiry through multiple channels creates duplicate enquiries and uses resources unnecessarily.

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

Hounslow Highways received a total of 2720 enquiries in the month of March, which is an increase of 0.25% from the previous month.

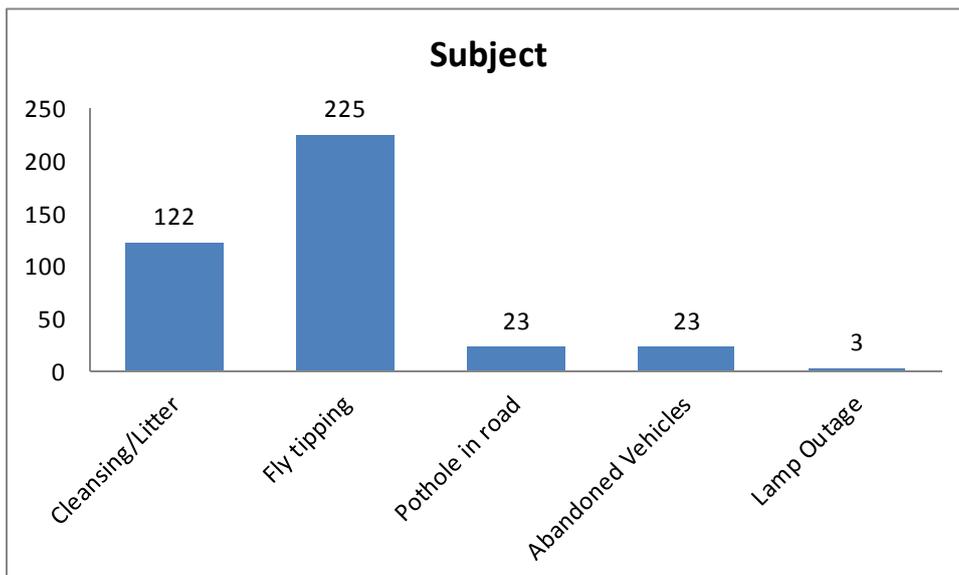
The Central area received 23% of the total with the hub processing 636 enquiries for the month. This is 12% more than the number received in February. Cleansing enquiries received made up more than half of this number.

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, footway and verges, public rights of way, signs & street names, crossover applications, gullies/pipes and traffic signals.

The number of enquiries received in March. As in previous months 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
GROVE ROAD	NR TREATY CENTRE TO STAINES RD	HOUNSLOW CENTRAL	06/04/2014	06/04/2014
LONDON ROAD	THORNBURY RD TO BRIDGE RD	HOUNSLOW CENTRAL	06/04/2014	06/04/2014
HANWORTH ROAD	FAIRFIELDS RD TO NR CHURCH	HOUNSLOW CENTRAL	07/04/2014	13/04/2014
GORDON ROAD	TEMPLE RD TO INWOOD RD	HOUNSLOW CENTRAL	07/04/2014	13/04/2014
HANWORTH ROAD	START OF ISLAND TO GROVE RD	HOUNSLOW CENTRAL	14/04/2014	20/04/2014
HANWORTH ROAD	JCT BELL RD TO CLARENCE TERRACE	HOUNSLOW HEATH	06/04/2014	06/04/2014
HANWORTH ROAD	CLARENCE TERRACE TO JCT HIBERNIA RD	HOUNSLOW HEATH	06/04/2014	06/04/2014
THE AVENUE	ST STEPHENS RD TO ARGYLE RD	HOUNSLOW HEATH	14/04/2014	20/04/2014
STAINES ROAD	GREEN LN TO ROMAN CL	HOUNSLOW HEATH	21/04/2014	27/04/2014
STAINES ROAD	ORCHID GRDS TO END OF ISLAND (L SPLAY)	HOUNSLOW HEATH	21/04/2014	27/04/2014
SUTTON LANE	JCT WELLINGTON RD N TO BULSTRODE AV	HOUNSLOW WEST	28/04/2014	04/05/2014

### Carriageways

Road	RSL Description	Ward	Start Date	Finish Date
KINGSLEY ROAD	HIGH STREET TO CECIL RD	HOUNSLOW CENTRAL	02/04/2014	05/04/2014
STAR ROAD	LONDON RD TO END OF RD (STAR RD)	HOUNSLOW CENTRAL	08/04/2014	09/04/2014
BATH ROAD	LAMPTON RD TO RBT BATH RD	HOUNSLOW WEST	07/04/2014	08/04/2014

### Footways

Road	RSL Description	Ward	Start Date	Finish Date
DRAYTON CLOSE	DRAYTON CL T JCT TO END OF RD	HOUNSLOW HEATH	01/04/2014	03/04/2014
BROMPTON CLOSE	START OF RD (E) TO END OF RD (W) (BROMPTON CL)	HOUNSLOW HEATH	04/04/2014	09/04/2014
CROMWELL STREET	STAINES RD TO GROVE RD	HOUNSLOW HEATH	07/04/2014	15/04/2014
NICHOLAS ROAD	CROMWELL RD TO ALBION RD	HOUNSLOW HEATH	09/04/2014	07/05/2014
HELDMANN CLOSE	END OF RD TO HEATH RD	HOUNSLOW SOUTH	01/04/2014	04/04/2014

## Additional Works in April

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

Scheme name / Location	Change	Description of Works	Area / Ward	Start Date	Finish Date
LVC 017	Update	Springwell Road introduction of width restriction	Hounslow	07 April	3 weeks duration
HVC3 2013/48	Update	Staines Road Wellington to Martindale	Hounslow	31 March 2014	5 weeks duration
HVC3 2013/10	Update	Sutton Lane, Traffic management and road safety improvement	Heston / Hounslow	April 2014	June 2014