

# Spotlight

on Heston and Cranford

Issue 10 / April 2014

## 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 relate to skips and 13 were issued as a result of offences involving hoarding, scaffolding and building materials.



 **Hounslow Highways**

*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

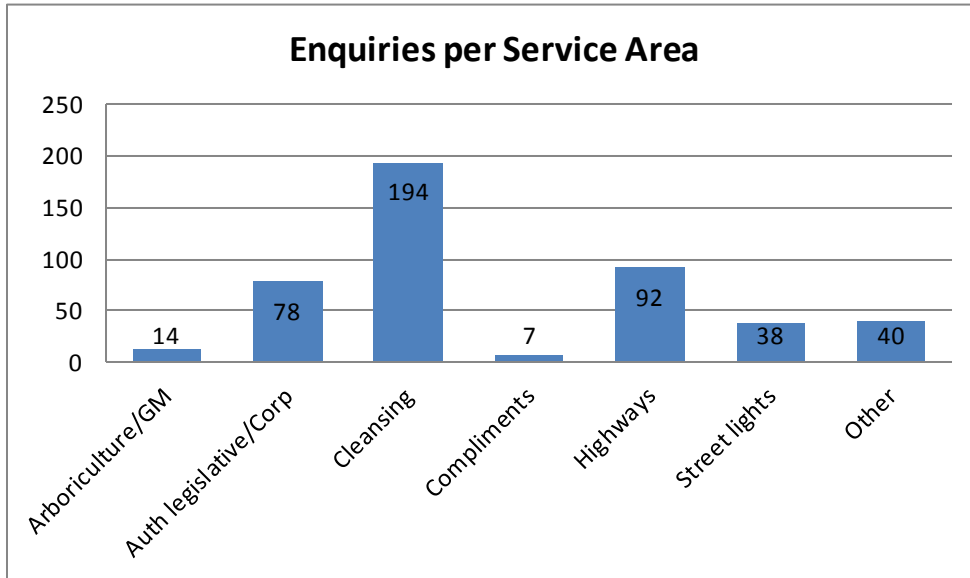
Hounslow Highways, along with the LBH Customer Services team and LBH Feedback team, would like to reiterate that if you are raising an enquiry, please remember to only use one channel of communication. i.e. Submit an enquiry through the web enquiry form on the Hounslow Highways website: <http://hounslowhighways.org/38-contact-us.html>, 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.

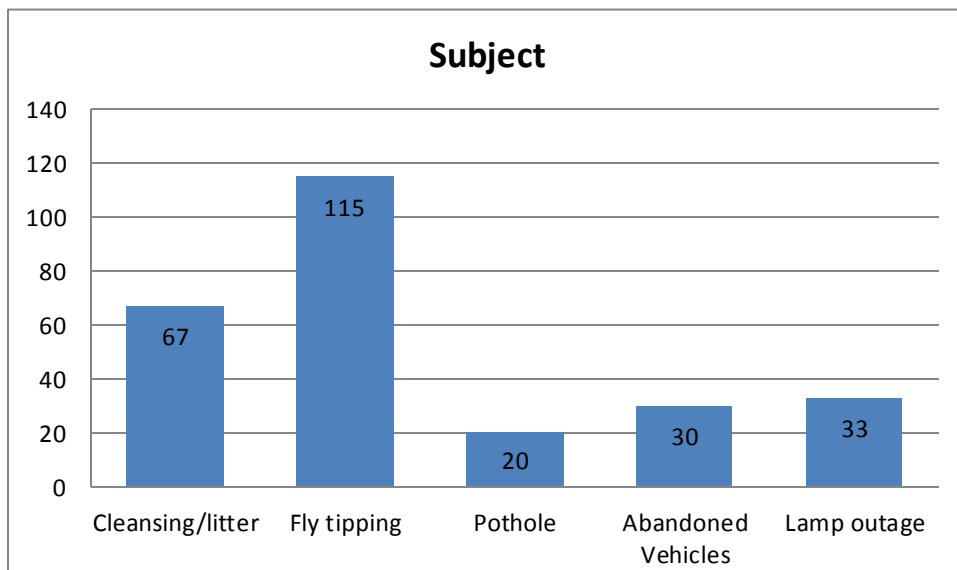
The Heston & Cranford area received 17% of the total with the hub processing 463 enquiries for the month. This is 0.6% less than the number received in February.

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, covers, gratings and frames, crossover applications, customer care footway and verges, grounds maintenance and gullies and pipes.

The number of enquiries received in March is consistent with the numbers received in February, however this number has been increasing steadily. 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
WESTWICK GARDENS	WOODFIELD RD TO BURNHAM GRDS	CRANFORD	07/04/2014	13/04/2014
FIELD CLOSE	WOODFIELD RD TO END OF RD (FIELD CL)	CRANFORD	07/04/2014	13/04/2014
LAWRENCE ROAD	GREEN LN TO END OF RD (LAWRENCE RD)	CRANFORD	07/04/2014	13/04/2014
AMBERLEY WAY	GREEN LN TO END OF RD (AMBERLEY WAY)	CRANFORD	07/04/2014	13/04/2014
BURNHAM GARDENS	BATH RD TO WWICK GRDS	CRANFORD	07/04/2014	13/04/2014
WOODFIELD ROAD	CHAUCER AV TO END OF RD (WOODFIELD RD SB)	CRANFORD	07/04/2014	13/04/2014
WOODFIELD ROAD	CHAUCER AV TO END OF RD (WOODFIELD RD NB)	CRANFORD	07/04/2014	13/04/2014
BERKELEY AVENUE	BYRON AV TO END OF RD	CRANFORD	07/04/2014	13/04/2014
BERKELEY AVENUE	START OF ISLAND (L SPLAY) TO BATH RD	CRANFORD	07/04/2014	13/04/2014
BERKELEY AVENUE	BATH RD TO END OF ISLAND (BERKELEY AV)	CRANFORD	07/04/2014	13/04/2014
BERKELEY AVENUE	END OF ISLAND TO BYRON AV	CRANFORD	07/04/2014	13/04/2014
CHAUCER AVENUE	WOODFIELD RD TO BERKELEY AV (CHAUCER AV)	CRANFORD	07/04/2014	13/04/2014
CLEVEDON GARDENS	BATH RD TO END OF RD (CLEVEDON GRDS)	CRANFORD	14/04/2014	20/04/2014
MEADOWBANK GARDENS	CLEVEDON GRDS TO END OF RD	CRANFORD	14/04/2014	20/04/2014
MEADOWBANK GARDENS	MEADOWBANK GRDS T JCT TO END OF RD	CRANFORD	14/04/2014	20/04/2014
REGENT CLOSE	WOODFIELD RD TO END OF RD (REGENT CL)	CRANFORD	14/04/2014	20/04/2014
WAYE AVENUE	DUDSET LN TO BATH RD	CRANFORD	14/04/2014	20/04/2014
WAYE AVENUE	WAYE AV TO DUDSET LN	CRANFORD	14/04/2014	20/04/2014
WAYE AVENUE	WAYE AV TO WAYE AV	CRANFORD	14/04/2014	20/04/2014
DUDSET LANE	WAYE AV TO END OF RD	CRANFORD	14/04/2014	20/04/2014
PARK LANE	BOUNDARY TO HIGH STREET	CRANFORD	21/04/2014	27/04/2014
KEYSHAM AVENUE	THE AV TO END OF RD (KEYSHAM AV)	CRANFORD	21/04/2014	27/04/2014
SANDRINGHAM GARDENS	HIGH STREET TO END OF RD (SANDRINGHAM GRDS)	CRANFORD	21/04/2014	27/04/2014
COLE GARDENS	SANDRINGHAM GRDS TO END OF RD	CRANFORD	21/04/2014	27/04/2014
CLAIRVALE ROAD	SPRINGWELL RD TO END OF RD (CLAIRVALE RD)	HESTON CENTRAL	21/04/2014	26/04/2014
ALDERGROVE GARDENS	VICARAGE FARM RD TO BATH RD	HESTON CENTRAL	21/04/2014	26/04/2014
BLACKTHORN COURT	SPRINGWELL RD TO BLACKTHORN COURT T JCT	HESTON CENTRAL	21/04/2014	26/04/2014
BLACKTHORN COURT	START OF RD (N) TO END OF RD (S) (BLACKTHORN COURT)	HESTON CENTRAL	21/04/2014	26/04/2014
BEAUFORT GARDENS	SUMMERHOUSE AV TO BEAUFORT GRDS T JCT	HESTON CENTRAL	28/04/2014	04/05/2014
VICTORIA GARDENS	SUMMERHOUSE AV TO VICTORIA GRDS T JCT	HESTON CENTRAL	28/04/2014	02/05/2014
RENFREW ROAD	BATH RD TO VICARAGE FARM RD	HESTON CENTRAL	28/04/2014	02/05/2014



GREAT WEST ROAD	BRD WALK TO SPRINGWELL RD	HESTON CENTRAL	28/04/2014	02/05/2014
GREENCROFT ROAD	GREAT W RD (W) TO GREAT W RD (E)	HESTON CENTRAL	28/04/2014	04/05/2014
GREENCROFT ROAD	GREENCROFT RD TO END OF RD	HESTON CENTRAL	28/04/2014	04/05/2014
GRANGE CLOSE	FERN LN TO END OF RD	HESTON EAST	07/04/2014	13/04/2014
ALLEY BETWEEN	BOUNDARY TO KINGSBRIDGE RD	HESTON EAST	07/04/2014	13/04/2014
ETON AVENUE	WINCHESTER AV TO END OF RD	HESTON EAST	07/04/2014	13/04/2014
FOOTWAY NO65	HESTON RD TO GUERNSEY CL	HESTON EAST	28/04/2014	04/05/2014
WESTERN ROAD	JCT WENTWORTH RD TO BOUNDARY	HESTON WEST	14/04/2014	20/04/2014
FOOTWAY NO57	ARMYTAGE RD TO END OF RD (WB)	HESTON WEST	21/04/2014	26/04/2014
BEECHCROFT CLOSE	CRANFORD LN TO END OF RD (BEECHCROFT CL)	HESTON WEST	21/04/2014	26/04/2014
WHYTECROFT	CRANFORD LN TO WHYTECROFT T JCT	HESTON WEST	21/04/2014	26/04/2014
OAK AVENUE	SPRINGWELL RD TO END OF RD (OAK AV)	HESTON WEST	21/04/2014	26/04/2014
CRANFORD LANE	VICARAGE FARM RD TO JCT SPRINGWELL RD	HESTON WEST	21/04/2014	26/04/2014
HAYES ROAD	CHRISTOPHER RD TO RBT THE PARKWAY	HESTON WEST	28/04/2014	04/05/2014
HAYES ROAD	SALL LN TO JCT WERN RD	HESTON WEST	28/04/2014	04/05/2014
SHELLEY CRESCENT	BURNS WAY (N) TO BURNS WAY (S)	HESTON WEST	28/04/2014	04/05/2014
SHELLEY CRESCENT	SHELLEY CRES (N) TO SHELLEY CRESCENT (S)	HESTON WEST	28/04/2014	04/05/2014
FOOTWAY	SPRINGWELL RD TO SHELLEY CRES	HESTON WEST	28/04/2014	04/05/2014

## Carriageways

Road	RSL Description	Ward	Start Date	Finish Date
BEAVERS LANE	JCT SALISBURY RD TO BASILDENE RD	CRANFORD	01/04/2014	01/04/2014
CLEVEDON GARDENS	BATH RD TO END OF RD (CLEVEDON GRDS)	CRANFORD	01/04/2014	24/04/2014
WESTWICK GARDENS	WOODFIELD RD TO BURNHAM GRDS	CRANFORD	10/04/2014	11/04/2014
MOULTON AVENUE	GEORGE STREET TO RBT MOULTON AV	HESTON CENTRAL	04/04/2014	07/04/2014
FERN LANE	BRANDON RD TO N HYDE LN (FERN LN)	HESTON EAST	01/04/2014	01/04/2014
NORTH HYDE LANE C013/525_3E_01	HOLLY FARM RD TO ROSTREVOR GRDS	HESTON EAST	08/04/2014	11/04/2014
CLARK WAY	SPRINGWELL RD TO END OF RD (CLARK WAY)	HESTON WEST	31/03/2014	31/03/2014
THE CROFT	N HYDE LN TO END OF RD (THE CROFT)	HESTON WEST	01/04/2014	01/04/2014
SOMERSET WAYE	CRANFORD LN TO THE VALE (SOMERSET WAYE)	HESTON WEST	01/04/2014	01/04/2014
BURNS WAY	RBT GREAT S W RD TO RBT BURNS WAY	HESTON WEST	01/04/2014	03/04/2014
BURNS WAY	RBT BURNS WAY TO RBT BURNS WAY	HESTON WEST	01/04/2014	01/04/2014

THE VALE	NHYDE LN TO BERKELEY WAY	HESTON WEST	10/04/2014	16/04/2014
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## Footways

Road	RSL Description	Ward	Start Date	Finish Date
ST PAULS CLOSE	RBT ST PAULS CL TO RBT ST PAULS CL	HESTON CENTRAL	01/04/2014	08/04/2014
ST PAULS CLOSE	ST PAULS CL T JCT TO ST PAULS CL T JCT	HESTON CENTRAL	01/04/2014	08/04/2014
WHEATLANDS	HESTON RD TO NR WBOURNE HOUSE	HESTON EAST	04/04/2014	06/05/2014

## Additional Works in April

The following additional works are taking place in Heston and Cranford in April.

Scheme name / Location	Change	Description of Works	Area / Ward	Start Date	Finish Date
HVC3 2013/10	Update	Sutton Lane, Traffic management and road safety improvement	Heston / Hounslow	April 2014	June 2014