

## Welcome

This is the fourth edition of your monthly newsletter. In it, we explain what we have been doing in your community and the wider borough.

## Workshops deliver Highways to Excellence

Hounslow Highways held a series of workshops for its operational staff last week which focused on positive interaction with members of the public.

The Highways to Excellence initiative was a joint approach between Hounslow Highways and its sub-contractors to reiterate the importance of the way they work and communicate with residents when on site.

Topics addressed included first impressions, verbal and non-verbal communication and customer focus.

Hounslow Highways Service Director Rob Gillespie said: "The appreciation of the technical tasks we carry out is seldom seen by road users, other members of the public and businesses, because not everyone sees our tasks in the same way we do.

"These workshops put us in the eyes and minds of the customer and are designed to help us appreciate their perspective and give us the tools to ensure that every experience the public or businesses have with our teams is a positive one that delivers added value to them.

"There is always room for improvement and Hounslow Highways provides personal development opportunities to its staff and operatives on an ongoing basis to enhance our service."

Over 100 team members attended the training at Lampton Park Conference Centre, run by training partner Haven Training and Development.



## Core Investment Programme Update

We are now nine months into the five-year CIP programme and we have already resurfaced 81,551m<sup>2</sup> of footways, 199,221m<sup>2</sup> of carriageways and replaced 3,641 street lights and 1019 illuminated signs with LED lighting.

## Collaborative working a win for local residents

Hounslow Highways is ensuring improvement works in the borough are more efficient and less disruptive to residents and road users through collaborative working agreements.

The highways provider is partnering up with utility companies to share road space and carry out works at the same time to minimise disruption to residents and businesses.

It means roads will be closed less often and public money saved when carrying out repairs and changes to the network.

Hounslow Highways has also agreed to replace ironworks such as manhole covers on behalf of Thames Water when carrying out road surfacing schemes in order to avoid repeat visits to the same location with associated road closures.

Hounslow Highways Service Director Rob Gillespie said: "Joining up with other organisations and the work they do is more efficient for the utility companies, more efficient for Hounslow Highways, and it is a win for local residents.

"Any way to reduce disruption to residents while our huge programme of works takes place is a positive move.

"Given that we are carrying out works on 85% of the borough's roads, 75% of the footpaths and 16,000 street lights in the next five years, it is important we work together."

## Grounds maintenance workers find grenade in Peacock Ave

Hounslow Highways grounds maintenance operatives were strimming a grass verge in Peacock Avenue, Feltham, when they came across a hand grenade.

Police were called to examine it and cordoned off a nearby school for safety. They discovered it was an ex-World War 2 grenade that was deactivated.

The grenade was in good condition and the police said it was probably used as an ornament.



## Hounslow High Street Renewal kicks off

The renewal of Hounslow High Street began last week, with the welfare established within the Bath Road car park and fencing erected on site.

The first of the building materials were delivered by the end of last week, which included concrete block pavers and the granite bands that will form the proposed finishes to the Bell Square.

The pedestrianised area of the High Street is being enhanced by Hounslow Highways and will include new seating, paving and trees and will remove existing clutter to transform the appearance of the street and provide new facilities for outdoor events and performances.

Works will carry on until the festive season and are planned to finish on 20 December 2013.

More information on the project and updates on the progress of the construction works can be found at [www.hounslowhighstreet.com](http://www.hounslowhighstreet.com).

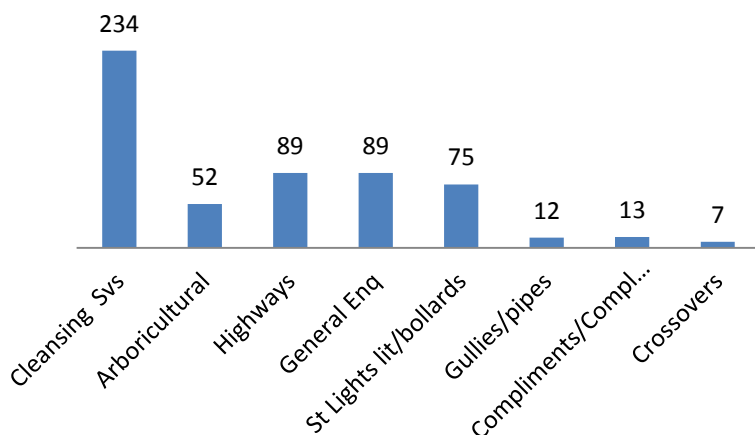


## How did we do in your area last month?

Hounslow Highways received a total of 2,483 enquiries in the month of September which is a decrease from the number received in August (2,505). The area of Hounslow received 24.84% of the total with the operational hub processing 592 enquiries across all services compared to 521 in the previous month just for Hounslow.

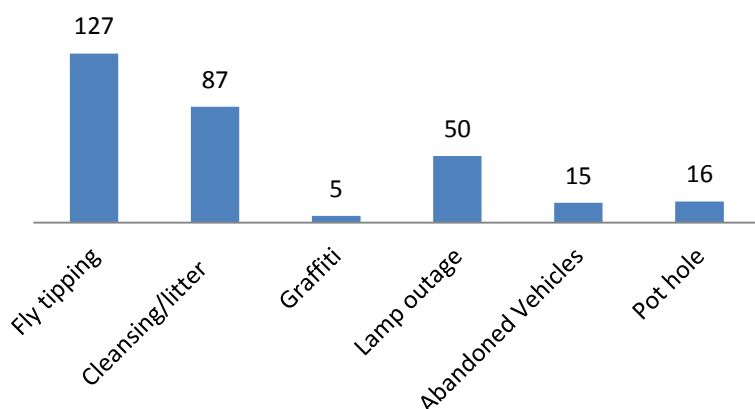
The graph below highlights the breakdown of the type of services the complaints were received for. Some of these reports included crossover applications, grounds and tree maintenance enquiries and drainage issues.

### Issues reported in Hounslow



This next graph gives a greater detail of some of the most reported incidents within those services that were complained about:

### Detail of enquiries



Fly tipping continues to be the highest reported issue on the network. From the 234 cleansing enquiries received, 127 reports were for fly tipping, and 87 for litter related issues.

We also investigated and resolved 89 general enquiries which ranged from quality of service, to general enquiries about the CIP carriageway and footway works across the borough. Other issues also dealt with include reports of overgrown vegetation on the Project Network, blocked drains and gullies, removal of carcasses, highway obstructions and provision of development proposal advice.

## Tree Pruning - Clean Sweep complete

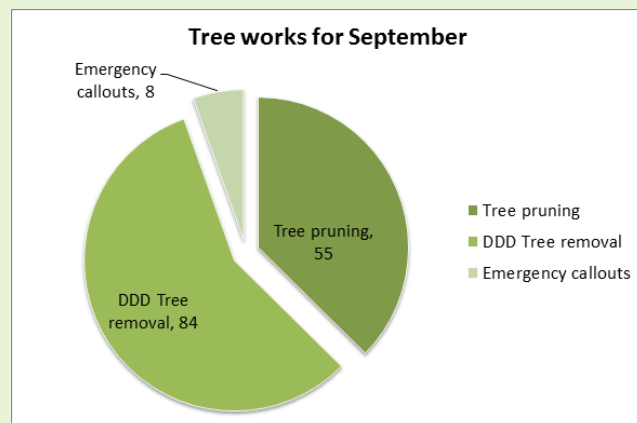
The summer pruning programme concluded early on in September and the winter pruning programme will begin this month.

September provided an opportunity to make a concerted effort to conclude the removal works to the trees named on the Dead, Dying and Diseased (DDD) list.

The remaining trees were either larger in size or were habitually parked nearby and as a result had been difficult to access and consequently remove. Nevertheless, these challenging and essential works to the remaining 84 trees have now been completed.

Fifty-five trees were pruned as part of the summer works programme and 274 saplings received young tree maintenance including the removal of now redundant stakes, ties and guards.

Thankfully there were only eight emergency callouts to trees that had mainly suffered damage from passing high sided vehicles. One of these trees had to be felled.





## 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

In September, 74 street lighting schemes were completed in the month as planned:

- 12 in Hounslow Central
- 52 in Hounslow Heath
- 10 in Hounslow South

The following works are planned for October:

Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
WHITTON ROAD	STATION RD TO HANWORTH TERRACE	HOUNSLOW CENTRAL	14/10/2013	18/10/2013
TENNYSON ROAD	KINGSLEY RD TO JCT ADDISON AV		14/10/2013	18/10/2013
TENNYSON ROAD	TENNYSON RD TO END OF RD		14/10/2013	18/10/2013
GLENWOOD ROAD	JAMES STREET TO DEPOT RD		14/10/2013	18/10/2013
INWOOD ROAD	HEATH RD TO LAYTON RD		21/10/2013	25/10/2013
LIVINGSTONE ROAD	JCT CHAPEL RD TO END OF ROAD		21/10/2013	25/10/2013
STANLEY ROAD	INWOOD RD TO END OF RD		21/10/2013	25/10/2013
FAIR STREET	JCT HANWORTH RD TO HIGH STREET		21/10/2013	25/10/2013
BRISTOW ROAD	INWOOD RD TO JCT CHAPEL RD		21/10/2013	25/10/2013
FOOTWAY	HEATH RD TO STANLEY RD		21/10/2013	25/10/2013
CHAPEL ROAD	JCT HOLLY RD TO JCT HANWORTH RD		21/10/2013	25/10/2013
CHAPEL ROAD	JCT INWOOD RD TO JCT BRISTOW ROAD		21/10/2013	25/10/2013
GROVE ROAD	NR TREATY CENTRE TO STAINES RD		28/10/2013	01/11/2013
GROVE ROAD	JCT CHAPEL RD TO HANWORTH ROAD		28/10/2013	01/11/2013
GROVE ROAD	START OF ISLAND (L SPLAY) TO HANWORTH RD		28/10/2013	01/11/2013
GROVE ROAD	HANWORTH RD TO NR JUNIPER COURT		28/10/2013	01/11/2013
LONDON ROAD	N DR TO HIGH STREET		28/10/2013	01/11/2013
LONDON ROAD	BRIDGE RD TO N DR		28/10/2013	01/11/2013
LONDON ROAD	THORNBURY RD TO BRIDGE RD		28/10/2013	01/11/2013
WELLINGTON ROAD	VICTORIA AV TO ORCHARD RD	HOUNSLOW HEATH	14/10/2013	18/10/2013
THE AVENUE	ST STEPHENS RD TO ARGYLE RD		14/10/2013	18/10/2013
ANDERSON PLACE	HANWORTH RD TO END OF RD (ANDERSON PLACE)		21/10/2013	25/10/2013
ARGYLE ROAD	THE AV TO PARKSIDE RD		21/10/2013	25/10/2013
CLARENCE TERRACE	DERBY RD TO HANWORTH RD		21/10/2013	25/10/2013
DORNEY WAY	FRAMPTON RD TO END OF RD (DORNEY WAY)		21/10/2013	25/10/2013
STAINES ROAD	WELLINGTON RD TO MUNSTER AV		21/10/2013	25/10/2013
STAINES ROAD	WELLINGTON RD TO JCT WELLINGTON RD N		21/10/2013	25/10/2013
STAINES ROAD	GREEN LN TO ROMAN CL		21/10/2013	25/10/2013
STAINES ROAD	FRAMPTON RD MINI RBT TO BARRACK RD		21/10/2013	25/10/2013
STAINES ROAD	MUNSTER AV TO FRAMPTON RD		21/10/2013	25/10/2013

STAINES ROAD	MARTINDALE RD TO MUNSTER AV	HOUNSLOW HEATH	21/10/2013	25/10/2013
STAINES ROAD	MUNSTER AV TO MARTINDALE RD		21/10/2013	25/10/2013
STAINES ROAD	ORCHID GRDS TO END OF ISLAND (L SPLAY)		21/10/2013	25/10/2013
STAINES ROAD	INVERNESS RD TO ORCHID GRDS		21/10/2013	25/10/2013
STAINES ROAD	HIBERNIA RD TO INVERNESS RD		21/10/2013	25/10/2013
STAINES ROAD	CROMWELL STREET TO JCT HOSPITAL RD		21/10/2013	25/10/2013
STAINES ROAD	BARRACK RD TO ISLAY GRDS		21/10/2013	25/10/2013
STAINES ROAD	JCT BELL RD TO START OF ISLAND		28/10/2013	01/11/2013
STAINES ROAD	STEVE BIKO WAY TO UPTON RD		28/10/2013	01/11/2013
STAINES ROAD	END OF ISLAND TO STEVE BIKO WAY		28/10/2013	01/11/2013
STAINES ROAD	UPTON RD TO CROMWELL STREET		28/10/2013	01/11/2013
WELLINGTON ROAD	BOUNDARY TO JCT ROMAN RD		28/10/2013	01/11/2013
WELLINGTON ROAD	STAINES RD TO NR BEVERLEY MANSIONS		28/10/2013	01/11/2013
WELLINGTON ROAD	NR BEVERLEY MANSIONS TO ROMAN RD		28/10/2013	01/11/2013
QUEENSBRIDGE PARK	START OF RD (E) TO END OF RD (W) (QUEENSBRIDGE PARK)	HOUNSLOW SOUTH	14/10/2013	18/10/2013
FOOTWAY	FARNELL RD TO CHATSWORTH CRES		14/10/2013	18/10/2013
BRIDGE ROAD	WORTON RD TO JCT PAGET LN		21/10/2013	25/10/2013
BRIDGE ROAD	JCT PAGET LN TO FARNELL RD		21/10/2013	25/10/2013
BRIDGE ROAD	FARNELL RD TO ELMER GRDS		21/10/2013	25/10/2013
FOOTWAY	FOOTWAY T JCT TO CHATSWORTH CRES		21/10/2013	25/10/2013
ELLERDINE ROAD	LEIGH RD TO NORBURY AV (ELLERDINE RD)		28/10/2013	01/11/2013
ELLERDINE ROAD	LEIGH RD TO NORBURY AV		28/10/2013	01/11/2013
HALL ROAD	EATON RD TO JCT HEATH RD		28/10/2013	01/11/2013
HALL ROAD	CENTRAL AV TO EATON RD		28/10/2013	01/11/2013
GIBSON CLOSE	BRIDGE RD TO END OF RD (GIBSON CL)		28/10/2013	01/11/2013
GIBSON CLOSE	START OF RD (S) TO END OF RD (N) (GIBSON CL)		28/10/2013	01/11/2013
FARNELL ROAD	WORTON RD TO BRIDGE RD		28/10/2013	01/11/2013
WORTON ROAD	BRIDGE RD TO JCT HALL RD		28/10/2013	01/11/2013
EATON ROAD	ELLERDINE RD TO HALL RD		28/10/2013	01/11/2013
ATCHAM ROAD	ELLERDINE RD TO HEATH RD		28/10/2013	01/11/2013
HARLEQUIN CLOSE	WHITTON DENE TO END OF RD (HARLEQUIN CL)		28/10/2013	01/11/2013
REGENCY MEWS	END OF RD TO QUEENSBRIDGE PARK		28/10/2013	01/11/2013
REGENCY MEWS	NR REGENCY MEWS TO QUEENSBRIDGE PARK (REGENCY MEWS)		28/10/2013	01/11/2013
CONSORT MEWS	WHITTON DENE TO END OF RD (CONSORT MEWS)		28/10/2013	01/11/2013
KNELLER GARDEN	WHITTON DENE TO END OF RD (KNELLER GRDS)		28/10/2013	01/11/2013
KNELLER GARDEN	WHITTON DENE TO KNELLER GRDS	HOUNSLOW SOUTH	28/10/2013	01/11/2013
WELLINGTON ROAD	NR DUKE OF WELLINGTON ENT TO THE GREENWAY	HOUNSLOW WEST	07/10/2013	11/10/2013
WELLINGTON ROAD	THE GREENWAY TO JCT BATH RD		07/10/2013	11/10/2013
BULSTRODE AVENUE	BOUNDARY TO BULSTRODE RD		07/10/2013	11/10/2013
DENE AVENUE	BULSTRODE GRDS TO BOUNDARY		07/10/2013	11/10/2013
BULSTRODE AVENUE	BULSTRODE RD TO LAMPTON RD	HOUNSLOW WEST	07/10/2013	11/10/2013
CHARTER CRESCENT	CORPORATION AV (S) TO CORPORATION AV (N)		21/10/2013	25/10/2013
SUTTON LANE	JCT WELLINGTON RD N TO BULSTRODE AV		28/10/2013	01/11/2013

## Carriageways

In September, 8 carriageway schemes were completed in the month as planned:

- 2 in Hounslow Central
- 4 in Hounslow Heath
- 1 in Hounslow South
- 1 in Hounslow West

The following works are planned for October:

Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
STAR ROAD	STAR RD T JCT TO END OF RD	HOUNSLOW CENTRAL	31/10/2013	31/10/2013
ELLERDINE ROAD	LEIGH RD TO NORBURY AV	HOUNSLOW SOUTH	09/10/2013	11/10/2013
BARRACK ROAD	BEAVERS LN TO CARDINGTON SQUARE	HOUNSLOW WEST	28/10/2013	29/10/2013
BATH ROAD	STANDARD RD TO JCT WELLINGTON RD N		20/10/2013	29/10/2013
GLOUCESTER ROAD	BARRACK RD TO BOUNDARY		30/10/2013	30/10/2013
MARTINDALE ROAD	CAMBRIDGE RD TO BEAVERS LN		25/10/2013	25/10/2013

## Footways

In September, 2 footway schemes were completed in the month as planned:

- 1 in Hounslow Heath
- 1 in Hounslow West

The following works are planned for October:

Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
NORTH DRIVE	LONDON RD TO END OF RD (N DR)	HOUNSLOW CENTRAL	04/10/2013	06/11/2013
STAR ROAD	NR DERWENT LODGE TO END OF RD		22/10/2013	24/10/2013
TENNYSON ROAD	KINGSLEY RD TO JCT ADDISON AV		16/10/2013	24/10/2013
HANWORTH ROAD	ROLLIT CRES TO CROMWELL RD	HOUNSLOW HEATH	07/10/2013	11/11/2013
WELLINGTON ROAD	VICTORIA AV TO ORCHARD RD		29/10/2013	01/11/2013
FOOTWAY	FARNELL RD TO CHATSWORTH CRES	HOUNSLOW SOUTH	09/10/2013	23/10/2013
WOODLAND GARDENS	WOODLAND GRDS TO END OF RD (WOODLAND GRDS)		16/10/2013	18/10/2013
QUEENSBRIDGE PARK	START OF RD (E) TO END OF RD (W) (QUEENSBRIDGE PARK)		15/10/2013	17/10/2013
SOLWAY CLOSE	BATH RD TO END OF RD (SOLWAY CL)	HOUNSLOW WEST	09/10/2013	14/10/2013

## Delayed works

TYPE OF WORKS	ROAD	RSL DESCRIPTION	WARD	NEW START DATE	NEW FINISH DATE	REASON FOR DELAY
ST LIGHTING	HANWORTH ROAD	ROMAN RD TO END OF ISLAND (HANWORTH RD)	HOUNSLOW CENTRAL	HERITAGE	HERITAGE	HERITAGE COLUMNS, SUBJECT TO DESIGN APPROVAL
ST LIGHTING	SCHOOL ROAD	ROMAN RD TO END OF ISLAND (L SPLAY)		11/11/2013	15/11/2013	DELAYED TO ACCOMMODATE DESIGN APPROVALS
ST LIGHTING	SCHOOL ROAD	PEARS RD TO END OF ISLAND (L SPLAY)		11/11/2013	15/11/2013	
ST LIGHTING	INWOOD ROAD	NR EVERGLADES TO HANWORTH RD		11/11/2013	15/11/2013	
ST LIGHTING	INWOOD ROAD	LAYTON RD TO NR EVERGLADES		11/11/2013	15/11/2013	
ST LIGHTING	HANWORTH TERRACE	WHITTON RD TO JCT BELL RD		11/11/2013	15/11/2013	
ST LIGHTING	LONDON ROAD	THORNBURY RD TO BRIDGE RD		28/10/2013	01/11/2013	NOTIFICATIONS PENDING
ST LIGHTING	CLARENCE TERRACE	DERBY RD TO HANWORTH RD	HOUNSLOW HEATH	21/10/2013	25/10/2013	DELAYED TO ACCOMMODATE DESIGN APPROVALS
ST LIGHTING	ANDERSON PLACE	HANWORTH RD TO END OF RD (ANDERSON PLACE)		21/10/2013	25/10/2013	
ST LIGHTING	ARGYLE ROAD	THE AV TO PARKSIDE RD		21/10/2013	25/10/2013	
ST LIGHTING	BERESFORD GARDENS	JCT WELLINGTON RD S TO END OF RD		11/11/2013	15/11/2013	
ST LIGHTING	DORNEY WAY	FRAMPTON RD TO END OF RD (DORNEY WAY)		21/10/2013	25/10/2013	
ST LIGHTING	MILLWOOD ROAD	PARK RD TO WHITTON DENE (MILLWOOD RD)	HOUNSLOW SOUTH	11/11/2013	15/11/2013	
ST LIGHTING	HEATH ROAD	MASWELL PARK RD TO JCT WHITTON RD		11/11/2013	15/11/2013	
ST LIGHTING	HEATH ROAD	CENTRAL AV TO MASWELL PARK RD		11/11/2013	15/11/2013	
ST LIGHTING	BRIDGE ROAD	WORTON RD TO JCT PAGET LN		21/10/2013	25/10/2013	
ST LIGHTING	BRIDGE ROAD	JCT PAGET LN TO FARNELL RD		21/10/2013	25/10/2013	
ST LIGHTING	BRIDGE ROAD	FARNELL RD TO ELMER GRDS		21/10/2013	25/10/2013	
ST LIGHTING	HOUNSLOW GARDENS	HOUNSLOW AV TO END OF RD		11/11/2013	15/11/2013	
CARRIAGEWAY	STAR ROAD	STAR RD T JCT TO END OF RD	HOUNSLOW CENTRAL	31/10/2013	31/10/2013	WORKS REPROGRAMMED FOR END OF OCTOBER TO ACCOMMODATE PROGRAMME CHANGES
FOOTWAY	CLIFFORD ROAD	BASILDENE RD TO IVANHOE RD	HOUNSLOW WEST	12/11/2013	22/11/2013	DELAYED TO ACCOMMODATE DESIGN CHANGES
FOOTWAY	HANWORTH ROAD	ROLLIT CRES TO CROMWELL RD	HOUNSLOW HEATH	07/10/2013	11/11/2013	DELAYED TO ACCOMMODATE DESIGN CHANGES
FOOTWAY	WELLINGTON ROAD	ORCHARD RD TO COOBBS RD		24/10/2013	07/10/2013	DELAYED TO ACCOMMODATE DESIGN CHANGES

## Additional Works in October

Scheme name / Location	Status	Description of Works	Area / Ward	Start Date	Finish Date	Comment
LVC 026: CPZ: Osborne Rd / Stafford Road / EDE Close / Wellington Road North & South	Update	CPZ / Waiting and loading restrictions	Central	October 2013	Early November 2013	Low value change project
LVC 036: Park Road, Hounslow	New	Traffic calming measure in Park Road.	Hounslow	Late October 2013	Mid November 2013	Low Value Change project.
HVC 1: Hounslow Town Centre	New	Urban Realm improvement, Hounslow Town Centre, West Square	Hounslow	30/09/13	21/12/13	High Value Change