

Welcome

This is the eleventh edition of your monthly newsletter. Within this, we explain what we have been doing in your community and the wider borough.

Hounslow Highways has four Business Administration Apprenticeships on offer

Hounslow Highways continues to invest locally, with up to four Business Administration Apprenticeship positions on offer.

The highways provider, working on behalf of the London Borough of Hounslow, already employs Highways apprentices and Environmental Services apprentices and is expanding its apprenticeship programme further.

The Business Administration Apprenticeships are for 12 months and successful candidates will be able to rotate around different areas of the business to gain an understanding of the varied and extensive services Hounslow Highways provides, and develop administration skills and experience transferrable to other employers. Candidates will also work towards an NVQ level 3 in Business Administration as part of the programme.

Hounslow Highways is currently taking expressions of interest. Candidates need to have a minimum of A-levels or an equivalent, a keen attitude and be able to understand the need for flexibility and the ability to set and adjust priorities in a rapidly changing and dynamic environment.

Service Director Rob Gillespie said: "We are committed to investing in local people to keep jobs within the borough. We decided to open these new Business Administration apprentice positions to bring local people on board and develop their skills in a dynamic, technologically advanced environment."

Successful candidates will report to the Business Manager and be assigned a mentor. Academic training will be through local training provider Redwood Skills and Education. For more information about the apprenticeships, please visit <http://ow.ly/wpsDd>



WELCOME TO THE TEAM: Hounslow Highways Environmental Services apprentice Glenn Pearson.

Lay assessor spots still open

Hounslow Highways has continued to receive expressions of interest in their Lay Assessors Programme.

Members of the community will be assessing Hounslow Highways' works, work sites and services.

They will be able to provide an objective view of how residents perceive the works, customer care and interaction, site safety and site management etc.

The aim is to recruit 20 volunteers – one from each ward across the borough.

Hounslow Highways still has places available for the following wards: Bedfont, Feltham North, Hanworth Park, Feltham West, Hanworth, Cranford, Heston West, Hounslow West, Heston East, Heston Central and Hounslow Central.

If you are interested in becoming a lay assessor, or know someone who might be, please email businessmanagement@hounslowhighways.org

Map pinpoint feature on website to help with enquiries

Hounslow Highways is currently having software built for its website to include a special mapping tool on the web enquiry form.

The tool allows users to pinpoint precisely where the issue is that they are reporting, whether it is a fly-tip, pothole, hazard or abandoned vehicle.

The feature will mean enquiries can be handled more efficiently and crews can identify issues more easily.

The software is expected to be in use by July.



Delivering better streets

Staff ready to deal with heart attacks in a heartbeat

Did you know using a defibrillator in the event of a heart attack can increase the patient's chances of survival by up to 70%?

Further to this, if you do not use a defibrillator during a heart attack, your chances of survival are decreased by 7-10% each minute.

These were the hard and shocking figures that encouraged Hounslow Highways to purchase an Automated External Defibrillator.

Eight staff undertook defibrillator training at the Jubilee House office recently, provided by St John's Ambulance.

The trainer, Dave, taught the basic theory behind a heart attack, how to administer CPR (Cardiopulmonary Resuscitation) and how to use the defibrillator machines, including positioning the defibrillator pads correctly, while performing CPR, on the heart attack patient.

Dave said anyone was able to use a defibrillator and as they provide spoken instructions, they are quite simple to use. However it helps that some staff have more in-depth knowledge.

The defibrillator is located in reception and is also available for use by the council-managed Bridge Road depot, adjacent to Jubilee House.

Hounslow Highways Service Director Rob Gillespie said: "Purchasing the defibrillator was a no-brainer. With such a large number of staff, including those at the council depot, we want to ensure we have as much health and safety equipment available as possible. In the unfortunate event of our staff or visitors suffering a heart attack, they will have more of a chance of survival with the addition of the defibrillator. We are committed to providing health and safety training to our staff to ensure they feel as confident as possible if an emergency were to happen."



AT THE READY: Hounslow Highways receptionist Kirsty Bailey presents the new defibrillator.

Duke of Northumberland River clean-up

Members of the Hounslow Highways Environment and Sustainability Team went above and beyond their normal duties in April to clean up a stretch of the Duke of Northumberland River in Isleworth.

Armed with a ladder, ropes and a safe system of work, the intrepid officers - John Adams, Patrick Madigan and Carl Cox, retrieved a public litter bin, two metal bin liners and two full bags of domestic waste which had also been thrown into the river.

The items had been identified by Carl on his routine inspections in the area.

Carl organised the clean up to ensure there was no hazard to the natural flow of the river.



UPDATE: Road closure at Hatton Road/ Staines Road

The junction of Hatton Road and Staines Road is now open one way (northbound). We are working in collaboration with Thames Water and SSE, following the foul sewer collapse in January.

SSE will be working on a high voltage cable diversion, followed by Thames Water, who will continue repair works to the pipe.

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

If you have any queries, please phone Cappagh Contractors on 020 8947 4000.

Pavements more accessible with column reinstatements

Hounslow Highways' street lighting crews have altered their way of working so that pavements are more accessible by the public and less works barriers are left on site.

New lamp columns that require a connection by SSE (electricity board) are temporarily reinstated (holes filled in) when the columns are erected so that barriers do not have to be kept on site for long periods of time.

SSE then excavate the area to carry out the new connection and reinstate the pavement permanently.

BELOW: Temporary lamp column reinstatement in The Vale.



Help with elections

Hounslow Highways provided an additional service to the Borough to support the polling for the local and European elections held on 22 May 2014. Services provided included supply of 11 portacabins, portaloos and electrical supply at 10 locations, removal and destruction of confidential waste, and dedicated cleansing activities at each location to ensure the sites were kept clean and clear whilst voters performed their civic duty.

Technology improves litter inspections

Technology is a central to how Hounslow Highways manages its service to the residents of Hounslow. Aside from Personal Digital assistants (PDA's) issued to all works crews to assign, record and track the completion of works, Apple iPad and Samsung tablet devices are in use by all Environmental and Highways Inspectors to evidence and process inspections and workflow new jobs to operational crews.

All enquiries and requests are issued through the 24/7 operational hub located at our offices in Hounslow. The hub serves not only to act as a terminal for all information to transit through but a data centre for work and issues to be prioritised and routed to the appropriate resource and also trends to be identified to inform future planning.

The latest improvement of the Management Information System has seen the tablets used to monitor and record quality inspections of the cleansing network. These inspections (over 500 a week) are used to assess the quality of street cleaning to ensure the standard of cleansing and quality of inspections are appropriate. The wealth of data this will now provide us will inform changes to our cleansing regime over the coming months.



Works in your area

Below is the Core Investment Period (CIP) programme of works for your area in June. Please note that all of the dates are indicative and may change due to seasonal and other external factors.

Street Lighting

To view the street lighting programme, please visit the My Works page on the Hounslow Highways website:
www.hounslowhighways.org.

Carriageways

There are no carriageway works scheduled for the central area in June.

Footways

Road	RSL Description	Ward	Start Date	Finish Date
LEAMINGTON CLOSE	PRIORY RD TO END OF RD	HOUNSLOW SOUTH	03/06/2014	20/06/2014