



WINTER SERVICE PLAN 2012/2013

(1 October 2012 to 30 April 2013)



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1 INTRODUCTION

- 1.1 Surrey County Council's Winter Service is essential in terms of both road safety and the economy. The Service intends, as far as is reasonably practicable, to safeguard the movement and well-being of all Highway users, both the residents of Surrey and those passing through the County. It is economically significant because of the delays and congestion that bad weather can cause.
- 1.2 Surrey County Council has, continued to develop new ways of working and provide appropriate, enhanced levels of resource to deal with the exceptional, severe weather events that now seem to be a regular feature of our lives during winter. A Winter Service Task Group, made up of members and officers, has met to review operations and recommend improvements, where necessary, across all the various winter service activities.
- 1.3 The County Council's Cabinet continue to support our enhanced winter service preparations. Funding levels have been maintained to support the response to any repeat of the severe winter weather conditions suffered in the 2009/10 and 10/11. The Winter Service Task Group will continue to review the performance of our combined operations during this winter season and report again in July 2013. This continued testing of our response to the variety of winter service activities has provided tangible improvements over the last two years that will enable Surrey to operate as efficiently and effectively as is reasonably practicable during the forthcoming winter season.
- 1.4 Winter Service involves treating the highway in order to:
- Prevent ice from forming (known as "precautionary salting")
 - Melt ice and snow already formed (known as "post salting")
 - Remove snow
- 1.5 The Winter Service Plan for 2012/13 gives details of how Surrey County Council intends to achieve the standards identified in the County Council's Winter Service Policy Statement. (See Section 3 of this plan.)
- 1.6 Winter Service response will be available from 1 October to 30 April with the core standby period for 2012/13 operate from:

Friday 19 October 2012 to Friday 5 April 2013. This is a 24-week period.

2 WINTER PERFORMANCE TASK GROUP REPORT

- 2.1 Following the first operational winter with May Gurney an annual review of Levels of Service together with the implementations of the recommendations of the winter service has been undertaken with full Member input through Cabinet, Environment and Transport Select Committee (ETSC) and the Winter Service Task Group. Following various meetings of the aforementioned Committees the joint Member and Officer Task Group reported to both ETSC and Cabinet on 19 September and 25 September 2012 respectively.

- 2.2 The main beneficiary has been the introduction of route tracking providing real time information on network coverage and improvement to salt stock management. With a near average Surrey winter the snow plan had been activated sufficient to test our resilience with a well coordinated response from Highways, May Gurney, District and Boroughs and farmers. A number of improvements are to be included for the coming season.
- 2.3 As a result of the efforts of May Gurney and the County Council's Highway team this year's county wide programme can be delivered for approximately £312,000 less than last year, with no degradation to levels of service. Continued improvements will further enhance the service to residents over the coming winter as follows:
- Consolidation of the P1 precautionary salting routes providing a more efficient response, helping to reach some of our more isolated communities
 - 16 new front line gritters with latest salt spreading technology to replace older fleet plus 3 additional ploughs to support farmers
 - Maintaining our pre-season salt stocks at 16,000 tonnes, approximately double the quantity required for an average Surrey winter.
 - Fill all 1,766 existing grit bins by the end of September. If necessary we will carry out a second fill over the winter, but with resources deployed on clearing roads and footways, we will not be able to refill during a snow event.
 - Continuing our partnership with district and boroughs provide up to 40 tonnes of salt to helping them to keep key pavements and town centres clear.
 - Continue to supply new grit bins, allowing residence and local community groups to buy a grit bin for four years at a cost of just £1,000
 - Introduction of grit bin licensing scheme enabling Parish Councils to maintain their own grit bins on the highway
 - Retain our pool of farmers willing to help out in the toughest of weather conditions (51 farmers)
- 2.4 The recommendations in the Winter Performance Report to Cabinet, together with the responses are included in Appendix G.

3 POLICY STATEMENT

- 3.1 It is the Policy of the County Council to provide a Winter Service that, as far as is reasonably practicable, allows for:
- The "precautionary salting" of roads on major routes within the County.
 - The "post-salting" of footways and carriageways in extreme weather to keep congestion, delays and incidents to a minimum.
 - The removal of snow from the key areas of the public highway.
- 3.2 Surrey County Council as the Highway Authority for Surrey has a statutory duty to maintain the public highway. Section 41a of the Highways Act 1980 states that local authorities 'have a duty to ensure, so far as is reasonably practicable, that safe passage along the highway is not endangered by snow or ice'. The qualification of 'reasonably practicable' being that this is not an absolute duty. In addition, highway authorities **may** take preventive measures against the accumulation of snow and ice.

- 3.3 Surrey County Council, as the Highway Authority, takes its Winter Service responsibilities extremely seriously. Until recently there has been no legal duty on Highway Authorities to take preventative measures in anticipation of snow or ice. This meant that, so long as any decision as to whether or not to act was taken on reasonable grounds, with due care and with regard to relevant considerations, the authority would not be liable. Moreover it had been said judicially that when there is a transient danger due to the elements, be it snow or ice or heavy rain, the existence of danger for a short time is no evidence of a failure to maintain the highway.
- 3.4 Following the introduction of the Railways and Transport Safety Act 2003 (31 October 2003), Highway Authorities have to ensure that, so far as is reasonably practicable, safe passage along a highway is not endangered by snow and ice. It is the belief of Officers that the arrangements Surrey County Council has in place are at least adequate to discharge this duty.
- 3.5 Highway Authorities are **permitted** to take preventative measures against the accumulation of snow and ice and to protect the highway over and above the minimum statutory requirements. The use of this power is relevant to an Authority's road safety responsibilities as well as its highway maintenance function.

County Council Maintained Highway

- 3.6 Surrey Highway delivers the winter service on the Surrey County Council maintained highway.

Minimum Winter (resilience) Network

- 3.7 As the total highway network cannot be treated simultaneously within the resources reasonably available to the County Council, priorities shall be established as follows.

Following the 2009/10 salt shortage it has been accepted that the "A" road plus network met with the criteria and is deemed as the minimum statutory requirement. "A" roads plus is made up of the following and represents – approximately 17% of the County highway network and can be found at [Gritting routes in Surrey](#):

- Surrey Priority Network 1 (Mainly principal roads, plus some important non-principal (B and C roads) with traffic flows greater than 18,000 vehicles and/or 600 HGV per day)
 - main access route to A&E and acute and second tier hospitals
 - main access route to large/medium population hubs
- 3.8 These are the most important roads in terms of the volume of traffic carried, the proportion of large goods vehicles and their strategic function as principal links between major destinations within Surrey and beyond or within settlement hubs or other significant urban areas.

Carriageway Treatment

- 3.9 All carriageways forming part of the public highway network shall be allocated to one of the three groupings according to the following criteria;

Priority 1 – approximately 39% of the County highway network

Precautionary salting will be carried out on all Surrey Priority Network (SPN) 1 and 2 roads within the County. These are the most important roads in terms of the volume

of traffic carried, the proportion of large goods vehicles and their strategic function as principal links between major destinations within Surrey and beyond or within settlement hubs or other significant urban areas. The routes can be seen at [Gritting routes in Surrey](#) includes:

- Surrey Priority Network 1 and 2 (Roads with traffic flows greater than 12000 vehicles per day)
- main access route to A&E, acute, and some district hospitals, fire stations
- major bus routes (50 per day urban, 25 per day rural) and depots
- roads passing through major shopping centres
- access road/s leading to other hospitals, ambulance stations
- main access route to designated special schools
- priority 2 meeting 2/3 of the criteria points

Priority 2 – approximately 8% of the County highway network

The route can be seen at [Gritting routes in Surrey](#) includes:

- roads with traffic flows greater than 5000 vehicles per day
- main access route to important industrial and secondary education establishments
- single access points to villages
- access road/s leading to railway stations
- roads used by other bus routes
- steep hazardous gradients and over bridges where known local icing conditions occur

Priority 3 – approximately 1% of the County highway network

The route can be seen at [Gritting routes in Surrey](#) includes:

- main access routes to other education establishments

Non-Priority

- all other public highways not covered by the above

3.10 Time Of Treatment For Frost, Ice And Snow

- Priority 1: to be treated, as routine pre-salting, in advance of any forecast frost, ice, or snow.
- Priority 2: to be treated only when there is prolonged and persistent frost, ice or snow which is expected to continue, or following snow, but only once Priority 1 routes have been cleared.
- Priority 3: to be treated following significant snowfall in combination with the Priority 2 routes. But only once the Priority 1 routes have been cleared.
- Non-priority: to be treated following significant snowfall but only once Priority 1 2 and 3 routes have been cleared with priority then being determined by the Operations Group.
- In the event of severe snow condition when tandem ploughing is required (each route will require 2 gritters thus reducing our capacity to clear the

network on a single run) or salt shortage the Priority 1 salting network will be restricted to the key "A" plus network only.

- 3.11 The Service provider must have the ability to mobilise the gritting fleet for precautionary salting within 1 hour of the decision being made day or night. The operational requirement is then to complete the treatment of all pre-defined precautionary salting routes within 2 hours 30 minutes. If an immediate response is required treatment will commence within one hour of the decision being taken. However, for the majority of occasions during the season it is recognised precautionary salting will be undertaken during the evening following the decision being made after the mid day forecast. The winter service operational plan contains route designations and summary information.
- 3.12 The performance of the Service Provider in relation to response, treatment times and salt usage will be monitored by the Operations Group Manager.
- 3.13 Extent of Carriageway to be Salted
- The full width of the running carriageway shall be treated at the specified rate of spread indicated on the agreed action treatment.
 - Each carriageway of a dual-carriageway shall be treated individually.
 - All slip roads at grade-separated junctions shall be treated individually.
 - The full length of the carriageway at roundabouts and gyratory systems shall be treated.
 - Treatments will only extend to the Surrey County boundary unless legally binding agreements are in place with neighbouring authorities under Section 8 of the Highways Act 1980.
- 3.14 At the request of Network Rail during the 2009/10 winter season the Council's policy is not to pre-salt from 12 metres to the nearest running rail both sides of the crossing. The Constructors may liaise with Network Rail, where known local problems exist, to discuss and agree alternative salting/de-icing arrangements and Network Rail should be notified of the County's precautionary salting decisions in order that they may also take appropriate action.

Footway Treatment

- 3.15 There is currently no case law to suggest that Surrey County Council has a legal responsibility to grit footways although they do form part of the highway. Although central government's Code of Good Practice states that Council's should consider a service for pedestrians and cyclists, this is discretionary. As a result most associated winter weather claims can be successfully refuted.
- 3.16 The discretionary aspect of responsibility for gritting footways allows the Council to focus resources on maintaining the road network as the main priority. It is recognised that footways often clear without specific treatment by the time roads have been fully gritted to an appropriate standard. As such, the Task Group believes that the public should be clearly informed that the County will not be responsible for gritting footways, and will only clear with priority then being given by the Operations Group, through negotiation Borough and Districts will assist with this function.
- 3.17 Members of the public are unlikely to be held liable, following an incident related to their snow clearance or salt spreading, as long as the condition of the road/footway is no worse than it was before they carried out the work. This information will again be

communicated to the public in the winter addition of 'Surrey Matters' and on the winter service web site.

Grit Bin Provision and Use

- 3.18 Whilst it is recognised that the provision of grit bins is very popular with the public there is no legal duty, and historically no specific budget, for Surrey Highways to provide grit bins or maintain them. However, the Council recognises that by encouraging self-help they can further assist local communities – particularly those not on the P1 precautionary salting network. Grit spread by hand from these bins is a very inefficient use of a valuable and currently limited resource and the wider use of hand operated machinery is far more efficient and provides value for money. In these circumstances our own contractors, local authorities and residents will be actively encouraged to follow this course of action.
- 3.19 Due to the demands created by the nature and duration of the weather events. A further mid season restock will be scheduled following severe weather but no ad hoc filling will be undertaken. It is noted that, in order to preserve valuable salt stocks and improve performance during snow events particularly, either a mix of salt and grit or grit alone may be provided in bins.
- 3.20 At present there are approximately 1738 plus 25 (Fire & Rescue) grit bins in Surrey, and the County Council will have to, without additional resources, continue to prioritise their provision and future replacement based on the previously agreed safety related criteria included at Appendix A. The location of the bins can be found at [Grit bin locations in Surrey](#).
- 3.21 Existing grit bins that do not meet the criteria (score less than 100 points) will remain in situ, until they come to the end of their serviceable life and then be removed. Local members will be informed and they, or their community may choose to refund a replacement.
- 3.22 The four-year cost of a grit bin in Surrey is currently £1,000 irrespective of the source of provision (to be reviewed annually). This cost includes the following elements:
- Initial purchase cost
 - Deployment on site, including plant, labour and materials
 - Subsequent refill in line with County cycle, including plant, labour and material
 - Annual maintenance of the asset and site as necessary
 - Asset inventory and management to replace, or not, after 4 years
- 3.23 Where Members or other stakeholders wish to pay for a grit bin, as a service, at any safe location the full amount should be paid to Highways, in advance as a commuted sum, for the supply, single annual refill and maintenance of the asset over the four year period with the funding accounted for separately and ring fenced in Highway allocations specifically for this purpose.
- 3.24 Licensed grit bins – Under agreement Parishes are enabled to place and maintain their own grit on the highway. Any grit bins located on the highway network, will be labelled with details of the owner. Application and condition included at Appendix B.
- 3.25 Private grit bins – The advice is that any private individual should keep salt bins on their own land. Only Council street furniture can be placed on the publicly maintained highway, the placing of private grit bins on the highway would be akin to an encroachment. Their placement on the highway would also raise a number of issues

including who would be able to access the grit bin, level of service against Council standard (perception that it is a Council grit bin), licensing and liability and ongoing maintenance. Additionally if such salt bins cause damage to a person or vehicle, the person suffering damage could look to us firstly in view of the bin being on the highway and not exercising proper control. Any private grit bin will therefore be removed from the highway.

Defect Repairs in the event of severe weather

- 3.26 In the event of severe weather, response times to repairs can be affected due to available resources being diverted to snow clearance and conditions leading to a backlog in defect repairs and may trigger the introduction of Severe Weather response times to defect repairs.
- 3.27 The Severe Weather response times can only be implemented by agreement between the Assistant Director (or nominated deputy) and Cabinet Member for Transport and Environment.

Category	Normal response time	Severe weather response time
Accident & Emergency	2 hour	4 hours
Safety High Risk	24 hours	48 hours on Surrey Priority Network 1 3 calendar days on other parts of the network (Permanent repair within 40 calendar days)
Safety Low Risk	28 calendar days	40 calendar days

Motorways & Trunk Roads

- 3.28 The Department for Transport (DfT) is the highway authority for motorways and all-purpose trunk roads in Surrey and the Highways Agency acts for the Department in this respect. Details of contractors responsible for the operational maintenance of motorways and all-purpose trunk roads within Surrey are:

Area 5 - M25 DBFO-Connect Plus
 Area 3 – Enterprise Mouchel - AccordMP
 Area 4 – Balfour Beatty Mott Macdonald

The Motorway and Trunk Road network can be found at [Gritting routes in Surrey](#)

The County Council therefore has no responsibility for winter maintenance service activities on these particular roads.

4 CLIENT & CONSTRUCTOR RELATIONSHIP

- 4.1 Winter Service work will be carried out by May Gurney in 2012/13 with the district and boroughs being split into the following area

Area	District/Borough
Area Highways (NE)	Epsom & Ewell Elmbridge Spelthorne
Area Highways (NW)	Runnymede Surrey Heath Woking
Area Highways (SE)	Mole Valley Tandridge Reigate & Banstead
Area Highways (SW)	Guildford Waverley

- 4.2 The division of responsibilities for the various aspects of the Winter Service are:

Surrey County Council	Service Provider
Winter Service Policy Statement and Winter Plan	Winter Service Operational Plans
Setting of Standards and Level of Service	Day to day operations
Performance Monitoring	Design of routes
Salt procurement	Salt delivery and stock management
Procurement, installation and support for Ice prediction systems, weather stations and software	Manning levels
Checking service providers readiness in respect of: <ul style="list-style-type: none"> • Rosters and operational staff qualifications • Salt stocks • Proposed methods/routes • Spreaders and Ploughs • Calibration and servicing of equipment 	Maintenance of spreaders and ploughs including ploughs held with farmers
	Maintenance and operation of salt saturators
Publicity and Communications including web pages	Provision of other winter maintenance plant / vehicles
	Day to day decision making
Co-ordinating research and feasibility studies	Procurement of forecast service (Open Road)
Specifying spreader and saturator	Receipt and dissemination of

equipment	weather forecasts and updates
	Use of County Council depots under the contract
Contingency planning	Contingency planning

5 WEATHER INFORMATION

Weather Information Systems

5.1 Surrey Highways, together with its Service Provider, use four main sources of information to forecast and monitor the weather and road conditions around the County. These are as follows:

- Weather forecasts from a forecast provider (Meteo Group)
- Thermal mapping (Vaisala IceViewer and IceNet)
- Ice prediction systems (Vaisala IceViewer and IceNet)
- Regional texts (Met Office Open Road)

Weather Forecasts

5.2 Detailed daily weather forecasts and reports specifically dedicated to roads in Surrey will be available during the period 1 October to 30 April each year. The Service Provider is currently obtained the winter weather forecast through Meteo Group details of which are contained in the Winter Operations Plan.

5.3 The forecast provides:

Morning Summary (0730 hrs)

Summary of weather condition encountered over last 24 hours
Minimum road surface temperatures (RST) encountered at weather stations
Preliminary forecast for next 24 hours

Afternoon Forecast (1300 Hrs)

Detailed forecast for next 24 hours
Road surface forecast temperature graphs
Two-five day forecast

Evening update forecast (1830 hrs)

Thermal Mapping

5.4 All precautionary salting routes in Surrey have been thermally mapped and this technology is used to identify sections of road that are cooler or warmer than average due to topography, type of construction, traffic flow and other factors affecting road surface temperatures. A road may be described as either 'cold' or 'warm' if thermal mapping shows they are cooler or warmer than average.

5.5 The information yielded from thermal mapping is used in conjunction with site-specific forecasts to predict accurately the minimum temperature of road surfaces across the road network. This allows accurate decisions to be made not only about whether to salt or not, but whether to salt only those roads that require treatment.

Ice Prediction

- 5.6 Seven automated road weather stations have been installed around the county. These are equipped with sensors to monitor air and road surface temperature, rainfall, humidity, road surface conditions and give an indication of residual salt on the road surface. A number of the sites are also equipped with footway sensors.
- 5.7 A number of weather stations are also located in adjoining highway authority areas and on the motorway and trunk road network in Surrey. By working in collaboration with the various parties concerned we can view their sensor information to further assist our own decision-making.
- 5.8 The Meteo Group, via the Vaisala Bureau at Birmingham, collects information from these sensors at hourly intervals and this assists them in providing more accurate forecasts based on 'real time' information.

Duty Manager (Decision Maker)

- 5.9 Responsibility to instruct precautionary salting operations, rests with the Service Providers Duty Manager. Detailed arrangements for undertaking this function are included in their annual Winter Service Operational Plans.
- 5.10 The Duty Manager is responsible for the following:
- Receiving forecast information from Metro Group
 - Monitoring current weather conditions
 - Issuing countywide salting instructions for priority 1 and 2 salting routes
 - Forwarding decision to Communications
- 5.11 Decisions making process will be based on the Winter Service Guidance for Local Authority Practitioners - "Recommended Precautionary Treatments and Post Treatments Including Revised Salt Spread Rates", superseding the Well Maintained Highways – Appendix H – Section H7.
- 5.12 The Surrey Gritting Update will be issued daily by the Communications Officer containing information about expected weather conditions together with any salting instructions. The Duty Manager will be responsible for issuing forecast updates and any revised salting instructions to Communications. The Surrey Gritting Update will be sent to members, boroughs and district, neighbouring authorities and the HA's contractors.

6 SALTING

6.1 Precautionary Salting

Precautionary salting will take place on the Priority 1 salting network on a pre-planned basis to help prevent the formation of ice, frost and/or the accumulations of snow on the carriageway surface.

6.2 Post Salting

Post salting will normally take place on the Priority 1 salting network to treat frost, ice and snow that has already formed on the carriageway or footway surfaces. Post salting may also be carried out on roads or sections of roads beyond the scheduled Priority 1 salting network.

6.3 Spot Salting

Spot Salting is a non-routine activity carried out after the completion of the Priority 1 salting when, during periods of adverse weather, parts of the Priority 1 network may remain at risk due to the formation of ice/snow. In these instances there may be a need to undertake post treatment of these sections by spot salting. Requests for spot salting are received and managed by the Operations Group.

Spot salting will not be undertaken on the network when it is unlikely to be completed before the ice begins to melt, or road temperatures are expected to rise. Spot salting can be undertaken either by mechanical spreader or by hand.

Additionally whilst the main priority is to keep the Priority 1 network open and free flowing in some instances it may be necessary to close roads and in these cases the diversion route should also be treated to the same standard as the remainder of the Priority 1 network.

7 SNOW CLEARANCE

Snow Condition Action Plan

The Snow Condition Action Plan forms part of the Severe Weather Plan and is contained in a separate document [Snow Consition Action Plan](#). The following is a summary of the key functions.

- Establishment of a Snow Desk jointly manned by the Service Provider and Operations Group and other stakeholders that provides clear guidelines on the organisational arrangements and coordination of a response to severe weather conditions.
- Triggers for mobilising resources such as weather conditions, resources, location.
- Network hierarchy to keep clear, parameters and time scales
- Contacts for all resources to place on readiness once a “severe weather warning” has been received.
- Mobilising resources immediately the “action levels have been met.

Emergency Procedure/Snow Desk/Local Control

- 7.1 When the potential for widespread and persistent ice and/or snow is forecast that is **likely** to result in action other than just P1 precautionary salting initiated by the service providers, the Service Providers Duty Manager/Core Maintenance Manager will proactively engage with the Operations Group Manager or designated representative.
- 7.2 Where action involves any works other than P1 precautionary salting, including P2 salting in advance of ice and/or snow, a 'Snow Event' will be declared from a particular date and time and **all** decision making and associated resource management for winter activities will pass to the Operations Group representatives until an agreed date and time when 'Snow Event' will cease and decision making passes back to the Service Provider for P1 precautionary salting.
- 7.3 In advance and during "Snow Event" joint daily meetings of the Snow Event Coordination Team will take place to pre-plan and provide feedback on operations and priorities to the Assistant Director and Emergency Planning. The core members of the Snow Event Coordination Team will be the Core Maintenance Manager, Duty Manager, Operations Group Manager, Highway Maintenance Team Manager and Communications Officer. Such meetings may be virtual or require personal attendance subject to circumstances.
- 7.4 During periods of 'Snow Event' the service providers will continue to publish decision sheets and Operations Group representatives will provide and communicate morning and evening updates through Communications of activities undertaken.
- 7.5 In the event of snow the Snow Action Plan will be activated and "Local Control" declared. The Snow Event Coordination Team will be expanded to include the Area Managers or their representatives who will meet twice daily to review conditions and response.
- 7.6 During Local Control the Control Hubs "Snow Desk" will be opened and act as the focus for Highway management and be jointly managed by Operations Group and the Service Provider.
- 7.7 In the event of snow, carriageways will be treated and cleared commencing with the Priority 1 precautionary salting routes. Dependent on conditions it may be necessary to restrict the initial operation to the "A" Road plus network. Other routes will be cleared when resources permit and consideration may be given to treating strategic highway areas, including footways in town centres, shopping precincts and areas leading to hospitals and schools etc. with assistance from Borough, Districts Town and Parish Councils.
- 7.8 Management of farmers undertaking any winter service activities will be the sole responsibility of the Operations Group with each district being coordinated through the Maintenance Engineers or by direct contact from the Snow Desk.
- 7.9 During severe winter weather events a Highways Service representative will represent Highways on any group(s) established by the Emergency Planning Team.
- 7.10 Responsibility for carrying out spot salting and emergency response remains with the Service Provider using their routine emergency response crews. Any use of the frontline gritters in these circumstances will be strictly by agreement with the

Operations Group, and only under exceptional circumstances, such as a medical emergency.

Control Hub (Snow Desk) Operational Procedure

7.11 Depending upon the nature of the incident, the following maps will be available as required in the control hub, which will be used as described elsewhere in this section:

- Road Condition Map: identifying latest situation throughout the area, with further information added as actions taken;
- Pre-Salting/Plough Routes: Indicates priority 1, 2 and 3 salting/ploughing routes, for information;
- Footway and Pavement priority schedules.
- Farmer's Plough Routes: Indicate agreed farmers ploughing routes, for information.

Resources of the Control Hub (Snow Desk)

7.12 The Service Provider will switch their resources within the control hub to the "Snow Desk" which will be jointly manned with Operations, additional support will be provided from Local Delivery. The table below sets out roles and responsibilities.

Role	Lead Officer	Responsibility
Controller	Operations Group Manager or designated deputy.	Overseeing joint setting up of the Snow Desk and actions taken. Chairing Snow Coordination Team meetings, liaison with communications, Local Delivery and APG
Condition Co-ordinator	Designated Operations Group Officer	Co-ordination of incoming data, maintaining road condition maps. Liaising with Resource Co-ordinator on actions required.
Resource Co-ordinator	Core Maintenance Manager (Service Provider)	Joint setting up and general organisation of Snow Desk. Agreement of action with Condition Co-ordinator, co-ordination of resources and recording actions
District and Borough Co-ordination	Maintenance Engineer	Co-ordinate with District and Borough's on footway clearance and update "Snow Desk" and Area Manager on condition
Farmers Co-ordination	Core Maintenance Manager	Co-ordinate Farmers on P1 salting network with main snow clearing operation
	Maintenance Engineer	Co-ordinate Farmers on side road clearance and update "Snow Desk" and Area Manager on condition
Scouts	Operations Group engineers, Community Highway Officers (CHO)'s Highway Inspectors	Fact finding of current situation on the ground at the request of the Snow Desk, or as part of regular controls of designated areas. Provide additional pool resource for Snow Desk and drivers mates.
Communication officer	Representative from Local Delivery & Customer Services	Responsible for passing key messages to the website, contact centre and communications team.

Service Provider

- 7.13 The vehicles and plant required by snow clearance will be no different to their normal requirements. In exceptional circumstances the Service Provider may provide additional special snow clearance plant, this may entail special payments to snow clearance contractors.
- 7.14 The normal snow clearance equipment will be open back lorries and vans, JCB's and personnel with brooms and shovels, together with hand operated spreading equipment.
- 7.15 Snow clearance and other winter service activities will be carried out on a priority basis as directed by the Controller or his/her representative.
- 7.16 Snow clearance sub-contractors will be directed to draw salt and grit from depots as appropriate by the Service Provider using the installed weighbridges for record and audit purposes.
- 7.17 May Gurney will be trialling a quad bike and an All Terrain Vehicle (ATV), suitable for gritting in more restricted areas such as housing estates in Haslemere and Caterham to be reviewed at the end of the season.

Co-ordination of Resources

- 7.18 Districts and Boroughs

To assist in the footway clearance negotiations have taken place with the Boroughs, Districts to agree a Statement of Understanding whereby they will give priority for gritting/snow clearance when their crews are unable to undertake their primary functions. They will clear agreed priority footways dependent on the availability of grit/salt and manpower.

To assist with the operation each authority has been provided with hand spreaders and 40t of salt. The overall responsibility remains with Council as the highway authority including insurance liability, other than negligence on the part of operatives whilst working or those arising from road traffic accidents involving fleet vehicles whilst on duty.

Details of the Statement of Understanding are included in Appendix C.

As discussions continue with Borough, District, Town and Parish Councils in relation to the provision of additional resources for snow and ice clearance during a weather emergency, the Operations Group, or designated representatives, will be responsible for liaising with these authorities to assess/record their actions and co-ordinate any assistance they may be able to provide.

Tatsfield Parish Trial

During a snow event a number of steep hills become impassable and we will be running a trial with Tatsfield Parish in providing information boards on roads affected advising drivers that the roads are impassable.

- 7.19 Third Parties (Farmers/Contractors)

In some rural areas it may be appropriate to lodge snowplough attachments with farmers equipped with suitable machinery or otherwise hire their equipment and services in extreme events so that they can operate on the public highway with the authority of the Operations Group. They will then be reimbursed at rates agreed by the Operations Group.

Local farmers and plant operators, who are under agreement to Surrey Highways, will carry out snow clearance on certain minor route carriageways using either ploughs provided by the Council, agricultural snow ploughs and snow throwers/blowers as directed by the Operations Group.

Snow ploughing will commence as soon as 50 mm (2 in) of snow has fallen on the Specified Route providing snow is persisting unless otherwise directed by the Operations Group. Each farmer will have a designated route or work as a team with the Service Provider or others and report daily on progress.

A number of farmers have spreading capacity and provision has been made for a pre season delivery of approximately 6t of salt to each farmer providing the service.

Temporary signs will be provided to the farmers advising motorist that roads are being plough and to take alternative route.

Snow clearance on other minor routes will be carried out as resources permit. Some minor routes and cul-de-sacs will inevitably have to be left to thaw naturally.

7.20 Members of the public and Liability

Members of the public are unlikely to be held liable, following an incident related to their snow clearance or salt spreading, as long as the condition of the road/footway is no worse than it was before they carried out the work. This information will again be communicated to the public in the winter addition of 'Surrey Matters' and on the winter service web site providing a clear legal position:

"As with all actions taken by members of the public, people should act sensibly and consider the effect their actions might have on other highway users. Provided any salting or snow clearance is carried out responsibly and without creating further hazards which could lead to a passer by injuring themselves, then there would be no liability for such actions."

8 VEHICLES & INFRASTRUCTURE

Vehicles

- 8.1 A mixed fleet of 39 front line gritters will be deployed on the network with 1 spare in each of the depots, all managed and maintained by May Gurney on a 24/7 basis, inclusive of call-out cover. Vehicle details and locations are included in the Winter Service Operations Plan:

Vehicles	Volume
6m ³ Pre wet spreaders with DIN plates	13
6m ³ Dry spreaders with DIN plates (now consolidated within main routes MG)	2

6m ³ Quick Change Body (QCB) Pre wet spreaders with DIN plates	2
9m ³ Pre wet spreader body	3
MG pre wet spreaders (refer to operations plan for details)	16
SCC 6m ³ Pre wet spreaders with DIN plates	3
Snow Ploughs	39
Quad Bike for footway	2
Salt Spreader	15
Depot loading shovels	4
SCC SCRIM vehicle fitted with plough	1
SCC ploughs with farmers	31

- 8.2 All front line vehicles are fitted with GPS tracking facilities. The records from each gritting run are to be collated with the salting return sheets and passed directly to the Operations Group for retention and future audit as necessary.
- 8.3 The County normally expects spreading vehicles to be single manned but during severe weather, snow clearing or when dense fog persists, two-man operation may be required.
- 8.4 All spreaders and ploughs will be available for use during the entire winter service season. The calibration and service of all plant and equipment will be completed prior to the start date of the winter season.
- 8.5 After each period of use and at least once every 24 hours, whether in constant use or not, each vehicle and associated piece of equipment will be thoroughly washed to remove any trace of salt or brine.

Saturator Contingency Planning

- 8.6 The County is committed to a completely pre-wet precautionary salting operation. There are four brine producing saturators located at the Bagshot, Godstone, Merrow, Witley depots.
- 8.7 As with all mechanical equipment, the units are subject to operational wear and failure of component parts. Operation, maintenance and repairs will be undertaken during the season by May Gurney.
- 8.8 It is noted that approximately 50% of the brine tank capacity on the spreaders is used to complete the routes. In order to provide greater operational resilience in all vehicles brine tanks are to be fully replenished by the Service Provider at the conclusion of a spreading run so the tanks have sufficient brine for two runs. In these circumstances additional time is allowed to deal with any power failure or saturator plant breakdown without any immediate, direct operational effect.

- 8.9 Brine is not corrosive to the polypropylene material used for the spreader tanks so prolonged storage is not a problem and the majority of plant malfunctions should be repaired on a permanent or temporary basis within 48 hours.

9 SALT

- 9.1 Surrey held 14,750t of salt across the six county barns at the end of last season further deliveries during September and October will bring the pre season total up to a minimum of approximately 16,000t. To ensure that stocks are maintained at maximum capacity we have joined Salt Unions stock control monitoring system whereby deliveries are automatically released as stocks are used. By maintaining stock levels the impact of any national shortage will be reduced. Orders can be sourced from abroad but this is more expensive and not the preferred option although certainly an essential course of action during 12/13.
- 9.2 Salt stocks will be maintained at the maximum level that storage permits through the peak season until mid February when stocks will be allowed to run down to a minimum of 8,000t (equivalent of 6 days of continuous salting), to enable stock rotation, prior to receipt of new tonnage.
- 9.3 However, it is recognised that national demands may result in no further significant deliveries being received by highway authorities for the remainder of 12/13 and Salt Cell operation could be implemented by Government. The Salt Cell formulae has previously disadvantaged Surrey as a council which conserves salt stocks while rewarding other authorities who do not conserve or who may operate less efficiently.

Salting Methods

- 9.4 The primary precautionary salting operation is undertaken through the application of "pre-wet" salt. This process uses a brine solution comprising 30% salt and 70% water that is pre-mixed in purpose built brine 'saturators'. The brine solution is then stored in tanks on the spreading vehicles and mixed with dry salt on the spreader plate at a ratio of 30% brine and 70% salt.
- 9.5 The advantages of this treatment method with its partial dilution at point of application are the immediate de-icing action that takes place on contact with the road surface. There are also significant environmental benefits as the salt solution adheres to the road surface and doesn't tend to 'bounce' during the spreading operation so having less effect on adjacent verges and buildings and also passing vehicles.
- 9.6 Surrey will again use 6mm salt during the 2012/13 winter season in its 35 frontline, pre-wet spreaders, each dedicated to a pre-defined precautionary salting route.

Residual Grit and Sand

- 9.7 During severe winter weather events large quantities of grit and sand may be spread on the network to comply with the County's duty to maintain the highway in a safe condition. Once these materials have served their purpose they could be considered to be litter under the terms of the Environmental Protection Act, particularly where they remain in sufficient quantities. However, spreading grit is considered to be a legitimate and reasonable duty of the Highway Authority and, therefore, not actionable under the terms of the legislation. It is thus the responsibility of the relevant District Council to clear these materials as part of their street cleansing

duties. However, there will be circumstances where residual grit and sand cause potentially hazardous conditions, for example:

- On slopes to footways with high pedestrian use
- When significant local spillages have occurred during spreading

These excessive amounts of material should be removed as part of the Highway Winter Service function.

10 BUDGETS

- 10.1 At their meeting on 25 September Cabinet agreed that the £2.3m budget allocation be maintained at its current level within the Medium Term Financial Plan to ensure the existing level of service is maintained.
- 10.2 Details of recommendations to Cabinet are included at Appendix G.

11 PUBLIC AND MEDIA COMMUNICATIONS

- 11.1 Effective communications and news media management, particularly local radio stations, is of the utmost importance. A Highways Communications and Engagement Plan, has been developed providing an effective communications template for the winter service. During a severe winter events the Operations Group Manager, supported as required by the Assistant Director, and in liaison with the Cabinet Member for Transport as appropriate.
- 11.2 As with last year additional information will also be provided to Members as appropriate, particularly during periods of snow clearance, to ensure that the travelling public are informed of current road conditions and affected or cleared routes.
- 11.3 A Winter Service Information Pack giving details of the means by which Surrey County Council intends to achieve the objectives and standards identified in the Winter Service Policy will be available to members and other interested parties the pack will include schedules for the priority salting network, footways and grit bins together with the arrangements that are in place with the Boroughs, Districts, Parishes and others including farmers.
- 11.4 The County Council's Communications and Media Teams will act as the focal point for Winter Service briefings and media communications during the 2012/13 Winter Service Season and will again be running a campaign in advance of the season.

Appendix A – Criteria for the provision of Grit Bins

1. The Council has provided grit bins at certain adopted highway locations that are not included on the priority 1 precautionary routes already treated as an aid to road safety.
2. Grit bins are placed in consultation with Area Highway Managers, where they can be positioned safely near the highway, to provide for spot treatments at:
 - Difficult road junctions,
 - Slopes,
 - Acute bends
 - Concentration of pedestrian and commuter use.
 - To assist with service for those in isolated rural communities off the primary and secondary precautionary treated routes

Criteria

3. Requests for grit bins are assessed against a score to ensure those provided meet the criteria of servicing the highest priorities within the scope of budget constraints. The Winter Performance Task Group has endorsed the continued use of the same criteria for the 12/13 winter season.
4. The score allocated must reach a minimum of 100 points for a location to qualify, but priority within limited resources will go to those locations with the highest scores. The decision of the Asset Maintenance Plan Team Manager will be final in deciding on the provision of grit bins.

5. Difficult junctions

Grit bins may be positioned to provide spot treatments at junctions where high-density traffic is being joined at peak times, where the added difficulty of snow or ice make the junction particularly difficult to negotiate safely and the potential for wheel spin exists.

6. Slopes

All slopes are potentially hazardous when snow or ice is present. Drivers are accordingly expected to exercise due caution in extreme winter conditions. Grit bins may be considered at locations where the presence of snow or ice on steep inclines make it almost impossible for drivers to control their vehicles.

7. Bends

All bends are potentially hazardous in snow and ice conditions and drivers are accordingly expected to exercise due caution in extreme winter conditions. Grit bins may be considered at locations where an acute bend exists combined with a slope that make it almost impossible for drivers to control their vehicles.

8. Pedestrian locations

The focus of providing grit bins will be at pedestrian locations subject to commuter use. These will include locations where steps, or ramps exist particularly at subways or footbridges. For convenience bins are placed at each access point, as far as possible to ease salt distribution at these locations.

9. Salt Storage

Salt is stored in waterproof containers to protect the salt from weathering and to help avoid contamination wherever bins are placed from seepage. Salt is normally stored in yellow bins for ease of location during servicing operations. In sensitive areas, green bins may be supplied as an alternative to standard yellow, which are considered to appear less obtrusive.

In order to conserve the environment salt is not stored on the highway where its concentrated use may damage trees or areas of conservation verge, or would allow dissolved salt to enter adjacent water courses. For safe placement of salt bins near trees the following guidance should be applied. Use a radius 12 times trunk diameter away from the tree, or 4 x the trunk circumference away from the tree.

Highway Grit Bin Assessment Form

Site Name

Location

Coordinates

Requested by

Assessed by

District team area

Date

Characteristic	Severity	Points weighting	Points allocated
Vehicular Movement			
Is site on Priority One precautionary treatment route	Yes No	—————→ Continue assessment	Void location rejects application.
Is treatment area off priority one routes on which bin will be safely located	Yes	25	
Surface gradient	Less than 1:10 1:10 or over	75 Nil	
Difficult junction requiring precise timing to exit, or Within 25m of and falling towards junction with: -	(Exit traffic at peak times) Moderate Traffic Light traffic	30 Nil	
Bends on slope location with moderate traffic	Yes No	25 Nil	
Traffic density at peak times	Moderate Traffic Light traffic	40 Nil	
Pedestrian Movement			
Concentration of use by pedestrian's steps, ramps, footbridge, subway. (Category 1 & 2 Footways)	Yes No	100 Nil	

Bin condition damaged yes / no

TOTAL POINTS

Locality density

Retain/Remove

Appendix B – GRIT BIN LICENCING

GRIT BIN LICENCING CONDITIONS

Street furniture can only be placed on the highway with a licence, as the Highway Authority Surrey County Council has a scheme that gives permission to Parish or Town Councils to place grit bins on footpaths (without obstruction) and/or verge of the highway.

The following conditions will apply:

The Parish or Town Council must

- Indemnify the County Council against any claims caused by the Grit Bins being in the highway or the use thereof
- Keep the Grit Bins in a good state of repair
- Remove the Grit Bins at the Parish or Town Council's expense if at any time the County Council needs that to be done.
- Must "make good" the area where the grit bin stood, normally this would mean to restore the ground or path to its original state
- Pay the expense of any damage to the highway or apparatus within it that may be caused by the removal of the Grit Bins
- Not break up the surface of the highway
- Not interfere with the apparatus of undertakers such as pipes or cables
- Not interfere with land and premises outside the control of the County Council
- Grit bins to be clearly labelled with the Parish or Town Councils contact details
- The restocking of the grit bin is to be at the Parish or Town Council's expense
- Grit bins are to be filled using either salt or a grit/salt mix in a ratio of 3:1
- Prevent contamination of watercourses any split or cracked grit bin is to be removed.
- Remove any surplus or spilt salt/grit from the area where the grit bin is located
- Ensure Grit bins placed on the highway are provided for public use only and will be registered on the Surrey County Council web site

Steps for the Parish or Town Council to complete

1. Read the scheme conditions as set out below
2. Print the application form
3. Complete and sign the application
4. Send, with required attachments, via mail or fax to the relevant area office

Steps to be completed by Surrey County Council

1. Consider the proposed site in relation to visibility, obstruction and distance from the edge of the road, minimum 450mm.
2. Consult with stakeholders as required.
3. Send consent to you
4. If not approved you will be contacted to discuss the application

Safety - As with any activity on or adjacent to a live carriageway your own safety is paramount and you should consider:

- Working in pairs with one on lookout
- Only spread the grit when there are no vehicles or pedestrians nearby
- Wear bright clothing so that you can be seen easily
- Don't assume the road or pavement is safe just because it has been gritted
- Look after the environment – use the minimum grit necessary. A shovel full of grit will be sufficient for 20–30sq.m of road
- If shovelling snow, consider where you are going to put it, so that it does not block people's paths, or block drainage channels. This could shift the problem elsewhere.
- Make a pathway down the middle of the area to be cleared first, so you have a clear surface to walk on. Then you can shovel the snow from the centre to the sides.

The above delegation of functions relating to the provision of grit bins is exercised under the powers in section 19 of the Local Government Act 2000. The County Council does not grant planning permission in relation to the above functions.

GRIT BIN APPLICATION/CONSENT FORM

This section is for the Parish or Town Council to complete

I have read and agree to the conditions of placing a grit bin(s) on the highway. I am applying for permission on behalf of:

Name of Parish or Town Council

Address.....

.....

Post Code.....

Contact details

Name.....

Address (if different from above).....

.....

Post Code.....

Telephone.....Mobile.....

Email Fax

Grit Bin Location/Locations

.....

.....

Drawing or sketch attached in relation to the highway

Signed:Date..... / /

On behalf of Parish or Town Council

Designation of person signing.....

(this document must be signed by the Parish/Town Clerk of the Council or such other person as has the authority of that Council to sign on their behalf. The County Council reserves the right to request details of such authority to sign if it feels it is necessary to do so).

Appendix C – Winter Operations Plan

The Winter Operations Plan form part of the Winter Service Plan and is contained in a separate document. The plan can be seen at [Winter Operations Plan](#) includes:

1. Staffing and Operational arrangements
2. Communication
3. Surrey Road Zone – a dedicated winter service team web page to record and document all data, actions and decisions taken.
4. Liaison with adjacent Authorities
5. Client and Constructor Relationship
6. Weather Information Systems
7. Weather Forecast
8. Decision Making
9. Vehicle and Plant
10. Salt
11. Salting Methods
12. Routes
13. Residual Salt and Sand
14. Staff and Resources
15. Training Familiarisation
16. Rosters
17. Snow Clearing
18. Quad Bike and ATV (All Terrain Vehicle) trials
19. Hippo Bags
20. Post Thaw Maintenance
21. Budgets
22. Media Communication
23. Winter Service Review
24. Monitoring and Evaluation
25. Performance Records

Appendix D – District and Borough Footway Agreements

To assist in the snow clearing operation the County has entered into a Statement of Understanding with each of the Districts and Boroughs, all parties are agreeing to:

- Openly share information and best practice with each other
- Seek to maximise efficiencies and benefits and to get the best deal for local people within the constrained budgets available

District and Borough Winter functions

The agreed footways will be given priority for gritting/snow clearance when the District and Borough crews are unable to undertake their primary functions. They will make safe these footways dependent on the availability of grit/salt and manpower.

Overall responsibility remains with the County, the Highway Authority. The Districts and Boroughs will not be liable for any incident resulting from the Statement of Understanding, other than negligence on the part of operatives whilst working or those arising from road traffic accidents involving fleet vehicles whilst on duty.

Resources

Each District and Borough (D&B) has indicated the level of resources that would be available during a winter event and these resources should be sufficient to carry out at least the top priority routes listed. A number of priority routes have been split between the D&B's and the County.

It is understood that these resources may vary dependent on the weather event. Depending on the severity of an event the D&B's waste services may be suspended, cleansing operatives would be available to help with salting and clearing of snow.

The response will be coordinated through the D&B representative and the Maintenance Engineer for each area.

To assist with the operation each authority has been provided with hand spreaders and 40t of salt. The salt provided is in addition to, and does not replace, the D&B's own salt stock and will therefore be used primarily for gritting of the highway/ priority footways listed below.

1. Elmbridge BC

Footways given priority for gritting/snow clearance			
	Location	Name of Road	Description
Priority One	Walton	Town Centre	High Street Hersham Road (part) New Zealand Avenue (part) Hepworth Way (part) Church Street
		Halfway	Hersham Road (part)
	Weybridge	Town Centre	Church Street High Street Baker Street (part)
		Queens Road	
	Esher	High Street	
	Cobham	Town Centre	Anyards Road (part) High Street River Hill
	Molesey	Town Centre	Walton Road (part)
	East Molesley	Town Centre	Bridge Road
	Oatlands	Village Centre	Oatlands Drive between St Mary's Road and Vale Road
	Claygate	The Parade	
Oxshott	High Street		

2. Epsom and Ewell BC

Footways given priority for gritting/snow clearance			
	Location	Name of Road	Description
Priority One	Epsom	High Street	
	Ewell	High Street	
	Stoneleigh	Stoneleigh Broadway	
	Langley Vale	All roads	Due to high location
Priority Two		Schools Shopping Parades Epsom Hospital Doctors surgery's	

3. Guildford BC

	Footways given priority for gritting/snow clearance		
	Location	Name of Road	Description
Priority One	Guildford	Phoenix Court	High Street to North Street (not adopted but part of town centre network)
Priority Two	Guildford	Wey House paths Walnut Tree footbridge Lawn Road footpath. Porridge Pot Alley Rail station High Street North Street	(Not adopted but part of town centre network) Across river Wey (not adopted but part of town centre network. Snowflakes, not salt.) Length of Lawn Road. Buryfields to Millbrook. Footpath from station to town centre. Footways. Footways including access to bus station.

4. Mole Valley

	Footways given priority for gritting/snow clearance		
	Location	Name of Road	Description
Priority One	Dorking (MVDC)	High Street South Street West Street Junction Road London Road/Station Approach	
	Leatherhead (SCC)	High Street North Street Gravel Hill Church Street Bridge Street Kings Head Alley	High Street to Library High Street to Car Park
Priority Two	Leatherhead (SCC)	Station Road Station Approach Randalls Road Elm Road The Crescent	Station Approach to Bull Hill

5. Reigate and Banstead

Footways given priority for gritting/snow clearance			
	Location	Name of Road	Description
Priority One	Horley	Victoria Rd High Street Station Road Massetts Road	Kings Road to Horley Station forecourt Massetts Road to Oakwood Road All Victoria Road to Ringley Avenue
	Redhill	High Street Station Road London Road Footways	Reading Arch Roundabout to Station Road Queensway to Redhill Station Station Road to Gloucester Road Around the perimeter of the town centre including Cromwell Road, Queensway, Marketfield Way, Princess Way and the immediate approaches to Redhill railway station. NB: Two 'walkways' will be cleared/gritted along each side of the pedestrian precinct to allow safe access to shops. No attempt will be made to grit the entire precinct.
	Reigate	Bell Street High Street Church Street Bancroft Road.	Lesbourne Road to High Street Bell Street to London Road Castlefield Road to Bell Street All
	Banstead	High Street	Park Road to Bolters Lane

6. Runnymede

Footways given priority for gritting/snow clearance			
	Location	Name of Road	Description
Priority One	Addlestone	Station Road High Street Green Lane	Town Centre Shops Station Road to Simplemarsh Road Outside shops
	Chertsey	Guildford Street. Windsor Street London Street Heriot Road Steggates	Town Centre Shops Town Centre Shops and Residential Town Centre Shops and Residential Access to town centre car parks Outside Medical Centre
	Egham	High Street Church Road Station Road The Causeway	Town Centre Shops Access to town centre car parks Shops and Residential Sainsburys to Staines Bridge roundabout

	Englefield Green	St Jude's Road Victoria Street Bond Street Bagshot Road	Shops and Residential St Jude's Road to Harvest Road St Jude's Road to Blays Lane Access to schools
	New Haw	The Broadway Woodham Lane	Shops Shops
	Virginia Water	Station Approach Station Parade Trumps Green Road	Outside shops Outside shops Outside shops
	Ottershaw	Brox Road	Shops and Residential
	Pooley Green	Thorpe Lea Road	Shops, schools and residential

7. Spelthorne

Footways given priority for gritting/snow clearance			
	Location	Name of Road	Description
Priority One (SBC)	Staines	High Street Station Thames Street - Elmleigh Road Kingston Road	Pedestrian Area Kingston Road – Station Station Path, H/S Station O/S Community Centre Matthew Arnold School
	Ashford	Church Road Station Approach Clarendon Road Stanwell Road	Railway Bridge – Town Tree Road Woodthorpe Road - Station Around Day Centre Railway Bridge – Stanwell Road
	Shepperton	High Street Glebeland Gdns Manygate Lane Laleham Road	Memorial – T Lights Greeno Day Centre Green Lane - Thamesmead Manor Farm Avenue - M3 Bridge
	Sunbury	Parade, Staines Rd West Laytons Lane Nursery Road The Ridings Manor Lane	O/S Parade of shops Bishop Wand School Sunbury Manor School St Pauls School St Pauls School
	Stanwell	Town Lane High Street Stanwell Road Stanwell Road	O/S Ashford Hospital Oaks Road → End of Shops St James School Thomas Knyvett College

Priority Two (SCC)	Staines	Penton Avenue Water Drive Annie Brooks Close Langley Road Horton Road Kingsway Park Avenue	Outside school Outside school Outside schools
	Ashford	Station Crescent	Outside school
	Shepperton	Studios Road Rectory Close Briar Road	Outside school Outside school
	Sunbury	Ashridge Way Perigrine Road	

8. Surrey Heath

Footways given priority for gritting/snow clearance			
	Location	Name of Road	Description
Priority One (SHBC)	Hill Routes	Various	1 gang in support of refuge collection
Priority One (SHBC - Car Park Access)	Camberley	Pembroke Broadway Access Road/Service Road off Knoll Road Knoll Road, Camberley. Access road, car park and surface area.	Main Square Car Park - Approach road Knoll Road Car Park - Between Camberley Theatre & Christ Church Surrey Heath House Car park Car park at the rear of the Council Office, next to the library.
	Bagshot	Access Road & Car Park surface area	Bagshot Car Park - Off High Street
	Frimley	Burrell Road and car park surface area. Frimley Road and car park surface area.	Burrell Road Car Park Watchetts Car Park

	Chobham	High Street and car park surface area.	Chobham Car Park
Priority Two (SHBC)	Camberley	Knoll Road High Street Pembroke Broadway Princess Way Obelisk Way Park Street London Road (Service Road) Heatherside Old Dean London Road Frimley Road	Shopping Centre Shopping Parade Section from The Avenue to Blackwater Valley Road, Shop Fronts Shop Fronts and in front of Health Centre
	Frimley	High Street Ansell Road Frimley Green Mytchett Road Deepcut Bridge Road Farm Road Frimley Park Hospital	Outside shops Outside shops (inc area outside Rose & Thistle P.H.) Outside shops Outside shops Outside shops Approaches and bus stops
Priority Two (SCC)	Bagshot	Town Centre	
	Lightwater	Village Centre	
	West End	Guildford Road Gosden Road	Outside shops Outside shops
	Bisley	Guildford Rd	Outside shops
	Chobham	High St Windsor Rd Chertsey Rd Station Rd	Outside shops Outside shops Outside shops
	Windlesham	Village Centre	

9. Tandridge

Footways given priority for gritting/snow clearance			
	Location	Name of Road	Description
Priority One	Caterham (TDC)	Station Approach Station Avenue The Square Godstone Road (part) Croydon Road (part)	The Square to Clairville Road The Square to Colin Road
	Caterham on the Hill (TDC)	High Street Chaldon Road Town End Coulsdon Road	High Street to West Way Chaldon Road to Petrol Station Westway to Banstead Road
	Hurst Green (SCC)	Greenhurst Lane Hurstlands	Mill Lane to Hurstland to Station Car Park
	Lingfield (TDC)	Plaistow Street East Grinstead Road (part) High Street Godstone Road (part)	High Street to Drivers Mead Headland Way to Newchapel Road
	Oxted (TDC)	Station Road East Station Approach Station Road West	
	Upper Warlingham (SCC)	Westhall Road Station Approach Station Road	Hillbury Road to Footpath 92

Priority Two	Caterham (SCC)	Godstone Road (part) Church Hill Markfield Road	Clairville Road to Tupwood Lane Godstone Road to School
	Caterham on the Hill (SCC)	Chaldon Road (part) Westway Town End Burntwood Lane (part) Whyteleafe Road (part) Church Road	Westway to Coulsdon Road Petrol Station to Burntwood Lane Town End to De Stafford School Burntwood Lane to Audley Primary School
	Lingfield (SCC)	Newchapel Road (part) Town Hill Station Road (part) Racecourse Road (part)	Lincolns Mead to Godstone Road Old School Place to Station Road Town Hill to Lingfield Station entrance including access road to station Station Road to Lingfield Notre Dame School
	Hurst Green (SCC)	Hurst Green Road (part) Mill Lane (part) Wolfs Wood Pollards Oak (part)	Church Way to Greenhurst Lane Greenhurst Lane to Moor House School Hurstlands to Wolfs Wood
	Oxted (SCC)	Snatts Hill Grensham Road (part) Bluehouse Lane (part) Silkham Road (part) Chichele Road Barrow Green Road (part) Hoskins Road (part)	Station Road East to Granville Road Station Approach to Oxted School Chichele Road to Woodland Court Chichele Road to Bluehouse Lane Access road to Leisure Centre
	South Nutfield (SCC)	Mid Street (part) The Avenue (part) South Station Approach Oakwood North Station Approach	The Avenue to North Station Approach Station Approach South to Mid Street

Priority Two	Whyteleafe/ Upper Warlingham (SCC)	Godstone Road (part) Hillbury Road (part) Hornchurch Hill Church Road Whyteleafe Hill (part) St Lukes Road Salmons Lane (part) Tithepit Shaw Lane	Whylefeafe Hill to Station Road Godstone Road to Whyteleafe Recreation Car Park Outside school Church Road to Godstone Road Godstone Road to The Avenue Limpsfield Road to Hamsey Green Infant School
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NB: (TDC) District priority routes in partnership with Chamber of Commerce, (SCC) County priority routes.

10. Waverley

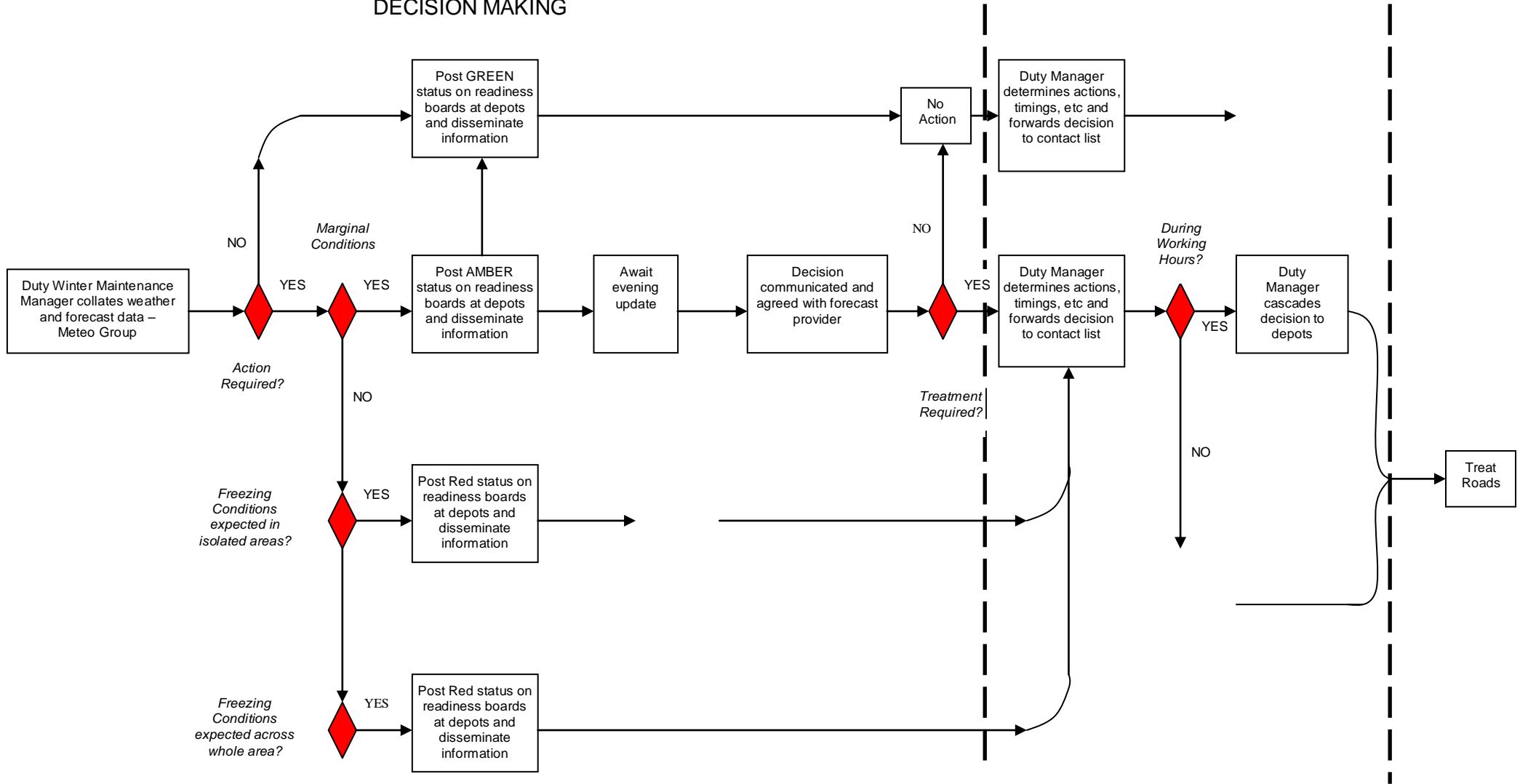
Footways given priority for gritting/snow clearance			
	Location	Name of Road	Description
Priority One (Car Park Access)	Farnham	Central Car Park (Victoria Road)	Between CP & The Borough Between CP & The Borough Between CP & Downing St Between CP & Downing St Between CP & South St Between CP & East St
		St. James CP (Mike Hawthorn Drive) Riverside CP (Mike Hawthorn Drive) Hart CP (The Hart)	Between CP & East St via St James To Care Home Farnham Lower Between CP & Pilgrims Way
	Godalming	Crown Court CP (The Burys)	Between CP & Moss Lane Between CP & High St (wide) Between CP & Council CP Between CP & Gt George St
	Haselemere	High St. CP	Between CP & The Wells Between CP & High St
	Cranleigh	Village Way CP	Between CP & Health Centre Between CP & High St Path adjacent to CP
		Stocklund Square CP	Between CP & High St (West) Between CP & High St (Entrance)

11. Woking

Priority Two		<p>Guildford Road Victoria Way Victoria Road Station Approach Oriental Road Heathside Crescent Oriental Road Heathside Road</p> <p>Goldsworth Road Church Street White Rose Lane Hillview Road</p>	<p>Mount Hermon Road to Victoria Arch Arch to Church Street</p> <p>shops</p> <p>Station Approach to White Rose Lane Station Approach to Heathside Crescent Station Approach to White Rose Lane Victoria Way to Arthurs Bridge Road - include Canal Step Bridge Goldsworth Road to Victoria Way station to Wendela Close</p>
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Appendix E - Precautionary Salting Process Map

DECISION MAKING



INFORMATION DISSEMINATION

TREATMENT

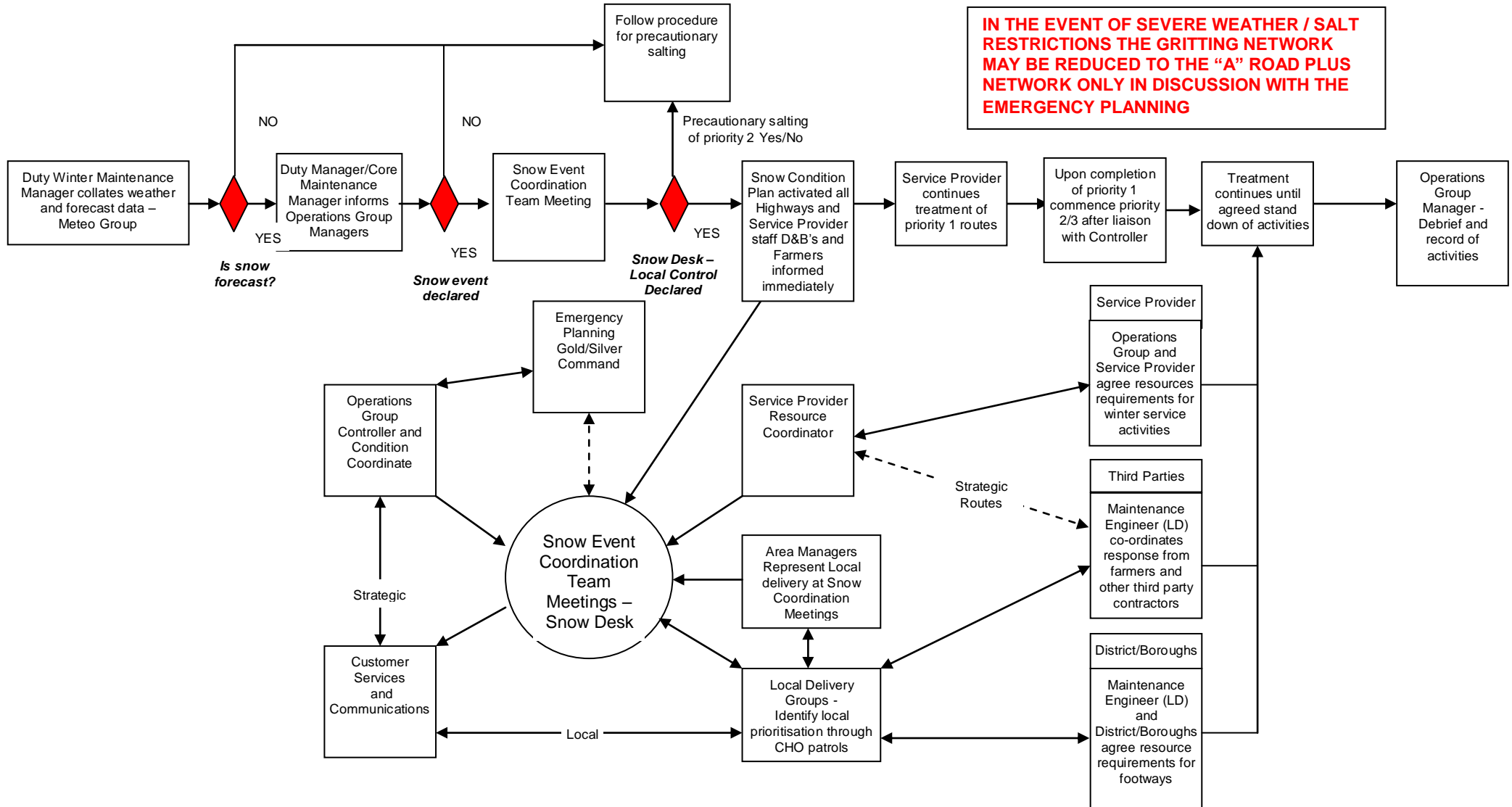
Duty
Manager
informs
standby
supervisors/
operatives

Identified
locations/routes
affected

Duty
Manager
informs
standby
supervisors/
operatives

NO

Appendix F – Snow Event Process Map



Appendix G – Cabinet response to Winter Performance Recommendations

To be added following Cabinet meeting on 25 September 2012