

DRAFT

**WINTER SERVICE PLAN
2013/2014**

(1 October 2013 to 30 April 2014)



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RECORD OF AMENDMENTS

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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. The Winter Service Task Group will continue to review the performance of our combined operations during this winter season and report again in July 2014. This continued testing of our response to the variety of winter service activities has provided tangible improvements over the last year 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 2013/14 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 **The Surrey Winter Service response will be available from 1 October 2013 to 30 April 2014.**

2 WINTER PERFORMANCE TASK GROUP REPORT

- 2.1 The annual review of the levels of service and associated funding for the various Highway Winter Service activities 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 11 September and 24 September 2013 respectively.
- 2.2 After a near "average" (52 runs per season) Surrey winter in 2011/12 a more extended winter followed in 2012/13 with 100 precautionary salting runs completed. Using the full extent of our resources, including the enhanced local partnership arrangements, we were able to effectively manage and respond to the accumulations

of snow over the weekend 18th January and the late flurries on the 11th March which affected the south east of the county. Despite the high demand for salt during the winter period the countywide supplies were successfully replenished and reserves maintained which supports the approach adopted by the Council.

- 2.3 Throughout their second year as the Council's contractor, May Gurney (now operating as Keir) worked with officers and members on all elements of the winter service to maximise efficiency and reduce costs. This also included the consolidation of the additional salting network resulting in the establishment of 35 salting routes and the final phase of gritter replacements to improve the quality and reliability of the fleet.
- 2.4 Whilst no major changes are proposed to the winter service an number of improvements have been made to further enhance the service to residents over the coming winter as follows:-
- The priority salting network has been aligned with the new Surrey Priority (Road) Network (SPN)
 - All gritters with latest salt spreading technology now replace older fleet plus 2 additional ploughs to support farmers
 - Maintaining our preseason salt stocks at 16,000 tonnes, approximately double the quantity required for an average Surrey winter.
 - All grit bins will be tagged providing real time information on grit levels. The grit bins will be filled by October and 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 £1,040
 - Continuing to support localism through the 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)
- 2.5 The recommendations in the Winter Performance Report to Cabinet, together with the responses are included in Appendix F.

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 Highways 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 four 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, 2 and 3 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, 2 and 3 (Roads with traffic flows greater than 8,000 vehicles per day)
- main access routes to A&E, acute, and some district hospitals and fire stations
- major bus service routes (50 per day urban, 25 per day rural) and depots
- roads passing through major shopping centres
- access road/s leading to other hospitals and ambulance stations
- main access route to designated special schools
- Priority 2 routes meeting 2/3 of the above

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 roads leading to railway stations
- roads used by other bus service 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.
- 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 and, 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 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 1787 (163 funded) plus 49 Licensed (Parish) and 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 in advance and they, or their community, may choose to fund a replacement.
- 3.22 The four-year cost of a grit bin in Surrey is currently £1,040 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 –Parish Councils may, under agreement, place and maintain their own grit bins on the public highway. Any grit bins located on the highway network, will be labelled with details of the owner. Application forms and conditions can be found at: [Parish Council grit bin licence application](#) .

- 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 use the grit bin, the level of service against Council standards (perception that it is a Council grit bin), licensing, liability and ongoing maintenance. Additionally if a private grit bin on the highway caused damage to a person or vehicle, the person suffering damage could pursue the council for 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 for repairs can be affected due to available resources being diverted to snow clearance. Conditions leading to a backlog in defect repairs may, therefore, trigger the introduction of Severe Weather response times for defect repairs.
- 3.27 The Severe Weather response times can only be implemented by agreement between the Assistant Director, Highways (or nominated deputy) and the 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

New Inspection Regime (Proposed TBC)

Category	Normal response time	Severe weather response time
Accident & Emergency	2 hour	4 hours
Safety High Risk	5 working days	5 working days on Surrey Priority Network 1, 2 & 3 8 working days on other parts of the network (Permanent repair within 30 working days)
Safety Low Risk	20 working days	30 working 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 Keir in 2013/14 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 equipment	Receipt and dissemination of 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 has obtained the winter weather forecast through Meteo Group, details of which are contained in their Winter Operations Plan.

5.3 The forecast provides:

Morning Summary (0730 hrs)

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

Afternoon Forecast (1300 Hrs)

Detailed forecast for the next 24 hours
 Road surface forecast temperature graphs
 Two to 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 Operations Plan.
- 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 decisions to Communications for further distribution
- 5.11 The decision 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' which supersedes the Well Maintained Highways Code of Practice, Appendix H, Section H7 (January 2012).
- 5.12 Appendix H of the Code of Practice includes a pre-wetted target rate of 21g/m² within the H7 guidance table. All gritting routes are currently designed on 20g/m² which allows for two 20g/m² treatments in advance of snow. The variation between the two spread rates is within 80% of the guidance target. The 20g/m² will remain the maximum spread rate when making decisions until such time that the routes are re-optimised.
- 5.13 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 Councils, neighbouring authorities and the Highways Agency 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 Condition Action Plan](#). The following is a summary of the key functions:

- Establishment of a Snow Desk, jointly manned by the Service Provider, Operations Group and other stakeholders, to provide clear management of the organisational arrangements and coordination of resources in response to severe weather conditions
- Identifies triggers for mobilising resources such as weather conditions, resources, location
- Identifies 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

- 10
- 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 the 'Snow Event' will cease and decision making passes back to the Service Provider for P1 precautionary salting.
 - 7.3 In advance of and during a 'Snow Event' daily joint 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 Team. 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 a '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 the response. To ensure they are inclusive such meeting may be conducted by conference call.
 - 7.6 During 'Local Control' the Snow Desk will be opened in the Control Hub to act as the focus for highway management and be jointly managed by the Operations Group and 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 the latest situation throughout the area, with further information added as actions are taken;
- Pre-Salting/Plough Routes: Indicating Priority 1, 2 and 3 salting/ploughing routes, for information;
- Footway and Pavement priority schedules.
- Farmer's Plough Routes: Indicating agreed farmers ploughing routes, for information.

Resources of the Control Hub (Snow Desk)

7.12 The Service Provider will switch their resources in the Control Hub to the Snow Desk which will be jointly manned by the Operations Group, with additional support provided by 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 network at the request of the Snow Desk, or as part of regular controls of designated areas. Provide additional pool resource for Snow Desk and as drivers mates.
Communication officer	Representative from Local Delivery	Responsible for recording and 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 Keir will be extending the trial on small to medium sized vehicles, 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 with footway clearance works, negotiations have taken place with the Borough and District Councils to agree a Statement of Understanding whereby they will give priority to 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 but the overall responsibility remains with Surrey, as the highway authority. This includes insurance liability, other than for negligence on the part of operatives whilst working or 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 Maintenance Engineer, 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.

- 7.19 Parishes

Through local working arrangements, representatives of a number of Parishes and Chambers of Commerce now operate mechanical hand spreaders to clear pavements in towns and villages in their area. The locations are included in Appendix C.

During a snow event a number of steep hills across the county may become impassable. In Tatsfield the Parish Council, will, by agreement, erect information boards advising drivers that certain roads are impassable.

7.20 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 inches) of snow has fallen on the specified route, providing snow is persisting, or 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 salt spreading capacity and provision has been made for a pre season delivery of approximately 5t of salt to each farmer providing the service.

Each farmer has been provided with a set of signs to advise motorist that roads are being ploughed and to take an 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.

7.21 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 Keir 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	34
6m ³ Quick Change Body (QCB) Pre wet spreaders with DIN plates	2
9m ³ Pre wet spreader body	3
7.5t Dry spreader with DIN plate	1
1.5t demountable on transit	1
Snow Ploughs	40
Salt Spreader	15
Depot loading shovels	4
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, Mellow and 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 8,975t of salt across the five 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. Through Salt Unions stock control monitoring system deliveries are automatically released as stocks are used. By maintaining stock levels the impact of any national shortage will be reduced, as demonstrated through our resilience in 2012/13.
- 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 supplies.
- 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 2013/14 and 'Salt Cell' operation could be implemented by the 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. Orders can be sourced from abroad but this is more expensive and not the preferred option.

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 advantage of this treatment method, with its partial dilution at the point of application, is 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 2013/14 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 24 September Cabinet agreed the £2.564m budget allocation to ensure the existing level of service is maintained.

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 for use during a severe winter event by the Operations Group Manager, supported as required by the Assistant Director, Highways and in liaison with the Cabinet Member for Transport as appropriate.

11.2 Additional information will also be provided, including to members as appropriate, especially 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 made 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 Borough, District and Parish Councils, and others, including the 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 2013/14 Winter Service Season and will again be running a campaign in advance of the season.

12 WINTER SERVICE REVIEW AFTER THE 2013/14 SEASON

- 12.1 This review will look at the delivery of continuous improvement during the 2013/14 winter season and update members on performance with recommendations for further improvement and ongoing scrutiny.
- 12.2 The review will include consultations with stakeholders and Local Committees, and involve the Winter Service Performance Task Group. The proposed engagement timetable is as follows:-

Stakeholder and Local Committee feedback on winter service (Agenda item to be included on spring round of Local Committees)	Oct - May
End of season wash up meetings – Local Highway Service Teams, Service Provider, Operations and Asset Planning	May
Task Group Review Meeting (including progress on the 2013/14 recommendations)	July
Local Committee Chairmen advised of any changes to salting network	August
Environment & Transport Select Committee – Winter Service Report & Plan	September
Cabinet – Winter Service Report & Plan	September
Local Committees – Update on winter service arrangements	Autumn meetings
Winter service information pack and communications campaign	September onwards

- 12.3 During May the Highway Maintenance and Planned Maintenance Team Leaders will review the previous season's activities. The de-brief will follow the structure below:

- Discuss feedback from Local Committees and stakeholders
- Discuss things that went well
- Discuss things that went not so well
- Discuss things we would do differently next time
- Discuss what the Partnership could do differently next time.
- Changes to the network and implementation
- Review of latest national guidance and industry innovations

- 12.4 The review will ensure that the service is efficient, delivers value for money and is environmentally sustainable. The review will challenge current practices and draw on innovations in materials and equipment to ensure continuous improvement to the Service.

Development of salting network

- 12.5 It is recognised that changes in the use of the network will continue and evolve over time which in turn will impact on the roads that we treat e.g. bus service amendments and the adoption of new roads etc. Where these occur the priority salting network will be updated to reflect the changes.
- 12.6 Other influence can come from local communities who want to swap one road for another. Provided this does not impact on the strategic network and has been

mutually agreed locally (Local Committee) the swapping of roads can be implemented on a "like for like" bases in keeping with the localism agenda.

Monitoring and evaluating the service

12.7 Operations Group, together with the Service Provider, will review the Winter Service performance and report the percentage of Priority treatment routes completed on time to the Core Management Team. Other reports that will be completed to demonstrate a successful Winter Service are:

- Production of Snow Conditions Action Plan
- Accuracy of weather forecast by Met Office
- Completion of actions within treatment times and unplanned call outs
- De-icing material stock
- Third Party claims, accuracy, and compliments
- Vehicle and plant availability.

12.8 These reports will be used to evaluate performance and feed into the annual winter service report.

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 Team 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.
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 side road traffic joins high volume flows at peak times and snow or ice make the junction particularly difficult to negotiate safely.
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 makes 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 may be affected by 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 as they may appear less obtrusive.

In order to conserve the environment, salt must not be stored on the highway where it could damage trees or areas of conservation verge, or where the salt might dissolve and enter an adjacent water course. In order to safeguard trees a grit bin should not be placed within a radius equal to 12 times the truck diameter or 4 times the circumference.

DRAFT

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

Bin condition damaged yes / no

TOTAL POINTS

Locality density

Retain/Remove

Appendix B – Service Provider’s Winter Operations Plan

The Service Provider’s Winter Operations Plan forms part of the Winter Service Plan and is contained in a separate document. The plan can be seen at [Winter Operations Plan](#) and 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 C – 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 budgets available

District and Borough Winter functions

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

Overall responsibility remains with Surrey as the Highway Authority. This includes insurance liability, other than for negligence on the part of operatives whilst working or arising from road traffic accidents involving fleet vehicles whilst on duty.

Resources

Each District and Borough Council 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 Districts and Boroughs and Surrey.

It is understood that these resources may vary depending on the scale and severity of an event. If waste services are suspended the cleansing operatives would be available to help with hand salting and clearing snow.

The response will be coordinated through the District or Borough 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. This salt is in addition to, and does not replace, the individual salt stock of the District or Borough and will, therefore, be used primarily for gritting the highway and/or priority footways.

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 Maintenance Engineer, 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.

The following schedules show the indicative footways that the Districts and Boroughs will clear provided resources are available to assist. In some instances the responsibility for the initial response has been shared and in these cases the lead authority is detailed in brackets.

1. Elmbridge BC

Elmbridge Borough Council have not officially signed up to the statement of understanding but nevertheless through their street cleansing service they do assist in clearing pavement of snow when their operatives are unable to carry out normal duties.

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)
		Halfway	Church Street 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 Molesey	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	
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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

Mole Valley District Council provide resources to clear Dorking Town Centre. A number of Parishes also have local arrangements to clear there footways in partnership with SCC.

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
	Betchworth (Betchworth PC)	Reigate Road Station Road The Street	Within limits of village Reigate Road to Church Street
	Brockham (Brockham PC)	Middle Street Tanner Hill Brockham Green Wheelers Lane	Borough Bridge to Middle Green Middle Street to Dodds Park
	Capel (Capel PC)	The Street Vicarage Lane	Within limits of village The Street to Village Hall
	Charlwood (Charlwood PC)	The Street Ifield Road Chapel Road Swan Lane Perrylands Seawill Close Willow Corner	The Street to Chambers Close
	Newdigate (Newdigate PC)	Village Street Church Lane Kingland Winfield Gardens	Within limits of village Within limits of village

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 Stepgates	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	I 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.
Bagshot		Access Road & Car Park surface area	Bagshot Car Park - Off High Street
Frimley		Burrell Road and car park surface area.	Burrell Road Car Park
		Frimley Road and car park surface area.	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

Tandridge District Council coordinates snow clearing in partnership with Parish Councils and Chamber of Commerce.

Footways given priority for gritting/snow clearance			
	Location	Name of Road	Description
Priority One	Caterham (Caterham Valley PC/TDC)	Station Approach Station Avenue	
		The Square Godstone Road (part)	The Square to Clairville Road
		Croydon Road (part)	The Square to Colin Road
	Caterham on the Hill (Caterham on the Hill PC/TDC)	High Street Chaldon Road Town End	High Street to West Way Chaldon Road to Petrol Station
		Coulsdon Road	Westway to Banstead Road

	Hurst Green (Oxted PC/SCC)	Greenhurst Lane Hurstlands	Mill Lane to Hurstland to Station Car Park
	Lingfield (Lingfield PC/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 (Warlingham PC/ SCC)	Westhall Road Station Approach Station Road	Hillbury Road to Footpath 92
Priority Two	Caterham (Caterham Valley PC/SCC)	Godstone Road (part) Church Hill Markfield Road	Clairville Road to Tupwood Lane Godstone Road to School
	Caterham on the Hill (Caterham on the Hill PC/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 (Lingfield PC/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 (Oxted PC/ 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 (Nutfield PC/ 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
	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	Whyteleafe 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

10. Waverley

Waverley Borough Council have a limited resource who will concentrate there snow clearing operation on their own car parks and amenity areas including access points. In Haslemere localised assistance is also provided by the Chamber of Commerce.

Footways given priority for gritting/snow clearance			
	Location	Name of Road	Description
Priority One (WBC 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)	Between CP & East St via St James To Care Home
		Hart CP (The Hart)	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
	Haslemere	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)
Priority One (SCC)	Farnham	Guildford Road	Shepherd & Flock roundabout to corner of East Street
		East Street West Street South Street Union Road Dogflud Way Hale Road Station Hill	Hale Road roundabout to East Street Farnham Rail Station to South Street
	Godalming	Bridge Street High Street Station Road The Mint Mill Lane	
	Haslemere	Church Lane	

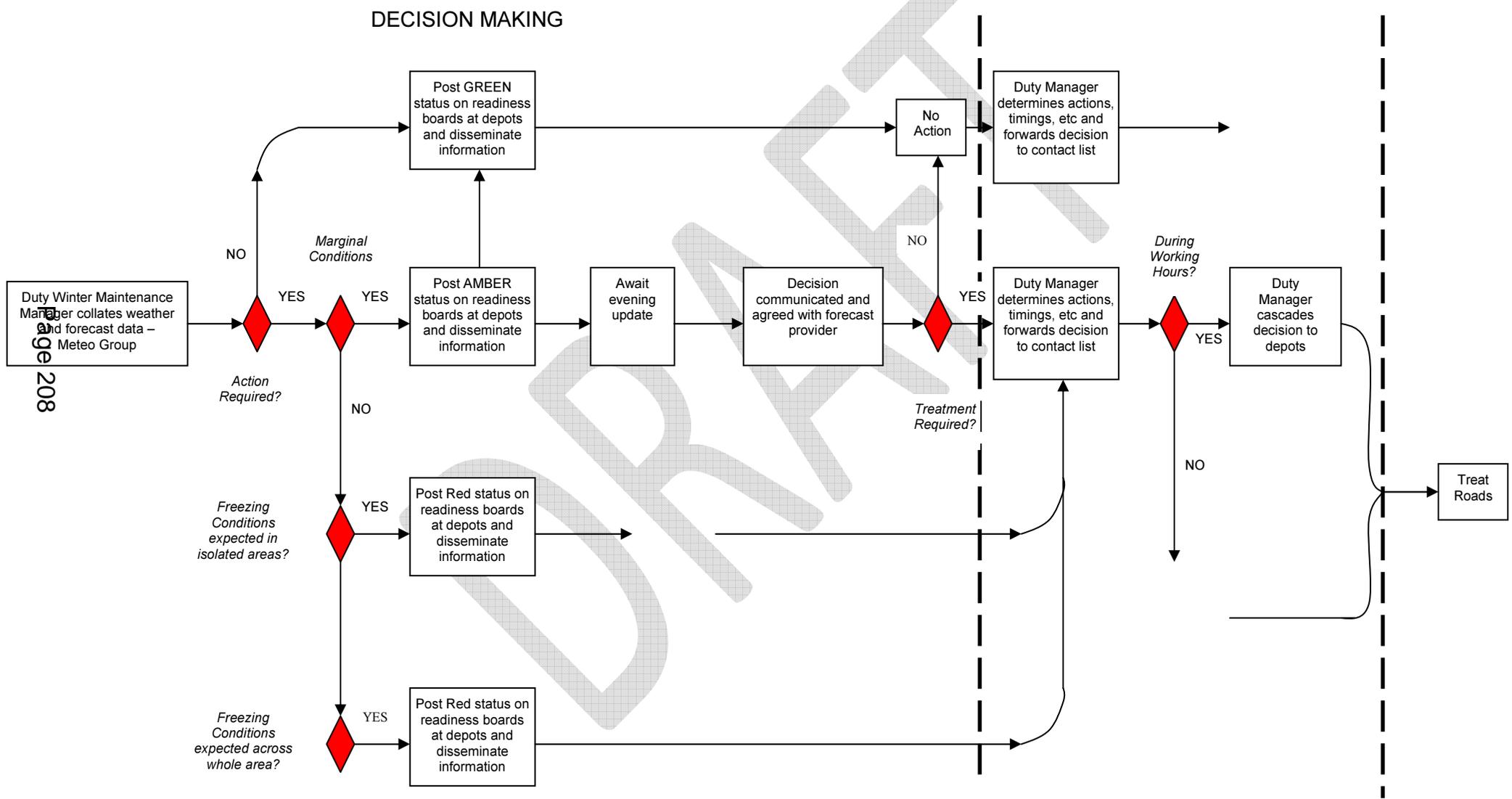
Priority Two (SCC)		High Street Wey Hill	Including footpath leading from Wey Hill to Tescos
		Lower Street Station Approach West Street	
	Cranleigh	High Street Ewhurst Road Village Way	Corner of High Street to Summerlands
	Godalming	Holloway Hill	
	Haslemere	Shephers Hill Derby Road	

11. Woking

Footways given priority for gritting/snow clearance			
	Location	Name of Road	Description
Priority One	Woking	Town Square Victoria Way	Town Centre footpaths, which are a combination of WBC interest, public highway and private ownership. steps and ramps subway steps and ramp footbridge over canal ramp, steps and ramp pedestrian crossing and carriageway ramp jct Church St West/Cawsey Way - pedestrian crossing jct Goldsworth Rd - pedestrian crossing bandstand steps and ramps pedestrian crossing station entrance and pedestrian crossing steps and ramps
		Cawsey Way	
Priority Two		High Street Broadway Chertsey Road Commercial Way Cawsey Way Church Path Chapel Street Church Street East Duke Street Outside PO Locke Way Town Square	around fountain, steps and ramps around fountain station to Brook House R/A Victoria Way to Cawsey Way

	<p>Footway from Town Square to Civic Offices Stanley Road Chobham Road Christ Church Way Crown Square</p> <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>Chertsey Road to Victoria Way</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 D - Precautionary Salting Process Map



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INFORMATION DISSEMINATION

TREATMENT

Duty
Manager
informs
standby
supervisors/
operatives

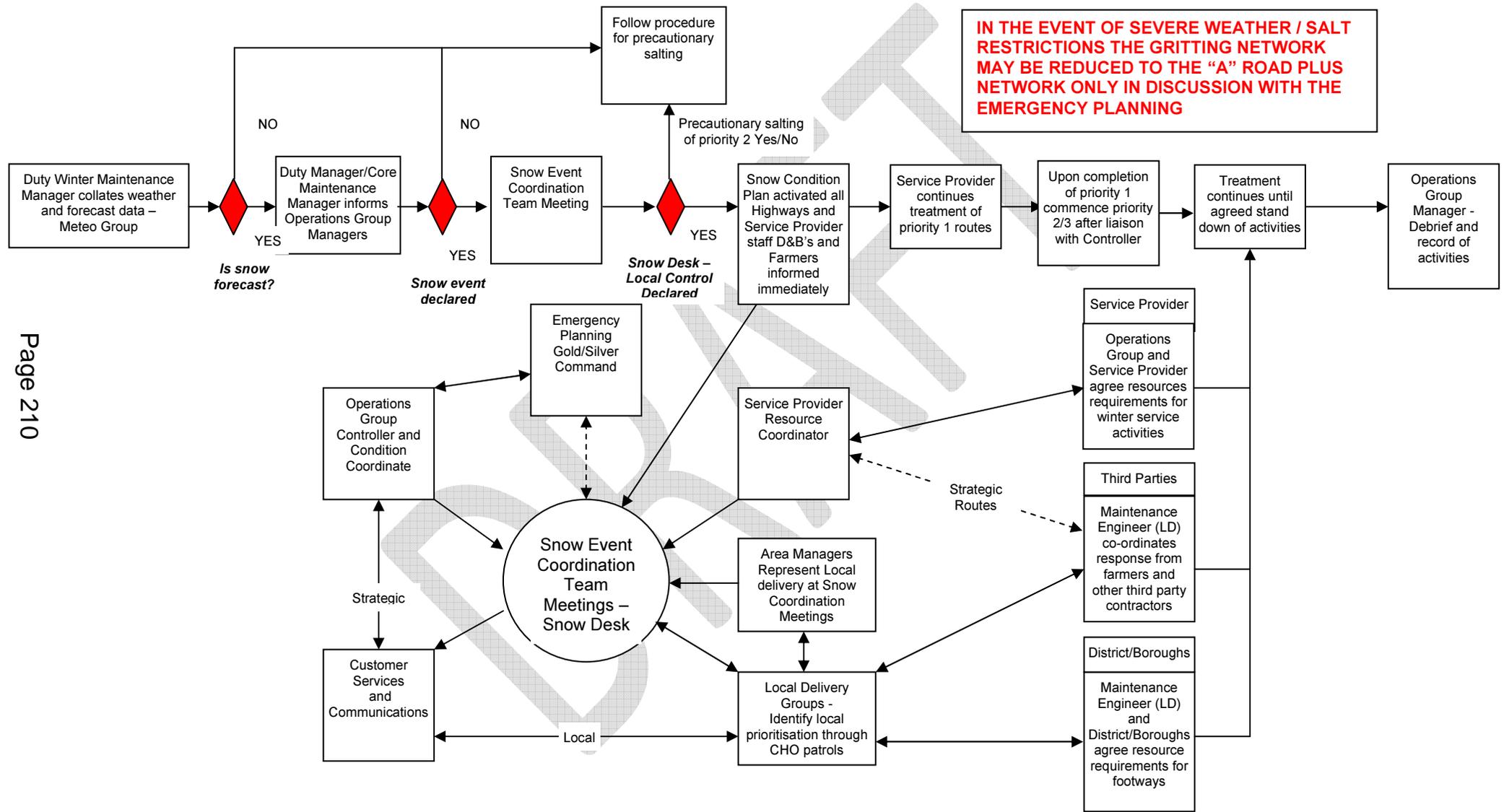
Identified
locations/routes
affected

Duty
Manager
informs
standby
supervisors/
operatives

NO

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Appendix E – Snow Event Process Map



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Appendix F – Summary of Cabinet Decisions on 24 September 2013

The recommendations of the Winter Performance Task Group, as agreed by Cabinet and recorded below following the meeting on 24 September 2013, should be implemented as appropriate for the 2013/14 winter season:

(tbc)

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