

Individual Decision

The attached report(s) will be taken as
Individual Portfolio Member Decision(s) on:

Monday, 24th October, 2011

Ref:	Title	Portfolio Member(s)	Page No.
ID2374	2011/12 Highway Winter Service Plan	Councillor David Betts	1 - 68



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Individual Executive Member Decision

Title of Report:	2011/12 Highway Winter Service Plan
Report to be considered by:	Individual Executive Member Decision
Date on which Decision is to be taken:	24 October 2011
Forward Plan Ref:	ID2374

Purpose of Report: To seek approval of the 2011/2012 Highway Winter Service Plan.

Recommended Action: That the Executive Portfolio Member for Highways, Transport (Operational), ICT & Customer Services approves the 2011/12 Highway Winter Service Plan.

Reason for decision to be taken: Government guidance for highway management recommends the provision of an annually reviewed operational plan for winter service.

Statutory: **Non-Statutory:**
Other:

Other options considered: None

Key background documentation:

- The Overview and Scrutiny Management Commission's review of the 2010/11 winter season.
- UK Roads Group publication 'Lessons Learned from Severe Weather February 2009'.
- Well maintained Highways – Code of Practice for Highway Maintenance Management.
- The resilience of England's Transport Systems in Winter – Interim report July 2010.

Portfolio Member Details	
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Implications

Policy:	<p>To comply with best practice and the statutory duty to maintain the public highway in a safe condition, the Highways and Transport Service reviews and produces a Highway Winter Service Plan annually to set out its operational proposals for Members to consider.</p> <p>West Berkshire Council aims to provide as far as is reasonably practicable safe travelling conditions on the primary precautionary salting network during the winter service period when hoar frost and snow conditions are forecast.</p>
Financial:	<p>The cost of providing the Winter Service, including the maintenance of West Berkshire Council owned salt bins and undertaking up to 50 primary precautionary salting runs on 500km of carriageway, is included in the 2011/2012 revenue budget. (There is no budget provision for salting of the secondary network, snow clearance operations or footways treatment).</p>
Personnel:	<p>None arising from this report.</p>
Legal/Procurement:	<p>Following a House of Lords ruling, the Council has had a statutory duty from 10 October 2003 to ensure, so far as reasonably practicable that the safe passage along a highway is not endangered by snow or ice.</p> <p>The winter service is procured through the current Term Maintenance Contract for Highways and Bridges 2006 to 2016.</p>
Environmental:	<p>There are issues surrounding the impact of rock salt on the environment and these are addressed in the current term Highway Maintenance Contract for Highways and Bridges 2006 to 2016.</p>
Partnering:	<p>None arising from this report.</p>
Property:	<p>None arising from this report.</p>
Risk Management:	<p>None arising from this report.</p>
Community Safety:	<p>None arising from this report.</p>
Equalities:	<p>A Stage 1 Equality Impact Assessment has been prepared.</p>

Consultation Responses

Members:

- Leader of Council:** Councillor Graham Jones
- Overview & Scrutiny Management Commission Chairman:** Councillor Brian Bedwell led the OSMC review of the impact of, and response to, the severe weather experienced last winter. The commissions recommendations are addressed in this report.
- Select Committee Chairman:** Not applicable.
- Ward Members:** All Members were consulted on the draft Winter Service Plan and where appropriate, changes have been made to the report to address their comments.
- Opposition Spokesperson:** Councillor Keith Woodhams.
- Local Stakeholders:** Parish and Town Councils and Ward Members.
- Officers Consulted:** Mark Edwards, Gabrielle Esplin, David Holling, Phil Crockford, Carolyn Richardson
- Trade Union:** Not applicable.

Is this item subject to call-in.	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>
If not subject to call-in please put a cross in the appropriate box:		
The item is due to be referred to Council for final approval		<input type="checkbox"/>
Delays in implementation could have serious financial implications for the Council		<input type="checkbox"/>
Delays in implementation could compromise the Council's position		<input type="checkbox"/>
Considered or reviewed by OSC or associated Task Groups within preceding 6 months		<input type="checkbox"/>
Item is Urgent Key Decision		<input type="checkbox"/>

Supporting Information

1. Background

- 1.1 The winter of 2010-11 will be remembered for an extremely cold spell of weather that lasted for over a month from the end of November, resulting in the coldest December across the UK in over 100 years. January also saw some cold weather, but the rest of the winter season saw relatively mild weather.
- 1.2 October 2010 and the first 22 days of November were generally mild. The remaining period of November saw colder air with road temperatures dropping below zero at night. A few sleety showers occurred at first but colder air brought snow showers from the 29 November onwards resulting in accumulations. The cold air and below zero road temperatures continued for the first 26 days of December and there were some snow showers at the beginning of December and significant snowfall and accumulations between 17 to 20 December. January 2011 was also cold with periods of sub zero road temperatures but no further outbreaks of snow. February and March were mild and April was one of the warmest on record and road temperatures stayed above zero throughout the month.
- 1.3 Following the 2009/10 winter weather, the Council's Overview and Scrutiny Management Commission (OSMC) undertook a detailed and comprehensive review of the effects of the weather and the response to it made by the Council and other organisations. As a result of this review, significant changes were introduced to accommodate schools, bus routes, hospitals/local NHS surgeries and links to strategic transport hubs that included:
- Increasing the Council's salt stock to 5000t
 - a revision of the primary, secondary and contingency networks (precautionary treatment and snow clearance)
 - the introduction a formal footway snow clearance network
 - the use of internal staff from Planning and Countryside for the clearance of snow from strategic footways in town centres and larger villages
 - a revised salt bin policy to enable Parish and Town Councils to purchase and take ownership of salt bins
 - a detailed review of communications and the information published on the Council web site.
- 1.4 Following the recommendations of the OSMC, the use of farmers to carry out snow clearing duties is being considered. The Council's Highways Manager was recently invited to participate in the annual 'Cold Comfort' conference which covers all aspects of delivery of the Winter Service in the UK, as a technical expert on a panel debate on the Localism Bill. During what was a very active debate, many issues of concern were raised including:
- the cost of purchasing and maintaining additional snow ploughs
 - the cost of employing farmers to undertake snow clearing duties
 - the use of untrained farmers to undertake snow clearance on the public network and potential for damage to the fabric of the highway
 - third party claims

- 1.5 The issue of employing farmers to assist with snow clearing has a number of financial and legal implications and further discussions are ongoing with Hampshire County Council and Royal Borough of Windsor and Maidenhead to see if a way forward can be found. A full report will be presented to OSMC with our findings once this investigation has been completed.
- 1.6 As a consequence, no changes are proposed to the Winter Service Plan 2011/12 in connection with the formal employment of farmers for snow clearance duties.
- 1.7 Prior to 2008/09 for a typical winter period, around 1000 tonnes of salt was considered to be the average used across the district. However, in 2008/09 around 2,500 tonnes was used and in 2009/10 around 4,000 tonnes. A similar quantity was used in 2010/11.
- 1.8 Details of our Term Contractor's (Volker Highways Ltd) performance and the number of salting runs undertaken during the winter are provided in Appendices A and B. Despite the severe weather conditions Volker Highways Ltd delivered a good performance returning an average score of 97.4% for the winter period, in other words, 97.4% of routes were completed within the contract time of 3 hours under normal winter conditions. Whilst the contract requires 100% performance, the maximum delay was 15 minutes over the specified contract time.

2. Review of the Winter Service Plan 2010/11

- 2.1 The 2010/11 winter service and plan received a favourable review by OSMC on the 1 March 2011. At this meeting it was resolved that:
 - the additional salt stock should be stored in such a way so as to ensure it was covered; and
 - further efforts should be made to engage local farmers to assist in snow clearance

Salt Stock

- 2.2 Salt stocks remained above the minimum requirement of 1400 tonnes throughout the winter season. For the 2011/12 winter season, all salt reserves will be covered. At the start of the winter season a total of 5,000 tonnes will again be in stock.

Salt Bins

- 2.3 Following the changes to last year's salt bin policy, the engagement of Parish and Town Council's was significant and made a real difference across the district particularly in the rural areas. During the 2010/11 winter period an additional 102 salt bins were added to the network and these are summarised in Appendix D.

Communications

- 2.4 For the 2010/11 winter period, the Winter Service Plan and associated treatment plans were published on the Council's website and incorporated into the Council's online mapping facilities. These changes received positive responses from Members and the public and although calls to Customer Services increased during the periods of snowfall, the number of calls were significantly lower than in the previous year.

- 2.5 The 'Safer Driving' leaflet was revised and copies were distributed to all Members and Parish/Town Councils. It was also made available at all Council buildings with public access and published on the Council's website.
- 2.6 All salt bins were labelled with advice on where salt/grit can be used by members of the public, a recommendation of the original OSMC review.

Engagement of Local Farmers

- 2.7 Following the 2010/11 winter season, further discussions with the Thames and Kennet Machinery Ring (TKMR) took place where the following key issues were discussed:
- Insurances
 - Minimum training requirements required for snow clearance on public roads;
 - The provision of equipment
 - General management.

The conclusions of these discussions were as follows:

- TKMR did not consider formal training to be necessary
 - Farmers carried the appropriate level of insurance as members of the National Farmers Union
 - The cost for providing the service would be in the region of £40 to £50/hr.
- 2.8 Following a meeting with Hampshire County Council who have a framework in place for engaging farmers, the estimated cost for providing a similar service in West Berkshire would involve an initial outlay of £60,000.00 for equipment and a year-on-year investment of £45,000.00 depending on weather conditions. A breakdown of costs is shown in Appendix E of this report.
- 2.9 Following discussions with The Royal Borough of Windsor and Maidenhead, a similar framework to Hampshire County Council is being considered and they are currently seeking legal advice. We are currently awaiting confirmation of the outcomes of this meeting.
- 2.10 The Winter Service Plan will be updated once a formal outcome has been reached.

The Use of Internal Staff for Snow Clearance on Footways

- 2.11 The use of Planning and Countryside staff (Rights of Way Rangers / ISS Waterers) and Property and Public Protection staff (Veolia) to clear strategic footways in the main town and village centres was very successful and received positive feedback from the local community.

3. Operational Arrangements for Winter 2011/2012

- 3.1 The Winter Service period for 2011/2012 will operate from Monday 31 October 2011 to Sunday 1 April 2012, although this period may be extended if weather conditions dictate.
- 3.2 Precautionary salting, snow clearance, salt bin provision and the response to adverse weather shall be carried out in accordance with the policy and guidance as detailed within the Council's Highway Winter Service Plan 2011/12.

- 3.3 All decisions and actions will be made by the Council's Winter Service Duty Officer using forecast information as supplied by the Council's contracted forecaster and local roadside weather stations.
- 3.4 Operationally, the delivery of the Winter Service will be provided by the Council's current Highway Maintenance Term Contractor, Volker Highways Ltd.
- 3.5 A copy of the 2011/12 Highway Winter Service Plan will be issued to all Members and all Parish/Town Councils. It will also be available on the Council's website.
- 3.6 The 'Safer Driving' leaflet will be revised to reflect the recommendations made in this report. Copies will be distributed to all Members and Parish/Town Councils and will be made available at all Council buildings with public access. It will also be available on the Council's website.
- 3.7 A copy of the Winter Service Plan is provided in Appendix G

4. Conclusions

- 4.1 The policy statements set out in the previous Winter Service Plan have been amended to reflect the experience of last winter and to incorporate the recommendations of the OSMC review.
- 4.2 The amended Primary Treatment Network, which account for 40.2% of the highway network includes all A and B classified roads and some strategically important C class and unclassified roads. 5 additional roads have been included on the Primary Treatment Network for 2011/12 of which 3 are externally funded. No routes have been deleted. Details are shown in Appendix C. These routes will receive precautionary treatment when hoar frost and/or ice are forecast.
- 4.3 The amended Secondary Treatment Network, which represents 16.7% of the highway network, will be treated when hoar frost and/or ice have been experienced for an unbroken period of greater than 72 hours. 5 routes have been deleted (ie, promoted to the Primary Treatment Network). No additional roads have been included on the Secondary Treatment Network for 2011/12. Details are shown in Appendix C.
- 4.4 The Contingency Treatment Network which covers 46.8% of the highway network, has been introduced which will be treated when hoar frost and/or ice or snow are forecast but only when there is a national shortage of salt or limited salt supplies and/or there has been a Government directive to limit salt use.
- 4.5 The amended Road Snow Clearance Network, which accounts for 46.9% of the highway network ensures that as far as is reasonably practicable all bus routes and access routes to schools and doctors surgeries will be cleared of snow as a priority.

6. Recommendations

- 6.1 Officers recommend that the 2011/12 Highway Winter Service Plan is approved.

Appendices

Appendix A – Contractors Performance in delivering the 2010/11 Winter Service.

Appendix B – Summary of Winter Operations 2010/11.

Appendix C – Changes to the Primary, Snow Clearance and Contingency Networks

Appendix D – Additional Salt Bins (funded by Parish/Town Councils)

Appendix E – Cost of Using Farmers based on Hampshire County Council framework

Appendix F – List of departures from the Code of Practice for Maintenance Management

Appendix G – Winter Service Plan 2011/12

Contractors Performance in Delivering 2010/11 Winter Service.

Contract Performance Indicator – the percentage of gritting routes completed within the specified time.

Month	Percentage of routes completed within time	Contract requirement
November 2010	98.9 %	100.0 %
December 2010	95.7 %	100.0 %
January 2011	99.2 %	100.0 %
February 2011	98.3 %	100.0 %
March 2011	95.0%	100.0 %
Annual average	97.4%	100.0 %

Summary of Winter Operations: 1 November 2010 to 3 April 2011

Month	Precautionary Salting Runs on Primary Treatment Network*	Precautionary Salting Runs on Secondary Treatment Network*	Precautionary Salting Runs on the Contingency Treatment Network*
Nov 2010	9	0	0
Dec 2010	15	7	0
Jan 2011	14	0	0
Feb 2011	3	0	0
March 2011	2	0	0
Totals	43	7	0

Number of snow clearance days	10
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- * The figures shown relate to normal winter service conditions. For the periods 29 November to 6 December 2010 and 16 December to 26 December 2010, the service was operating under emergency procedures and vehicles were constantly on the network treating roads or clearing snow. Performance during this period is therefore excluded from the above summary.

Changes to the Primary, Snow Clearance and Contingency Networks for 2011/12

Primary Salting Routes Additions 2011/12

Name	Start	End	Ward	Funding
James Lane	Goring Lane	Hermits Hill	Burghfield	External AWE
Fullers Lane	Burnthouse Lane	District Boundary	Mortimer	External AWE
Burnthouse Lane	Fullers Lane	Pingewood Road South	Burghfield/ Mortimer	External AWE
Padworth Lane	A4	School Road	Mortimer	Internal WBC
Rectory Road & Triangle	School Lane	Reading Road	Mortimer	Internal WBC

Primary Salting Route Removals in 2011/12

Name	Start	End	Ward	Funding
Nil				

Secondary Salting Route Additions in 2011/12

Name	Start	End	Ward	Funding
Nil				

Secondary Salting Route Removals in 2011/12

Name	Start	End	Ward	Funding
James Lane	Goring Lane	Hermits Hill	Burghfield	External AWE
Fullers Lane	Burnthouse Lane	District Boundary	Mortimer	External AWE
Burnthouse Lane	Fullers Lane	Pingewood Road South	Burghfield/ Mortimer	External AWE
Padworth Lane	A4	School Road	Stratfield Mortimer	Internal WBC
Rectory Road & Triangle	School Lane	Reading Road	Stratfield Mortimer	Internal WBC

Additional Salt Bins (funded by Parish/Town Councils)

Parish/Town Council	Proposed Location	Site Description	No.
Aldermaston	Paices Hill	Back of footway outside the Parish Hall	1
Aldermaston	Church Road	Back of footway adjacent to Manor House	1
Aldermaston	Swan Drive, Kingfisher Close	Location to be agreed on site	1
Aldermaston	Spring Lane	To the East of "Deerswood"	1
Aldworth	The Glebe	Location to be agreed on site	1
Aldworth	Bell Lane	By Recreation Ground	1
Bagnor	Un-named Road to Bagnor	Location to be agreed on site	1
Basildon	Hook End Lane	Junction with A329	1
Basildon	Hook End Lane	Junction with Aldworth Road	1
Basildon	Blandys Lane	Junction with Bethesda Street	1
Basildon	Kiln Hill	Location to be agreed on site	1
Basildon	Darby Lane	Junction with Aldworth Road (near Red Lion PH)	1
Basildon	Emery Acres	At the Junction with Aldworth Road	1
Beenham	The Strouds	Outside Property No.1	1
Beenham	Un-named Road to St Marys Church	Location to be agreed on site	1
Beenham	Church View	Grass verge (opposite No.13)	1
Beenham	Stoneyfield	Grass verge (adjacent to Footpath 5)	1
Beenham	Station Road	Junction of Mallards Way	1
Bucklebury	Pease Hill	Location to be agreed on site	1
Burghfield	Granby End	Location to be agreed on site	1
Burghfield	Pineridge Road	Location to be agreed on site	1
Burghfield	Hunters Hill	Location to be agreed on site	1
Burghfield	Southwood Gardens	Location to be agreed on site	1
Burghfield	Woodlands Avenue	Location to be agreed on site	1
Cold Ash	Collaroy Road	Near Junction of Gladstone Lane	1
Cold Ash	Bucklebury Alley	Grass verge (in front of "Foxview")	1
Cold Ash	Wansey Gardens	Location to be agreed on site	1
Cold Ash	Lambert Drive	Location to be agreed on site	1
Cold Ash	Huntingdon Gardens	Location to be agreed on site	1
Compton	Newbury Lane	Location to be agreed on site	1
Compton	Shepherds Mount	Outside No. 31	1
East Garston	Newbury Road	Junction with Humphrey's Lane	1
East Garston	Newbury Road	Junction with Front Street	1

Additional Salt Bins (funded by Parish/Town Councils)

Parish/Town Council	Proposed Location	Site Description	No.
Englefield	North Street Village	Near Parish Notice board	1
Englefield	North Street Village	South End of Village (near Footpath sign)	1
Frilsham	Hatachets Lane	Junction of Beechfield (by Bus Stop)	1
Greenham	New Road	Junction with Mandarin Drive	1
Greenham	New Road	South of Chester Close (north of Bridleway)	1
Greenham	Dalby Crescent	Outside No 6	1
Greenham	New Road	Opposite St Marys Church (by Footpath sign)	1
Hungerford	Sarum Way	Location to be agreed on site	1
Hungerford	Croft Road	Location to be agreed on site	1
Hungerford	Cherry Grove	Location to be agreed on site	1
Hungerford	Cottrell Close	Grass Verge (Opposite No 30)	1
Inkpen	Spray Road	Near West Court	1
Inkpen	Bracken Copse	Adjacent to No.1, near entrance to Footpath 26	1
Kintbury	Church Hill	Grass Verge (near telegraph pole)	1
Kintbury	Church Hill	Grass Verge (opposite turning for Orpenham Farm)	1
Kintbury	Church Hill	Grass Verge (junction of un-named road to A4)	1
Newbury	Sunley Close	Outside No.5	1
Newbury	Croft Road	Halfway along	1
Newbury	Courtlands Road	Junction with Greenlands Road	1
Newbury	Gorselands	Location to be agreed on site	1
Newbury	Braun Road	Location to be agreed on site	1
Newbury	Gaskell Mews	Location to be agreed on site	1
Newbury	Pear Tree Lane	Junction with Kiln Road	1
Newbury	Overbecks	Junction with Gaywood Drive	1
Newbury	Curling Way	Junction with Gaywood Drive	1
Newbury	Normandy Rise	Junction with Conifer Crescent	1
Newbury	St Michaels Road	Junction with Rockingham Road	1
Newbury	Paddock Road	Junction with West Mead	1
Newbury	Paddock Road	Junction with Meadow Road	1
Newbury	Monica Gardens	Junction of Shaw hill/Long Lane	1
Pangbourne	Thames Avenue	By street name plate Junction with B471	1
Pangbourne	Cedar Drive	Back of footway	1
Pangbourne	Green Lane/Courtlands Hill	Grass verge	1
Pangbourne	St James Close	Grass verge	1
Pangbourne	Chilton Walk	On grass verge by footway link	1

Additional Salt Bins (funded by Parish/Town Councils)

Parish/Town Council	Proposed Location	Site Description	No.
Peasemore	Palmer Close	Junction with Field Road	1
Peasemore	Field Road	Opposite Hillgreen Lane	1
Peasemore	Field Road	Junction of Princes Lane	1
Peasemore	Beedon Common	Junction with Peasemore Road	1
Purley-on-Thames	Nursery Gardens	Junction with A329	1
Purley-on-Thames	Purley Village	Junction with Lister Close / Farm Close	1
Purley-on-Thames	Apple Close	Junction with Orchard Close	1
Purley-on-Thames	Clarendon Rise	Junction with Long Lane	1
Shaw-cum-Donnington	Shop Lane	Junction with Oxford Road (north side)	1
Shaw-cum-Donnington	Love Lane	Junction of Northern Avenue	1
Shaw-cum-Donnington	Kingsley Close	Grass verge where road splits	1
Shaw-cum-Donnington	Lampacres	Grass verge	1
Shaw-cum-Donnington	Church Lane	Grass verge (near overflow car park)	1
Streatley	Rectory Road	Junction with A417 Wantage Road	1
Streatley	Rectory Road	Half way along (Location to be agreed)	1
Streatley	The Coombe	Top of cul de sac	1
Streatley	The Coombe	Junction with the Bull Meadow	1
Sulhamstead	Hollybush Lane	Omers Gully (by railing)	1
Thatcham	Link Way	Location to be agreed on site	1
Thatcham	Robertsfield	Location to be agreed on site	1
Thatcham	Yarrow Close	Location to be agreed on site	1
Thatcham	Ashbourne Way	On grass verge (near school)	1
Thatcham	Masefield Road	On grass verge	1
Thatcham	Lawrences Way	On grass verge (by lamp column)	1
Tidmarsh	Tidmarsh Lane	On bend against brick wall	1
Welford	Church Hill	Grass verge (near the bend)	1
Welford	Welford Road	Grass verge (entrance to Village Hall)	1
Welford	Mant Close	Grass verge (on the bend)	1
Welford	The Row (Welford)	Top of steep hill (near field entrance past first cottage)	1

Additional Salt Bins (funded by Parish/Town Councils)

Parish/Town Council	Proposed Location	Site Description	No.
Woolhampton	Victor Place	Back of footway (by lamp column)	1
Woolhampton	Orchard Close	Junction with Woolhampton Hill by telegraph pole	1
Woolhampton	Rowlands Copse	Grass verge outside No 6	1
Woolhampton	Railside	Grass verge at entrance	1
Yattendon	Scratchface Lane	Grass Verge (top of slope down to Yattendon Rd)	1

Total **102**

Cost of Using Farmers based on Hampshire County Council Framework

Initial Set Up Costs

- To supply each farmer with a suitable plough for their vehicle: £3,000.00 each
 - Assume 20 no. farmers on an approved list: £3,000.00 x 20 no.
- TOTAL £60,000.00**

Year on Year Costs

- Annual retainer payable to each farmer (paid at discretion of Authority): £300.00 / year
- Annual maintenance of ploughs: £200.00 / year
- Payment during snow conditions: £45.00 / hour

Assuming 20 no. farmers on an approved list and based on last season (2010/11):

- Annual retainer: £300.00 x 20 no. = £6,000.00
 - Annual maintenance: £200.00 x 20 no. = £4,000.00
 - Payment based on 2010/11 snow conditions: 10 days x 5 hrs/day x £45.00/hr = £2,250.00 each
20 no. x £2,250.00 = £45,000.00
- TOTAL £45,000.00 / per annum**

The above figures are estimates only.

Departures from the Code of Practice for Maintenance Management Recommendations for Winter Service

Recommendation	Description	Adopted by WBC	Comments	Reason for not adopting recommendation
1	Authorities should formally approve and adopt policies and priorities for Winter Service, which are coherent with wider objectives for transport, integration, accessibility and network management, including strategies for public transport, walking and cycling. They should also take into account the wider strategic objectives of the authority.	Yes	Winter Service Plan reviewed in accordance with recommendations of the Overview and Scrutiny Management Commission (OSMC) and COP as amended December 2009. Plan to be approved by Individual Decision 24 October 2011.	
2	Authorities should consider, consult on and formally adopt local service standards for resilience of their winter service in terms of number of days continuous severe conditions salting on a defined Minimum Winter Network for the Overall Winter Period and for the Core Winter Period.	Yes		
3	Authorities should review their approach to climate change and in particular their resilience to prolonged cold weather.	Yes		
4	Authorities should consider whether collaborative arrangements such as shared services, lead authority arrangements, collaborative service procurement and sharing depots and salt stock, would prove effective and provide value for money approach to increasing winter service resilience.	Yes	Joint procurement with Berkshire Unitaries for sensor maintenance and forecasting services.	

Departures from the Code of Practice for Maintenance Management Recommendations for Winter Service

Recommendation	Description	Adopted by WBC	Comments	Reason for not adopting recommendation
5	Authorities should determine critical areas and infrastructure in conjunction with key public services and other stakeholders and seek to ensure that appropriate winter treatment has been considered by the appropriate party.	Yes	See item 1	
6	Authorities should ensure effective communication of information for the public before and during normal and severe winter conditions.	Yes	Publication of 'Safer Driving this Winter on West Berkshire Roads' leaflet and Winter Service Plan and associated route plans via the website.	
7	Authorities should ensure that there is appropriate consultation and communication with other highway authorities, key public services and other stakeholders and seek to ensure improved service for the public.	Yes		
8	Authorities should formally approve, adopt and publish, in consultation with users and key stakeholders, a Winter Service Plan based on the principles of this Code	Yes	See Item 1.	
9	Authorities should define treatment route plans for carriageways, cycle routes and footways for pre-treatment and snow conditions, based upon the general maintenance hierarchy, but adapted to take into account the factors identified by this Code.	Yes	Route plans in place where appropriate.	The Council only salts specified sections of footway network during prolonged hazardous conditions and when snow is forecast. Remote cyclepaths are not treated.

Departures from the Code of Practice for Maintenance Management Recommendations for Winter Service

Recommendation	Description	Adopted by WBC	Comments	Reason for not adopting recommendation
10	Authorities should prepare contingency Winter Service Plans for severe weather conditions, which include possibilities such as salting a Minimum Winter Network. Authorities should seek agreement on plans in advance with other highway authorities and key public services such as hospitals and public transport providers. There should be a co-ordinated approach to implementing Minimum Winter Networks across adjacent Authorities.	Yes	The Council has a defined Contingency network which is detailed in the Winter Service Plan. Route plans are also in place.	
11	Authorities should explore the potential for mutual aid in salt supply and other aspects of winter service and should make contingency arrangements in advance.	Yes	Alternative salt supply arrangements in place with WBC's Term Maintenance Contractor.	
12	Authorities should take full advantage of decision support systems and services to enable timely, efficient and accurate decision making.	Yes	West Berkshire Council makes use of information from roadside sensors and detailed site specific forecasts issued by MeteoGroup UK in its decision making process.	

Departures from the Code of Practice for Maintenance Management Recommendations for Winter Service

Recommendation	Description	Adopted by WBC	Comments	Reason for not adopting recommendation
13	Authority should continually monitor performance during service delivery and respond effectively to changing conditions or network incidents.	Yes	PI's in Term Maintenance Contract and Winter Service Plan.	
14	To ensure appropriate level of competence, training and development needs of all personnel should be established and reviewed annually, including health and safety and appropriate vocational qualifications. Training should then be provided where appropriate before the Winter Service season.	Yes	All Duty Officers trained to City and Guilds Supervisor Standard. All Term Contractor WS operatives have City & Guilds 6157 accreditation (superseded by 6159). 2 staff are now accredited City & Guilds Winter Service Supervisors.	
15	Authorities and relevant organisations should provide training and conduct periodic exercising to test plans for responding to severe weather events.	Yes	Ad hoc audits are undertaken to test Winter Service Plan during winter season.	
16	Authorities and salt suppliers should treat the supply of salt as a service rather than a simple commodity purchase.	Yes	Term Contractor / Salt Union re-stocking arrangements in place.	

Departures from the Code of Practice for Maintenance Management Recommendations for Winter Service

Recommendation	Description	Adopted by WBC	Comments	Reason for not adopting recommendation
17	As a means of enhancing local salt storage capacity, Authority and salt suppliers should jointly consider supplier owned salt stocks held on a short or long term basis in a number of widely distributed locations around the country. A joint approach may include agreements such as purchase of some or all stock by the end of season or provision of land.	Yes	Recommendation of OSMC to increase WBC's salt stock to 5000t. Being a predominantly rural district, WBC's winter service requirements do not favourably align with those of the more urban UA's in Berkshire.	
18	Authority should seek a broad approach to salt supply, for example establishing framework contracts with more than one supplier.	Yes	Arrangements in place with Highway Term Contract for alternative salt supplies.	
19	Authorities should consider whether efficiency benefits can be obtained from collaborative salt procurement and should also consider ways to improve the balance of risk between salt suppliers and themselves, e.g. Longer contracts, performance contracts with minimum guaranteed purchase and supply, and contracts that include supply of salt and investment facilities.	Yes	Arrangements in place with salt union to maintain a total salt stock of 5000t.	

Departures from the Code of Practice for Maintenance Management Recommendations for Winter Service

Recommendation	Description	Adopted by WBC	Comments	Reason for not adopting recommendation
20	All aspects of the Winter Service Plan, including service delivery arrangements, should be reviewed annually in consultation with key stakeholders to take account of changing circumstances.	Yes	The Winter Service Plan is reviewed annually.	

Winter Service Plan 2011/12

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1. INTRODUCTION

- 1.1 Section 111 of the Railways and Transport Act 2003 provides a duty on a Highway Authority to ensure, so far as is reasonably practicable, that safe passage along a highway is not endangered by snow and ice.
- 1.2 The Winter Service Plan for 2011/2012 provides details of the policies, procedures and practices employed by West Berkshire Council, to ensure it meets the responsibilities for providing the Winter Service in West Berkshire.
- 1.3 The purpose of the Winter Service is to provide, as far as reasonably possible, the safe movement of all highway users on designated roads throughout the District whilst keeping delays and accidents brought about by adverse weather conditions to a minimum.
- 1.4 West Berkshire Council is the highway authority in West Berkshire. The Winter Service is delivered by the Council's Term Maintenance Contractor Volker Highways Ltd.
- 1.5 The M4 and A34 form part of the national Motorway and Trunk Road network and are the responsibility of the Department for Transport (DfT) through their agents The Highways Agency. West Berkshire Council has no responsibility for the winter service activities on these roads.
- 1.6 The core Winter Service in West Berkshire shall be provided for a period of 22 weeks commencing 31 October 2011 (Week 44) and finishing Sunday 1 April 2012 (Week 13). The service period shall be extended if sub-zero temperatures are forecast outside the core period.

2. WINTER SERVICE POLICY

- 2.1 West Berkshire Council aims to provide a service to reduce as far as possible the effects of hoar frost, ice and snow and other adverse weather conditions to provide travelling conditions as safe as reasonably practicable having regard to financial constraints and the road hierarchy detailed in Section 7 of this document.
- 2.2 Where reasonably practicable to do so, the Winter Service is delivered in accordance with the recommendations given within the Code of Practice for Highway Maintenance 'Well-Maintained Highways' July 2005 as amended December 2009 and the recommendations given in 'The Resilience of Englands Transport Systems in Winter' Interim Report, July 2010.
- 2.3 The service cannot guarantee that the main routes will be kept open or free of ice or snow, and the provision of the service does not override drivers responsibility to drive safely and in accordance with the conditions. The Council has developed an information leaflet entitled "Safer Driving this winter on West Berkshire roads" which is available on the Council's website <http://www.westberks.gov.uk/>.
- 2.4 **POLICY FOR TREATMENT WHEN HOAR FROST AND/OR ICE IS FORECAST**

Roads
<p>The Road Primary Treatment Network (Appendix A) will receive precautionary treatment when hoar frost and/or ice is forecast.</p> <p>The Road Secondary Treatment Network (Appendix B) will receive precautionary treatment when hoar frost and/or ice have been experienced for an unbroken period of 72 hours or greater.</p> <p>The Road Contingency Treatment Network (Appendix C) will be treated when hoar frost and/or ice or snow are forecast but only when there is a national shortage of salt and salt supplies become limited or directions are received from Central Government. This will supercede the primary and secondary treatment networks in these circumstances.</p> <p>Where the Council has been made aware of water being deposited on the highway as the direct result of an unforeseen incident (fire, road traffic accident etc), burst water main or water issuing from apparatus, salt shall be applied to reduce as far as possible the effects of hoar frost, ice and other severe winter weather conditions on the highway. Ice warning signs shall be erected where appropriate.</p> <p>Where the Council has been made aware of a spring, ice warning signs shall be erected on site.</p>

Paved Footways/Cycleways (adjacent to carriageways)
<p>The Paved Footway Treatment Network (Appendix D) will receive precautionary treatment only when hoar frost and/or ice have been experienced for an unbroken period of 72 hours or greater.</p> <p>Paved cycleways that form part of the carriageway and are located on a Primary, Secondary or Contingency treatment network will be treated as part of these networks when instructed.</p> <p>Paved cycleways that form part of a footway (footways that are adjacent to carriageways) and are located on the Paved Footway Treatment Network will be treated as part of this network when instructed.</p>

Paved Footpaths/Cyclepaths (remote from carriageways)

With the exception of subways and some identified link footpaths in town centres, no paved footpaths/cyclepaths that are remote from a carriageway will receive precautionary treatment on the forecast of hoar frost and/or ice due to the impracticability and financial implications of doing so.

Council Offices and Public Buildings with Daily Access

West Berkshire will provide and maintain salt at Council Offices and some public buildings with daily access (Appendix F).

Public Car Parks

Roof areas and the exposed parking area at Level 2 of the Kennet Centre and the roof areas at Northbrook multi-storey car parks in Newbury, will be subject to a risk assessment by the parking service to determine what action, if any, is required.

Open air surface car parks are not treated unless snow conditions are forecast.

Motorways and Trunk Roads

The treatment of the M4 motorway and the A34 trunk road is the responsibility of the Highways Agency.

Railway Level Crossings

Level crossings will **not** receive precautionary treatment as salt acts as an electrolyte and short circuits the signal system. When an instruction to treat the highway network is issued, Network Rail will be contacted by email so they may arrange appropriate treatment using their own contractors.

All gritting vehicles will carry a notice issued by Network Rail giving instructions not to salt (Appendix Q).

Treatment Time (Primary Treatment Network)

Unless a variation has been agreed by the Council, the total time from receipt of instruction to salt to completion of treatment will not exceed 4 hours. This includes a mobilisation period of 1 hour.

2.5 POLICY FOR TREATMENT WHEN SNOW IS FORECAST

Roads

The Road Snow Clearance Network (Appendix I) will receive treatment of salt/grit (as appropriate) to help prevent the laying of snow/formation of ice and will be ploughed when conditions allow.

Paved Footways/Cycleways (adjacent to carriageways)

The Paved Footway Snow Clearance Network (Appendix J) will receive treatment of salt or grit to help prevent the formation of ice and to facilitate the removal of snow.

Paved cycleways that form part of the carriageway and are located on the Road Snow Clearance Network will be treated as part of this network when instructed.

Paved cycleways that form part of a footway (footways that are adjacent to carriageways) and are located on the Paved Footway Snow Clearance Network will be treated as part of this network when instructed, by Planning and Countryside staff/contractors as resources become available.

Paved Footpaths/Cyclepaths (remote from carriageway)

With the exception of subways and some identified linked footpaths in town centres, no paved footpaths/cyclepaths that are remote from a carriageway will receive treatment to facilitate the removal of snow due to the impracticability and financial implications of doing so.

Council Offices and Public Buildings with Daily Access

The roads leading to Council Offices and some public buildings with daily access will be treated with salt or grit as part of the Road Snow Clearance Network (Appendix I).

Public Car Parks and Newbury Bus Station

The roads leading to public surface and multi-storey car parks (Appendix E) will be treated with salt or grit as part of Road Snow Clearance Network.

Surface public car parks and Newbury Bus station will be treated along with roads where width restrictions prevent mechanical spreading by Countryside and Environment staff/contractors as resources become available.

Roof areas and the exposed parking area at Level 2 of the Kennet Centre and the roof areas at Northbrook multi-storey car parks in Newbury will be subject to a risk assessment by the parking staff to determine what action, if any, is required.

2.6 OTHER POLICIES

Salt Bins

Salt Bins are provided by West Berkshire Council (Appendix G) and Town and Parish Councils (Appendix H) as a means of self-help to enable communities to treat targeted areas of the public highway. West Berkshire Council is responsible for replenishing the salt when notified that a bin is empty. ***Salt bins are not provided for treating private property.***

Motorways and Trunk Roads

The treatment of the M4 motorway and the A34 trunk road is the responsibility of the Highways Agency.

Railway Level Crossings

Level crossings will not be cleared of snow. Network Rail will be contacted by email so they may arrange appropriate treatment using their own contractors.

All gritting vehicles will carry a notice issued by Network Rail giving instructions not to salt (Appendix Q).

Cross Boundary Treatment

By agreement, no cross boundary salting and snow clearance will take place between West Berkshire Council and adjoining Counties/Unitary Authorities or vice versa.

3. WEST BERKSHIRE COUNCIL/CONTRACTOR RELATIONSHIP

- 3.1 The Winter Service is provided by the Council's Highway Term Contractor Volker Highways Ltd in accordance with the requirements of the Term Maintenance Contract for Highways and Bridges 2006 – 2015.
- 3.2 The following table indicates how the principal winter service responsibilities are divided between the Council and Volker Highways Ltd.

Preparation of Winter Service Policy and Plan	West Berkshire Council
Road hierarchy priorities	West Berkshire Council
Salt purchase	Volker Highways Ltd
Routeing (salting and snow clearance)	Volker Highways Ltd with guidance from the Council
Winter Service Vehicles (plant including gritters, snowploughs and snowblowers)	Volker Highways Ltd
Decision making	West Berkshire Council
Day-to-Day operations	Volker Highways Ltd under the instruction and guidance of the Council
Manning levels	Volker Highways Ltd
Performance monitoring	West Berkshire Council / Volker Highways Ltd
Opening of Emergency Operations Centre and Emergency Planning Room	West Berkshire Council
Approval to commence operations in extreme snow conditions	West Berkshire Council

4 STAFFING AND MANAGEMENT (WEST BERKSHIRE COUNCIL)

- 4.1 The day to day overseeing and management of the Winter Service will be the responsibility of the Winter Service Manager. This role is normally performed by the Principal Engineer (Highway Maintenance) or in his absence the Highways Manager.
- 4.2 The Council will operate a 24/7 Winter Service Duty Officer rota that covers the described Winter Service period. The Winter Service Manager shall issue a copy of the rota to the Council's Emergency Planning team, the Customer Services Team and the Contractor. The roster is detailed in Appendix L.
- 4.3 When on duty, each Winter Service Duty Officer will be available 24 hours a day and will be contactable on the dedicated Winter Service mobile telephone.
- 4.4 During office hours (08:30 to 17:00 Monday to Thursday, 08:30 to 16:30 Friday) all Winter Service enquiries from members of the public will be directed to the Customer Services team on 01635 519080.
- 4.5 Outside office hours, enquiries will be directed to West Berkshire Council's Emergency (Out of Office Hours) service on 01635 42161.

Winter Service Duty Officer's home/private telephone numbers along with the Winter Service Mobile telephone number shall not be released to members of the public.

- 4.6 Prior to the commencement of the Winter Service, each Winter Service Duty Officer will be provided with an information pack, which includes details of all appropriate telephone contacts, together with any additional information that may be appropriate.

5. STAFFING AND MANAGEMENT (HIGHWAYS TERM CONTRACTOR)

- 5.1 The Contractor shall provide all necessary plant, labour and materials to deliver the Winter Service in compliance with the requirements of the Term Contract for Highways and Bridges 2006 – 2015.

6. DECISION MAKING

- 6.1 Decision making is the responsibility of West Berkshire Council's on-call Winter Service Duty Officer.
- 6.2 When on duty, the Winter Service Duty Officer will make decisions regarding Winter Service action in accordance with this Policy and Plan. The Winter Service Manager will be available to give advice to the Winter Service Duty Officer if required.
- 6.3 The Winter Service Duty Officer is responsible for liaising directly with the forecast service provider's duty forecaster. Using the forecast data provided, the Winter Service Duty Officer will make his decision regarding treatment and will disseminate his decision along with any relevant supporting information first to the Contractor and then other stakeholders as detailed in Section 14.
- 6.4 Further information concerning weather forecasts and decision making is provided in Sections 12 to 14. Call out guidelines are provided in Appendix M. The Winter Service Manager will also be available to give advice to the Winter Service Duty Officer when required.

Timing of Actions

- 6.5 Treatment during 'rush hours' should be avoided whenever possible. For the purposes of this plan, rush hour shall be taken as 07:30 – 09:30 in the morning and 16:30 – 18:30 in the afternoon/evening.
- 6.6 The Winter Service Duty Officer's decision will be recorded on the West Berkshire Council Winter Service Daily Action Report as detailed in Appendix N. This form is filed electronically by the Winter Service Manager.
- 6.7 Requests to salt will be assessed by the Winter Service Duty Officer and his/her decision will be recorded on the West Berkshire Council Winter Service Request for Salting Form as detailed in Appendix P.
- 6.7 The Winter Service Duty Officer will communicate with the Council's Highway Term Maintenance Contractor via telephone, fax or email.
- 6.8 Appropriate training will be provided for all Winter Service Duty Officers particularly with regard to technological improvements in forecasting techniques and the ice prediction system.

7. TREATMENTS

7.1 TREATMENT WHEN HOAR FROST AND/OR ICE IS FORECAST

Roads

- 7.1.1 ***The Road Primary Treatment Network (Appendix A) will receive precautionary treatment when hoar frost and/or ice is forecast.***
- 7.1.2 The total length of the Road Primary Treatment Network is 527.8 Km which represents 40.2% of the highway network (excluding motorways and trunk roads) and comprises all A and B classified roads and some strategically important C and U roads.
- 7.1.3 The Road Primary Treatment Network is broken down into 10 individual treatment routes. Each route has been optimised so that it takes no longer than 3 hours to treat.
- 7.1.4 ***The Road Secondary Treatment Network (Appendix B) will receive precautionary treatment when hoar frost and/or ice have been experienced for an unbroken period of 72 hours or greater.***
- 7.1.5 The total length of the Road Secondary Treatment Network is 250.7 Km which represents 16.7% of the highway network (excluding motorways and trunk roads) and comprises locally important C and U roads.
- 7.1.6 The Road Secondary Treatment Network is broken down into 11 individual treatment routes.
- 7.1.7 Sections of road having proprietary 'porous' type surfacings will receive twice the normal rate of spread of salt. These sections of road are detailed in Appendix K.
- 7.1.8 ***The Road Contingency Treatment Network (Appendix C) will be treated when hoar frost and/or ice or snow are forecast but only when there is a national shortage of salt/limited salt supplies and/or a Government directive.***
- 7.1.9 The Road Contingency Treatment Network has been designed in accordance with the governing guidance as detailed in Section 18 and provides a minimum essential service to the public, including strategic routes, access to key facilities and other transport needs. The network is approximately 592 Km in length and represents 46.8% of the total road network, ie, it is considerably less than the combined primary and secondary networks.

Paved Footways/Cycleways (adjacent to carriageways)

- 7.1.10 ***The Paved Footway Treatment Network (Appendix D) will receive precautionary treatment only when hoar frost and/or ice have been experienced for an unbroken period of 72 hours or greater.***
- 7.1.11 The network comprises primary walking routes (town centres including routes to main transport hubs, Council Offices, Council owned surface car parks and some public buildings with daily access) and footways adjacent to primary and secondary schools and doctors surgeries.
- 7.1.12 Paved cycleways that form part of the carriageway and are located on a Primary, Secondary, Snow Clearance and Contingency networks will be treated as part of these networks when instructed.

7.1.13 Paved cycleways that form part of a footway (footways that are adjacent to carriageways) and are located on the Paved Footway Treatment Network will be treated as part of this network when instructed.

Paved Footpaths/Cyclepaths (remote from carriageways)

7.1.14 With the exception of subways and some identified link footpaths in town centres, no paved footpaths/cyclepaths that are remote from a carriageway will receive precautionary treatment on the forecast of hoar frost and/or ice due to the impracticability and financial implications of doing so.

Council Offices and Public Buildings with Daily Access

7.1.15 The roads leading to Council Offices and some public buildings with daily access will be treated as part of the Road Primary Precautionary Treatment Network.

Public Car Parks

7.1.16 When ice conditions occur on the roof areas and the exposed landing area at Level 2 of the Kennet Centre, and the roof areas at Northbrook multi-storey car parks in Newbury, a risk assessment will be undertaken by the parking staff to determine what action, if any, needs to be taken. Depending on the severity of the conditions some or all of the following actions may be carried out by parking staff:

- (a) Erection of prominent warning signs at the approach points to the exposed areas;
- (b) Sprinkling ice melting granules across the icy surface (these granules release a heat generating chemical when crushed by a passing vehicle). It is not possible to use traditional rock salt in multi-storey car parks as it has a marked deteriorating effect on the waterproof membrane of the roof areas leading to water ingress and a corrosive effect on the steel reinforcement within the structure;
- (c) Closure of the areas completely by use of tapes and cones.

7.1.17 On those occasions when the areas are closed they will be periodically checked during the day and if the ice has melted they will be re-opened for use. The intermediate indoor parking levels of the two multi-storey car parks will not be treated as they are unaffected by icy weather.

7.1.18 Open air surface car parks are not treated unless snow conditions are forecast.

7.2 TREATMENT WHEN SNOW IS FORECAST

Roads

7.2.1 In the event of snow being forecast, the Road Snow Clearance Network (Appendix I) will first receive a treatment of salt/grit (as appropriate) and will then be followed by ploughing/snow clearance.

Paved Footways/Cycleways (adjacent to carriageways)

7.2.2 The Paved Footway Snow Clearance Network (Appendix J) will receive treatment to help prevent the formation of ice and to facilitate the removal of snow.

- 7.2.3 The network comprises primary walking routes (town centres including routes to main transport hubs, Council Offices, Council owned surface car parks and some public buildings with daily access) and footways adjacent to primary and secondary schools and doctors surgeries. Treatment will be managed by the Council's Highway Term Maintenance Contractor and carried out by Planning and Countryside staff/contractors as resources become available.
- 7.2.4 Paved cycleways that form part of the carriageway and are located on the Snow Clearance network will be treated as part of this network when instructed.
- 7.2.5 Paved cycleways that form part of a footway (footways that are adjacent to carriageways) and are located on the Paved Footway Snow Clearance Network will be treated as part of this network when instructed.

Remote Paved Footpaths/Cyclepaths (remote from carriageways)

- 7.2.6 As detailed in the Council's 'Safer Driving this Winter on West Berkshire Roads', the Council does not promote the use of bicycles during periods of hazardous winter weather. With the exception of subways and some identified link footpaths in town centres, remote paved footpath/cyclepaths are not treated when snow conditions are forecast due to the impracticability and financial implications of doing so.

Council Offices and Public Buildings with Daily Access

- 7.2.7 The roads leading to Council Offices and some public buildings with daily public access (Appendix F) will be treated as part of the Road Snow Clearance Network.

Public Surface and Multi-Storey Car Parks, and Newbury Bus Station

- 7.2.8 The roads leading to public surface and multi-storey car parks (Appendix E) will be treated as part of Road Snow Clearance Network (Appendix I). Surface public car parks and Newbury Bus Station will also be treated along with roads where width restrictions prevent mechanical spreading by hand using Countryside and Environment staff/contractors as resources become available.
- 7.2.9 In the case of multi-storey car parks, when snow conditions occur on the roof areas and the exposed parking area at Level 2 of the Kennet Centre, and the roof areas at Northbrook multi-storey car parks in Newbury, a risk assessment will be undertaken by the parking staff to determine what action, if any, needs to be taken. Depending on the severity of the conditions some or all of the following actions will be carried out by parking staff:
- (a) Erection of prominent warning signs at the approach points to the exposed areas;
 - (b) Sprinkling ice melting granules across the snow surface (these granules release a heat generating chemical when crushed by a passing vehicle). It is not possible to use traditional rock salt in multi-storey car parks as it has a marked deteriorating effect on the waterproof membrane of the roof areas leading to water ingress and a corrosive effect on the steel reinforcement within the structure;
 - (c) Closure of the areas completely by use of tapes and cones.
- 7.2.10 On those occasions when the exposed parking areas are closed they will be periodically checked during the day and if the snow has melted they will be re-opened for use. The intermediate indoor parking levels of the two multi-storey car parks will not be treated as they are unaffected by winter weather.

7.3 CLEARING SNOW AND ICE FROM PAVEMENTS AND PUBLIC SPACES

7.3.1 This guide is designed to help you to act in a neighbourly way by safely clearing snow and ice from pavements and public spaces.

Will I be held liable if someone falls on a path I have cleared?

7.3.2 There is no law preventing you from clearing snow and ice on the pavement outside your property, pathways to your property or public spaces.

7.3.3 It is very unlikely that you would face any legal liability, as long as you are careful, and use common sense to ensure that you do not make the pavement or pathway clearly more dangerous than before. People using areas affected by snow and ice also have responsibility to be careful themselves.

What can I do to help clear snow and ice from pavements and public spaces?

7.3.4 Practical advice from highway engineers is given below. This is not a comprehensive list.

- Start early: it is much easier to remove fresh, loose snow compared to compacted ice that has been compressed by people walking on it.
- **Do not use hot water.** This will melt the snow, but may replace it with black ice, increasing the risk of injury.
- Be a good neighbour: some people may be unable to clear snow and ice on paths leading to their property or indeed the footway fronting their property. Snowfall and cold weather pose particular difficulties for them gaining access to and from their property or walking to the shops.
- 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.
- Spreading some salt on the area you have cleared will help to prevent any ice forming. Table salt or dishwasher salt will work, but avoid spreading on plants or grass as they may be damaged by it. A few grams (a tablespoon) for each square metre you clear should work. The salt found in salting bins will be needed for keeping roads clear.

Particular care and attention should be given to steps and steep gradients to ensure snow and ice is removed. You might need to apply additional salt to these areas.

- Use the sun to your advantage. Removing the top layer of snow will allow the sun to melt any ice beneath; however you will need to cover any ice with salt to stop it refreezing overnight.
- If there is no salt available, then a little sand or ash is a reasonable substitute. It will not have the same de-icing properties as salt but should offer grip under foot.

Where can I find out more information about what I can do in an emergency?

7.3.5 The Preparing for Emergencies web pages on DirectGov contain useful information on how you can prepare for the impacts of all emergencies. The pages can be found at: www.direct.gov.uk/preparingforemergencies

Why is the Government publishing this information?

- 7.3.6 During the severe winter in 2009/10, many people across the country worked very hard to keep our transport network open. This included many members of the public who cleared pavements and public spaces around their homes. Some people, however, were deterred from taking action to clear pavements and other public spaces because they feared that they might be sued.
- 7.3.7 An independent review of the transport sector's response to the severe weather of 2009/10 recommended that the Department for Transport should publish this note on good practice for members of the public in clearing snow and ice from footways and other public spaces. The Local Government Association published a report on behalf of Councils which reached the same conclusion. The Government is committed, as a key part of the Big Society agenda, to remove the barriers which may unnecessarily prevent people from helping themselves and those around them.

8 SALT BINS

General

- 8.1 Salt Bins are provided as a means of self-help to enable communities to treat targeted areas of the public highway. **Salt bins are not provided for treating private property.**
- 8.2 333 existing salt bins serve the highway network, 231 owned by West Berkshire Council (Appendix G) and 102 owned by the Parish/Town Council (Appendix H). 30 serve Council Offices and buildings with public access (Appendix F). With the exception of those serving Council Offices and buildings with public access, existing salt bins on the public highway are under the stewardship of the Town or Parish Councils. Unless alternative arrangements are put in place by Town or Parish Councils, salt bins sited on the public highway are expected to remain on the highway on a permanent basis.

Council Owned Salt Bins

- 8.3 Salt bins owned by West Berkshire Council are clearly marked with the following information:

This Bin has been provided by West Berkshire Council
**for residents to use to treat local roads and
footways with salt or grit.**

**The Salt or grit must not be used on private
property.**

If this salt bin needs refilling please contact West
Berkshire Council's **Customer Services** on **01635
519080**

- 8.4 West Berkshire Council is responsible for refilling them with salt when reported empty, however, Town and Parish Councils have a 'stewardship' role but no financial or legal responsibility. Should Town and Parish Councils wish to formally take on ownership of existing bins, this can be arranged.
- 8.5 In setting local service levels in partnership with their local communities, Town and Parish Councils as part of their stewardship role, may decide to:
- monitor the bin to ensure that it remains in a serviceable condition
 - monitor salt use to ensure that it is being used for highway purposes
 - move a bin to another location
 - take ownership of existing salt bins.

Requests to Move an Existing Salt Bin to a New Location

- 8.6 Any request to move an existing salt bin will be treated a new request. If approved, West Berkshire Council will:
- be responsible for re-positioning a bin to it's new location
 - update the salt bin inventory
 - will issue the relevant Town or Parish Council with a plan showing the new location of the bin and a licence to allow the bin to be placed on the public highway.
- 8.7 In re-positioning an existing bin, the Town or Parish Council will take ownership of the bin and become responsible for its upkeep but not refilling.

- 8.8 Requests to have a bin moved will be at the Town or Parish Council's expense. The cost for re-locating and refilling the bin is £92 (subject to an annual review).

Requests for New Salt Bins

- 8.9 Requests for new salt bins will be made via local Town and Parish Councils. The site for a bin will be considered by West Berkshire Council taking into account the following factors:

- the bin must not cause a nuisance or obstruction (interfere with sight lines etc)
- there must be sufficient space for the bin and safe access for the purposes of refilling
- **no** bin will be placed on an existing Road Primary Treatment Route.

- 8.10 West Berkshire Council can provide salt bins for £192 (subject to an annual review) which includes the cost of the initial assessment, purchase of a 170 litre bin, delivery to the approved location, first load of salt and the issue of a license. There will be no cost to the Town or Parish Council for the initial assessment where a site is found to be unsuitable.

- 8.11 Once approval has been granted, the Town or Parish Council will be responsible for the cost of providing the bin and will take ownership of the bin.

West Berkshire Council will be responsible for:

- ordering and installation of the bin
- filling and refilling the bin with salt or a salt/grit mix
- maintaining an electronic inventory of salt bins across the district.

- 8.12 Should a Town or Parish Council wish to purchase salt bins directly from an independent supplier, a formal request should be made by following the above procedure. If approved, the Town or Parish Council will be responsible for making the necessary arrangements with their suppliers for payment and delivery. Once notified that the bin is in-situ, West Berkshire Council will arrange for it to be filled at no cost to the Town or Parish Council.

West Berkshire Council will be responsible for:

- filling and refilling the bin with salt or a salt/grit mix
- maintaining an electronic inventory of salt bins across the district.

- 8.13 Salt bins owned by Town and Parish Councils will be clearly marked with the following information on stickers provided by The Council:

<p>This Bin has been provided by the Town/Parish Council <i>for residents to use to treat local roads and footways with salt or grit.</i></p> <p><i>The Salt or grit must not be used on private property.</i></p> <p>If this salt bin needs refilling please contact West Berkshire Council's Customer Services on 01635 519080</p>

- 8.14 Should a site prove to be problematic for whatever reason, West Berkshire Council reserves the right to remove any salt bin from the highway network.

Refilling

- 8.15 *Every effort will be made to ensure that the bins are refilled with salt or a salt/grit mix when requests are received, however, there will be occasions when weather conditions may prevent access (heavy snowfall, localised flooding, blocked roads after strong wind etc). Under these conditions, salt bins will be refilled once resources have become available to make the approaching roads passable and it becomes reasonable and practicable to do so.*

Advertising

- 8.16 Should a Town or Parish Council wish to use new bins for advertising, such adverts will require planning permission. The Town or Parish Council should be directed to the Council's website/Planning service.

9. OPERATIONAL INFORMATION

Response Time

- 9.1 Throughout the Winter Service season the Contractor will commence treatment within 1 hour of receiving the instruction from the Winter Service Duty Officer or the time that has been specified.
- 9.2 The Road Primary Treatment Network has been designed to enable the network to be treated within 3 hours.

Salt and Stocks

- 9.3 At temperatures below minus 10°C, salt no longer acts as an efficient de-icer, however, in Britain, with rare exceptions, the temperature during periods of icing or snowfall is usually above minus 3°C making salt the most commonly used chemical in the UK.
- 9.4 Rock salt complying with BS 3247 shall be supplied by the Council's Term Maintenance Contractor. The salt shall be either stored in a purpose-built barn or in the open if covered by a proprietary sheeting system. Current salt stocks are summarised below.

Depot	Stock Capacity	Pre-Winter Stock	Minimum Stock Level
Chieveley	2200 tonnes	2200 tonnes	500 tonnes
Reserves	2800 tonnes	2800 tonnes	500 tonnes

- 9.5 Salt stocks will be in place by 30 September each year and maintained in accordance with the requirements of the Term Contract for Highways and Bridgeworks.
- 9.6 Salt chemical composition is to be established by the Contractor through testing in accordance with BS 3247 (Part 1).
- 9.7 The rates of spread shown below will be used for the listed forecast conditions. For other forecast conditions, the Winter Service Duty Officer will liaise with the Duty Forecaster and the Term Contractor in finalising a rate of spread.

- 9.8 The Council reserves the right to use a salt/grit mix as circumstances dictate, particularly during snow conditions.

	Weather Condition	Spread Rate (g/m ²)	Comments
Precautionary Treatment when hoar frost and/or ice is are forecast	Forecast of hoar frost	10	6mm salt
	Forecast of hoar frost on stone mastic asphalt type surfaces.	20	6mm salt
	Forecast of Ice	10 - 40	6mm salt
Treatment prior to and after snowfall.	Prior to snowfall	20	6mm salt
	Prior to snowfall on porous type surfaces during and after snowfall during snowfall	40	6mm salt
	After snowfall	10	Every 25mm of snow
Compacted Snow	Hard compacted snow and ice at air temperatures down to - 5°C	20	50/50 salt/single sized abrasive aggregate not exceeding 6 mm or 5 mm sharp sand
	Hard compacted snow and ice at air temperatures below - 5°C	10	Single sized abrasive aggregate not exceeding 6 mm or 5 mm sharp sand
Contingency Network	Salt shortage/rationing	10	6mm salt

Snow Clearance

- 9.9 When snow conditions are forecast with a high degree of confidence, the Winter Service Duty Officer will instruct the Term Contractor to prepare the vehicles for snow clearance and fit ploughs.
- 9.10 The Winter Service Duty Officer will liaise with the Council's Civil Contingency Manager and if appropriate, the Civil Contingency Manager will arrange for the Council's Emergency Operations Centre (EOC) to be opened and manned until conditions abate. Once opened, all incoming calls relating to winter service operations will be directed to the EOC.
- 9.11 The Winter Service Duty Officer may instruct the Term Contractor to patrol the Road Snow Clearance Network to monitor the weather/ level of snowfall/ snow clearance operation and will liaise with the Duty Forecaster to obtain accurate forecast information. The Winter Service Duty Officer will instruct the Highway Term Contractor to treat (precautionary treatment and snow clearance) the Road Snow Clearance Network as appropriate using the forecast information provided.
- 9.12 The Winter Service Duty Officer will ensure that all appropriate records of activities and actions taken by Highways in managing the snow clearance operation are electronically stored. Records will also include the activities and actions of the Planning and Countryside service and the Term Contractor. These records are essential in dealing with claims and making bids for additional funding for winter damage repairs.

- 9.13 Following the thaw, the Snow Clearance Treatment Network's will be inspected for damage. Details of any damage along with repair estimates will be passed to the Highway Manager.

Wet Spots

- 9.14 Where the Council has been made aware of water being deposited on the highway, the Winter Service Manager will inform the Street Works service if a utility company is involved and arrange for the site to be treated with salt and arrange for ice warning signs to be erected. A record of the wet spot will be recorded in the 'Wet Spot' register along with the actions taken.

Possible causes of wet spots may include the following:

- direct result of an unforeseen incident (fire, road traffic accident etc)
- burst water main
- water issuing from apparatus
- spring

Records

- 9.15 The Winter Service Manager will hold the following details:

- Road Primary Treatment Network
- Road Secondary Treatment Network
- Contingency Treatment Network
- Footway/Cycleway Treatment Network
- Snow Clearance Network
- Footway/Cycleway Snow Clearance Network
- Route plans where applicable
- Database of salt bin locations
- Roads having 'porous' surface courses
- Wet Spot Register

10. PLANT, VEHICLES AND OPERATORS

10.1 A schedule of plant and vehicles owned by the Contractor is listed below:

Chieveley:	2 no	Econ demountable 9 m ³ gritters
	7 no	Econ dedicated 6 m ³ gritters
	1 no	Econ demountable 5 m ³ gritter
	1 no	Econ 3.5 tonne pickup 1 m ³ gritter (weight restricted bridges)
	10 no	Snowploughs
	1 no	JCB tele handler loading shovel
	1 no	JCB backhoe excavator
	2 no	7.5 tonne tipper lorries for hand spreading
	5 no	3.5 tonne tipper lorries for hand spreading
	3 no	Footpath salt spreaders (owned by West Berkshire District Council)
	1 no	18 tonne tipper lorry with ECON demountable gritter

10.2 Details of the treatment routes, information from Network Rail and any other relevant documentation will be kept in each vehicle.

10.3 To ensure effective and even salt distribution and the correct rate of spread, the spreading equipment is calibrated annually and the controls marked accordingly for spreads of 10g/m² for normal pre-salting and 20g/m² and 40g/m² for more severe conditions by the Contractor.

10.4 All gritters are fitted with a GPS vehicle tracking system and the following vehicle tracking information is recorded:

- (i) Speed
- (ii) Width of spread
- (iii) Spreading rate
- (iv) Start and finish time
- (v) Lengths of gritting and free-running

Operators

10.5 All gritter drivers must hold a current City & Guild 6159 with the following units:

- (1) 080 Winter Service Operations Health & Safety
- (2) 013 Prepare and operate winter service vehicles over 7500kg LGV
- (3) 313 Plough angle blade / Vee blade.

11. OPERATIONAL COMMUNICATIONS

- 11.1 All winter service vehicles are in contact with the Contractor's depot via 'hands free' mobile phones in order that instructions can be passed and current information relayed back from the vehicles.
- 11.2 The Term Contractor is required to provide the Council with a list of the telephone numbers that are to be used prior to the commencement of winter service operations and not later than 22 October 2011.
- 11.3 The Term Contractor is required to provide the Council with a copy of the Contractor's Winter Service Daily Action Report by 9:30 am the next working day (refer to Appendix O). This records details of each vehicle, driver, route number, start time, finish time, rate of spread and any other remarks.

12. WEATHER FORECASTS

12.1 During the winter period, West Berkshire Council will use the 'RoadCast' forecasting service provided by MeteoGroup, from their UK Headquarters in Victoria, London. The information received each day includes the following:

- (i) detailed 24-hour forecast
- (ii) evening update forecast
- (iii) site specific temperature graphs (three sites)
- (iv) early morning summary and preliminary forecast
- (v) 2 - 5 day forecast

12.2 The 24-hour forecast is received between 13:00 and 14:00 hours each afternoon. The main features of this forecast are as follows:

(i) Readiness Colour

This is based on the traffic light system of colours; green, amber or red. The definitions are:

Green No hazard expected.

Amber RST's below zero but road dry
RST between 0 and +1 °C (inclusive)
RST > +1 °C and < +2 °C with low confidence
Red
RSTs below zero with a hazard.

Red RST's below zero with a hazard.

(ii) Hazards

This section includes the hazards causing the red or amber readiness colours as well as other weather hazards such as heavy rain, high winds or fog, which could accompany a green readiness colour. A qualifying time will be given for all hazards.

(iii) Minimum Temperatures

Minimum air and road temperatures for urban and rural areas are provided.

(iv) Confidence Statements

This consists of high, moderate or low confidence for each of the hazards described above, together with a qualifying statement. For example: low confidence regarding extent of showers this evening but high regarding road temperatures falling below zero.

(v) 24 hour Weather Summary

This is a general summary of the forecast for the period from midday to midday. An example of a typical forecast is shown on the following page.

12.3 Before 19:30 hours each evening, a forecast update is issued by MeteoGroup and can be viewed by the Winter Service Duty Officer at home on a portable laptop computer. ***If further information is required, the Winter Service Duty Officer can make use of the 24 hour consultancy service provided by MeteoGroup – 0845 603 0563.***

Example of 24 Hour Summary.

24 HOUR SUMMARY FORECAST FOR BERKSHIRE FORECAST FOR MONDAY 11/10/2010 12:00 TO TUESDAY 12/10/2010 12:00

Headline	RSTS ABOVE ZERO
Confidence	HIGH

General Synopsis

This afternoon, it will be dry and bright with long periods of sunshine. Tonight, dry with the chance of some clearer breaks at first, but mist and low cloud will become extensive. Tomorrow morning, dry but with cloudy skies. RSTs above zero throughout the period.

Hazards and Temperatures

Berkshire		
Readiness Colour	GREEN	
Hoar Frost	N	HIGH
Ice	N	HIGH
Snow	N	HIGH
Snow Level (m)	N/A	
Drifting	N	HIGH
Heavy Rain	N	HIGH
Fog	N	HIGH
Freezing Rain	N	HIGH
Minimum Air Temp	7.5	
Bridgedeck min temp	9.0	
Urban Min RST	10.0	
Urban RST period < 0	N	
Min RST	9.0	
RST period < 0	N	

Snow Summary

None

Wind Table

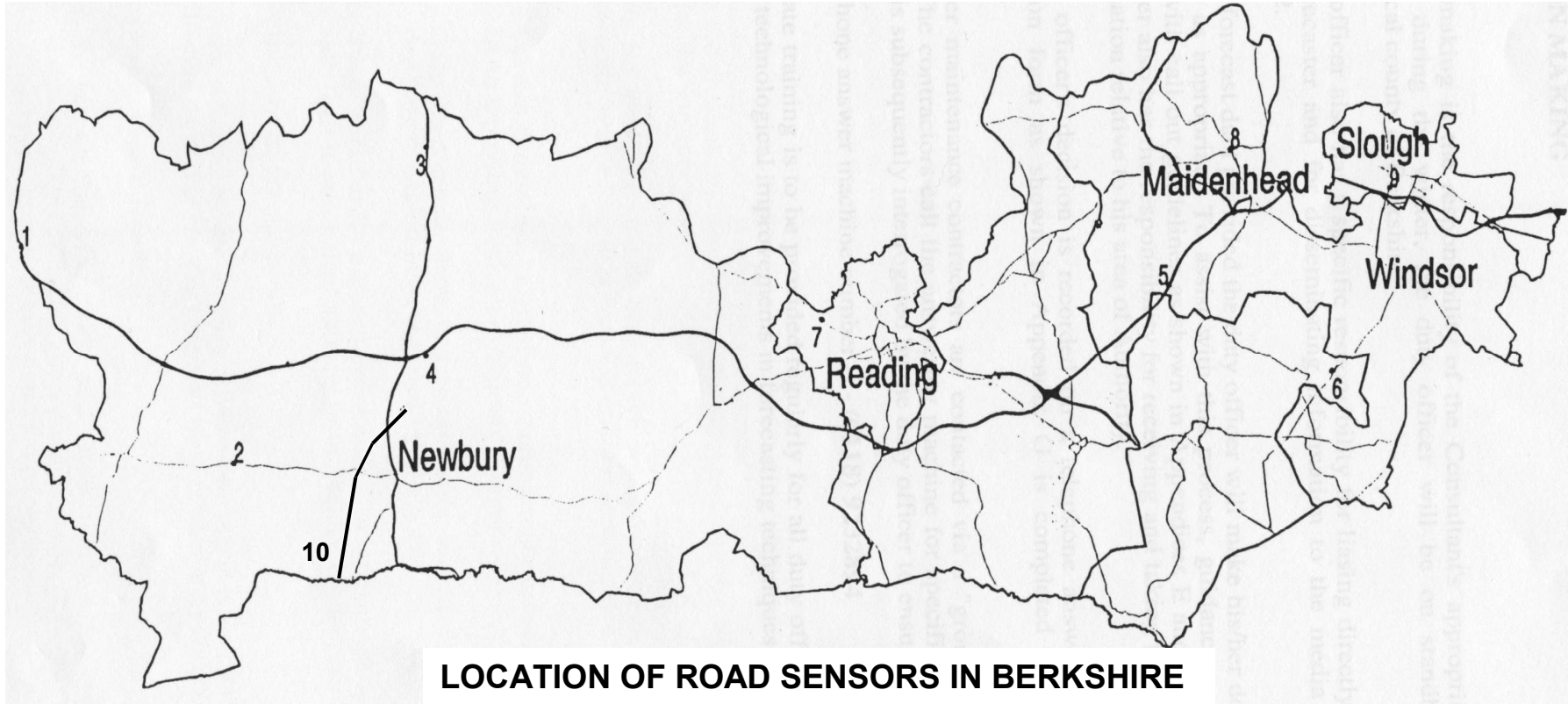
Domains	Mon 11/10 12-18				Mon 11/10 18-00				Tue 12/10 00-06				Tue 12/10 06-12			
	Dir	Avg mph	Exp Gust mph	Ext Gust mph	Dir	Avg mph	Exp Gust mph	Ext Gust mph	Dir	Avg mph	Exp Gust mph	Ext Gust mph	Dir	Avg mph	Exp Gust mph	Ext Gust mph
Berkshire County Wide	NE	13	28	31	NE	11	22	25	NE	9	20	23	NE	9	20	24

MeteoGroup UK.	
Forecaster	TIFFANY CURNICK
Produced at	11-10-2010 10:38:39 BST
Issued at	11-10-2010 12:31:12 BST
Telephone	0845 603 0563
Fax	020 7963 7579
Visit RoadCast at www.roadcast.co.uk	

13. THERMAL MAPPING AND ICE PREDICTION

West Berkshire Roads

- 13.1 Vaisala Ltd has undertaken thermal mapping across Berkshire, a technique for measuring and analysing the thermal characteristics of road surfaces. It is normally carried out under three different weather conditions, one of which is the extreme condition or night when skies are clear and winds light. The other weather conditions are known as intermediate and damped. Under extreme conditions, the maximum variation in road surface temperature is produced, this, together with the coldest absolute temperatures, leads to potentially hazardous road conditions. Under such conditions it is most important to be able to accurately predict road surface temperatures.
- 13.2 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.
- 13.3 Thermal mapping has been used to produce data, which allows the pre-salting routes to be analysed objectively and to ensure the optimum location of road surface and atmospheric condition sensors. Ten sensor sites have been installed on the network locations shown on the following page.
- 13.4 Annual calibration checks on sensors are undertaken by the equipment supplier(s).
- 13.5 Every hour, information from these sensors is fed automatically into the Central Processing Unit at Vaisala's offices in Birmingham. The parameters recorded are, air temperature, humidity, precipitation, wind speed and direction, road surface condition (wet or dry) and depth temperature. Forecasts are produced by MeteoGroup UK based on this information. These forecasts when used in conjunction with the thermal mapping data forms one of the most sophisticated ice prediction systems in the UK.
- 13.6 West Berkshire Council acts as lead authority on behalf of the other Berkshire Unitary Authorities in respect of the co-ordination and procurement of contracts with Vaisala and MeteoGroup UK Ltd.
- 13.7 All six Berkshire Unitary Authorities have access to the ice detection equipment described above.



LOCATION OF ROAD SENSORS IN BERKSHIRE

- | | |
|--------------------|------------------------|
| 1. M4 Membury | 6. A332 Windsor |
| 2. A4 Halfway | 7. A329 Reading |
| 3. A34 East Ilsley | 8. A4 Bad Godesberg |
| 4. M4 Chieveley | 9. A355 Tuns Lane |
| 5. M4 Shurlock Row | 10. A34 Newbury Bypass |

14. MEDIA COMMUNICATIONS

- 14.1 The Winter Service Duty Officer will notify the relevant organisations by email when a decision to treat has been made confirming what actions have been taken.
- 14.2 During periods of prolonged adverse weather and snowfall, the Winter Service Duty Officer shall liaise with the Council's Public Relations team who will provide relevant information to all interested organisations.
- 14.3 Prior to the onset of winter, details of the Council's Winter Service Plan will be published in the local press and made available through the Council's web site: www.westberks.gov.uk
- 14.4 A leaflet called 'Safer Driving This Winter on West Berkshire Roads' will be produced which shows the primary salting network and provides winter driving tips. This leaflet is available from Council offices and libraries as well as being displayed on the Council's web page (www.westberks.gov.uk)

15. PERFORMANCE MONITORING AND AUDIT

- 15.1 The Winter Service provided by West Berkshire Council is carried out by the Council’s Highway Term Maintenance Contractor Volker Highways.
- 15.2 Performance of the Contractor in relation to response and treatment times shall be monitored to ensure satisfactory service delivery and contract compliance in accordance with the following Contractual requirements.

	Performance Criteria	Frequency
1.	Winter Service Operations: Mobilisation Time Start Time Finish Time	Weekly by Winter Service Manager
2.	Winter Service Audit	At times agreed by the Winter Service Manager

- 15.3 The Contractor’s performance will be reported annually as part of the Highway Winter Service Plan approval process.
- 15.4 Throughout the Winter Service season and where reasonably practicable to do so, the Winter Service Manager will arrange for ad hoc audits to take place. The audit will consist of West Berkshire Council staff following a gritter on an actual salting run to record and verify the following:
 - (i) Time vehicle left depot.
 - (ii) Vehicle following agreed route.
 - (iii) Vehicle travelling at appropriate speed whilst salting.
 - (iv) Ensure vehicle driver stops to check spreading equipment is working correctly.
 - (v) Check that salt is being spread.
 - (vi) Time vehicle arrives back in depot.
- 15.5 Following an audit, a formal meeting will be held with the Contractor to discuss their performance, results and any urgent actions required to achieve the contract standards.

16. OTHER SEVERE/ ADVERSE WEATHER

16.1 Please refer to the Council Severe Weather Plan.

17. BUDGETS

17.1 West Berkshire's 2011/2012 budget for winter service allows for the following:

- (i) Maintenance, repair and calibration of communication and ice prediction equipment
- (ii) Fixed costs of standby arrangements
- (iii) 50 precautionary salting runs on the Road Primary Treatment Network
- (iv) Weather forecasts and ice prediction service
- (v) Provision and maintenance of 363 salt bins (333 serving roads, 30 serving Council Offices and public buildings with daily access)

17.2 It should be noted that whilst snow clearing operations will be undertaken in accordance with the Winter Service Plan and as instructed by the Winter Service Manager, there is no specific budget for this work. However, a report will be prepared and submitted to the appropriate committees as soon as possible after snow clearing has been completed in order for any budgetary pressures and adjustments to be discussed and agreed.

18. REFERENCES

Document	Publisher	Published Date
Well Maintained Highways – Code of Practice for Highway Maintenance Management, July 2005, as amended December 2009.	The Stationery Office	July 2005, December 2009
Lessons Learned from the Severe Weather February 2009	UK Roads Liaison Group	July 2009
The Quarmby Report: The Resilience of Englan’s Transport Systems in Winter, Interim Report, July 2010	HMSO	July 2010

19. CIRCULATION LIST & CONTACTS

19.1 Adjacent Authorities

Council	Address	Director, General Manager or Head of Service	Winter Service Manager/Contact
Hampshire County Council	Environment Department The Castle Winchester Hampshire SO23 8UD Tel: 01962 841841	Steve Jarvis Director of Environment	Steve Pellatt Highways Manager Basingstoke Hampshire Highways North HPSN: 434 7793 Tel: 01256 360093 Fax:01256 360080 email: steve.pellatt@hants.gov.uk
Oxfordshire County Council	Oxfordshire County Council Environment and Economy Speedwell House Speedwell Street Oxford OX1 1NE Tel: 01865 815700	Huw C Jones Director of Environment and Economy	Paul Wilson Highways And Transport Oxfordshire County Council Environment and Economy PO Box 842 Oxford OX1 9LL Tel: 0845 3101111
Wiltshire Council	Environment Services County Hall Bythesea Road Trowbridge Wiltshire BA14 8JD Tel: 01225 713000	Mark Boden Corporate Director of Neighbourhood and Planning	Bill Parks Highways Network Support Manager Tel: 01225 702649

19.1 Adjacent Authorities (cont'd)

Council	Address	Director, General Manager or Head of Service	Winter Service Manager/Contact
Reading Borough Council	4 th Floor, 2/4 Darwin Close, Reading RG2 0RB Tel: 01189 390900	Vaughan Norris Highways Manager	Yazdi Batki Highways Assistant Engineer Tel: 0118 9373562
Wokingham District Council	Shute End PO Box 153 Wokingham Berkshire RG40 1WL Tel: 01189 746000	Mark Moon General Manager Places and Neighbourhoods	Tony Jackman Service Delivery Manager Tel: 0118 9746000 (Customer Services) Email: tony.jackman@wokingham.gov.uk
West Berkshire Council	Council Offices Faraday Road Newbury RG14 2AF Tel: 01635 42400	Mark Edwards Head of Highways and Transport	Andrew Reynolds Tel: 01635 519076 Melvyn May Highways Manager Tel: 01635 519873

19.2 Highways Agency

Highways Agency's Agents	Enterprise Mouchel Jays Close Viables Business Park Basingstoke Hampshire RG22 4BS	James Haluch Tel: 01256 481000
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19.3 Emergency Services

Emergency Service	Address	Contacts
Thames Valley Police	Colwell Drive Abingdon OX14 1AU	Tel: 01865 846401 (Abingdon Control Room) Fax: 01865 846160
South Central Ambulance	44 Finchampstead Road Wokingham Berkshire RG40 2NN	Tel: 0118 9365500 Fax: 0118 9891726 – Control room
Berkshire Fire and Rescue	103 Dee Road Reading RG30 4FS	Tel: 0118 9452888 Fax: 0118 9590510

19.4 Media

BBC Radio Berkshire	Peppard Road Caversham Park Reading Berkshire RG4 8TZ	Alison Dawes Tel: 01189 464200 (Newdesk) Fax: 01189 464 555 radio.berkshire.news@bbc.co.uk
Newbury Sound	The Newbury Studios 42 Bone Lane Newbury Berkshire, RG14 5SD	Helen Ainsworth Tel: 01635 841600 Tel: 01635 841555 - Newsroom Fax: 01635 841010 studio@newburysound.co.uk
Heart (Berkshire & North Hampshire)	The Filberts The Chase Calcot Reading, RG31 7RB	Michelle Cross Tel: 01189 928 8800 Fax: 01189 288 569 News1029@heart.co.uk

19.5 Travel Organisations

RAC	Public Affairs Dept. 1 Forest Road Feltham TW13 7RR	
The AA Motoring Trust	16 th Floor Fanum House Basingview Basingstoke Hampshire RG21 4EA	Paul Watters Tel: 01252 700973 (temp nr) Fax: 01252 700965 (temp nr)
Network Rail	Floor 3 Sussex House 6 The Forbury Reading Berkshire RG1 3EJ	Chris Drayton 07825 258775 Chris.drayton@networkrail.co.uk

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Road Primary Treatment Network

Legend

— Primary Treatment Network

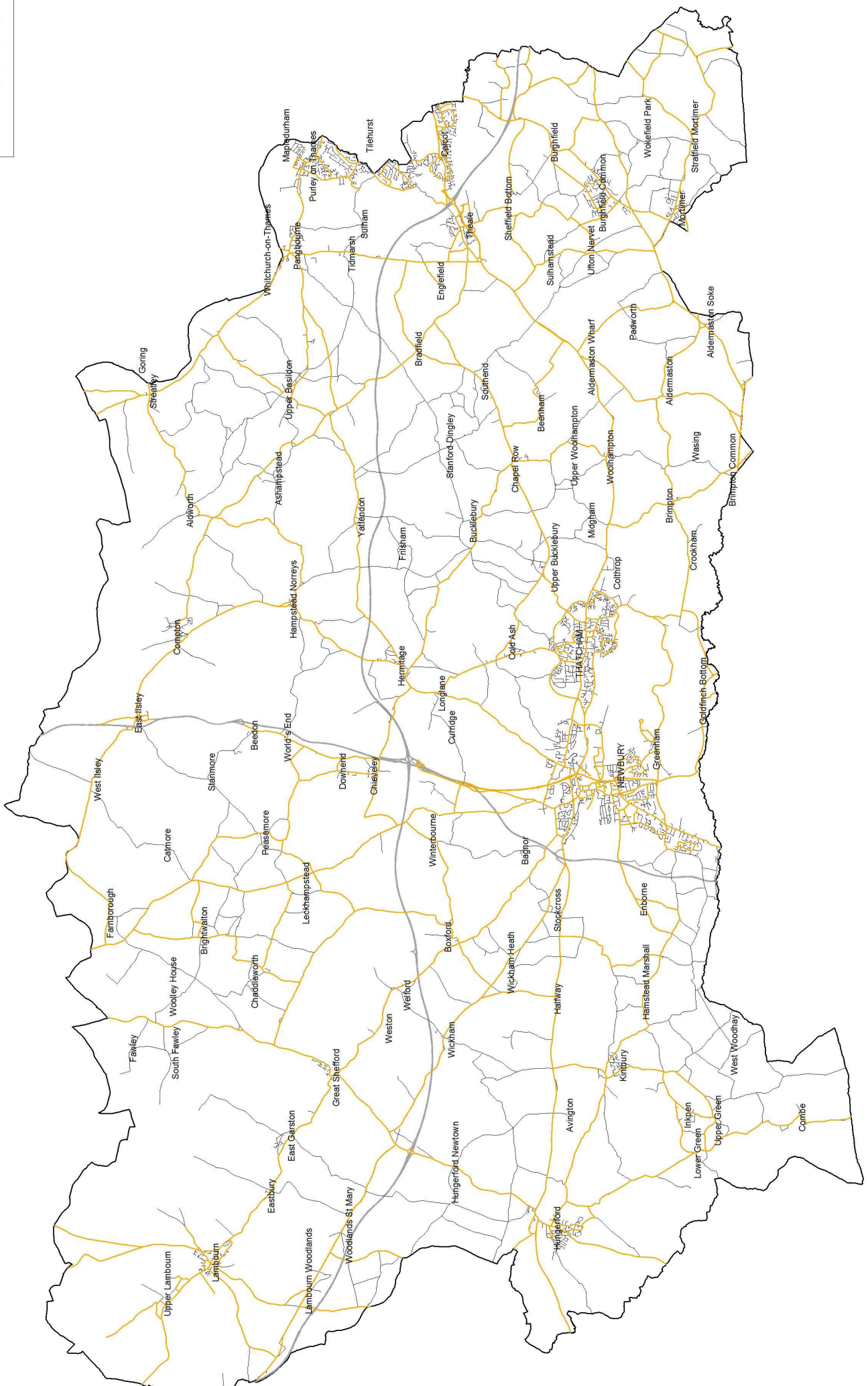


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Road Snow Clearance Treatment Network

Legend

- Snow Clearance Network

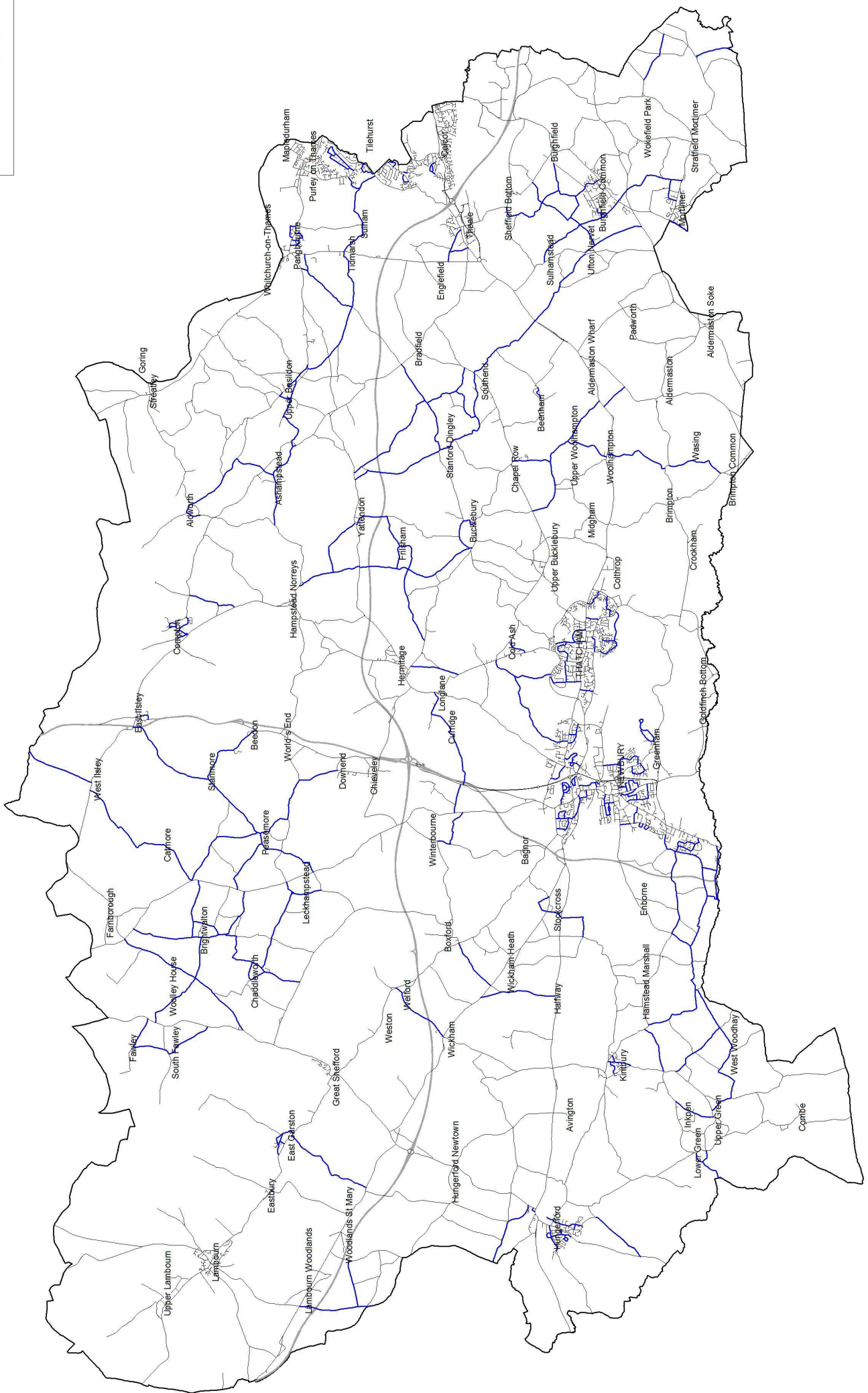


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Road Secondary Treatment Network

Legend

- Secondary Treatment Network



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