

TELFORD & WREKIN COUNCIL

CABINET - 25 JULY 2013

WINTER MAINTENANCE SERVICE REVIEW

REPORT OF THE ASSISTANT DIRECTOR: NEIGHBOURHOOD AND LEISURE SERVICES

LEAD CABINET MEMBER – CLLR SHAUN DAVIES

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

1.1 To provide a review of the performance of the Winter Service with regard to operational and policy during the 2012/13 winter season.

1.2 To identify options for an enhanced winter maintenance service from 2013/14 which will compliment the current service and minimise disruption to the road network and key services across the borough in the event of severe snow/ice.

2. RECOMMENDATIONS

2.1 That the recommended changes to the Winter Service to be adopted, namely:

- That the carriageway spread rate for salt when dealing with the risk of significant snow events be increased from 20 grams to 30 grams when required
- To change the 'winter season' to cover the period from 16th October to 16th April
- Existing treatment routes to remain the same for 2013/14 with the addition of one location - Apley Castle – access to the Severn Hospice
- That the winter maintenance budget for 2014/15 is increased by £66,000.
- Service option 2 is adopted during extreme snow events with a view to commence at the beginning of the winter season October 2013. The projected costs of £62,000 (based upon winter 2012/13) to be met from Corporate contingency funding.

3. SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to specific Council <u>Priorities</u>?	
	<u>Yes</u>	Ensure that our Neighbourhoods are safe, clean and well-maintained Business Supporting, Business Winning Council
	Will the proposals impact on specific groups of people?	
	No	Borough wide impact.
TARGET COMPLETION/ DELIVERY DATE	October 2013 – Beginning of winter season	
FINANCIAL/VALUE FOR MONEY IMPACT	Yes	The increased pressures on the Winter Maintenance Service, as detailed within this report, resulted in an overspend against available budget in 2012/13 of £334k – which was funded from Corporate underspends and reserves. The winter maintenance budget has been increased in 13/14 by £150k to £488k. However, when further comparing the current budget with expenditure during recent severe winter seasons it is recognised that an additional £66k growth in the budget is required to account for an average winter season. Approval is sought, therefore, to further increase the winter maintenance budget by an additional £66,000 in 2014/15. This report recommends enhancements to the winter maintenance service which, if agreed, may increase the annual expenditure on the service dependant upon the number of salt treatments and snow events. Based upon the number of snow events in winter 2012/13 that would have required enhanced treatment the projected cost of Service Option 2 is £62,000. This

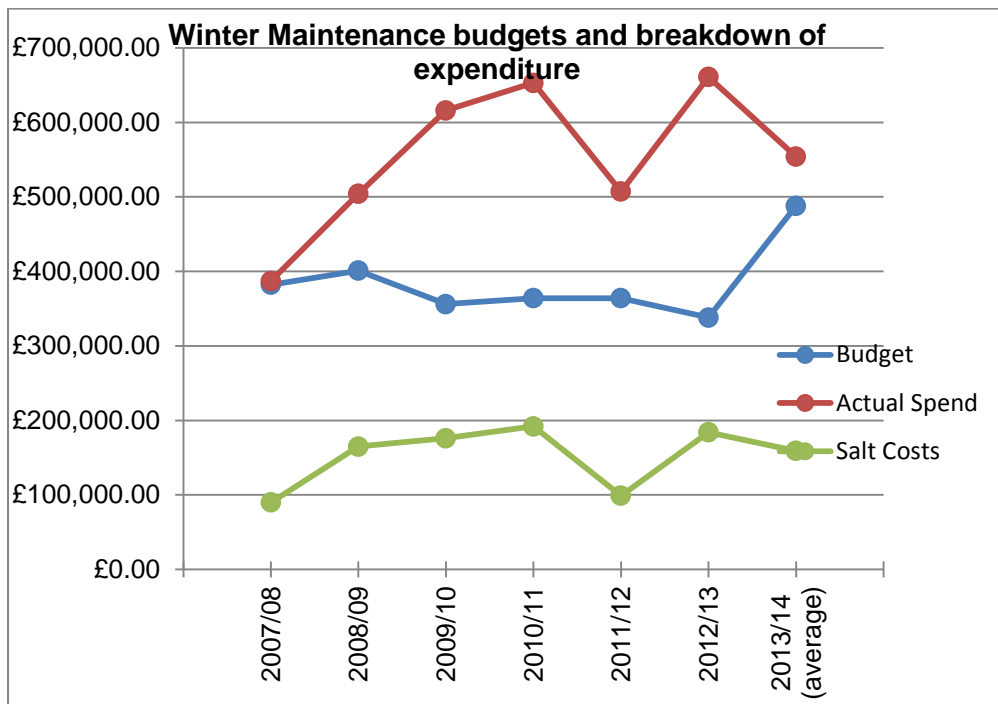
		<p>additional expenditure cannot be accommodated within existing budgets and approval is sought to meet the additional costs of adopting Service Option 2 from Corporate contingency funding. This is in addition to the requested £66,000 growth to the winter maintenance base budget in 2014/15.</p> <p>Expenditure on the winter maintenance service will be monitored and variances reported through monitoring reports as necessary.</p> <p>JAC 10/7/13</p>
LEGAL ISSUES		<p>The Council is under a statutory duty to maintain those highways in the Borough which are not trunk roads. The Council's duty in respect of snow and ice on the highway is to ensure, so far as is reasonably practicable, that safe passage along a highway is not endangered by snow or ice.</p> <p>In any action against the Council in respect of any alleged breach of this statutory duty, it is a defence for the Council to prove that had acted within the bounds of reasonable practicality. The Council therefore needs to devise its policies in accordance with best practice and implement them to address the foreseeable risks.</p> <p>Review, amendment and proper implementation of policies for winter highways maintenance are key elements of the Council's response to its statutory duties and would be referred to in any action against the Council.</p>
OTHER IMPACTS, RISKS & OPPORTUNITIES		<p>It should be noted that in the case of continued severe weather – the extent to which an 'enhanced' service is carried out would be reviewed to enable and ensure that the Council would meet its statutory obligations around winter maintenance and highways. Priority will need to be given to the defined network and at times of severe weather and in the event of national salt shortage, routes will be reduced in order to maintain stocks.</p>
IMPACT ON SPECIFIC WARDS	No	Borough wide impact.

PART B) – ADDITIONAL INFORMATION

4. WINTER SEASON 2012/13

4.1 The winter season service operated between the 1st October and the 30th April. Throughout the winter season 2012/13 there were 3 snow/ice events over 9 days which occurred between January and March 2013.

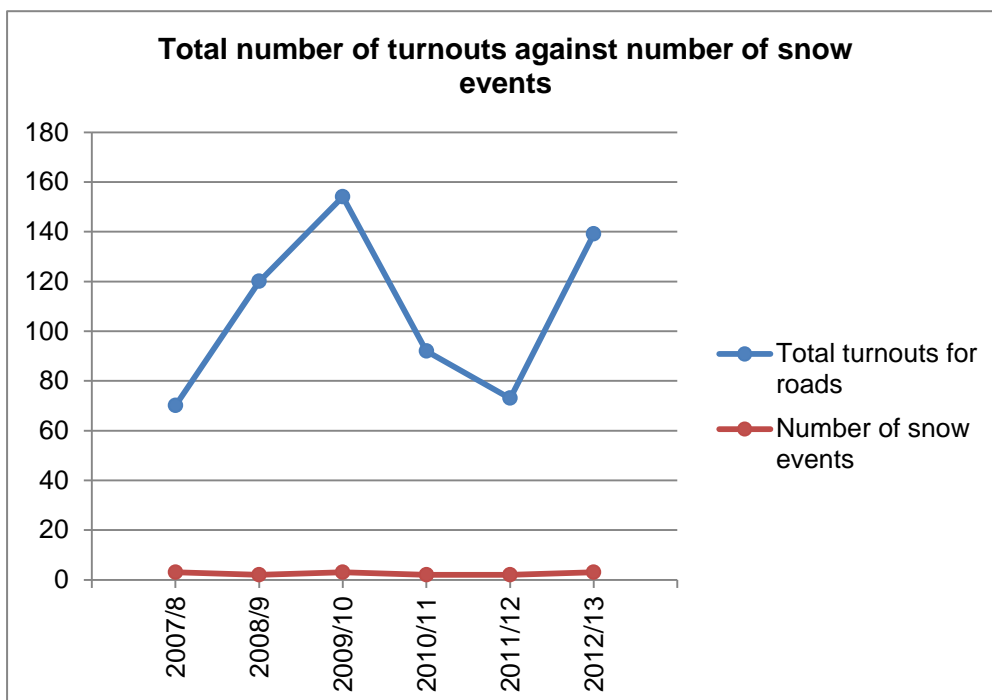
4.2 The changing pattern of adverse weather in recent years, has also seen the actual spend for winter maintenance continually increase with a significant overspend against the historical budget, particularly over the severe winters of 2008/09, 2009/10, 2010/11. To help accommodate these seasonal changes, the 2013/14 budget for winter maintenance had initially been increased by £150,000. However, when taking in to account the full 2012/13 winter season, it is recognised this is still below the average spend for more recent typical winters. The graph below illustrates the trend in the winter maintenance budget and spends over the last five years.



4.3 Having established this revised trend, to continue to provide an effective winter maintenance service it is recommended that the budget is increased by a further £66k to remove the budget gap for an average winter.

4.4 It has also been established that the number of turnouts in both the start and end few weeks of the current winter season i.e. 1 to 15 October and 15 to the 30 April has resulted in four turnouts since 2004. It is therefore proposed that the winter season is revised to the 16 October to the 16 April, which would have no adverse effects on service and would result in a small saving in the region of £2,000. There will however be the necessary weather forecast monitoring to accommodate any predicted out of season adverse weather and appropriate treatment.

4.5 In addition to the normal turnout for precautionary salt treatment for frost, the recent annual service review included the number of turnouts for significant snow events. The table below shows the trend in turnouts over a winter season against the number of snow events.



4.6 During the recent snow events there were a total of 49 turnouts for the pre and post treatment of snow and ice. 2,940 tonnes of salt (60 tonnes per treatment) were used at a cost of £105,800. It was concluded that by increasing the spread rate to 30g, the number of turnouts could have been reduced by 9. The total amount of salt used would need to be increased (85 tonnes per treatment) at an additional cost of £16,600 however taking into account the reduction in turn out costs and the difference in rates paid this would result in a saving of £10,894. However this would have been offset by the additional salt costs. A more detailed review of service performance over the 2012/13 winter season is detailed in appendix 1.

4.7 Over the winter season a number of other issues on our untreated network were highlighted during the snow events including:

- **Car parks snow and ice clearance** - The gritting and snow clearance of Council owned car parks are not currently included in the Councils winter maintenance policy. The snow events earlier in the year highlighted this as an issue, when compacted ice/snow developed on many of the car parks across the borough due to prolonged freezing conditions making access for users difficult and potentially dangerous.
- **Access to public buildings, footway gritting and routes to schools** - The Councils current winter maintenance policy includes the gritting of a limited number of public footways during snow/ice events. An exercise has been undertaken to see where additional footways and access routes could be reasonably included as part of the winter maintenance programme to enable a continuous 'flow' through borough and district centres and enable passage/access to public buildings.
- **Grit bins** - Grit bins are currently provided through the Councils grit bin policy on 'non-defined' roads at high risk sites such as steep hills, severe bends, etc and only on the adopted highway. A limited number of grit bins are provided at key locations on the footway/cycleway network. The misuse of grit being used in private property is estimated to cost the Council a minimum of £1,000 per year. Options to help prevent the continued misuse of grit include putting signs on the inside and outside of grit bins to reinforce that the grit is for 'highways use only' to be run alongside a PR campaign next winter to increase awareness and educate the public on its appropriate use. Where appropriate, the council will work with partners so that grit bins may also be located to assist Snow Warden Volunteers, particularly in residential areas where there are a high number of elderly and/or infirm residents.

4.8 It was encouraging that partial response to these issues was delivered by our 44 fully trained neighbourhood snow wardens, five Parish Environmental Teams and 169 hours of community payback dedicated to snow/ice clearance. This response was effective however, cannot be solely relied upon to deliver a solution to the issues that were encountered during significant snow/ice event.

4.9 In response to the issues raised a review of the of the Councils winter maintenance arrangements was undertaken. A detailed costing exercise looking at options for different service standards has been undertaken.

5. SERVICE STANDARDS OPTIONS

5.1 The service standard options were developed from a selection of service enhancements to the current winter maintenance policy with a view to reduce the adverse affects on the boroughs residents, schools and local economy during a significant snow event. It is estimated that the cost the Telford economy per snow event is approximately £700,000. Below is shown an indication of suggested enhancements to the current winter service and the increased costs over the season. The current winter maintenance service standard is shown in appendix 2.

Snow Event Treatments	Cost per treatment
Car Park Gritting	£1,580 (41 no)
Car Park Snow Ploughing	£77 per hour x 41= £3,157 minimum
Localised Footways	29,628sqm @ £1029
Walking bus routes	12,196sqm @ £398
Single routes to schools	17,682sqm @ £572
Cemeteries	£72 (salt only)

5.2 The 2 service options that have been looked at build on the existing winter maintenance arrangements to address the issues raised over the last winter season. It is considered that any extension to the service would benefit both residents and businesses in the borough during a significant snow event. The table below sets out the different options and associated costs. The full detail of the different service standards can be found in appendix 3.

Service Option	What is included	Cost per occasion
1	Existing service plus walking bus routes and car parks	£5,207
2	Option 1 plus enhanced localised gritting and single routes to schools	£6,808

5.3 The service options include additional treatment and snow clearance of certain footways and highways across the borough with a view to:

- Reduce the impact a snow event has on the local economy
- Ensure consistency with additional treatment and snow clearance across secondary centres
- The service will be complimented and enhanced by utilising the Parish Environmental Teams and Community Payback Service
- Link into 'zone one' street cleansing areas
- In addition TWS environmental operatives will be utilised to clear snow and treat footways while their normal activities for example landscape maintenance, street sweeping and litter picking, are suspended during a snow event.

5.4 Taking into consideration the financial pressures facing the Council, the additional costs associated with the enhanced service options to address significant snow events would be challenging and not necessarily allow for above average winter seasons. Highlighted in the table in 4.5, it is recognised that on average there are 3 significant snow events per year which could take up to 9 days to address the local issues regarding the build up of snow and compacted ice, especially on car parks and key footways..

5.5 Additional GIS computerised mapping layers have been created as part of the work that has been undertaken to inform the review. As a result, an overarching winter maintenance layer has been developed, including gritting routes, PET teams, neighbourhood snow wardens, walking bus routes across the whole borough. This valuable information will be used to target available resources where appropriate.

5.6 The new computerised mapping will be used in conjunction with our partners to inform decision making and improve communication during snow/ice events.

5.7 To compliment the service standard in 2013/14 a red/amber/green service system will be developed with our partners which will compliment the computerised mapping work to date and will clearly set out what happens and when and who is responsible for doing what during a snow/ice event.

6. **CO-OPERATIVE COUNCIL AND COMMUNITY INITIATIVES**

6.1 In addition to reviewing additional routes for localised gritting, the review has considered areas where there is an opportunity to work more co-operatively with our Parish and Town Councils, Schools, Businesses and Neighbourhood Snow Wardens to assist with strategic snow clearance. Following the success of the introduction of Neighbourhood Snow Wardens for the 2013/14 Winter Season, it is intended to recruit a further 156 in addition to the existing 44 volunteers, in order to compliment the Winter Service at times of snow and prolonged severe weather conditions, at locations that are not covered by the Winter Maintenance Policy (Appendix 1).

For example,

- i) The promotion of a Business Snow Warden Scheme which could be encouraged to clear access to industrial estates side roads and business access. We can support them by providing strategically placed grit bins for highway use
- ii) School Snow Warden Schemes which can concentrate on walking bus routes and single routes to schools. Again supported by strategically placed grit bins.
- iii) Parishes could be approached to compliment enhanced service standards in district centres by contributing to car park gritting costs

6.2

Option	Opportunities
Car Parks (Pre-treatment)	<ul style="list-style-type: none"> • TWC employees/TWS resources • Community pay back • Snow Plough/Multi use vehicle for Parishes
Car Parks (Snow Ploughing)	<ul style="list-style-type: none"> • TWC employees /TWS resources • Community pay back • Snow Plough/ Multi use vehicle for Parishes
Support to Snow Wardens	<ul style="list-style-type: none"> • Employee snow wardens • School snow warden scheme • Business snow warden scheme
Additional localised footways	<ul style="list-style-type: none"> • Targeted snow warden scheme – inc. businesses, Wrekin Housing Trust • Community Payback – winter maintenance programme
Walking Bus Routes	<ul style="list-style-type: none"> • School snow warden scheme
Cemeteries	<ul style="list-style-type: none"> • Parish Environmental Teams

6.2 These opportunities will be further explored throughout the summer with a view for the most viable options to be implemented ready for the start of winter season in October 2013.

7. **PREVIOUS MINUTES**

18 September 2006, 21 July 2009, September 2010, September 2011 and July 2012

8. **BACKGROUND PAPERS**

None

Report prepared by David Bell, Group Manager and Rachel Humble, Partnership and Planning Officer

Appendix 1 – WINTER SERVICE STANDARDS AND PERFORMANCE:

1. SALTING OPERATIONS

Winter Maintenance Service Policy – salting

The main activities of the Winter Maintenance Service are treating the highway to:

1. Try to prevent ice forming known as “pre-salting”
2. Melt ice and snow already formed, “post-salting”
3. Remove snow

1.1 Roads:

The service aims to prevent ice forming (precautionary treatment) on the “defined network” which consists of main through roads and those serving centres of activity such as commercial, retail, employment, administrative and leisure (which in the main are serviced as part of school sites or district centres. These are known as the “frost routes”.

Defined network:

Primary Routes:

- A & B roads
- Roads serving fire, ambulance, police establishments
- Main bus routes in the following centres: Telford Town Centre, Dawley, Madeley, Newport, Oakengates, Wellington and Ironbridge
- Access roads to transport interchanges

Secondary Routes:

- Other regular bus routes (The regular bus routes are defined as Monday to Friday routes with a minimum of one bus per hour during the main part of the day).
- Feeder roads to schools/colleges (roads linking main salting routes to main entrances)
- Main access roads on industrial estates (Halesfield, Stafford Park, Hortonwood)
- One access route to main villages/hamlets and minor sections of road for continuity.

1.2 Turnouts in 2012/13

Roads:

The total number of turnouts in 2012/13 was 139 compared with 73 in 2011/12. This compares with the 5 yearly averages for previous years of 102. The increase in turnouts is the result of weather conditions being forecast as marginal together with the snow events between January and April 2013. This led to an increase in the number of snow event treatments of 49 compared to a season average of 15.

Footways:

The total number of turnouts in 2012/13 was 24 compared with 21 in 2011/12. This compares with the 5 yearly averages for previous years of 30.

1.3 Salt usage

Impact of reduced spread rates introduced in order to increase resilience at times of salt shortages:

Due to national salt demand and delays in deliveries over in previous winters, the council followed the continuing national directive to conserve salt stocks. For the 2012/13 winter season a reduction the rates of spread for treating frost, ice and snow was introduced this resulted in the equivalent of 915 tonnes less salt being used, which in turn saved the council £33,000. However due to snow events and extended periods of low temperatures, salt usage increased compared to the milder 2011/12 winter.

General Comment

Winter 2012/13 saw all but one month have below average temperatures, with the other month,

December, having temperatures only slightly above the long term average. Most of the months were not that far below average but March was a severe month, the coldest for 50 years and the cold conditions continued into the start of April. This resulted in a lengthy winter maintenance season where on a lot of occasions the road temperatures dropped below zero and there was some significant snow as well, especially in March when drifting was experienced.

1.4 Feedback from Community stakeholders

Feeder roads to schools and colleges

During the prolonged periods of cold weather during the 2012/13 winter season, the salting of feeder roads to schools has been successful in ensuring that schools have remained open.

Comments by the Facilities Management & Cleaning Service Delivery Manager were:

Last winter was particularly cold with snow and freezing conditions being a regular occurrence. The winter maintenance programme enabled T&W schools and operational buildings to function more or less as normal, since approach roads and where applicable staff car parks were treated effectively.

Access roads to transport interchanges: Bus companies

Comments by the Area Business Manager, Midland Arriva (Telford) were:

In general we are very happy with your overall plan and it seemed to work very effectively when it was called upon. Apart from locations with inclines which at times were affected by the worst of the weather, our services continued to run.

Main access roads on industrial estates

Halesfield, Stafford Park, and Hortonwood – all routes were kept open during the frost and snow events.

1.5 Conclusion: salting operations

Feedback suggested that the gritting routes used in 2012/13 provided a satisfactory level of protection to road even with the reduced rates of spread being introduced. However at times of extreme snow events it may be advisable to increase the spread rate to 30 grams per sqm if required. It is encouraging to confirm that there were minimal reported accidents as a result of wintry conditions on the road network.

Between 1 November 2012 and 30 April 2013 we received 10 official compliments and 31 complaints relating to the winter maintenance service.

Feedback from customers would suggest that a mixture of increased information on the Councils web site, national & local media coverage including series of radio & television interviews, public understanding and the excellent service delivery from the council and contractor throughout the periods of colder weather all helped to ensure public frustration were contained to a relative minimum.

Recommendation: Defined network

That the defined network remains substantially unchanged, while accommodating changes proposed elsewhere in this report.

2. GRIT BINS

2.1 Current grit bin policy

The Council continues to provide in excess of 500 grit bins on non-treated roads that are considered high risk locations. These sites have been subject to a risk assessment criteria or they remain in situ due to historical placement reasons. The number of grit bins we currently provide far exceeds the average compared to other Councils.

All high risk sites are now accommodated, however future requests for grit bins for community/public use provision can be on the basis of a co operative approach and/or financial contributions from community

groups such as Parish Councils which the Council will assist in relation to purchasing and replenishing on their behalf.

Prior to the commencement of the 2012/13 winter season, all Parish and Town Councils were written to regarding local provision of grit bins and to seek their views on providing grit bins at their expense. This is only the case when the Council criteria for sighting a bin are not met. This has led to a successful take up with several Parishes wanting to engage. The process will continue for the forthcoming season and all Parish and Town Councils will be written to again regarding the arrangements.

Grit bins are provided on the basis of self help by motorists for use on the public highway. There is evidence from community feedback that grit bins are sometimes requested and used for the gritting of private footpaths & driveways. We also receive complaints from residents regarding the siting of them near their properties and Parishes are mindful of this.

During 2012/13 as in past years there continued to be a number of 'one off' requests for grit bins which were made generally during snow events where drivers experienced difficulties with traction on untreated estate roads.

Some Parish Councils have enquired about the locations of grit bins in their area so that they can review whether they are meeting the needs of the community. An up to date inventory list and location maps will again be circulated to all Parishes prior to the start of the 2013/14 winter season. All grit bins are numbered and have the prefix 'P' where Parish owned.

2.2 Conclusion: Grit bins

The number of grit bins installed and serviced is much higher than many other council's. Further consultations are in process with Parishes on the locations of grit bins in their specific areas so they may consider local demand and provision.

Recommendation: Grit bins

Given the current provision it is recommended that the Grit Bin Policy remains unchanged for 2013/14 and a co operative approach is more widely publicised on the website.

3. SALT STORAGE/USAGE

3.1 Effectiveness of changes to salt storage

Members may recall the difficulties experienced during the 2008/9 season and as a result of a national shortage, additional salt storage of 350 tonnes was created at the Granville House depot prior to the start of the 2009/10 season. This extended the total storage of salt to 1700 tonnes. Prior to 2010/11 permission was given to acquire a further 1000 tonnes, which was stored locally at a facility owned by Jack Moody on Redhill Way, Telford. Therefore at the start of the 2012/13 winter season salt stocks were at the maximum of 2700 tonnes

No difficulties were encountered with salt deliveries during 2012/13 season, orders were placed periodically to ensure adequate stocks and at the end of the season 1500 tonnes were still held. A summer restock will take place shortly in order to take advantage of lower rates at this time of year and take levels back to 2700 tonnes.

The salt barn at the Granville House depot now has the facility to accommodate some 1700 tonnes of salt which is equivalent to approx 56 turnouts for frost and 28 for snow. The additional stock of 1000 tonnes stored at Moody's will provide approx 33 turnouts for frost and 16 turnouts for snow.

In total this allows for 90 turnouts for frost turnouts and 45 for snow,

In normal circumstances this level of stock together with the reduced rates of spread should be more than capable of providing resilience, however the previous two severe winters have proved, despite the increased resilience that this may not be the case. The Government recommendation is to maintain not less than 6 days stock. If we were to have a really bad spell of snowfall, we could provide 22 days of double treatment twice a day which is far in excess of the Government recommendation.

3.3 Conclusion: Salt storage/Usage

The existing storage arrangements have proved to be adequate and reducing the rate of spread from 15 grams per sqm to 10 grams per sqm when pre treating for ice and from 30 grams per sqm to 20 grams per sqm when pre treating for snow, did not cause any known difficulties, although when required the use 30 grams per sqm should be considered.

The revised rate of spread is used by many other Local Authorities and the Highways Agency without any adverse effects, including locally both Shropshire Council and Staffordshire County Council. This proposed spread rate also falls within suggested national guidelines.

Recommendation: Salt storage/Usage

It is recommended that the current salt storage capacity remains unaltered for the 2013/14 winter season, together with the reduced rates of spread of salt at 10 and 20grams per sqm for the 2013/14 winter season, but to be increased to 30 grams per sqm when required during snow events.

4. COMMUNICATIONS

4.1 Positive Actions undertaken

In order to assist Elected Members, Parishes, the media and the community as a whole, the council provided access to a series of information channels which were available on the council website, in relevant customer services teams and electronically available to all Members & Parishes.

The information included:

- Borough wide maps indicating defined gritting routes
- Winter maintenance: Frequently Asked Questions
- Winter Maintenance – Facts and Figures
- Who to contact
- Daily service disruption information i.e. refuse & kerbside collections, schools, leisure sites etc.
- Notification of 'real time' gritting operations to all Ward Members, Parish and Town Councils.

There was also a series of meetings with Parish representatives which also assisted in developing the information above.

4.2 Conclusion

Due to 'round the clock' monitoring and actions the council maintained effective communication throughout the winter season and received praise for its actions and approach

Recommendation: Communication

It is recommended that in future the same approach is adopted and the proactive style of communication is developed with a particular emphasis on the council website and information to Parishes and co operative opportunities particularly around grit bins. This is to include continuing to provide up to date records and plans highlighting local grit bins.

5. NEIGHBOURHOOD SNOW WARDENS

The Neighbourhood Snow Warden scheme was introduced with an initial target of 50 volunteers which resulted in 44 persons being enrolled. The volunteers came from various locations within the borough and comprised of 32 members of the public, 7 Telford and Wrekin Council elected members, 1 Town Councillor and 4 Telford and Wrekin Council employees.

The scheme has been successful with the results being posted on social media sites by volunteers and positive feedback has been received from residents served by the volunteers.

Training was provided to all volunteers which covered health and safety requirements, methods of snow clearing and the correct usage of salt. Each volunteer was provided with a shovel, gloves, high visibility vest and a supply of salt. Following a review of the scheme at the end of the season, it was felt that a larger snow shovel would help with snow removal and they would be provided prior to the start of the next winter season.

In addition it was suggested that volunteers should be able to officially use salt from council grit bins. This is being considered as is the provision of strategically positioned grit bins for the use of Neighbourhood Snow Wardens.

From the start of the 2013/14 winter season it is envisaged that up to 200 Neighbourhood Snow Wardens will be in place, with the emphasis on volunteers coming forward from schools and other Telford and Wrekin Council staff. In addition we will be working with registered social landlords for example Wrekin Housing Trust in order to promote volunteers in areas with tenants who are badly affected at times of snow and prolonged severe weather conditions.

Winter Service, Record of turnouts

	2007/8	2008/9	2009/10	20010/11	2011/12	Ave over past 5 years	2012/13	Comments
Normal gritting 15gms	53	83	105	68	60 @10grms	62	65	High number of turnout's due to intensity and timings of snow falls and high number of marginal forecasts
Double gritting 30gms	6	19	16	22	12 @20grms	15	49	
Wet spots e.g. drainage problems	11	18	33	2	1	13	25	
Total turnouts for roads	70	120	154	92	73	102	139	
Footpaths	20	32	38	41	21	30	24	
Total salt used in tonnes	3008	5160	5345	3964	2833	4832	5131	

WINTER SERVICE POLICY STATEMENT

1 INTRODUCTION

The Borough of Telford and Wrekin is the Highways Authority for all the adopted roads in the Borough except for the M54 Motorway and A5 Trunk road from the end of the M54 at Cluddley to Preston Roundabout.

The Highways Authority is responsible for work relating to snow, frost or ice on these roads.

The aim of the Winter Service is to provide so far as is reasonably practicable for the safe movement of road users along the highway network during wintry conditions. The Service operates between the 1st October and the 30th April i.e. the Winter Season.

A review of Winter Service Operations is undertaken each year before the start of the next Winter Season.

2 FORECASTING & TREATMENT OF ROADS

Two weather monitoring stations operate in the Borough, which with information from surrounding areas' stations and forecasting from the Meteo Group are used to determine the most appropriate action delivered at the best possible time.

We employ the Meteo Group weather monitoring service who advise our experienced staff on optimising the salting of the roads at the most effective and economic times. However with the variable conditions we experience in this maritime climate it is not always possible to complete salting before freezing starts but we endeavour to complete salting as soon as is practicable within the constraints of our resources.

Roads to be treated

The main activities of the Winter Service are treating the highway to:

- 1 Try to prevent ice forming known as "precautionary salting"
- 2 Melt ice and snow already formed, "post-salting"
- 3 Remove snow

All the roads are divided into the "defined network" and the "non defined" roads dependent on their priority. The service aims to prevent ice forming (precautionary treatment) on the "defined network" which consists of main through roads and those serving centres of activity such as commercial, retail, employment, administrative and leisure. These are known as the "frost routes".

Frost Routes

The "frost routes" should be salted prior to the formation of frost by the fleet of gritters provided by Telford & Wrekin Services.

Primary Routes:

- A & B roads
- Roads serving fire, ambulance, police establishments
- Main bus routes in the following centres: Telford Town Centre, Dawley, Madeley, Newport, Ironbridge, Oakengates & Wellington.
- Access roads to transport interchanges

Secondary Routes:

- Other regular bus routes (The regular bus routes are defined as Monday to Friday routes with a minimum of one bus per hour during the main part of the day).
- Feeder roads to schools/colleges (roads linking main salting routes to main entrances)
- Main access roads on industrial estates (Halesfield, Stafford Park, Hortonwood)
- One access route to main villages/hamlets and minor sections of road for continuity.

Priority will always be given to ensuring that the Primary routes are treated before the Secondary routes.

The remainder of the roads are "non defined" and are not treated for a forecast of frost. However grit bins are provided at high risk sites such as steep hills, severe bends, etc.

Snow and ice routes

Roads to be treated at times of snowfall or prolonged icy periods following snow (post-treatment) are known as the “snow and ice routes”. The “snow and ice routes” consist of the “frost routes, the remaining main and secondary distributor roads and high risk sections of the local network.

In times of snow and prolonged icy conditions the “snow and ice routes” are ploughed, cleared or salted with the frost routes being treated as priority. This work is undertaken under our instruction by Telford & Wrekin Services, farmer operated snowploughs and if necessary local contractors. These activities are aimed at providing safe movement around the Borough between major centres and at least one access route to each hamlet.

When resources allow they will then be deployed onto the “non defined” routes dealing with problems in priority order.

3 TREATMENT OF FOOTWAYS AND CYCLETRACKS & DISTRICT CENTRES

Frost Routes

Footpaths/cycletracks and district centres that will be treated when frost is forecast are the “defined footway routes” at the following locations:

- 1) Adopted footpaths in Telford Town centre.
- 2) Footpaths serving the main shopping areas of:
 - a) Wellington
 - b) Dawley
 - c) Madeley
 - d) Newport
 - e) Ironbridge
 - f) Oakengates

Snow & ice

In the event of prolonged snow or ice strategic footway/cycletracks will be treated in a priority order. The order starts with town centres, local district centres etc. It is not possible to clear all the footpaths within the Borough during these wintry conditions.

4 GRIT BINS

Grit bins in general are only provided on “non-defined” roads at high risk sites such as steep hills, severe bends, etc and only on the adopted highway. Their provision is determined by on-site risk assessments using a standardised set of criteria and then prioritised based on available resources. Grit bins are provided on the basis of self-help by the public and the service is limited to refilling the bins with salt and replacing damaged bins.

A limited number of grit bins are provided at key locations on the footway/cycleway network defined as routes promoted as Safe Routes to Schools.

Requests for new grit bin locations are considered only from Ward members, Parish & Town Councils or community organisations and contributions will be sought from these groups for provision and maintenance.

5 STAKEHOLDER REQUESTS

Other than numerous requests for residential roads throughout the borough to be gritted which **do not** comply with our policy, the following request has been received which has been assessed and **does** comply:

Location	Comments
Apley Castle - Access to Severn Hospice.	Numerous requests have been received regarding this location and it does cause problems especially during snow events and icy conditions. An assessment has been made and it is recommended that the road is added to the defined gritting network.

Appendix 3 – Service Standard Options

OPTION 1 (EXISTING PLUS CAR PARKS AND WALKING BUS)					
Red - Prolonged Snow and Ice Event	Costs per treatment	Amber - Single Snow Event	Costs per treatment	Green - Normal Frost Treatments	Costs per treatment
Car Parks including Leisure Centres/Operational Buildings (Pre-treatment) ~	£1,580	Car Parks including Leisure Centres/Operational Buildings (Pre-treatment) ~	£1,580		
Car Parks including Leisure Centres/Operational Buildings (Snow Ploughing)	£3,157	Car Parks including Leisure Centres/Operational Buildings (Snow Ploughing)	£3,157		
Walking Bus	£398	Walking Bus	£398	Walking Bus	£398
Carriageway Gritting Routes ~	£3,648	Carriageway Gritting Routes ~	£3,648	Carriageway Gritting Routes ~	£2,568
Grit Bin Refills Salt only #	£360				
Support to Snow Wardens Salt only	£14				
District Centres/Town Centre/Bridges ~	£1,971	District Centres/Town Centre/Bridges ~	£1,971	District Centres/Town Centre/Bridges ~	£1,971
	£11,128		£10,754		£4,937

Key:

~ Including cost of salt usage
TWS existing resources used

OPTION 2 (OPTION 2 PLUS SINGLE ROUTES TO SCHOOL, LOCALISED FOOTWAYS AND CEMETARIES)					
Red - Prolonged Snow and Ice Event	Costs per treatment	Amber - Single Snow Event	Costs per treatment	Green - Normal Frost Treatments	Costs per treatment
Localised footways **	£1,029	Localised footways **	£1,029	Localised footways **	£1,029
Car Parks including Leisure Centres/Operational Buildings (Pre-treatment) ~	£1,580	Car Parks including Leisure Centres/Operational Buildings (Pre-treatment) ~	£1,580	Car Parks including Leisure Centres/Operational Buildings (Pre-treatment) ~	£1,580
Car Parks including Leisure Centres/Operational Buildings (Snow Ploughing)	£3,157	Car Parks including Leisure Centres/Operational Buildings (Snow Ploughing)	£3,157		
Walking Bus	£398	Walking Bus	£398	Walking Bus	£398
Single Routes to Schools	£572		£572		£572
Cemeteries # Salt only	£72	Cemeteries # Salt only	£72	Cemeteries # Salt only	£72
Carriageway Gritting Routes ~	£3,648	Carriageway Gritting Routes ~	£3,648	Carriageway Gritting Routes ~	£2,568
Grit Bin Refills Salt only #	£360				
Support to Snow Wardens Salt only	£14	Support to Snow Wardens Salt only	£14		
District Centres/Town Centre/Bridges ~	£1,971	District Centres/Town Centre/Bridges ~	£1,971	District Centres/Town Centre/Bridges ~	£1,971
	£12,801		£12,441		£8,190

Key:

** Including areas around and leading to Schools/GP Surgeries/Libraries/Community Centres/Residential Homes/Day Centres/Youth Clubs

~ Including cost of salt usage

TWS existing resources used