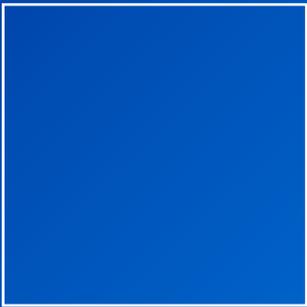


WINTER SERVICE PLAN FOR 2018/2027



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1. INTRODUCTION

- 1.1 Winter Service Plan for 2018/2027 gives details of the means by which Medway Council intends to achieve the standards identified in the Medway Council's Winter Service Policy.

2. THE CLIENT/CONTRACTOR RELATIONSHIP

- 2.1 The following table shows which aspects are the responsibility of either the client or the contractor.

<u>Client – Medway Council</u>	<u>Contractor - VolkerHighways</u>
Winter Service Policy and Plan	Routing
Standards for example Response Time	Vehicles and Plant
Road and Footway Priorities	Salt Management
Day to day decision making	Labour and Drivers
Performance Monitoring	Day to day operations
Manning Levels	Performance Monitoring

3. PREAMBLE TO WINTER SERVICE

- 3.1 Winter Service Season
- 3.1.1 The Medway Council operational Winter Service periods runs in line with that issued by Kent County Council from mid-October to mid-April each year.
- 3.2 Winter Service Contract
- 3.2.1 Winter Service activities will be undertaken using the Term Maintenance Contract based on the Winter Service Policy and Winter Service Plan for the current year. The Contractor is VolkerHighways.
- 3.3 Proposed Amendments to Salting Route Network
- 3.3.1 Any amendments to the salting route network proposed by the Medway Winter Service Engineer (MWSE) must be approved by the Head of Highways.
- 3.4 Proposed Amendments to Contractor Arrangements
- 3.4.1 The Contractor must seek approval from the Head of Highways for any proposed amendments to their arrangements in relation to depots, vehicles, labour, salt and precautionary salting route design.
- 3.5 Salting/Snow Clearance Action Report – Contractors Self-Certification Form
- 3.5.1 A copy of the contractor's self-certification form is shown in Appendix A. The Winter Service Contractor (WSC) shall complete and return copies of these to the Medway Winter Service Engineer (MWSE) within 24 hours of

completion of the instruction action during the operation Winter Service period.

3.6 Salt Purchase and Ownership

3.6.1 Salt will be purchased in accordance with BS 3247:1991 and stored by the Contractor as described in the Winter Service Contract. The Contractor will own the salt until such time as it is used in accordance with the Term Maintenance Contract.

3.7 Salt Storage

3.7.1 Salt shall be stored in a purpose made salt barn

3.8 Salt Quantities

3.8.1 At the start of the winter service season our Term Maintenance Contractor will have 5,000 tonnes of salt in stock in their Medway depot. The minimum quantity of salt to be maintained is 3,400 tonnes. National guidance to local authorities suggests a resilience benchmark of 12 days/48 runs i.e. the authority would be able to continuously salt its minimum winter network during its core winter period for 12 days. The level of salt in stock ensures that this number of runs can be carried out.

3.9 Salt Supply Arrangements

3.9.1 The Winter Service contractor is required to:-

- Ensure that the minimum quantity of salt is available at all times.
- Identify, in advance sources of additional salt that will be available at short notice in the event of heavy usage.

3.10 Monitoring by Medway Winter Service Engineer (MWSE)

3.10.1 The MWSE will:-

- Monitor the rate of salt usage
- Ensure that the minimum salt quantity is available at all times.
- Ensure that suitable arrangements for further supplies of salt are in place to maintain the minimum quantity.

3.11 Actual Spread Rates for Salt

3.11.1 Before the winter period all vehicles are required to have calibration tests carried out to ensure that the spreaders conform to specification. Copies of the certificates of conformity are to be passed to the MWSE. Spot checks can be also be carried out at any time at the discretion of the MWSE.

3.12 Plant

3.12.1 Plant used for Winter Service will be controlled and maintained by the Contractor as described in the Term Maintenance Contract. The plant may be dedicated entirely to Winter Service, but economies should be made where possible with the use of dual purpose vehicles with demountable bodies available for routine maintenance work when not spreading salt. All salt spreaders will conform to BS 1622 / BS 3247 and be speed related.

3.13 Depot

3.13.1 The depot used for Winter Service will be controlled and maintained by the Contractor as described in the Highways Infrastructure Contract.(HIC)

3.14 Labour/Drivers

3.14.1 Labour/Drivers will be provided and controlled by the contractor as described in the Winter Service contract.

4. WEATHER INFORMATION

4.1 Duty Winter Service Officers and Call-out Engineers

4.1.1 County Duty Winter Maintenance Officers (CDWMOs) are on duty 24 hours a day, for periods of one week on a rota basis, throughout the operational Winter Service period. The CDWMO is responsible for receiving forecasts, monitoring the weather situation, and the compilation and dissemination of the Kent Road Weather Forecasts.

4.1.2 Medway Winter Services Engineers (MWSE) are on duty 24 hours a day, for periods of one week on a rota basis, throughout the operational Winter Service period. The (MWSE) is responsible for receiving the Kent Road Weather Forecast from Kent County Council and passing the instructed action on to the Winter Service Contractor.

4.1.3 The MWSE will decide if the Kent Road Weather Forecast received is the most appropriate action and pass any amended action on to the Winter Service Contractor and the MCE.

4.2 Meteorological Office Weather Forecasts.

4.2.1 During the operational Winter Service season, the Kent County Council will obtain detailed weather forecasts from RoadMaster using the company service which is specifically designed to cover Winter Service activities by highway authorities. The service provides:-

- Detailed 24-hour weather forecast for Kent
- Twice daily forecasts for Kent
- Road surface temperature forecasts of specific sites in Kent used to predict temperatures on all thermally mapped roads
- 24-hour consultancy service by telephone
- Radar images

4.3 Kent Road Weather Forecasts

4.3.1 At 14:00hrs every day during the Winter Service period the CDWMO will compile the Kent Road Weather Forecast. This will contain information received about predicted weather conditions together with the suggested instructed action, if any, to be taken in respect of precautionary salting on primary routes for the following 24 hours. Information will consist of the following:

- Salting – Suggested action – As detailed in Appendix C
- Forecast summary for following 48 hours
- Forecast summary for next 3-5 days
- Expected overnight minimum temperatures
- Road hazards and warnings of severe weather

4.4 Dissemination of the Kent Road Weather Forecast and Instructed Action

4.4.1 The CDWMO will disseminate the Kent Road Weather Forecast and suggested action (including no action decisions) to the MWSE and MCE at 14:00hrs every day during the operational Winter Service period. This will be by email and the RoadMaster website. Out of office hours (including weekends and public holidays) the Kent Road Weather Forecast and suggested action will be available by email and the RoadMaster website. The CDWMO may revise the Kent Road Weather Forecast and suggested action at 18:00hrs following the evening forecast update from RoadMaster. In addition, emergency advice may be issued by the CDWMO at anytime.

4.4.2 Out of office hours the MWSE will make arrangements for the MCE to receive the Kent Road Weather Forecasts and any updates at home.

4.5 Out of Hours updates to Instructed Action

4.5.1 If there is an out of hours change to the Kent Road Weather Forecast and Instructed Action the MWSE is contacted by telephone and then the MWSE, VolkerHighways Winter Supervisor and MCE are sent an e-mail update. The RoadMaster website and voice recorded message system is also updated with the updated instructed action.

4.6 Unexpected Weather Conditions

4.6.1 At the request of the Home Office, the Meteorological Office is now providing a national warning service for severe weather emergencies. The MWSE receives this information via the Medway Emergency Planning Unit. In the context of Winter Service activities the service will advise of strong winds, snow, widespread ice and rapid thaws.

4.7 Weather Information Systems

4.7.1 The Kent County Council will utilise the forecasts and weather station data software computer package ‘Navigator’ provided by Vaisala Ltd to enable an exchange of weather related data and information to take place between RoadMaster, the Kent weather stations, the CDWMO and MWSE.

4.8 Road Weather Stations

4.8.1 One road weather stations exists in Medway, which is located on the verge on the North side of the A289 Hasted Road (Wainscott Northern Bypass) approximately 100 metres West of Stone Horse Lane. A second weather station is located in the Western verge on Hoath Way, Hempstead at the interchange with the M2. Although data is collected from the station it is not used for weather predictions.

4.9 Thermal Mapping

4.9.1 Thermal mapping has been carried out in Medway and this information is used by Kent County Council in preparation of the winter salting action.

5. PRECAUTIONARY SALTING

5.1 Precautionary Salting Route Categories

5.1.1 There are three categories of precautionary salting routes, which will be salted during the operational Winter Service period. (A map showing Primary and Secondary Routes can be found on the following link: [Salting Route Map](#))

These are as follows:-

a) Primary Routes

Routes devised from roads or sections of road, which require precautionary salting on a routine basis as a result of current policy standards. These include the busiest roads, which consist of “A” and “B” Class roads, those, which lie on a bus route, and other roads, which carry over 440 vehicles in the morning peak hour. Also included are the main High Streets of Chatham, Gillingham, and Rochester.

b) Secondary Routes

Routes devised from roads or sections of road, which lie beyond those included into primary routes that will require precautionary salting under severe weather conditions. These include roads that carry medium amounts of traffic, which lead into or cut through large housing and industrial estates and reduce the distance vehicles have to travel before reaching a Primary Salting Route.

c) Third Tier Routes

Routes devised from roads or sections of road, which lie beyond those included into primary or secondary routes that will require precautionary salting under extreme weather conditions, usually a snow or ice emergency. These include quieter roads, which are mainly located within housing estates to further reduce the distance vehicles have to travel before reaching a Primary or Secondary salting Route. Quieter roads such as Cul-de-sacs would not generally be included.

5.1.2 Gun Wharf Car Park

The main administration building car park is treated by the Norse Caretaker Team.

5.1.3 Footway and Cycleway Salting

No footway or cycleway shall be specifically designated as routes for normal precautionary salting. When deemed necessary, priority is to be given to footways where there are high pedestrian volumes. Footways listed in appendix D will be instructed to be precautionary salted under a separate instruction.

5.1.4 It is the responsibility of the MWSE to ensure that only those roads eligible, according to current policy, are included in the precautionary salting routes.

5.2 Instructions for Precautionary Salting on Primary Routes

5.2.1 Instructions for Precautionary Salting on Primary Routes will be issued by the CDWMO, by means of daily Kent Road Weather Forecasts. Decisions taken by the CDWMO relating to precautionary salting may be based on information only known by that officer and not necessarily available to the MWMO. The instructions should, in the majority of cases be accepted and passed to the Contractor with the MWSO using their discretion only rarely.

5.3 Instructions for Salting on Secondary and Third Tier Salting Routes

5.3.1 The CDWMO will not give salting instruction advice relating to secondary and third tier routes unless an ice or snow emergency has been declared. If, however, weather conditions are predicted to be particularly hazardous the CDWMO may refer to the short-term risk of ice forming on roads beyond primary routes in the daily forecast. Instructions for salting on secondary routes and in extreme cases third tier routes will be then issued by the MWME as appropriate.

5.3.2 Salting on secondary or third tier routes shall only take place when primary routes have been treated satisfactorily.

5.4 Precautionary Salting Route Coverage

5.4.1 Where long lengths of a road meet the criteria for precautionary salting, but shorter lengths do not, then the whole road network should be salted in order to maintain continuity. The MWSE must check that coverage is contiguous at boundaries. The MWSE should ensure consistency of salting routes at the boundary of the area with adjacent highway authorities.

5.5 Planning of Precautionary Salting Routes

5.5.1 The operational planning of individual precautionary salting routes to cover the specified roads is the responsibility of the contractor and these must have the approval of the Head of Highways. Routes shall be designed so that the treatment time (the time taken from leaving the salt loading area through to completion of treatment of the route) at salt spread rates of 10 or 20g/sq.m is no longer than 2 hours. The start time for each route must be such that salting will be completed between the times given in the instructions. If instructions are issued for salting at 40g/sq.m, and only if the relevant salting vehicle cannot complete the route at 40g/sq.m in one run, then that route may be covered in two runs provided that the first run covers the whole route at 20g/sq.m between the times given in the instructions. Salting at 40g/sq.m is generally only necessary when snow has settled on the carriageway. All lanes of single carriageways must be salted in one pass.

5.5.2 All parts of the carriageway on roundabouts and other complicated junctions shall be salted.

6. EMERGENCY SALTING

6.1 Emergency Salting Response Time.

6.1.1 Where emergency salting is required the response time (the time taken from the Contractor receiving the instruction to salt until commencement of salting) is a maximum of 1 hour.

6.2 Emergency Spot Salting or Post Salting on roads.

6.2.1 Where emergency salting is required at one or more isolated locations, MWSE or MCE will issue detailed instructions for spot salting or post salting according to the exact nature of the problem. If the Contractor is fully committed on normal precautionary salting routes then spot salting or post salting on other roads will not take place until the relevant resources become available.

6.2.2 MWSE or MCE will normally respond to requests from Kent Fire Brigade to salt areas of the carriageway that are wet, as a result of fire fighting activities, when ice is subsequently expected to form.

6.2.3 Discretion is given to the MWSE or MCE as to whether spot salting is carried out following a request from Kent Police. If time permits investigations

should take place to determine the authenticity of the report and the full extent of any icing of the road surface. Further consideration should be given before ordering spot salting on roads not on primary salting routes.

- 6.2.4 Requests from Water Companies to salt roads following burst mains should also be treated with discretion. Every effort shall be made by the MWSE or MCE to agree recovery of costs before spot salting is sanctioned.
- 6.2.5 Emergency Spot Salting and Post Salting will be recorded on the Highway Spot Salting Gritting Request Form (Winter Service Policy - Appendix 2)

7. SNOW CLEARANCE

7.1 Instructions for Snow Clearance

- 7.1.1 Snow clearance instructions will be issued by the MWSE when the depth of lying snow exceeds 50mm. Instructions for fitting and removal of snow ploughs to precautionary salting vehicles will be issued by the MWSE.

7.2 Snow Clearance by Ploughing

- 7.2.1 During prolonged falls of snow, ploughing should be frequent enough, where resources permit, to prevent a significant depth of snow from accumulating. Appendix B gives details of the methods to be used for snow clearance on carriageways. A 50mm minimum depth of snow must be left after ploughing to avoid damage to road studs and the road surface. Care must be taken when ploughing in roads that have been traffic calmed as speed cushions and the like are not indicated by means of signs and are normally 75mm in height.

7.3 Agricultural Snow Ploughs

- 7.3.1 The MWSE has identified farmers located in the more rural areas who have items of plant, which can be fitted with snow ploughs for use on roads not covered by precautionary salting routes. Snow ploughs have been provided to suitable operators and are maintained by Medway Council. Such plant operators must contact Medway Council when they observe snow depths in excess of 50mm, in order to seek instructions to proceed with snow clearance.
- 7.3.2 The MWSE shall arrange for routine servicing, repairs and modifications to be carried out to agricultural snow ploughs during the summer months. Snow plough operators are responsible for monitoring the condition of their ploughs and should report any faults immediately to the MWSE.
- 7.3.3 The employment of these farmers/contractors will be managed by Volkerhighways.

7.4 Snow Clearance using Loading Shovels

7.4.1 Loading shovels and other excavating plant are a practical solution to snow clearance. All plant used for snow clearance activities shall have the teeth removed from their buckets or blades. A 50mm minimum depth of snow must be left after clearance by loading shovels and excavating equipment to avoid damage to road studs, traffic calming measures and the road surface, with the remaining snow being treated by salting.

7.5 Salting after Snow Clearance

7.5.1 If carriageways or footways have not been salted during snow clearance operations then the MWSE should decide for salting to take place as soon as practicable afterwards. Further salting may be necessary to melt residual snow and ice or to prevent ice reforming.

8. SEVERE WEATHER CONDITIONS

8.1 Persistent Ice on Minor Roads

8.1.1 Local instructions will be issued directly to the contractor by the MWSE to deal with persistent ice on minor roads not included within precautionary salting routes. The MWSE will decide a course of action and costs shall be recorded separately.

8.2 Ice Emergencies

8.2.1 During longer periods of severe and persistent icing, the Head of Highways will declare an ice emergency covering all of the Area. (Out of office hours it may be necessary, due to worsening conditions, for the MWSE to declare a snow emergency prior to making contact with the Head of Highways) Pre-planned salting or emergency salting on routes shall be carried out in the following Priority order:

- Medway Council's Resilience Network (See map on Link: [Resilience Network Plan](#))
- "A" class roads
- "B" class roads
- Regular Service Bus Routes
- All other roads covered by precautionary salting routes
- One link to other urban centres, villages and hamlets with priority given to bus routes
- Links to hospitals and police, fire and ambulance stations
- Residential roads not on the precautionary salting routes but where there is only one access via a steep hill and serving more than 300 properties.
- Other routes as and when resources permit

The costs incurred during an ice emergency will be recorded separately.

8.3 Snow Emergencies

8.3.1 In the event of heavy snowfalls the Head of Highways will declare a snow emergency covering all of the area. (Out of office hours it may be necessary, due to worsening conditions, for the MWSE to declare a snow emergency prior to making contact with the Head of Highways). Snow clearance and emergency salting on routes shall be carried out in the following Priority order:

- Medway Council's Resilience Network (See map on Link: [Resilience Network Plan](#))
- "A" class roads
- "B" class roads
- Regular Service Bus Routes
- All other roads covered by precautionary salting routes
- One link to other urban centres, villages and hamlets with priority given to bus routes
- Links to hospitals and police, fire and ambulance stations
- Residential roads not on the precautionary salting routes but where there is only one access via a steep hill and serving more than 300 properties.
- Other routes as and when resources permit

The costs incurred during a snow emergency should be recorded separately.

8.4 Local Control Centre

8.4.1 During a snow or ice emergency the MWSE may set up a local control centre at the Contractor's Depot. The Head of Highways shall ensure that shift working during and outside normal working hours will be in force. The MWSE may issue snow clearance instructions directly to the Winter Service contractor, farmers and other operators under agreement with agricultural snow ploughs or loading shovels. The MWSE will receive information from, and supply information to, members of the public, etc., and the Local control centre. The MWSE will maintain close contact with parish councils and other similar local bodies who can provide information and other assistance during an emergency.

8.5 Ice/Snow Emergency Report

8.5.1 During a snow or ice emergency the MWSE will provide a weekly report to the Head of Highways. This will detail expenditure for the previous 7 days and the total amount spent to date. A final report shall be submitted once the total expenditure is known.

8.6 Outside Assistance

8.6.1 In the severest weather, where insufficient resources are available within Medway, the MWSE will liaise with the Highways England and neighbouring authorities to endeavour to obtain outside assistance.

8.7 Additional Resources

- 8.7.1 The Winter Service contractor shall identify, in advance, sources of additional snow clearance plant, which will be available for hire, during snow emergencies. Such plant should be well distributed, particularly in rural areas.
- 8.7.2 This shall not apply to the services provided by the Street Cleansing Section and the Greenspaces Section of the Council or their contractors who during times of snow or ice emergency are employed on snow clearance and hand salting duties. All labour and plant provided by the Street Cleansing Section and the Greenspaces Section or their contractors will be instructed and monitored directly by the MWSE to follow an agreed pre-planned programme of snow clearance and hand salting duties

9. SALT BINS

9.1 Location of Salt Bins

- 9.1.1 In hazardous locations salt obtained from roadside salt bins can be used by local residents or passing motorists to treat dangerous ice and snow on the public highway. Such hazardous locations are only likely to occur on steep gradients, at sharp corners or approaches to level crossings, particularly where there is poor surface water drainage.
- 9.1.2 Salt bins are checked and topped up with rock salt before the start of each winter season. During a winter emergency empty bins are refilled on masse as soon as resources permit by the contractor and on instruction by the MWSE.
- 9.1.3 Salt bins should generally be yellow in colour and labelled "Salt bin supplied by Medway Council. Salt for road use only". A map showing locations of all current salt bins can be found on the following link: [Salt Bin Map](#)
Under no circumstances should salt be left on the roadside in open piles.

9.2 New Salt Bins

- 9.2.1 In certain circumstances new salt bins may be provided as instructed by the MWSE and subsequently maintained and filled by the Winter Service contractor. These should only be at identified hazardous locations and subject to the assessment criteria on the form in Appendix 1 of the Winter Service Policy.

10. PRE-WINTER ACTIVITIES

10.1 Winter Service Publicity

- 10.1.1 The MWSE will prepare press releases as necessary and other publicity material highlighting various aspects of Winter Service in Medway. Such publicity will normally be issued near the start of the Winter Service season but later updates may be given.

10.2 Briefing Meetings

10.2.1 The Head of Highways will hold a briefing meeting with the MWSE to ensure that all preparations have been made for the forthcoming winter. This Briefing Meeting will normally be scheduled to take place no later than 8 weeks prior to the start of the Winter Service Period.

10.3 Training for Staff

10.3.1 Training sessions for staff will be arranged for September where information behind the Kent Road Weather Forecasts and other factors that affect the MCE's decision making process will be discussed. Guidance will also be given regarding the MWSE's role in supervising the Winter Service contract.

10.4 Autumn Parade

10.4.1 The MWSE will instruct the contractor to hold an autumn parade during the second week of October. The MWSE will give the contractor seven days notice of the date of the autumn parade in all cases. During the parade the contractor shall demonstrate to the satisfaction of the MWSE that the following requirements have been met: -

- The necessary salting and snow clearance plant is available, fit for use and located at the appropriate depot
- All operators of spreading equipment have been trained and assessed and are in possession of the "Winter Maintenance Operators Qualification" awarded by the City and Guilds institute. They are available and familiar with the area in which they operate
- The required quantities of salt are stockpiled, and storage arrangements are satisfactory
- That the weighbridge is working correctly
- The sources of additional plant have been identified for possible use in a snow emergency
- The sources of additional salt have been identified in the event of stockpile shortages
- That all vehicles are fitted with trackers and telemetry as required
- All supervisors and driver have mobile phones
- That all precautionary salting routes have been run with the assigned salting vehicle and assigned driver, but without loading salt, to ensure suitability of the vehicle and that response times and treatment times can be met.
- Ensure that suitable arrangements are in place with the agricultural snow plough operators, and establish if any repairs are required to the Council's snow ploughs and fittings.

10.4.2 The MWSE shall certify that the contractor has met the above requirements.

10.5 Contact Arrangements

- 10.5.1 The MWSE shall exchange with Kent County Council details of the staff contact arrangements for Winter Service purposes as required. These shall include details of contacts during and outside of normal working hours.

11. MAINTENANCE AFTER SEVERE WEATHER

11.1 Deterioration of Carriageway Structure

- 11.1.1 Severe weather can lead to the deterioration of the road surface and substructure due to frost damage. The Head of Highways will arrange for highway inspections to identify locations where frost damage has occurred. Any necessary repairs should be undertaken as soon as possible. Costs for this work should be attributed to the ice/snow emergency.

11.2 Removal of Winter Debris

- 11.2.1 Following an ice or snow emergency the Head of Highways may instruct that roads be swept to ensure the removal of loose material arising out of snow clearing activities. Blocked gullies and drains should also be cleaned as necessary. Costs for this work should also be attributed to the ice/snow emergency.

12. WINTER SERVICE FINANCE ARRANGEMENTS

12.1 Budgets and Payment of Accounts

- 12.1.1 A separate Winter Service budget is held by the Head of Highways.
- 12.1.2 The MWSE in consultation with the Head of Highways will settle accounts on behalf of Medway Council for all Winter Service activities.

13. POST SEASON REVIEW

- 13.1 Following the end of the winter period all personnel involved are to attend a debriefing to ensure that their experiences and observations are recorded. This is to be followed by an annual review of the service delivery to agree any improvements that can be made and agree actions to be taken.

14. SUMMARY – CONTROL, CO-ORDINATION AND COMMUNICATION

14.1 Control, Co-ordination and Communication

- 14.1.1 Control, co-ordination and communication operate at various levels for the different Winter Service activities. Details are as follows:-

14.2 Head of Highways

14.2.1 The Head of Highways is responsible for:

- Preparing the Winter Service Policy and Plan (see 3.2)
- Preparing the Winter Service contract documents (see 3.2)
- Letting and administering the Winter Service contract (see 3.2)
- Approving amendments to the salting network (see 3.3)
- Approving amendments to contractors arrangements (see 3.4)
- Approving roads to be included into precautionary salting routes (see 5.1 & 5.5)
- Declaring ice emergencies (see 8.2)
- Declaring snow emergencies (see 8.3)
- Holding the briefing meetings (see 10.2)
- Arranging for highway inspections to monitor deterioration directly due to severe weather and removal of debris from roads, gullies and drains as necessary (see 11.1 & 11.2)

14.3 Medway Winter Service Engineer (MWSE)

14.3.1 The Medway Winter Service Engineer is responsible for:

- Monitoring contractor's performance (see 3.5)
- Supplying completed salting/snow clearance action reports/contractor's self-certification forms to the Head of Highways (see 3.5)
- Monitoring salt usage, salt stocks and arrangements for further supply of salt (see 3.10)
- Issuing instructions for snow clearance (see 7.1)
- Approving action with regard to persistent ice on minor routes (see 8.1)
- Manning location control centre during ice or snow emergencies (see 8.2, 8.3 & 8.4)
- Issuing instructions for ice emergencies (see 8.2)
- Issuing instructions for snow emergencies (see 8.3)
- Reporting to Head of Highways with expenditure details on a regular basis during ice or snow emergencies (see 8.5)
- Instructing and monitoring services provided by Street Cleansing and Greenspaces (see 8.7).
- Preparing Winter Service press releases and publicity (see 10.1)
- Arranging training for staff (see 10.3)
- Organising autumn parades (see 10.4)
- Supplying details of contact arrangements (see 10.5)

14.4 Medway Call-out Engineer (MCE)

14.4.1 The Medway Call-out Engineer is responsible for:

- Receiving forecasts from Kent County Council and monitoring the weather situation (see 4.1)

- Issuing instructions for action (see 4.3 & 4.4)
- Receiving Kent Road Weather Forecasts (see 4.4)
- Issuing instructions for spot salting and post salting (see 6.1, & 6.2)
- Issuing instructions for emergency salting (see 6.1)

14.5 Winter Service Contractor

14.5.1 In addition to carrying out inspections in accordance with the contract, the Winter Service contractor is responsible for:

- Making arrangements for purchase supply and storage of salt (see 3.8, 3.9)
- Making arrangements to receive the instructions for action from the MWSE and MCE (see 4.4 & 4.5)
- Operational planning of precautionary salting routes (see 5.5)
- Identifying sources of additional resources (see 8.7)
- Undertaking Autumn Parades (see 10.4)
- Supplying completed Salting/Snow Clearance Action Report – Contractors Self Certification Form to MWSE (see 3.5).

14.6 Agricultural Snow Plough, Operators

14.6.1 Operators of agricultural snow ploughs are employed by VolkerHighways and are responsible for seeking instructions from the MWSE in the event or snowfalls together with monitoring the condition of their snow ploughs.

13.6 Medway Helpline

13.6.1 The Medway Helpline (01634 304400) is the first point of contact for emergencies affecting the highway outside of normal working hours and holds a list of the emergency contact numbers for Winter Service purposes, including MWSE and MCE.

13.7 Information and Publicity During Ice or Snow Emergencies

14.8.1 Liaison with the news media, particularly local radio stations will be maintained by the Council's media team during ice or snow emergencies in liaison with the Head of Highways.

14.8.2 Information through the media and the council's web site will be maintained showing what routes are being treated along with a list of car parks that are expected to be open for use.

14.8.3 Liaison with the Emergency Planning Team, Education Department, Safer Communities, Customer First and other interested sections will be maintained by the Head of Highways with the issue of regular situation updates.

14.8.4 Information issued through the Medway Council web site and the media will encourage self-help by the general public by clearance of snow and ice from footways.

APPENDIX A

Salting/Snow Clearance Action Report Contractors Self Certification Form

WINTER MAINTENANCE

INSTRUCTED ACTION	DATE	GRAMS	WEATHER	TIME OF CALL

DRIVERS NAME	GRITTER REG	ROUTE	START	FINISH	SIGN	Salt Usage
		A				
		B				
		C				
		D				
		E				
		F				
		G				
		H				
Total Salt Used						

TIME FIRST OUT	
TIME LAST OUT	
TIME FIRST BACK	
TIME LAST BACK	

SUPERVISORSIGN: _____
PRINT: _____

Form WM 1

.....

APPENDIX B

SNOW CLEARANCE ON CARRIAGEWAYS USING SNOW PLOUGHS

General

- H.1 As far as it is practical in the conditions, snow clearance operations on carriageways should follow the alignment of the underlying traffic lanes, and should avoid weaving and the partial clearance of lanes.

Single Carriageway Roads

- H.2 When clearing single carriageway roads, particularly those that have more than two lanes, clearance operations must avoid the build up of snow in the centre of the road.

Dual 2 Lane Carriageways Without Hard Shoulders

- H.3 The method of clearance, on both carriageways, should be:-
- (1) Plough the left hand lane to the verge
 - (2) Plough the right hand lane to the central reservation

The Use of Snow Ploughs by Farmers/Other Contractors

Some farmers/contractors have been issued with snow ploughs by the Council for the clearance of single carriageway roads in their locality. They have agreed to receive and store a snow plough blade, chassis and fittings and to keep the same available for use by attachment to the farmer's tractor.

The snow ploughs shall remain the property of the Council and the farmer will provide facilities for inspecting repairing and painting the same by employees or agents of the Council at all reasonable times.

The employment of these farmers/contractors will be managed by the Medway Council. When fallen snow has reached a depth of 50mm the farmer/contractor shall immediately contact the MWSE to obtain authority to commence snow clearance. In the event that a breakdown in communications prevents contact being made with the MWSE the Contractor shall nevertheless commence snow clearance and shall inform the MWSE of the action taken at the earliest Opportunity thereafter.

APPENDIX C

ROUTINE WINTER SERVICE INSTRUCTIONS

Time of Issue Routine Winter Service Instructions

- G.1 Routine Winter Service instructions will be issued within the format of the Kent Road Weather Forecast between 14:00hrs and 15:00hrs every day during the operational Winter Service period. If Winter Service instructions are subsequently revised these will be issued with an updated Kent Road Weather Forecast.

Format of Routine Winter Service Instructions

- G.2 The standard format of routine Winter Service instructions issued within the Kent Road Weather Forecast is given below:

Time Band Completion Time Between

- | | |
|---|--|
| A | To specified times (earliest 30 minutes before latest) |
| B | 21:30 and 22:00 |
| C | 06:30 and 07:00 (05:30 and 06:00 for priority commuter routes) |
| D | Patrol every 3 hours between the specified times |

Commencement Time

- | | |
|---|--|
| E | Commence salting as soon as possible but within 1 hour 30 minutes of the instruction being issued. |
|---|--|

Action No

Action Required

- | | |
|---|---|
| 1 | Salt as required (time band D only) |
| 2 | Salt at given spread rate in time band specified |
| 3 | With snow ploughs fitted salt at given spread rate in time band specified. (Only plough if the depth of snow exceeds 50mm). |

Spread Rate at 10, 20 or 40 grams per square metre

Route(s) All routes, or as specified

Example Precautionary salting on all routes at 20g/sq. m with a completion time between 21:30 and 22:00, would be: "B2 20 on all routes".

Time of Issue of Routine Winter Service Instructions

G.3 The standard timings for issue of routine Winter Service instructions are as follows:-

Instructions	Issued Between
Afternoon (daily)	13:30 Hrs and 15:00 Hrs
Evening (if required)	21:00 Hrs and 21:30 Hrs
Emergency (if required)	Anytime

APPENDIX D

FOOTWAY 1st PRIORITY SITES

Shopping areas	Area	Description	Plan reference
Strood Town Centre	Strood	Inc. Civic Centre & Commercial Road car parks	Plan FS/001
Rochester Town Centre	Rochester	Inc. Corporation Street & Blue Boar Lane car parks	Plan FS/002 - FS/004
Chatham Town Centre	Chatham	Inc. Gun Wharf, Riverside, Whiffens Ave, Rhode St & Solomons Road car parks	Plan FS/005 - FS/006
Gillingham Town Centre	Gillingham	Inc. Medway Park & Croneens Car parks	Plan FS/007
Rainham Town Centre	Rainham	Inc. Rainham Precinct, Longley & Station Road Car parks	Plan FS/008

FOOTWAY 2nd PRIORITY SITES

Local Shopping Centres	Area	Description	Plan reference
Parkwood Shopping Precinct	Parkwood		Plan FS/009
Walderslade Shopping Precinct	Chatham		Plan FS/010
Brompton High Street Area	Brompton		Plan FS/011
Wayfield Shopping Area	Chatham		Plan FS/012
Watling Street	Gillingham		Plan FS/016
Twydall Green	Twydall		Plan FS/018
Admirals Walk	Lordswood		Plan FS/019
Hospitals	Area	Description	Plan reference
Medway Hospital	Gillingham		Plan FS/013
St Bartholomew's Hospital	Chatham		Plan FS/014

Canada House Maternity Home	Gillingham		Plan FS/015
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FOOTWAY 2nd PRIORITY SITES (Cont'd)

Medical Centres & GP's	Area	Description	Plan reference
Wisdom Hospice	Rochester		Plan GPHC001
Rochester Community Healthy Living Centre	Rochester		Plan GPHC007
Darland House	Gillingham		Plan GPHC002
547-553 Canterbury Street	Gillingham		Plan GPHC004
Walter Brice Rehabilitation Centre	Hoo		Plan GPHC006
Lordswood Community Healthy Living Centre	Lordswood		Plan GPHC008
Balmoral Gardens Community Healthy Living Centre	Gillingham		Plan GPHC009
Sunlight Centre	Gillingham		Plan GPHC010
52 Eastcourt Lane	Twydall		Plan GPHC011
Elm House Clinic (Manor Road Entrance)	Chatham		Plan GPHC014
Twydall Clinic	Twydall		Plan GPHC015
105 Nelson Road	Gillingham		Plan GPHC017
Kings Road Clinic	Chatham		Plan GPHC018
Bryant Street Medical Centre	Chatham		Plan GPHC019
Footbridges	Area	Description	Plan reference
A2 London Road	Rainham		Plan FB/001
Ito Way	Gillingham		Plan FB/002
Pier Road	Gillingham		Plan FB/003
Chatham Hill	Chatham		Plan FB/004
New Road	Chatham	Inc. on town centre plan	Plan FS/006

FOOTWAY 3rd PRIORITY SITES

Road	Area	Description
Best Street	Chatham	Union St to Clover St
Chatham Hill	Chatham	
Church Street	Chatham	
Clover Street	Chatham	
Dock Road	Chatham	
Globe Lane	Chatham	Road and Alley
Medway Street	Chatham	
New Road	Chatham	
New Road Avenue	Chatham	
Ordnance Street	Chatham	
Railway Street	Chatham	Ordnance St to Railway station
Rainham Road	Chatham	Ash Tree Lane to Chatham Hill
Richard Street	Chatham	
The Brook	Chatham	
Maidstone Road	Chatham	Bus Station to Southill Road
Union Street	Chatham	
Whittaker Street	Chatham	
Frindsbury Hill	Frindsbury	
Frindsbury Road	Frindsbury	
Arden Street	Gillingham	High Street to Jeffery Street
Balmoral Road	Gillingham	Victoria St to Gillingham Rd
Canterbury Street	Gillingham	Copenhagen Rd to High St
Duncan Road	Gillingham	
Green Street	Gillingham	
Jeffery Street	Gillingham	
Nelson Road	Gillingham	Gillingham Road to Queens Road
Watling Street	Gillingham	Ash Tree Lane to Darland Ave
Luton High Street	Luton	
Luton Road	Luton	
Station Road	Rainham	Childscroft Road to Ellison way
London Road	Rainham	Maidstone Road to Pump Lane
Maidstone Road	Rainham	A2 London Rd to Highfield Road
Crow Lane	Rochester	
Epaul Lane	Rochester	
Maidstone Road	Rochester	Priestfields to The Vines
New Road	Rochester	
St Margarets Street	Rochester	Boley Hill to Queen Mother Court
Knight Strood	Strood	Outside Morrisions
London Road	Strood	Gravesend Rd to Gun Lane
North Street	Strood	Wilkinsons to Gun Lane

FOOTWAY 4th PRIORITY SITES

Road	Area	Description
Pattens Lane	Chat / Roch	
Maidstone Road	Chatham	Southhill Road to Pattens Lane
A2 Rainham Road	Gillingham	Inc. entrance to Jezreels car park
Brompton Road	Gillingham	
Canterbury street	Gillingham	Copenhagen Road to A2
Nelson Road	Gillingham	Queens Street to Canterbury Street
Wood Street	Gillingham	
Main Road	Hoo	Sports centre to Vicarage Lane
High Street	Rainham	Mierscourt Road to Otterham Quay Lane
London Road	Rainham	Pump Lane to Hoath Way
Maidstone Road	Rainham	Highfield Road to Woodside
City Way	Rochester	The Cut to Arethusa Road
Maidstone Road	Rochester	Priestfields to Valley View Road
Station Road	Strood	Frindsbury Road to Grove Road
Watling Street	Strood	
Twydall Lane	Twydall	

FOOTWAY 5th PRIORITY SITES

Road	Area	Description
Dargets Road	Chatham	
Walderslade Road	Chatham	Maidstone Road to Princes Ave
Bush Road	Cuxton	
Barnsole Road	Gillingham	
Church street	Gillingham	
Gillingham Road	Gillingham	
Ingram Road	Gillingham	
James Street	Gillingham	
Railway Street	Gillingham	Railway Station side entrance to Gillingham Road
Richmond Road	Gillingham	Saunders Street to Stanley Road
Brendon Way	Rainham	
Derwent way	Rainham	
Harvester Close	Rainham	Mierscourt Road to Silverspot Close
Highfield Road	Rainham	
Mierscourt Road	Rainham	A2 to Harvester Close
Salisbury Avenue	Rainham	
Silverspot Close	Rainham	
Brompton Farm Road	Strood	
Brptompton Lane	Strood	
Central Road	Strood	
Cliffe Road	Strood	

Gordon Road	Strood	
Jersey Road	Strood	
Rede Court Road	Strood	