

Hartlepool Borough Council

Winter Maintenance Plan – Section C Service Delivery



Latest Revision – October 2025

Document Updates

Date	Change Information	Officer
08/11/2023	Update Cold Route	SA/RY
08/10/2025	Amendments to Routes	RY / CR

Contents

Introduction	1
Service Delivery Arrangements	2
Winter Services on Carriageways	4
Winter Services on Footways	34
Winter Services in Car Parks	40
Other Winter Services	46
Post Snow Inspection and Maintenance	47
Records	48
Performance Standards and Monitoring	49

Introduction

Section A - Winter Service Policy and Priorities sets the broad objectives, priorities and resource parameters. The Policy is reviewed infrequently, in the context of corporate management reviews.

Section B - Winter Service Planning and Preparation is dynamic and interactive. It must respond to changing circumstances, and is reviewed annually in consultation with a wide range of stakeholders. It defines the procedures for dealing with the Winter Service in Hartlepool. It details the planned and co-ordinated response to Winter Service requirements.

On receipt of an adverse weather forecast the Duty Officer will put the plan into operation in accordance with **Section C – Service Delivery**.

Scope of the Winter Services

Winter Services are provided on a pre-defined network of carriageway routes on a hierarchical basis. Winter Services are also provided in pay and display car parks and if necessary, on some high amenity footways.

The most important carriageway routes are classified as First Priority routes. The rest of the carriageways that have been selected for treatment are classified as Second Priority routes. Treatment of both First and Second Priority routes is carried out at any time in response to forecasts, but Second Priority routes are only treated after successful treatment of First Priority routes.

Range of Responses

The variable nature of winter conditions gives rise to the need to plan a range of responses appropriate to the prevailing weather. This plan defines a hierarchy of three types of response to likely conditions. It is important to recognise the fundamental differences between these three main components of the Winter Service:-

- **Pre-treatment – “precautionary” salting** - to prevent ice from forming. This is the principal and first stage Winter Service activity and is actioned in response to adverse weather predictions from the Forecast provider. It is by far the most frequent activity of the Winter Service
- **Post-treatment – salting following the formation of ice** - to melt ice and snow already formed. This is the second stage response to adverse weather conditions.

Should the first stage precautionary salting fail to adequately deal with the conditions, post-salting will be carried out continuously until the conditions recede.

- **Clearance of snow** - removal of snow greater than 30mm in depth. This is the third stage response and will be implemented only in exceptional snowfall conditions. During and immediately after heavy snowfall, snow clearance operations will be carried out on the 1st Priority routes only. Once the 1st Priority routes are clear, snow clearance operations will commence on 2nd priority snow clearance routes. Post salting will be carried out concurrently with snow clearance operations.

Winter Service Operational Details

Duty Officers

The Transport and Infrastructure Manager has overall responsibility for the delivery of the Winter Service. The service will consist of four Duty Officers and a team of Operatives operating on a four week rota system.

Any changes necessary to the rota due to illness, holidays etc will be notified in writing to the Forecast Service Provider.

Extensions to Duty Officer operations and Standby will be reviewed in mid to late March, annually, in the light of weather trends and forecasts.

On receipt of an adverse weather forecast the **Duty Officer** determines the type of treatment to apply and the optimum time to commence in accordance with the “**Decision Making Procedure**” on pages 10 – 11 of the **Winter Service Operational Plan - Section B** and instigates action in accordance with the guidance given in “**Decision Making**

Responsibilities of the Duty Officer” on pages 8 – 9 of the **Winter Service Operational Plan - Section B**.

The Service Delivery Team operate on a 24 hour standby basis over the same period as the Duty Officers. Any necessary rota variations must be notified to the Duty Officer before commencement of the duty period.

The role of the Service Delivery Team does not include operational decision-making. This is the sole domain of the Duty Officer. There are occasions however, when recommendations will be required following on-site inspections. In this role, members of the Service Delivery Team are acting as the “eyes” of the Duty Officer. If a member of the Service Delivery Team considers that alternative action is appropriate either through local knowledge or following receipt of a request from another source, a variation must be requested from the Duty Officer.

The Duty Officer will supervise on-site operations.

The Service Delivery Team can only accept instructions from the Duty Officer (or in office hours his representative). Should the Service Delivery Team have any concerns or requests for action from another source, the Duty Officer must be contacted for instruction on any appropriate action.

Any Duty Officer that receives such a request must ascertain the status and name of the person making such a request in order that any appropriate follow-up action can be taken.

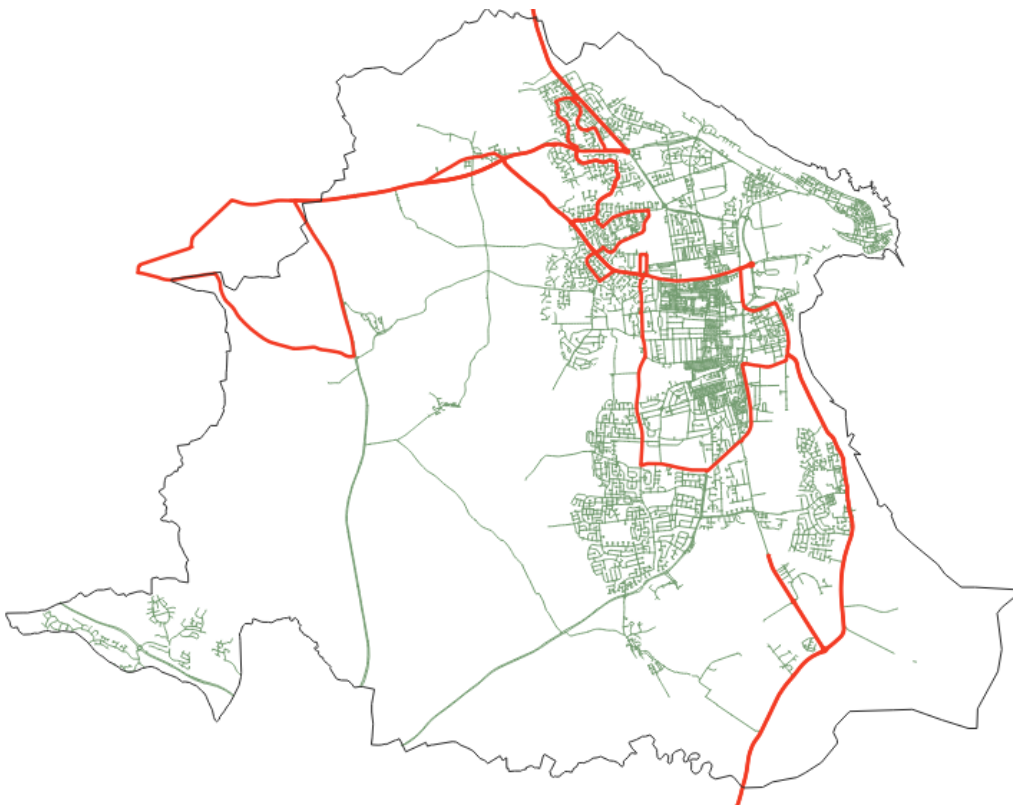
During severe conditions, eg continuous heavy snowfall, the Duty Officer may vary the manning shifts to include night shifts or 24 hour manning arrangements. These arrangements may be continued until such conditions subside and First Priority Salting routes are cleared.

On each morning of the defined winter season, the Duty Officer will record on a written report all action undertaken. "No action" reports are submitted when appropriate.

Winter Services on Carriageways

Winter Service operations are carried out at any time necessary and precautionary treatment is delivered over the following network of routes:-

First Priority Carriageway Route 1



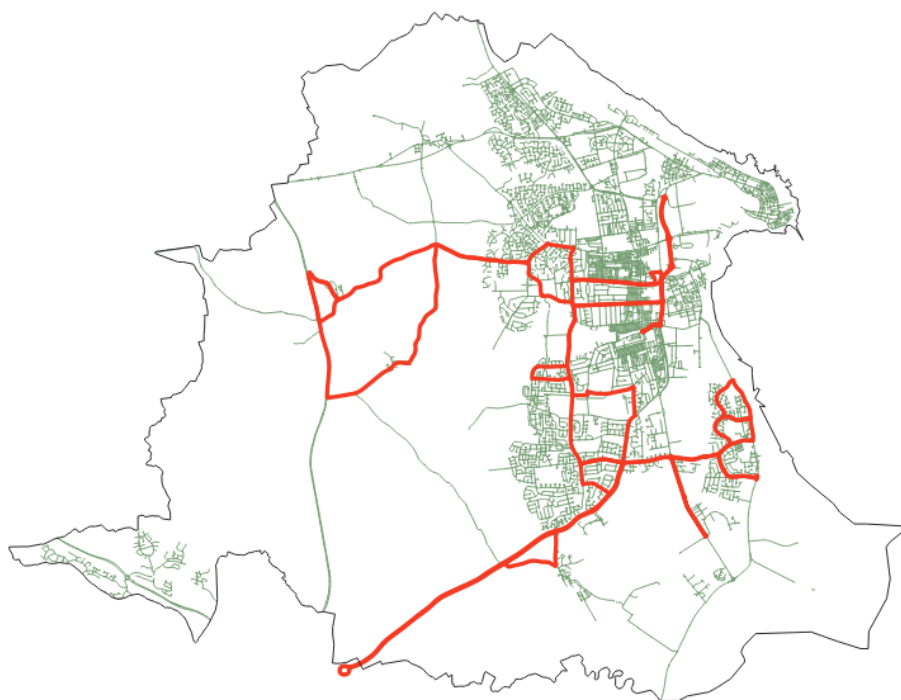
First Priority Carriageway Route 1

Section ID	Streetname	Gritting	length (m)
10	Brenda Rd	No	771
20	Brenda Rd	Yes	904
30	Tess Rd	Yes	4524
40	Tess Rd	Yes	3643
70	Tees Rd / The Front / Coronation Drv	Yes	5444
80	Burn Rd	Yes	760
90	Belle Vue Way	Yes	1926
100	Brierton lane	Yes	995
110	Catcote Rd	Yes	1660
120	Elwick Rd	Yes	312
130	Wooler Rd	Yes	861
140	Serpentine Rd / Hart Lane	Yes	526
150	Hart Lane	Yes	2465
180	Hart Rd	Yes	1126
190	Westwood Way	Yes	896
200	Woodstock Way	Yes	250
210	Clavering Rd	No	653
215	Clavering Rd	Yes	486
220	Hart Road	Yes	281
230	Easington Rd / Coast Rd	Yes	2701
240	Coast Rd	Yes	53
250	Coast Rd	Yes	2657
260	Hart Rd	Yes	5325
270	Durham	No	1866
280	Durham	No	944
290	Coal lane	Yes	1172
300	Coal Lane	Yes	2670
310	A19	No	2551
320	Hart Road	Yes	1920
330	Hart Road	Yes	1285
340	Front Street	Yes	1275
350	Hart Road	No	1199
360	Hart Lane	Yes	1497
365	Merlin Way	Yes	922
370	Merlin Way	Yes	1147
380	Hart Road / Merlin Way	Yes	1246
390	Merlin / Bluebell Rbout	Yes	95
400	Merlin way	Yes	930
410	Hart Lane	Yes	549
420	Tarnston Rd	Yes	558

430	Dunston Rd	No	249
440	Hart Lane	No	392
450	Throston Grange Lane	Yes	142
460	Wiltshire Way	Yes	1086
470	Throston Grange Lane	No	746
480	Falcon Rd	Yes	141
490	Falcon Rd	Yes	62
495	Merlin way	No	345
500	Hart Lane	No	553
510	Hart Lane	Yes	895
515	Thornhill Gdns / Elmwood Rd / Ryehill Gdns	Yes	709
517	Hart Lane	Yes	1105
520	Middleton Rd	Yes	419
522	Middleton Rd	Yes	167
525	Marina way	Yes	158
527	Middleton rd	Yes	148
600	Clarence Rd	Yes	493
610	Clarence Rd	Yes	110
620	Church Street	Yes	456
630	Mainsforth Tce	No	765
640	Coronation Drv	Yes	2028
650	The Front / Tees Rd	Yes	2874
660	Brenda Rd	Yes	956
670	Brenda Rd	No	771

Total length	76815
Total Gritting Length	65010

First Priority Carriageway Route 2



First Priority Carriageway Route 2

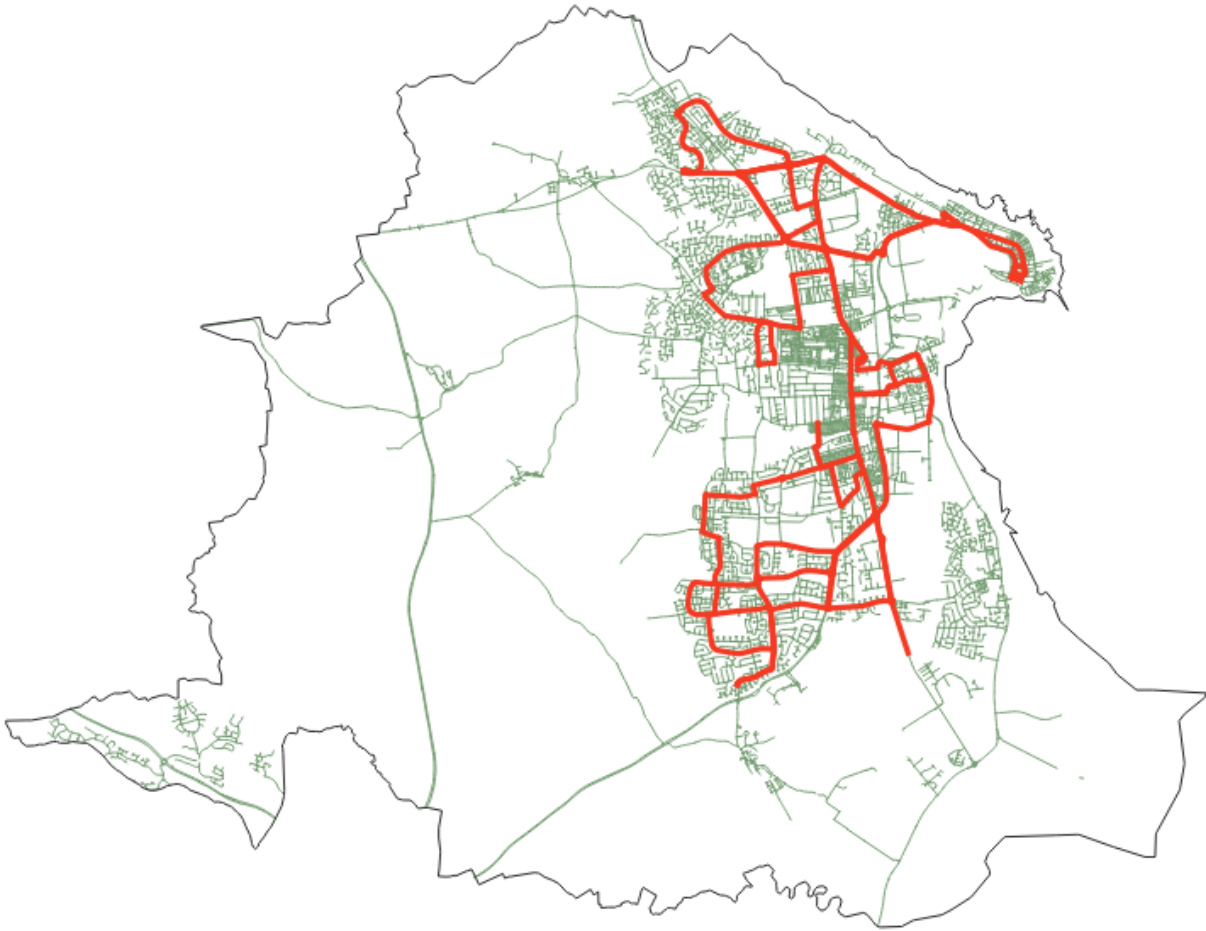
Section ID	Streetname	Gritting	length
10	Brenda Rd	Yes	2315
20	Seaton Lane	Yes	799
30	Stockton Rd	Yes	586
40	Stockton Rd	Yes	2165
50	Greatham Back Lane	Yes	908
60	High Street Greatham	Yes	20
70	High Street Greatham	Yes	609
80	Stockton Rd	No	960
90	Stockton Rd	Yes	3229
100	Stockton Rd	Yes	6426
110	Stockton Rd / Owton Lodge Rbout	No	564
120	Stockton Rd	Yes	78
130	Truro Drv	Yes	515
140	Catcote Rd / Owton Manor Lane	Yes	1077
150	Stockton Rd	Yes	851
170	Stockton Rd (non dual)	Yes	483
180	Westbrooke Avenue	No	798
190	Kingsley Ave	Yes	54
200	Tynebrooke Ave	No	248

210	Catcote Rd	No	308
220	Marlowe Rd	Yes	635
230	Masefield Rd	Yes	738
235	Catcote Rd	No	790
240	Catcote Rd	No	244
250	Elwick Rd	Yes	4934
260	North Lane	Yes	692
270	A19	No	210
280	A19	No	652
290	Church Bank	Yes	513
300	North Lane	No	709
310	A19	No	2189
320	Dalton Piercy Road	Yes	3734
330	Elwick Rd	Yes	1615
340	Dunston Rd	Yes	494
350	Hart Lane	No	429
360	Serpentine Rd	Yes	233
370	Wooler Rd	Yes	361
380	Grange Rd	Yes	965
390	Victoria Rd	Yes	190
400	Victoria Rd	Yes	344
410	Stockton St	No	108
420	Clarence Rd	Yes	91
430	Museum Rd	No	161
440	raby Rd / Swainson St	Yes	200
450	Victoria Rd	No	157
460	Victoria Rd	Yes	290
470	Grange Rd	Yes	966
480	Wooler Rd	Yes	411
490	Park Rd	Yes	1498
500	Stockton St	Yes	316
510	Stockton St	Yes	119
520	Marina Way	Yes	1423
530	Marina way / Powlett rbout	Yes	142
540	Marina Way	Yes	666
640	marina Way	Yes	921
650	Stockton St	Yes	304
660	Stranton	Yes	383
670	Burn Rd / Stockton Rd	Yes	802
680	Stranton	Yes	370
690	Park Rd	Yes	1504
700	Catcote Rd	Yes	240
710	Catcote Rd	Yes	2512
720	Owton Manor Lane	No	728

730	Seaton Lane	Yes	816
740	Seaton Lane	Yes	626
750	Station lane	Yes	877
760	The Cliff	No	387
770	Queen Street	Yes	472
780	Warrior Drv	Yes	780
790	Coronation Drv	No	728
900	Queen St	No	470
990	Warrior Drv	Yes	673
1000	Station lane	Yes	276
1010	Elizabeth Way	Yes	922
1015	Tess Rd	No	68
1020	Elizabeth way	Yes	893
1030	Station Lane	Yes	230
1040	Seaton Lane	Yes	571
1050	Brenda Rd	Yes	687

Total length	67452
Gritting length	57590

First Priority Carriageway Route 3



First Priority Carriageway Route 3

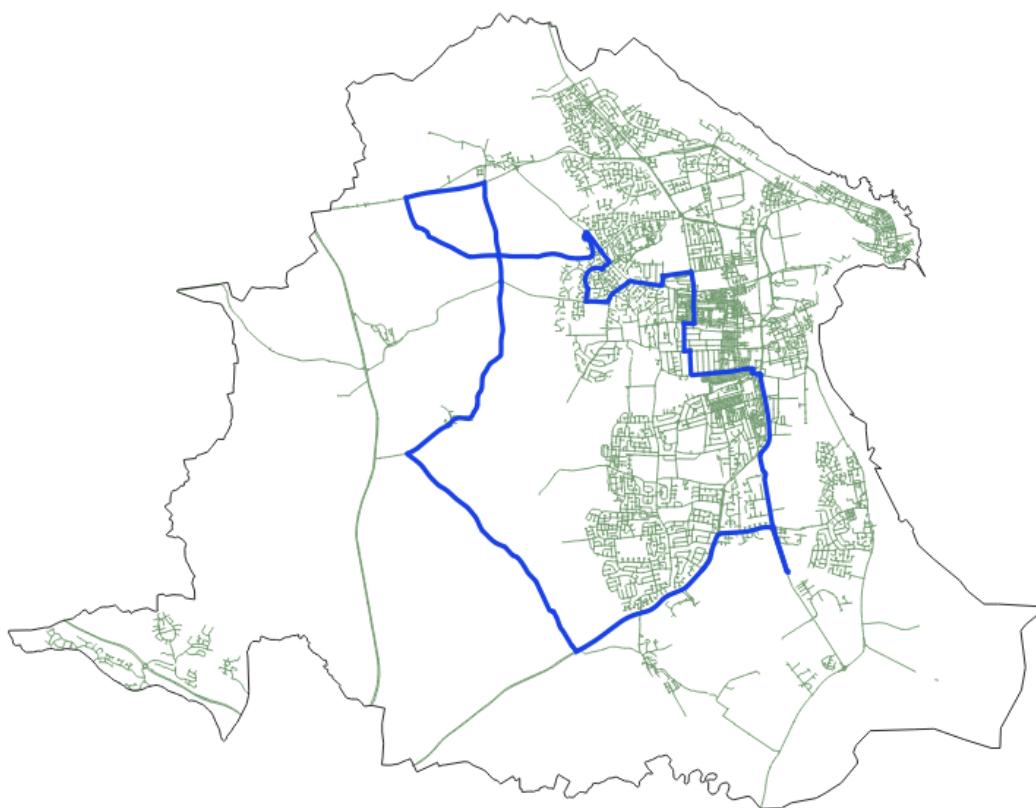
Section ID	Streetname	Gritting	Length (m)
10	Brenda Rd	No	716
20	Brenda Rd	Yes	768
30	Brenda Rd	Yes	310
40	Brenda Rd / Belle Vue way about	Yes	88
50	Belole Vue way	Yes	1163
60	Belle Vue way / Burn Rd about	Yes	140
70	Burn Rd	Yes	625
80	Mainsforth Tce	Yes	65
90	Mainsforth Tce	Yes	824
100	Church St	Yes	343
110	Church St / Stockton St	Yes	237
120	Victoria Rd	Yes	273
130	Avenue Rd / Lauder St / Rear Civic	Yes	327
140	Avenue Rd / Lauder St	No	123
150	Lauder St / Raby Rd	Yes	362
160	Raby Rd	Yes	224
170	Raby Rd	Yes	708
190	Challoner Rd	Yes	486
200	Jesmond Gdns	Yes	674
210	Hart lane	No	394
220	Hart lane / Serpentine Rd / Wooler Rd	No	665
230	Grange Road	No	199
240	Granville Avenue / Tunstall Ave	Yes	527
250	Hart Lane	Yes	126
260	Hart Lane / Throston Grange lane	No	980
270	Throston Grange Lane	Yes	1366
280	Easington Rd	Yes	580
300	Powlett Rd	Yes	797
310	Cleveland Rd	Yes	931
320	West View Rd	Yes	195
330	Old cemetery Rd	Yes	325
340	Old cemetery Road / West View Road about	Yes	158
350	Old Cemetery Road	No	208
360	Northgate	Yes	310
370	Northgate	Yes	810
380	Middlegate	Yes	114
400	St Mary's car Park	Yes	76
410	High Street	Yes	132
420	Northgate	Yes	58

430	Middlegate	No	108
432	Middlegate / Durham St / Union St	Yes	280
435	Northgate / Middlegate / Durham St	No	356
440	Durham St	Yes	825
450	Northgate	Yes	59
460	Northgate	No	207
470	West View Rd	Yes	187
480	West View Rd	Yes	176
490	West View Rd	Yes	1575
500	west View Road	Yes	1068
510	Easington Rd	Yes	957
520	Easington / Powlett rbout	Yes	131
530	Easington Rd	Yes	935
540	West View Rd	Yes	1224
550	West View Rd	Yes	1560
555	Cleveland Rd	Yes	753
557	Powlett Rd	Yes	843
560	Easington Rd	Yes	551
570	Easington / Holdforth rbout	No	108
600	Holdforth Rd	Yes	445
610	Winterbottom Ave	Yes	252
620	Warren Rd	Yes	243
630	Davison Drv	Yes	528
640	West View Rd / King Oswy turning circle	Yes	258
645	West View Rd / King Oswy turning circle	No	118
650	King Oswy Drv	Yes	1716
660	Woodstock way / Clavering Rd	Yes	1292
670	hart Rd	Yes	398
680	Hart Rd	No	289
690	West View Road	No	1146
700	Winterbottom Ave	Yes	576
710	Winterbottom Ave	No	249
720	Winterbottom Ave	Yes	339
730	Raby Road	Yes	312
740	Raby Road	Yes	919
750	York Rd	Yes	710
760	Park Rd	No	372
770	Huckelhoven way	Yes	669
780	Mainsforth Tce / Church St	No	648
790	Tower St	Yes	299
800	Huckelhoven Way	No	261
810	Huckelhoven Way	No	373
820	York Rd	Yes	457
830	Stockton Rd	Yes	1096

850	Brenda Rd	Yes	1169
860	Seaton Lane	No	821
870	Stockton Road	No	465
880	Rossmere entrance	Yes	123
890	Stockton Road	No	346
900	Belle Vue Way	Yes	529
910	Brenda Rd about	Yes	109
920	Belle Vue Way	No	661
920	Belole Vue way	No	661
930	Stockton Rd	Yes	710
940	Owton Manor Lane about	No	69
950	Owton manor lane	Yes	721
960	catcote Road	Yes	1253
970	barford turning circle / Catcote Road	Yes	959
980	Catcote Rd	No	340
990	Catcote Rd	Yes	847
1000	Brierton lane /Stockton Rd	No	1292
1010	Rossmere Way	Yes	1044
1020	Rossmere way turning circle	No	64
1030	Rossmere Way turning circle	Yes	94
1040	Catcote Rd	No	30
1050	Wynyard Rd	Yes	516
1060	Kilmarnock Road	Yes	371
1070	Owton manor lane / Maxwell Road	Yes	452
1080	Mowbray Road	Yes	853
1090	Catcote Road	No	537
1100	Owton Manor Lane	Yes	1409
1110	Wynyard Road	Yes	275
1120	Eskdale Road	Yes	592
1130	Brierton lane	Yes	221
1140	Masefield Road	Yes	479
1160	Marlowe Road	No	630
1170	Catcote Rd	No	103
1180	Oxford Rd	Yes	1502
1190	Stockton Rd	No	217
1200	Stockton Rd	Yes	581
1210	Caledonian Rd	Yes	553
1220	Oxford Rd	Yes	113
1230	Shrewsbury St	Yes	274
1240	Blakelock Rd	Yes	47
1250	Brinkburn Rd	Yes	281

Total Length	65588
Total Gritting Length	51832

Second Priority Carriageway Route 1



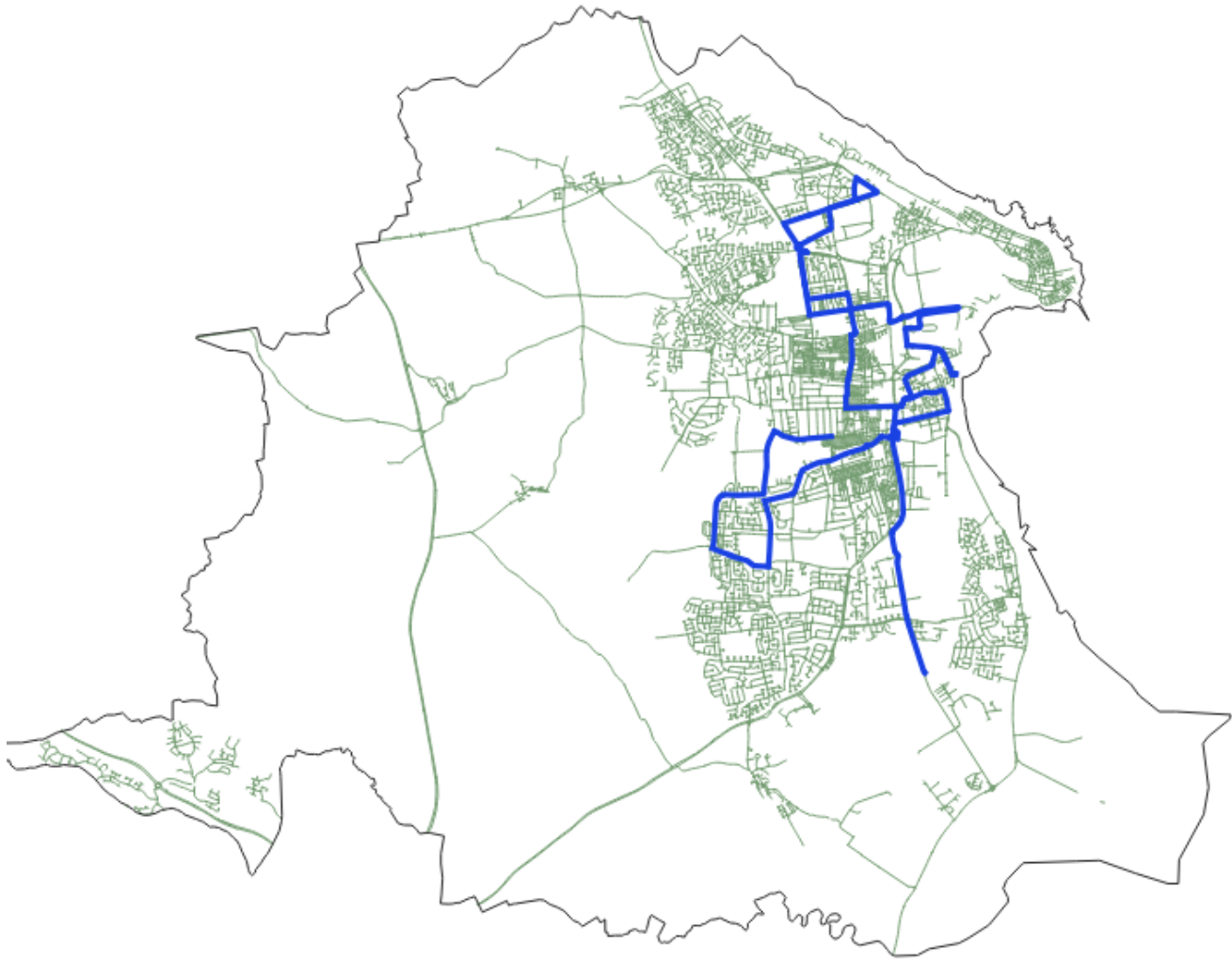
Second Priority Carriageway Route 1

Section ID	Streetname	Gritting	Length (m)
10	Brenda RD / Seaton Lane / Stockton Rd	No	2078
20	Stockton Rd	No	2252
30	Dalton back lane	Yes	3936
40	Dalton Piercy Road	No	3286
50	Dalton Piercy Road / Hart Village Road	Yes	1489
52	Hart Road	No	1168
55	Worset lane	Yes	1816
57	Worset lane	Yes	1462
60	Worset lane	Yes	359

70	Hart Lane	No	401
80	Hart Lane / Tarnston Rd	No	375
90	Cairnston Road	Yes	500
120	Cairnston Road	Yes	185
130	Elwick Road / Dunston Rd / Hart lane / Thornhill Gdns	No	1425
140	Chester Rd	Yes	422
150	Jesmond Rd	No	293
160	Duke Street / Sherrif St / Mulgrave Rd	Yes	490
170	Grange Rd	No	145
180	Linden Grove	Yes	407
190	Park Rd	No	82
195	Eldon Grove / Elwick Rd	No	629
200	Elwick rd	Yes	642
210	Stockton Rd / Burn Rd / Belle Vue way / Brenda Rd	No	3282

Total Length	27124
Total Gritting Length	11708

Second Priority Carriageway Route 2



Second Priority Carriageway Route 2

Section ID	Streetname	Length (m)	Gritting
10	elwick rd	723	Yes
20	maselfield road / catcote rd	1998	No
30	brierton lane	230	Yes
40	brierton lane	505	Yes
50	catcote rd	813	No
60	oxford road	352	No
70	blakelock gardens / kingsley ave	1160	Yes
90	stockton rd	247	No
110	burn rd	95	No
120	burn rd	117	No
130	burbank st / green st	919	Yes
140	huckelhoven / mainsforth	877	No
150	park road / huckelhoven	670	No
160	st pauls road / osborne rd	359	Yes
170	murray street	561	Yes
180	raby road / hart lane	382	No
190	chester rd	510	Yes
195	jesmond gardens	384	No
197	jesmond gardens	416	No
200	winterbottom / holdforth / easington rd	835	No
210	west view rd / warren rd	952	Yes
220	arekley crescent	273	No
230	warren rd	595	No
240	warren rd	327	Yes
260	easington rd	474	No
270	jesmond gardens	675	No
280	chatham rd	491	Yes
290	raby road	198	No
300	brougham terrace	248	Yes
310	middleton rd / lancaster rd / brougham tce	623	No
320	middleton rd	727	Yes
340	the highlight	848	No
350	marina way	203	No
360	maritime avenue	903	Yes
370	maritime avenue	389	No
380	victoria tce	194	Yes
390	tower st / church st	631	No
400	huckelhoven	209	No
410	huckelhoven	73	Yes

420	belle vue way	1575	No
430	Brenda rd	1829	No

Total Length	24590
Total Gritting Length	8882

Cold Route

In the event of a forecast predicting 'plus' zero temperatures at Low Stotfold and Newburn sensors in conjunction with a sub-zero temperature of between 0 degs and -0.5 degs at Swarthole for approximately two hours in duration, it will part of the decision making options to implement the designated 'Cold Route' if required.

All aspects of the existing decision making policy will be considered by the Duty Supervisor prior to the introduction of this treatment.



- Tees Road : Brenda Road to Seal Sands Roundabout
- A689 : Seaton Lane to Wolviston Roundabout (both directions)
- Greatham Village Link Road : From A689 to Greatham High Street
- Greatham High Street : From Greatham High Street to A689 (Sappers Corner)
- Owton Manor Lane (from Catcote Road) and Wynyard Road
- Dalton Piercy Road : From A19 to C160 Elwick Road
- Elwick Road : From Wooler Road to North Lane
- North Lane : From Elwick Road to A19
- Church Bank : From A19 to Elwick Road
- A179 : From Boundary to Hart Village Roundabout (also include Front Street Hart)
- Coal Lane
- Throston Grange Lane shops / traffic lights to A179 about
- Masefield Road – Brierton Lane to Catcote Road

The treatment applied to the carriageway will be as follows:-

Frost and Ice Treatment

Under dry weather conditions pre-salting is carried out in accordance with the following rates of spread:-

Treatment	Spread Rate
Pre-salting for frost	10 g/m ²
Pre-salting for frost when forecast RST is at or below -2°C and no residual salt is present	20 g/m ²
Pre-salting for frost when forecast RST is at or below -5°C	20 g/m ²
Pre-salting for frost when forecast RST is at or below -5°C and wet road conditions are present or anticipated	2 x 20 g/m ²
Ice already on road and air temperatures above -5°C	20 g/m ²
Ice already on road and air temperatures at or below -5°C	2 x 20 g/m ²
Hard packed ice	20-40 g/m ²

It is not always necessary to pre-salt every time that frost is forecast. This is particularly significant when there is enough residual salt on the road to deal with the expected conditions. Care is always taken however, to monitor the priority routes for localised wet areas. As and when areas are identified, action is taken to avoid the formation of ice, either by preventing the flow of water onto the highway, or by localised treatment of the wet spots where the water is not flowing.

In the event of hoar frost, black ice or freezing fog forecasts, pre-salting will be carried out even if roads are dry.

In the event of an ice forecast after rain, pre-salting will be delayed until the rain has ceased or as close as possible to the time that freezing conditions coincide with rainfall.

Where frost is persistent further treatment of First Priority Salting routes may be necessary. Treatment of Second Priority Salting routes may be carried out during normal working hours provided that the First Priority Salting routes are clear, time and resources permit and thawing is unlikely before treatment can commence.

In the event of an unforecast hoar frost, freezing fog or other condition causing the road surface to become icy, the Duty Officer will order immediate treatment of First Priority Salting routes as soon as the conditions are known unless thawing is likely before treatment can begin.

Snow Clearance

When a snow warning is received or on commencement of snowfall, whichever is the sooner,

Snow ploughs are fitted to the gritting wagons. When possible, pre-salting is carried out on First Priority Salting routes in accordance with the following rates of spread:-

Treatment	Spread Rate
Pre-salting for light snow (<10mm)	20 g/m ²
Pre-salting for medium/heavy snow	2 x 20 g/m ²
Simultaneously with snow ploughing	20 g/m ²
Hard packed snow/ice	20-40 g/m ²

Irrespective of the depth of snow, salt treatment commences until snow depths are sufficient to plough. When snow depths exceed 30mm ploughing commences and runs simultaneously with salt treatment. On commencement of ploughing all priority is given to the three route First Priority network. Work on the second priority routes will cease until the First Priority network is clear and open.

Ploughing is carried out on the basis of "ploughing by lanes". In the first instance this means the nearside lane of dual carriageways and full width clearance of single carriageways, with subsequent ploughing of other lanes.

Lighter falls may call for ploughing where local drifting has occurred or to remove snow not dispersed by traffic e.g. where traffic is reluctant to use fast lanes or at night when traffic is light.

Ploughing continues as long as is necessary to clear First Priority routes and will be carried out concurrently with salt treatment. It is important that the whole of the First Priority network is cleared and that no area is abandoned for the sake of concentrating resources to one or two problems areas. In all cases therefore the defined First Priority routes are adhered to, and where conditions demand a more intensive treatment in specific areas, this is achieved by calling out a reserve vehicle for those areas.

In prolonged snow conditions, ploughing of Second Priority routes can be carried out during normal working hours provided that all First Priority routes are clear and can be maintained in that condition, that time and resources permit, and that thawing is unlikely.

In all ploughing conditions care is taken to ensure that the resulting furrow does not block side roads or obstruct the flow of water to highway drainage outlets.

It may not be possible to remove deep accumulations of snow or snow drifts by normal ploughing and the use of other mechanical plant may be necessary. In this event the teeth of excavator buckets must be removed before commencing work.

Winter Services on Footways

Winter Service post treatment operations are carried out if deemed necessary over the following route :-

High Amenity Town Centre Footway Routes



Footway Routes

Segment 1

Victoria Road - South Side	From Stockton Street - o/s Wilkinson's To York Road		Turn Left
	From Victoria Road - o/s Andrew		
York Road - East Side	Craig's	To Park Road	Cross York Road and U turn
York Road - West Side	From Park Road - o/s Titan House	To Victoria Road	Cross Victoria Road and Turn Right, then cross York Road
Victoria Road - North Side	From York Road	To Stockton Street	End of Segment
Stockton Street – West Side	From Victoria Road	To Marina Way	To Gateway Bridge Steps

Footpaths do not receive any precautionary treatment and are post treated when certain conditions are met, as follows:-

Post treatment will commence when frost or ice is present on the footpath and is expected to last for a period of 48 hours or more.

Post treatment will be done during working hours or on the next working day, depending on available resources.

The Duty Supervisor will instruct the Grounds Maintenance team when footpath post treatment is required, with the areas shown below the ones where treatment will take place when the conditions are met. Other footpaths within the borough are not treated, as it would be impractical to do so on a high number of locations.

Cycle Network

The level of treatment provided to the cycle network is as follows:-

- Where a cycle lane forms part of the road and is on our winter gritting route it will receive precautionary treatment.
- Where a cycle track shares the footpath which is part of our prioritised footpath hierarchy this will receive post treatment when the relevant criteria is met.
- All other cycle lanes / tracks / trails will not receive any precautionary or post treatment in icy or snow conditions.

Frost and Ice Treatment

Post salting is carried out when deemed necessary in accordance with the following rates of spread:-

Treatment	Spread Rate
Pre-salting for frost	10 g/m ²
Retreatment in persistent conditions or below -5°C	10 g/m ²
Ice already on footway	20 g/m ²
Hard packed ice	20-40 g/m ²

Snow Clearance

When possible, pre-salting is carried out on the footway routes during normal working hours. When the conditions continue, it will be necessary to repeat the treatment. Re-treatment will depend upon the availability of resources, which under severe conditions will be dedicated to the first priority carriageway routes. Consequently, footways will only be re-treated after the first priority carriageway routes are clear and open. Treatment will be in accordance with the following rates of spread:-

Treatment	Spread Rate
Pre-salting for light snow (<10mm)	10 g/m ²
Pre-salting for Snow	20 g/m ²
Hard packed snow/ice	20-40 g/m ²

Winter Services in Car Parks

Winter Service operations are carried out at any time necessary and precautionary treatment is delivered to the following car parks:-



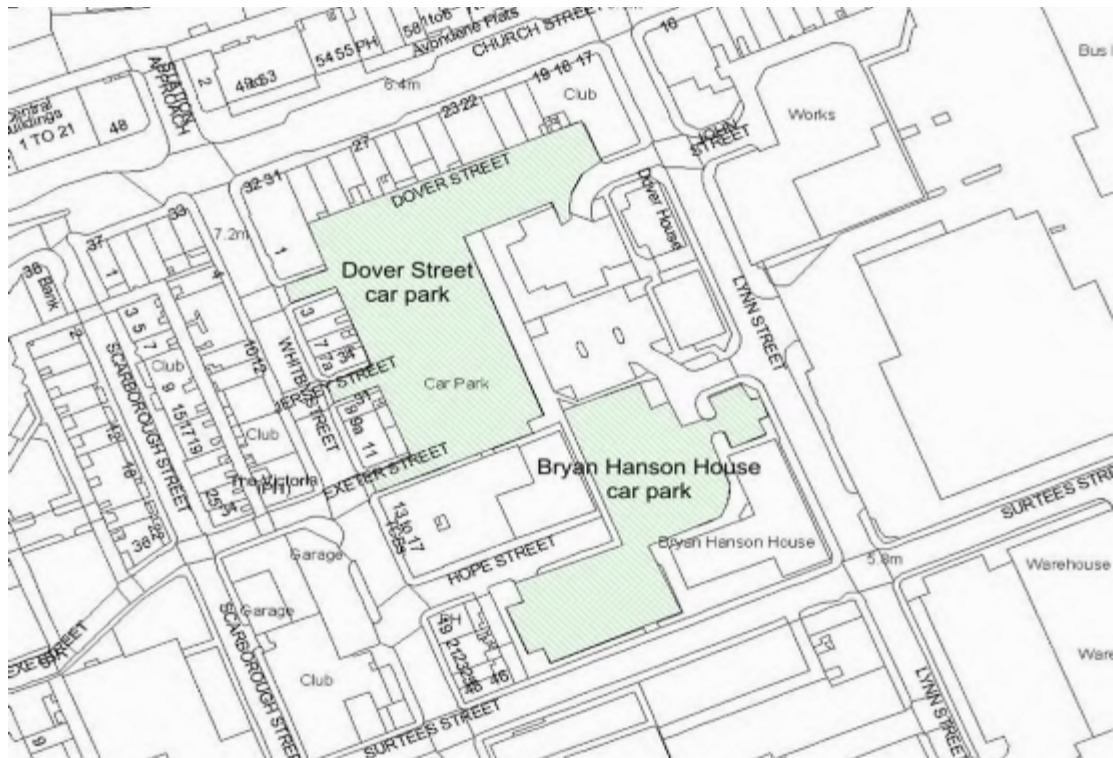
The main Town Centre Pay and Display Car Parks



Gainford Street and Eden Street Pay and Display Car Parks



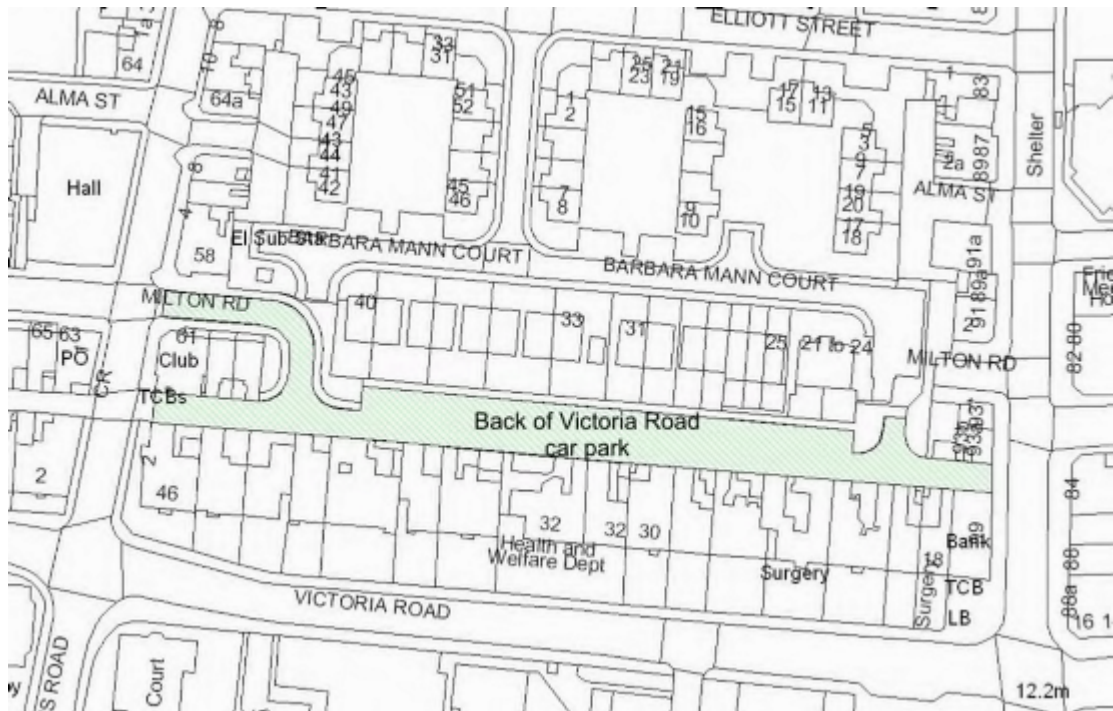
Mill House Pay and Display Car Park



Dover Street Pay and Display Car Park and Bryan Hanson House Staff Car Park



Civic Centre Staff Car Parks



Back of Victoria Road Free/Permit controlled Car Park

Frost and Ice Treatment

Under dry weather conditions pre-salting is carried out in accordance with the following rates of spread:-

Treatment	Spread Rate
Pre-salting for frost	10 g/m ²
Pre-salting for frost when forecast RST is at or below -2°C and no residual salt is present	20 g/m ²
Pre-salting for frost when forecast RST is at or below -5°C	20 g/m ²
Pre-salting for frost when forecast RST is at or below -5°C and wet road conditions are present or anticipated	2 x 20 g/m ²
Ice already on road and air temperatures above -5°C	20 g/m ²
Ice already on road and air temperatures at or below -5°C	2 x 20 g/m ²
Hard packed ice	20-40 g/m ²

It is not always necessary to pre-salt every time that frost is forecast. This is particularly significant when there is enough residual salt on the footway to deal with the expected conditions.

In the event of hoar frost, black ice or freezing fog forecasts, pre-salting will be carried out even if the Car Parks are dry.

In the event of an ice forecast after rain, pre-salting will be delayed until the rain has ceased or as close as possible to the time that freezing conditions coincide with rainfall.

Where frost is persistent further treatment may be necessary. Treatment of Car Parks may be carried out provided that the First Priority Salting routes are clear and thawing is unlikely before treatment can commence.

In the event of an unforecast hoar frost, freezing fog or other condition causing the surface of Car Parks to become icy, the Duty Officer will order immediate treatment of the Car Parks as soon as the conditions are known unless thawing is likely before treatment can begin.

The access gate to the multi storey car park ramp is closed at certain times and can only be opened by Shopping Centre Security. At these times access can be gained by contacting Shopping Centre Security on the contact number noted in the operational details

The Car Park operations will be charged to the Car Parking Budget.

Snow Clearance

When possible, pre-salting is carried out on the car parks. When the conditions continue, it will be necessary to repeat the treatment. Re-treatment will depend upon the availability of resources, which under severe conditions will be dedicated to the first priority carriageway routes.

Consequently, car parks will only be re-treated after the first priority carriageway routes are clear and open. Treatment will be in accordance with the following rates of spread:-

Treatment	Spread Rate
Pre-salting for light snow (<10mm)	20 g/m ²
Pre-salting for medium/heavy snow	2 x 20 g/m ²
Simultaneously with snow ploughing	20 g/m ²
Hard packed snow/ice	20-40 g/m ²

Other Winter Services

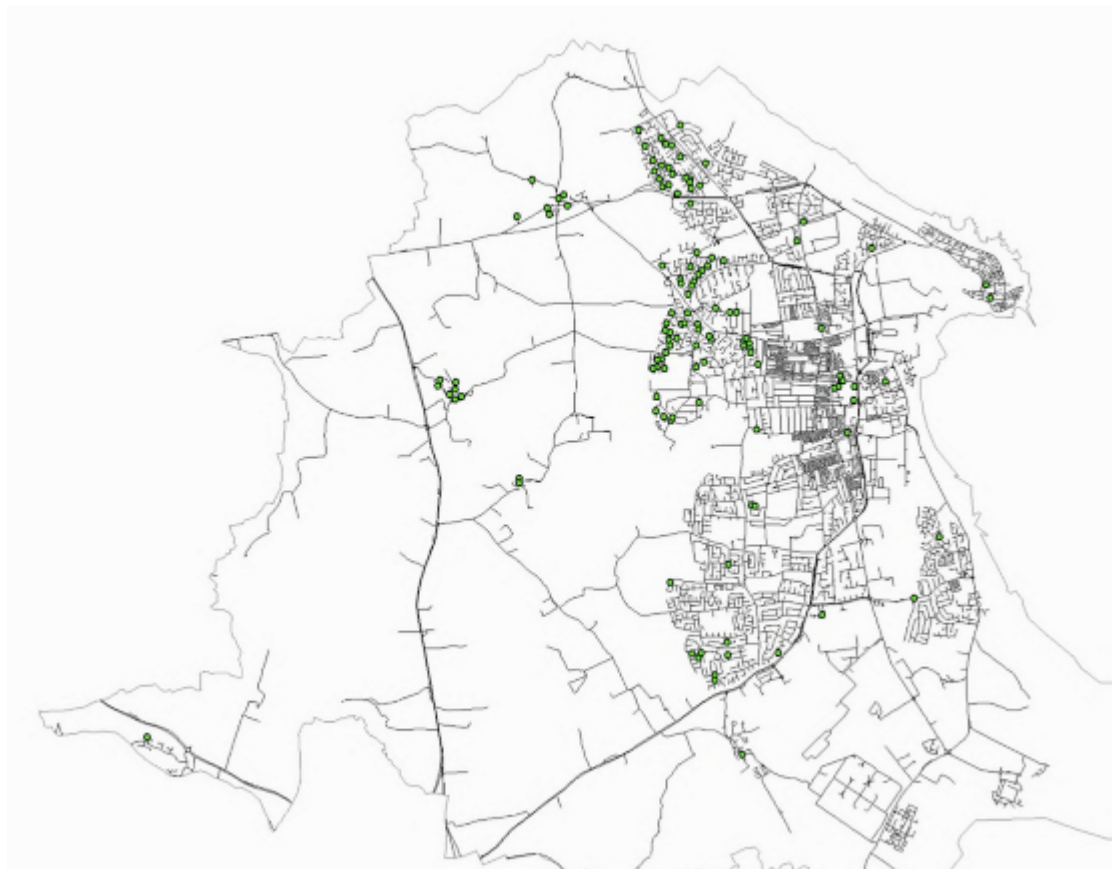
Grit Bin Provision

One means by which the Council can assist the local community in areas not on priority routes, or at known trouble spots, including gradients and sharp bends, is by the provision of salt bins. Where these are to be provided, consultation with the local community is necessary to ensure that they are appropriate and if so, are appropriately located. Care must be taken to avoid locating grit bins in such a way that they become unsightly or used for the deposit of waste.

The use of salt bins may be considered, provided this use is confined to difficult sites ie steep gradients, severe bends, road junctions, known trouble spots and where practicable, outside homes for the elderly and sheltered accommodation. Salt heaps may be used on all routes but, bearing in mind the damaging environmental effects, they will be used sparingly at difficult sites or where regular water flow from verges occurs.

In exceptional circumstances the use of salt bins containing grit or a mixture of salt and grit may be considered for difficult footway areas ie approaches to footbridges and subways, well used footpaths on steep gradients. Their use will be considered carefully, bearing in mind the resources available for spreading the salt as well as the subsequent increased cleansing requirements.

Grit bin locations are shown below.



Grit Bin Locations

Post Snow Inspection and Maintenance

Immediately following the completion of major snow clearance operations it is necessary to inspect both the equipment used and the network to ensure that any damage is dealt with, either as an actionable hazard, or as programmed maintenance as appropriate.

Post Snow Inspections are special safety inspections. Attention is given to the routes treated and the following items:

- Clearance of gullies and offlets
- Removal of accumulations of grit from running surfaces and drainage channels
- Inspection and clearance of all bridges, culverts and drainage systems liable to flooding
- Inspection for frost effects and any damage caused by Winter Service equipment
- Check and replenish salt stocks in depots and grit bins
- Clean, lubricate, check and repair all vehicles and plant

In addition, a debrief of all personnel involved is held to ensure that the experience and observations are recorded. Lessons learned are used in the annual service review and contribute to the process of continuous improvement.

Records

The Duty Officer will maintain sufficient records to enable:-

- (a) a detailed check of monthly accounts
- (b) an annual performance appraisal
- (c) handling of third party insurance claims

The records content and format will include the following as minimum:-

Weather reports; action taken; routes treated; time that the routes were treated; vehicle mileage; plant and manpower deployed; hours worked; salt usage; number and nature of complaints.

The Duty Officer must make positive arrangements for reporting the following items to the Highway Services Manager:-

- (a) Daily, before 1000 hours - a road condition statement which will include the start and finish times of the salting operation, the quantity of salt used, a summary of any overnight problems, actions taken, the present road condition and any on-going actions. The report must also include (when necessary) the identification of all areas that are not priority routes that are to be treated throughout the normal working day.
- (b) A "no action" report will be required when appropriate.
- (c) Weekly, by 1200 hours on the following Monday - a weekly summary of forecasts received, action taken and daily salt usage. Salt usage will be related to the daily forecast and will therefore cover the period 1200 hours to 1200 hours
- (d) Four weekly - a statement indicating the labour vehicle and plant usage in that period.

All decisions and actions directed by Duty Officers will be recorded in the daily log and a permanent record must be kept for 5 years.

Performance Standards and Monitoring

Given the significant costs of providing a Winter Service and the considerable logistical issues involved, monitoring and review are of particular importance to the pursuit of Best Value.

Comprehensive and accurate records are kept of the Winter Service activity, including timing and nature of all decisions, the information on which they were based, and the nature and timing of all treatment.

Performance Monitoring

The Council is required to monitor its performance on the Winter Service as part of its overall Highway Services function. To achieve this it is necessary to monitor the performance of both the Decision Making and the Service Delivery functions.

The highly variable and unpredictable nature of a winter means that a simple comparison of budget with outturn is not an appropriate performance indicator. Performance monitoring will therefore review the performance and cost effectiveness under several headings, including:-

Decision Making Operations

- (i) Adequacy of Response
- (ii) Communications between Duty Officer and Forecaster
- (iii) Adequacy of provision of information to media
- (iv) Level and validity of public complaints
- (v) Incidence of Road Traffic accidents
- (vi) Third Party claims
- (vii) Road blockages

Service Delivery Operations

- (viii) Use of stand-by
- (ix) Response times
- (x) Treatment times
- (xi) Condition and calibration of vehicle fleet
- (xi) Condition and consumption of salt
- (xii) Unit costs

Other Services

- (xv) Forecasting service
- (xvi) Computerised Ice Prediction System