



WINTER SERVICE OPERATIONAL PLAN 2018



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1. Preamble

- 1.1. The purpose of this Winter Service Operational Plan is to provide technical information and guidance in order to implement Shropshire Councils Winter Service Policy and insure compliance with the Well Managed Highways Infrastructure.
- 1.2. This Operational Plan was updated June 2018 jointly with the Winter Service Policy in order to fulfil the obligations of Shropshire Council as the Highway Authority.
- 1.3. The Service Provider is Kier.

2. Statement of Policies and Responsibilities

2.1. Policy and Objectives

- 2.1.1. Shropshire Council is under a duty to ensure, so far as is reasonably practicable, that safe passage along a highway is not endangered by snow or ice.
- 2.1.2. It is not possible, given the scale of financial and other resources that would be required, to provide the service on all parts of the network or to ensure that all surfaces, even those that are treated, are kept clear of snow and ice at all times.
- 2.1.3. The Winter Service in Shropshire is carried out to minimise delays, accidents and damage caused by snow and ice. To achieve this objective, a priority treatment system has been devised which concentrates on the more important routes and then extends to other routes when resources become available.

3. Client and Contractor Risks and Responsibilities

- 3.1. The Head of Infrastructure and Communities has overall responsibility for operations within the County.
- 3.2. Highway Managers are responsible for the day-to-day implementation of the policy and control of the Council's operations in each division.
- 3.3. The Service Provider is responsible for the maintenance and operation of the Council's winter service fleet.

4. Decision Making Process and Responsibilities

- 4.1. All decisions regarding Winter Service work will be made and ordered by divisional staff, who will also issue the necessary instructions to contractors. The decision for ordering treatments shall be based on a combination of weather forecasts, consultation and site inspections

5. Liaison with adjoining Authorities

- 5.1. Whenever possible the Highways Agency and adjoining local authorities will be notified of any intended Winter Service action and be invited to stakeholder meetings and end of season reviews if appropriate.

6. Winter Service Season

6.1. The Winter Service season commences on the 1st October and continues until 30th April in the following year.

7. Quality Plan

7.1. Quality Management Regime - Prior to the start of the Winter Service season Highway Managers will ensure that a Divisional Winter Service Manual unique to that division showing the defined network routes, secondary routes, stand-by rotas, snow plough contractors, together with all relevant contact details has been produced. There will be a joint annual review following each winter season and wider stakeholders will be invited to take part.

8. Document Control Procedure

8.1. All documents shall be reviewed and approved for adequacy by the Head of Infrastructure and Communities or other approved officer.

8.2. The control shall ensure that:-

- Only current issue documents are available in each divisional office
- Invalid or obsolete documents are promptly removed from divisional offices
- Obsolete documents retained for future reference are clearly marked

9. Circulation of Documents

9.1. Copies of all current documents relevant to the operation of the winter service shall be retained in each divisional office.

9.2. The documents held will include:-

- Divisional Winter Service Manual
- Shropshire Council's Winter Service Operational Plan
- Well Managed Highway Infrastructure – A Code of Practice 2018

9.3. The list will be reviewed each year prior to the start of the winter service season. Highway Managers will be responsible for ensuring that the current edition of each document is available to all operational staff.

10. Information Recording and Analysis

10.1. It is vital that details of all decisions and actions are recorded and kept for future reference. This enables the authority to mount a robust defence in the event of a third party claim and provides accurate information to support local performance indicators used to measure Shropshire Council's standards of service delivery in respect of Winter Service. Highway Managers are responsible for ensuring the timely and regular completion of the following records:-

10.2. Entries into Vaisala Management system regarding forecast and treatments

10.3. Salting returns of completed routes

11. Arrangements for Performance Monitoring, Audit and Updating

- 11.1. The Council has included performance indicators in its contract to measure and record their effectiveness in dealing with the winter service. These indicators are measured monthly and check compliance with completion of salting routes on time and calibration of vehicles. This is managed by the Service Manager.
- 11.2. The effectiveness of the service is also checked by reference to salting returns and records to ensure compliance with Appendix 2
- 11.3. Before the start of the winter service season each year Highway Managers will review all of their winter service operational arrangements to ensure full compliance with the Code of Practice. In addition each division will, in conjunction The Service Provider, ensure that the Divisional Winter Service Manual is prepared and completed. The Manual must be sent and presented to all operational staff and the Operations Manager.
- 11.4. The Divisional Winter Service Manual will include details of:-
- Health and Safety
 - Pre-commencement risk assessments of all routes
 - COSHH information
 - Telephone contacts
 - Stand-by duty rosters
 - Salting plans and salt loading details
 - Operational guideline to personnel
 - Gritting route details (salted and free running lengths) and route maps
 - Local snow plough contractors.

12. Route Planning

12.1. Carriageway Routes for Pre-Treatment and Post Treatment

- 12.1.1. Shropshire Council concentrates most of its winter service resources on the defined network. The defined network comprises approximately 28% of the total highway network and consists of all 'A' and 'B' roads, and localised high risk sections of other roads.
- 12.1.2. The Minimum Winter Network is the Resilient Network as defined by the Highways Infrastructure Asset Management Plan and is the minimum that will be treated in cases of exceptional circumstances.
- 12.1.3. The defined network is based upon the general maintenance hierarchy, but has been adapted to take into account the factors identified by "Well Managed Infrastructure". The highways hierarchy attempts to classify the elements of the network according to its level of use or strategic importance.
- 12.1.4. The greatest used, or most important roads:
- a) All Strategic Routes
 - b) All Main Distributors

- c) Secondary Distributors
- d) Link Roads (some access routes and other high risk sites)

12.1.5. Roads in category c) and d) will be considered for risk assessment in accordance with the table shown in Appendix 1 in order to determine if they should be added to either the defined network or secondary network.

12.1.6. During prolonged periods of low temperatures when ice forms priority will be given to treatment of the minimum winter network, defined network and secondary routes. The remaining part of the network will therefore only be treated as resources permit.

12.2. Carriageway Routes for Snow Clearing by Risk Level

12.2.1. The network should be cleared in the following priority order:-

- a) The Minimum Winter Network
- b) The Defined network
- c) The Secondary network including Car Parks
- d) Accesses to villages, hamlets, rural communities and schools.
- e) Residential roads and footways.
- f) Roads to single premises.

12.3. Routes for Footways and Cycleways

12.3.1. Defined Footway and cycleways will be treated as part of the Secondary Routes. Other Footways and cycleways will be treated when resources allow.

12.4. Response and Treatment Times for Carriageways

12.4.1. Pre-Treatment - The Service Provider will respond to an instruction to carry out pre-treatment in accordance with the Highways Term Maintenance Contract. All pre-treatment of the defined network are aimed to be completed within 2½ hours after instructed start time.

12.4.2. Post-Treatment and Periods of Snow - The contractor will be expected to respond to a call in accordance with the Highways Term Maintenance Contract. Treatment will be as instructed by competent staff.

12.5. Response and Treatment Times for Footways and Cycle ways

12.5.1. Pre-Treatment

Many of the cycle ways and footways have been constructed for the safe passage of cyclists and pedestrians travelling to work and school, so if temperatures are to remain below zero after 8.00am then the defined footway cycle way network should be precautionary salted as part of the secondary routes.

12.5.2. Post-Treatment and Periods of Snow

Footways and cycleways will be treated only as resources allow.

13. Allocation of plant, vehicles, equipment and materials to routes

13.1. A fleet of 25 salting vehicles complete with snow ploughing blades are available to carry out pre-treatment salting in the divisions. The vehicles are allocated to the divisions as follows:-

- North Division Oswestry 4 vehicles
- North Division Hodnet 4 vehicles
- Central Division Shrewsbury 6 vehicles
- South Division Bridgnorth 5 vehicles
- South Division Craven Arms 6 vehicles

13.2. Snow blowers and footway salt spreaders are available.

13.3. Salt Bins

13.3.1. There are approximately 1000 salt bins located at strategic locations throughout the county. They are sited at known trouble spots in both urban and rural areas where particularly difficult conditions exist. These are subject to risk assessments whenever bins are requested or replaced.

13.4. Weather Prediction and Information

13.4.1. Road Weather Stations - Shropshire Council currently operates eight road weather stations:-

- B4580 Race Course, near Oswestry
- A488 New Invention, near Clun
- A464 Bonningale, near Albrighton
- A49 Weston Crossroads, near Wem
- B4368 Shipton, near Bridgnorth
- A528 Ellesmere "Cyclo"
- A488 Fox Farm "Cyclo"
- B4380 Shelton "Cyclo"

13.4.2. In addition, the Council has access to weather stations operated by the Highways England on the A5 near Oswestry, the A49 near Church Stretton, and to Telford and Wrekin Council's weather stations on the A442 at Crudginton and the A5223 at Horsehay.

13.4.3. Access has also been obtained to weather stations situated close to the county boundary in other counties such as Cheshire, Staffordshire, Herefordshire, Worcestershire and Powys County Councils.

13.4.4. These stations provide some, or all, of the following data specific to the site:

- Road Surface Temperature
- Road State; dry, damp or moist, wet, wet with precipitation, ice, hoar frost or snow
- Air Temperature
- Dew Point
- Wind Speed
- Cloud Cover

13.5. Maintenance of Ice Detection Equipment

13.5.1. The roadside weather stations are maintained under the annual contract with Vaisala Ltd. The contract includes an annual service of each station prior to the start of the winter service season together with fault repairs throughout the season. Each Divisional Office has a key to the weather stations in their area.

13.6. Road Weather Information Bureau Service

13.6.1. The Council currently has a contract with Viasala Ltd to provide information on weather conditions from the eight Council owned and adjacent authorities and the Highways England weather stations. This information is available 24 hours a day during the winter service period and assists the duty officer in deciding whether or not to treat and if so, to determine by what time the treatment should be completed.

13.6.2. The Ice-prediction system is crucial to the presentation of meaningful and accurate information.

13.6.3. The information is obtained from the forecast provider via web sites.

14. Road Weather Forecast

14.1. The Council currently has contracts with Vaisala plc and MeteoGroup to provide winter service weather forecasts. The forecasts are prepared specifically for the county of Shropshire.

14.2. The forecast information is similar to a traditional type of weather forecast, such as may be seen in a newspaper, with the very important exception that all weather described is related to road surface conditions.

14.3. The main types of text forecasts are:-

- 24 hour text forecast
- 2 to 5 day text forecast

14.4. The 24 hour text forecast runs from noon until noon on the following day. It includes:-

- State of the road including black ice and hoar frost
- General road surface temperatures
- Visibility
- Precipitation
- Snow details
- General weather summary
- Hazard summary and confidence

14.5. The 2 to 5 day text forecast is broadly similar to that contained within the 24 hour text forecast. However, the detail is usually less, and the confidence is usually lower. They are designed to give a general idea of weather conditions, so that resources may be put in the right place. They should not be used for operational decisions about planned action.

15. The Decision Making Process

15.1. Clear and efficient decision making processes, supported by accurate weather prediction and information systems are the foundation of effective winter service delivery.

15.2. The decision maker will refer to the information provided by the 24-hour weather forecast, predictions from the weather stations via the bureau, local knowledge and liaison with colleagues in adjacent divisions.

15.3. A typical Decision Matrix Guide is shown in Appendix 2.

16. Organisational Arrangements and Personnel

16.1. Command, control and operational organisation – Shropshire Council

16.1.1. The Head of Infrastructure and Communities has overall responsibility for the Winter Service Service within the County. Highway Managers are responsible for the day-to-day implementation of policy and control of the Council's operations in each Division.

16.1.2. The competent staff operate a standby roster throughout the Winter Service period. They monitor the situation and acting on weather forecasts, ice alert station information decide on what action should be taken.

16.2. Command, control and operational organisation – The Service Provider

16.2.1.1. The Service Provider have overall responsibility for delivering the service in accordance with the Highways Term Maintenance Contract including the Winter Service operations.

16.2.1.2. Resources are arranged to give operatives the necessary rest periods to comply with the European Working Time Directive and the Driver Working hours regulations.

16.2.1.3. Emergency Works, including snow clearing will require 24-hour continuous manning and feasible working patterns.

16.3. Duty Schedules, Rotas and Standby Arrangements

16.3.1. Full details of duty rotas and standby arrangements are published in the Divisional Winter Service Manuals.

16.4. Standby Operating Procedures

16.4.1. A standby rota of competent staff will be present for the period 1st October to 30th April inclusive. Decisions regarding the need for standby staff outside of these dates will be taken as appropriately.

16.5. Decision Making

16.5.1. All decisions requiring Winter Service work will be made and ordered by competent staff and the necessary instructions issued to the Contractors. The decision for ordering treatments shall be based on a combination of weather forecasts, consultation and site inspections. See Typical Decision Matrix Guide (appendix 2).

17. Operational Monitoring

- 17.1. Shropshire Council has on board tracking devices on all gritters. This enables Client and Contractor supervisors to monitor the location and receive real-time operational data from gritting vehicles. It helps to ensure that spreading operations are carried out in accordance with the Council's policy and to produce documentary evidence to mitigate possible litigation. It also assists locating the gritter in an emergency or breakdown situation.
- 17.2. Random verification will be carried out to ensure that routes have been completed to the requirements of the Council's policy.

18. Operational Record Keeping and Reporting

- 18.1. The Operational Manager is responsible for keeping Senior Officers and Members of the Council informed, for advising the media, reporting to committees and liaising with adjacent authorities. In order to perform this well, accurate and regularly updated information is required on the weather and road condition throughout the County.
- 18.2. Outside normal working hours, or when exceptional circumstances dictate, Divisional reports will be passed to the Operations Manager to enable communication.

18.3. During Frost and Ice Conditions

- 18.3.1. Any unexpected fall in temperature, or if a significant proportion of the network has not been treated this shall be reported immediately to the Operations Manager
- 18.3.2. After the completion of each action, the route details will be updated on the Vaisala Manager system.

18.4. Light and Moderate Snowfall

- 18.4.1. In the event of light snowfall (less than 25mm) or moderate snowfall (25-100mm) a daily report for the 24 hours ending at 9.00am shall be given to the Operations Manager stating the following information:-
- 18.4.2. Snowfall information
- time of fall
 - average undisturbed depth
 - depth of any drifts
 - height above sea level where it begins
- 18.4.3. Action taken -
- Confirmation of pre-salting defined routes
 - Snowploughing operations
 - Use of farmers snow ploughs
 - Use of contractors
 - Salting of ploughed roads
 - Problems
 - Programme of working day
 - Other information e.g. roads closed, restrictions

18.4.4. In addition, regular updates will be sent giving the following information:-

- Action taken during the working day
- Action proposed for overnight
- Problems
- Other information

18.4.5. These reports shall be forwarded to the Operations Manager.

18.5. Heavy Snowfall

18.5.1. In the event of heavy snowfall (greater than 100mm), or drifting of snow causing difficulties, a daily report for the 24 hour period ending at 9.00am shall be given to the Operations Manager stating the following information:-

- The Information required for Light or Moderate Snow Fall plus:
- Report of overnight conditions including details of snowfall
- Action taken
- Major traffic route status. Where a major traffic route is restricted in its use because of snowfall condition the report shall include the extent and nature of any restriction, ie.,
 - Impassable
 - Four wheel drive only
 - Single lane width
- Unless reported otherwise, traffic routes will be assumed to be clear for 80% of their width and passable by two-way traffic

18.5.2. In addition, regular updates will be sent giving the following information: -

- Action Taken During the Working Day
- Action Proposed for Overnight
- Problems
- Other Information

18.5.3. These reports shall be forwarded to the Operations Manager.

18.6. Extreme Weather Conditions

18.6.1. In extreme weather conditions such as periods of intense snowfall or prolonged freezing, the Information required for Heavy Snow Fall and regular reports will be forwarded to Operations Manager. This will include major traffic route status reports.

18.6.2. Also, before 4.30pm a report detailing the resources to be employed overnight will be provided to the Operations Manager.

18.6.3. The Operations Manager will coordinate with Emergency Control Centre at The Shirehall.

19. Plant and Vehicle Staffing Arrangements

19.1. Full details of the staffing arrangements for plant and vehicles are published annually in the divisional Winter Service Manuals

19.2. Local Contractors make their own arrangements to drive their tractors equipped with snowploughs when requested by client staff.

20. Materials Management

20.1. Weekly reports detailing the quantity of salt used are generated from the Vaisala Management system.

21. Training and Development Arrangements

21.1. Competent Client and Contractors staff will be used on the Winter Service.

21.2. Currently only experienced staff are used. However, it is the Council's intention over the next year to assess all winter service staff, including The Service Provider personnel, to ensure they have appropriate qualifications. (City and Guilds 6159 or an equivalent scheme)

21.3. Other Contractors (Snow Blower Operators and Snow Plough Operators)
All contractors who operate snow blowers and snow ploughs will be trained to City and Guilds 6159 or an equivalent scheme approved by the Council.

22. Facilities, Plant, Vehicles and Equipment

22.1. Winter Service Compounds and Facilities

22.1.1. The Council operates its Winter Service out of five maintenance depots. These are located in:-

- North Division Oswestry and Hodnet
- Central Division Shrewsbury
- South Division Bridgnorth and Craven Arms

22.1.2. Each depot includes accommodation for Council staff and The Service Provider, material storage area, parking and garaging facilities for gritters, and routine maintenance and repair facilities for vehicles. All depots have salt barns providing undercover salt storage facilities with the exception of Hodnet where salt is currently stored in the open at Manor House Lane Depot.

22.1.3. For contact details of staff in all divisional offices see Appendix 3.

22.1.4. For details of plant and equipment in each depot see Appendix 4.

23. Garaging Services and Maintenance Arrangements

23.1. During the Winter Service Period all bulk gritters and other vehicles are stored at divisional depots and maintained by The Service Provider.

24. Calibration Procedures

24.1. All bulk gritters and demountables are calibrated to the relevant current standard before the start of the winter service season by The Service Provider. They are regularly checked throughout the winter season and re-calibrated if necessary. Calibration certificates for each vehicle are provided to the Fleet Manager.

25. Fuel Stocks and Location

25.1. The Service Provider are responsible for the provision and storage of all fuel necessary.

26. Salt and Other De-Icing Materials

26.1. Location and Capacity of Stocks for Salt and Other Materials

26.1.1. The Council maintains stocks of salt and other de-icing materials at each of its divisional depots. The salt is stored in barns at each depot with the exception of Hodnet division where salt is currently stored in the open at Manor House Lane depot.

26.1.2. North Division

- Whittington Depot Maximum Stock 2300 tonnes
- Manor House Lane Maximum Stock 6000 tonnes

26.1.3. Central Division

- Longden Road Depot Maximum Stock 2400 tonnes

26.1.4. South Division

- Bridgnorth Depot Maximum Stock 3100 tonnes
- Craven Arms Depot Maximum Stock 2300 tonnes

26.1.5. In addition each depot holds small stocks of fine grit for use in salt bins and salt piles and in snow conditions

26.1.6. Viasala Management system enables stock levels to be monitored and salt to be restocked in a timely manner.

27. Loading Arrangements

27.1. A tractor mounted front loading shovel is available at each depot to load salt into the salt spreader. The tractors are supplied and maintained by The Service Provider.

28. Treatment Requirements Including Spread Rates

28.1. Shropshire Council carries out its salting operations based on the guidance in the Code of Practice. This is indicated in Appendix 2 of this document.

28.2. Route optimisation carried out by Shropshire Council allows for a spread rate of 20 grams/m², with the exception of routes from Hodnet depot, which have a spread rate of 30grams/m² to allow for salt stored in heaps at Manor House Lane.

29. Contacts and Purchasing Arrangements for Supplies

29.1. The Council operates a salt stock management system with its supplier.

29.2. Each Wednesday morning the divisional offices advise the Senior Admin Officer in Highways and Transport of the amount used the previous week. This is collated and forwarded to the salt supplier.

29.3. Salt suppliers use the data provided to check salt usage against the stock profile. Additional supplies are then sent to divisions when the remaining stock approaches minimum level. This system ensures that the Council does not hold large quantities of salt during periods when it is not being used. The profiles are regularly checked to ensure that sufficient stocks are available to deal with snow emergencies, particularly around the Christmas and New Year periods.

30. Information and Publicity

30.1. Details of information and publicity contacts are given in Appendix 5.

31. Other key local and national contact information

31.1. Contact details for Emergency Services, Local Authorities, Government, Utilities and Voluntary Organisations are included in Shropshire Council's Emergency Contact Directory.

32. Responsibilities and guidance for providing information

32.1. All press releases, media interviews, statements etc. will conform to the requirements of the document "Communication Guidelines for all Shropshire Council Staff".

32.2. All enquiries and reports relating to the Council's Winter Service Policy, or resources and road conditions in general, shall be referred to the Operations Manager. They will liaise with the Directorates Communications Officer to prepare press releases, statements etc.

32.3. In severe weather conditions the Operations manager will relocate to Shirehall, to ensure that any media inquiries are answered with the most reliable information.

32.4. Highway Managers will liaise with the Operations Manager, and the Directorate's Communications Officer if necessary, in order to answer inquiries from the media and other organisations regarding operational issues in his division.

33. Road weather stations

33.1. The road weather stations are currently maintained by Vaisala plc. Information regarding their current operational status can be obtained from the Vaisala website:-

- <http://birice.vaisala.com/iceweb/uk/sh/native/>
- Usernames and passwords are held by each division.

33.2. If problems are encountered with the weather stations then they should be referred to the Vaisala helpdesk (telephone no. 0121 683 1269).

33.3. Road weather information bureau service

33.3.1. The road weather information bureau service is currently provided by Vaisala plc and MeteoGroup. Forecasts and predication graphs can be obtained from Vaisala website detailed in the previous section by competent staff.

34. Road weather forecast

- 34.1. The road weather forecasts are currently supplied by the MeteoGroup. Forecasts are either provided via the Vaisala bureau service or the MeteoGroup website, <http://www.summer.roadcast.co.uk>. Usernames and passwords are held by each division.

35. Use of Social Media

- 35.1. The winter service will enhance its use of social media , this to be improved information and graphics on the councils web site, and refreshed informative videos, enhance the defined route map ,and separate this from the secondary route map. Further ensuring that additional information (text) is inserted within Twitter Gritter and use of winter services blogs. Each divisional office and the service collectively will review its information on the web site in each September, and ensure all information is reviewed, update and the conduit for delivery is the most appropriate.
- 35.2. Also the use of current information such as snow clearing from Central Government , frequently asked questions will be posted on the winter services web page to increase understand, information and self-help.

36. Snow Volunteers

- 36.1. A pilot scheme will be implemented and trailed for winter 2019 / 2020, for members of the public to apply. The scheme in essence will provide training, grit, and the council's liability insurance will provide insurance cover for those trained and working appropriately. Work with the council's insurance team, learning from other authorities whom deliver similar schemes will be on going, for example Devon County Council.
- 36.2. A working group of officers form Highways, Insurance, communications will be developed with a time line of the scheme being piloted for next year's winter service , and then subject to feedback opening access to this scheme.

Appendix 1 **WINTER SERVICE RISK ASSESSMENT SHEET**

Risk Description (A)			Risk Impact (B)			Risk Rating (A x B)
			Low (Acceptable)	Medium (Moderate)	High (Substantial)	
			1	2	3	
		Score				
Maximum gradient	<1.20 1.4-1.20 >1.4	1 2 3				
"Wet" areas on route	0-10% 11-30% >30%	1 2 3				
Suitable treated alternative route	Within 1mls 1 – 3mls Greater 3mls	1 2 3				
Public transport route	None > 3 a week Daily	0 1 2				
School bus route	No Yes	0 1				
Main access to community > 100	No Yes	0 1				
Traffic flow 2 way	>1500 500-1500 <500	3 2 1				
Adjoining HA salted network	No Yes	0 1				
Hierarchy	Secondary Link road	2 1				
Access to major employer	Yes No	1 0				
Access to school	Yes No	1 0				
Total Risk Rating =						
<p>37. If the Risk Rating is less than 20 the road should not be included in the defined network or secondary network.</p> <p>38. If the Risk Rating is between 21 and 42 the road may be included in the secondary network following the approval of the Operations Manager.</p> <p>39. If the Risk Rating is greater than 43 the road may be included in the defined network following the approval of the Operations Manager.</p>						

Appendix 2

SHROPSHIRE COUNCIL SPREAD RATES FOR REASONABLE SPREADING CAPABILITY

Frost or forecast frost Road Surface Temperature (RST) and Road Surface Wetness	Dry Salt Stored in Barn	Salt Stored outside under sheeting (exposed to weather)
RST between Zero and -2°C and dry or damp road conditions	10	15
RST between Zero and -2°C and wet road conditions.	10	15
RST below -2°C and above -5°C and dry or damp road conditions.	15 grams	30
RST below -2°C and above -5°C and wet road conditions	20	30
RST at or below -5°C and above -10°C and dry or damp road conditions	20	30
RST at or below -5°C and above -10°C and wet road conditions.	2 x 20 Double run	2 x 30

- a) Shropshire Council minimum spread rate is 10g m² this is seen to be prudent in the light of the diverse geographical nature of Shropshire's landscapes
- b) 2 x 20g m² (2 x 30g m² for Hodnet Routes) spread rates will be achieved by double running the routes.
- c) During times of predicted snowfall/freezing rain and during snowfall, spread rates at 20g m² will be applied, this will be increased by double running routes to 40gram/m² if deemed necessary by Highway Technician patrols.
- d) Particular attention should be given to the possibility of water running across carriageways and other running surfaces e.g. off adjacent fields after heavy rain, washing off salt previously deposited. Such locations should be closely monitored and may require treating in the evening and morning and possible on other occasions.
- e) When a weather warning contains reference to expected hoarfrost, considerable deposits of frost are likely to occur. Hoarfrost usually occurs in the early morning and is difficult to cater for because of the probability that any salt deposited on a dry road too soon before its onset, may be dispersed before it can become effective. Close monitoring is required under this forecast condition which should ideally be treated just as the hoarfrost is forming. Such action is usually not practicable and salt may have to be deposited on a dry road prior to and as close as possible to the expected time of the condition. Hoarfrost may be forecast at other times in which case the timing of salting operations should be adjusted accordingly.
- f) If rain has not ceased by early morning, crews should be called out and action initiated as rain ceases.
- g) If rain is likely to freeze on contact with running surfaces and full pre-treatment should be provided even on dry roads. This is a most serious condition and should be monitored closely and continuously throughout the danger period.
- h) Code of Practice recommendation H8.4. Highway Technician patrols allow focused treatments and best use of salt stocks by avoiding the possibility of unnecessary treatments on "marginal" forecasts. Such patrols can also check that spreaders are functioning

correctly through training patrols can be competent at on side decision making as to when not to treat in addition they can allow last minute ratification of the need to treat and when.

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Appendix 3

CONTACT DETAILS

SHIREHALL

Chris Edwards, Head of Infrastructure and Community
Shirehall,
Abbey Foregate,
Shrewsbury
SY2 6ND,

Steven Brown, Highways, Transport and Environment Commissioning Manager
Shirehall,
Abbey Foregate,
Shrewsbury
SY2 6ND,

Operations Manager

Longden Road Office,
107 Longden Road, Shrewsbury,
SY3 9EL

NORTHERN AREA

Victoria Doran, Highway Manager
Edinburgh House
New Street
Wem
Shropshire
SY4 5DB

Chris Fisher, Highway Manager
Whittington Office,
Park Hall,
Whittington, Oswestry
Shropshire,
SY11 4AH

CENTRAL AREA

Ian Walshaw, Highway Manager
Longden Road Office,
107 Longden Road, Shrewsbury,
SY3 9EL

SOUTHERN AREA

Graham Downes, Highway Manager
Cantern Brook Offices
Stanley Lane
Bridgnorth
Shropshire
WV16 4SF

Andy Keyland, Highway Manager
16 Stokewood Road
Craven Arms Business Park
Craven Arms,
Shropshire,
SY7 8NR

Appendix 4

DETAILS OF PLANT AND EQUIPMENT IN DEPOTSWhittington Depot

Bulk gritters.....	3 No. plus 1 No. spare
Rolba R400 snow blower.....	1 No.
Vehicle operated footway gritter.....	1 No.
Manually operated footway gritters.....	3 No.
Loading shovel.....	1 No.

Hodnet Depot

Bulk gritters.....	4 No.
Manually operated footway gritters.....	6 No.
Loading shovel.....	1 No.

Shrewsbury Depot

Bulk gritters.....	6 No. plus 1 No. spare
Vehicle operated footway gritter.....	1 No.
Cycleway towable gritters.....	2 No.
Loading shovel.....	1 No.

Bridgnorth Depot

Bulk gritters.....	6 No.
Rolba R400 snow blower.....	1 No.
Vehicle operated footway gritters.....	2 No.
Loading shovel.....	1 No.

Craven Arms Depot

Bulk gritters.....	6 No. plus 1 No. spare
Manually operated footway gritters.....	5 No.
Loading shovel.....	1 No.

Appendix 5

LOCAL PRESS AND BROADCAST CONTACT INFORMATION

BBC Radio Shropshire
Email: radio.shropshire@bbc.co.uk
Tel: (01743) 273030

BBC Midlands Today (Forward Planning Desk)
Email: kay.gordon@bbc.co.uk
Tel: (0121) 567 6130

Beacon FM
Email: newswolverhampton@musicradio.com
Tel: (01902) 461260

Bridgnorth Journal
Email: news@bridgnorthjournal.co.uk
Tel: (01746) 761411
Deadline: Thurs 1300

Central News
Email: newsdeskwest@carltonstv.co.uk
Tel: (0808) 100 7888

County Times
Email: editor@countytimes.co.uk
Tel: (01686) 626771
Deadline: Weds am

Ludlow Advertiser
Email: lanews@midlands.newsquest.co.uk
Tel: (01584) 873796
Deadline: Weds 1300

Market Drayton Advertiser
Email: hberwick@shropshirestar.co.uk
Tel: (01630) 698113
Deadline: Thurs 1300

North Shropshire Chronicle
Email: stodd@northshropshirechronicle.co.uk
Tel: (01743) 283327
Deadline: Weds 1200

Oswestry Advertiser
Email: peter.danby@nwn.co.uk
Tel: (01691) 655321
Deadline: Fri pm

Shrewsbury Chronicle
Email: aferguson@shrewsburychronicle.co.uk
Tel: (01743) 283313
Deadline: Weds 1200

Shropshire Star
Email: dmorris@shropshirestar.co.uk
Tel: (01743) 248248
1200 local editions

South Shropshire Journal
Email: vbufon@shropshirestar.co.uk
Tel: (01584) 874051
Deadline: Thurs 1200

Whitchurch Herald
Email: whitchurch.news@cheshirenews.co.uk
Tel: (01948) 662332
Deadline: Weds 1100

Deadlines for the weekly papers are for answering their enquiries. Press releases should be sent to them at least 24 hours before their deadlines.

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