

WINTER SERVICE PLAN

FOR THE

LONDON BOROUGH OF HAMMERSMITH AND FULHAM



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1. Background

Section 41(1A) of the Highways Act 1980 requires highway authorities to ensure, so far as is reasonably practicable, that safe passage along a highway is not endangered by snow or ice.

This strategy aims to also align to the requirements of the Code of Practice: Well-Managed Highway Infrastructure (October 2016) (the Code), Section B.7 Winter Service.

Section 150 of the Highways Act 1980 requires highway authorities to remove obstructions in a highway arising from the accumulation of snow.

It is the London Borough of Hammersmith and Fulham's (Hammersmith and Fulham) policy to:

- as far as it is reasonably practicable, prevent its highways from becoming obstructed by an accumulation of snow and ensure that safe passage along its highways is not endangered by snow or ice;
- ensure that a co-ordinated approach is taken across London through the participation in the LoTAG Winter Service Practitioners Group

In addition to discharging its statutory duty Hammersmith and Fulham will provide support to stakeholders such as London Buses and emergency service depots and sites within the borough when it has capacity to do so during severe winter weather. This can only occur once officers consider the borough's statutory duty has been discharged.

Resilience Networks (footways and carriageways) have been reemphasised in *the Code* and are also incorporated in the recommendations of the London Technical Advisors Group (LoTAG) document *Keep London Moving Through Severe Winter Weather – Practical Steps for London Highway Authorities (October 2010)*. The Resilience Network describes the routes that provide maximum contribution to the continuity of daily life, such as the movement of freight and commuting, as well as supporting emergency services, and is agreed with London's strategic highway authority Transport for London (TfL). It is Hammersmith and Fulham's aim to align its Resilience Network with the Code and LoTAG's document.

2. Operational Roles

Hammersmith and Fulham are the Employer and oversees the Winter Service Providers for operational management of the Winter Maintenance Service. The Winter Service Providers are:

- FM Conway Ltd for carriageways
- Serco Group PLC supported by Quadron Services Ltd for footways and other pedestrian areas.

During periods of severe winter weather Hammersmith and Fulham will co-ordinate the collection and dissemination of information. The table below depicts the operational roles.

Table 1: Winter Service Operational Roles

Operational Role	Organisation
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Operational Role	Organisation
Client for Winter Maintenance of Roads	Hammersmith and Fulham Transport & Technical Service Department
Client for Winter Maintenance of Footways and other Pedestrian Areas	Hammersmith and Fulham Environment Leisure & Resident Services
Preparation of Winter Maintenance Strategy	Hammersmith and Fulham Transport & Technical Service Department
Supplying Weather Forecasts	MeteoGroup Ltd
Obtaining & Monitoring Weather Forecasts for Roads	Hammersmith and Fulham Transport & Technical Service Department
Obtaining & Monitoring Weather Forecasts for Footways and other Pedestrian Areas	Hammersmith and Fulham Environment Leisure & Resident Services
Preparation of Winter Maintenance Operational Plans	Winter Service Providers
Route Design	Winter Service Providers
Treatment Routing Planning	Winter Service Providers
Vehicles and Plant	Winter Service Providers
Procurement and Storage of Salt / Grit and De-icing fluids	Hammersmith and Fulham Transport & Technical Service Department
Stakeholder Engagement	Hammersmith and Fulham Transport & Technical Service Department
Decision Making / Instructing gritting for Roads	Hammersmith and Fulham Transport & Technical Service Department
Decision Making / Instructing gritting for Footways and other Pedestrian Areas	Hammersmith and Fulham Environment Leisure & Resident Services
Operational Supervision	Winter Service Providers
Operative Resources	Winter Service Providers
Competency	Winter Service Providers, Hammersmith and Fulham Transport & Technical Service Department & Hammersmith and Fulham Environment Leisure

Operational Role	Organisation
	& Resident Services
Performance Monitoring	Winter Service Providers, Hammersmith and Fulham Transport & Technical Service Department & Hammersmith and Fulham Environment Leisure & Resident Services

3. Winter Service Risk-Based Approach

Hammersmith and Fulham are responsible for the management and maintenance of 224km of network.

Hammersmith and Fulham use a risk-based approach to its Winter Maintenance Service in line with the Code. This approach allows Hammersmith and Fulham to assess where to deliver its Winter Service with maximum effect, thereby mitigating risk to the public and at the same time making best use of both the available financial and human resources.

Priority is set in line with the recommendations of the Code, as set in section B.7 Winter Service, whereby resilience is at the heart of prioritising routes. The key networks for both carriageway and footway, as identified below, provide the highest contribution to the economy and well-being of the businesses and residents of Hammersmith and Fulham. The routes identified as not to be treated are the ones that generate the least demand and therefore are deemed less important.

For plans of carriageways covered, see Appendix A – Carriageway Networks.

For a plan of footways covered, see Appendix B – Footway Networks.

3.1. Carriageways

Hammersmith and Fulham assess the risk on carriageways in line with its utilisation. Four levels of priority for winter service are defined on the carriageways as follows: -

Carriageways P1 Network

The list of Carriageways P1 routes covers all the main and high-risk routes that are not Transport for London Road Network (TLRN) roads (TLRN Roads are the responsibility of the Greater London Authority (GLA) and are operated by Transport for London (TfL)). The Carriageways P1 network comprises of: -

- Principal roads
- Locally strategic roads
- Main bus routes

These roads form the backbone of the Road Network within Hammersmith and Fulham and as such the Winter Service Operation should be that of not allowing snow to lay or ice to form on the carriageway surface as far as is reasonably practicable. Therefore, these roads are subject to precautionary gritting.

Hammersmith and Fulham Transport & Technical Service Department will ensure that the salting programme starts within 2 hours prior to the forecast of frost. Routes will be completed within 2 hours of starting.

Carriageways P2 Network

The Carriageways P2 network comprises of: -

- Medium use roads
- Roads of some strategic importance

These roads, though not as high risk as Carriageways P1, are important roads to keep open and safe for the free movement of all traffic off the major roads. The Winter Service Operation will ensure that salting of these roads will commence immediately upon completion of the Carriageways P1 roads.

In line with the Code, Hammersmith and Fulham will treat Carriageways P1 routes before Carriageways P2 routes (although in practice some Carriageways P2 routes may be started before all Primary routes are completed to maximise efficiency)

Precautionary gritting on the Carriageways P2 network will be instructed if:

- snow is forecast
- day time temperatures are not forecasted to rise above 0.5°C
- prolonged periods of sub-zero temperatures

Hammersmith and Fulham Transport & Technical Service Department will ensure that the salting programme starts within 2 hours prior to the forecast of frost. Route will be completed within 4 hours of starting.

Carriageways P2A

The Carriageways P2A network comprises of: -

- Roads that assist the treatment of Footways P1

These roads contribute the least to the movement of vehicles in the borough and therefore are only gritted in the event of snow on the carriageway and only if resources become available. The P2A network will be gritted prior to the Carriageways P3 network, as the Carriageways P2A network provides access to the Footways P1.

Carriageways P3 Network

The Carriageways P3 network comprises of: -

- All other roads; mainly residential

These roads contribute the least to the movement of vehicles in the borough and therefore are generally not gritted.

Table 2: Lengths of Carriageways Priority Networks

Priority	Length (km)
Carriageways P1	42.03 km (41.5 km of salt and 0.53 km of de-icing fluid)
Carriageways P2	20.90 km
Carriageways P2A	15.20 km

3.2. Footways

Hammersmith and Fulham deem the footway network to carry less risk with regards to winter weather than the carriageway asset. The council has assessed the number of complaints, reports of accidents and claims made against the authority and has deemed that no precautionary gritting of footways is necessary. Therefore, the policy for footway is to provide a reactive service and gritting only takes place in priority areas where snow has formed or accumulated. Salt on the footway is spread manually and therefore there are no set spread rates.

Three levels of priority for snow are defined on the footways as follows: -

████████ Footways P1 Network

The list of Footways P1 covers all areas of high footfall and highest amenity.

Hammersmith and Fulham Environment Leisure & Resident Services will ensure that the salting programme starts within 2 hours of the initial snow or frost warning. Routes will be completed within 24 hours of starting.

████████ Footways P2 Network

The Footways P2 network comprises footways of some strategic value and therefore have either a higher usage or amenity value due to adjacent sites such as hospitals or minor train stations.

Hammersmith and Fulham Environment Leisure & Resident Services will ensure that the salting programme starts following the completion of the Footways P1 network. Routes will be completed within 48 hours of starting.

████████ Footways P3 Network

The Footways P3 network comprises residential road footways.

These footways contribute the least to the pedestrian movement in the borough and therefore, as the lowest priority, and therefore are generally not gritted.

Table 3: Lengths of Footways Priority Networks

Priority	No. of Sites
Footways P1	53
Footways P2	53

3.3. Contingency arrangements - Resilience Network

The Resilience Network in Hammersmith and Fulham is the Carriageways P1 network described in section 3.1 above. This forms part of the London Wide Resilience Network and, if there are extreme conditions where salt supplies are limited or other resources are restricted (e.g. fuel supplies), these will be salted, and other salting may be curtailed to ensure preservation of scarce resources.

3.4. Clearing snow by mechanical means

Hammersmith and Fulham have assessed winter conditions in London over the past 30 years and has considered it inappropriate to use snow ploughs, blowers or similar plant even if there was sufficient snow fall to justify the expense, due to the urban nature of the network, with parked cars and pedestrians in almost all streets. It is noted that there is no snow plough within the equipment permanently available for Hammersmith and Fulham,

4. Operational Periods

This procedure is operated during periods when winter maintenance is required to be undertaken. The Winter Maintenance period is from 1st November until 31st March the following year. This period will be extended pre-season and post-season when weather conditions dictate. In year extensions will be communicated in writing by the Highways Manager. The Winter Maintenance Period has no defined low or high risk of winter treatment requirement periods and will be managed according to need. The Highways Manager has the authority to instruct the Winter Service Provider to be in any of the following readiness states if necessary.

Table 4: Operational Readiness States

Readiness State	Definition
Continuous	On duty 24 hours
Stand-by	Personnel committed to be available for duty within the Response time after call out from home or elsewhere. This is generally the operational stance in Hammersmith and Fulham
Call-out	Off duty personnel available for duty as demand arises but without prior commitment to be available

5. Weather Forecasting

Hammersmith and Fulham Transport & Technical Service Department will arrange the weather forecasting service. Both Hammersmith and Fulham Transport & Technical Service Department and Hammersmith and Fulham Environment Leisure & Resident Services will monitor the weather daily throughout the standby period.

Dedicated weather forecasting services are available for frost and snow predictions for the London region. The forecasts predict the conditions as well as road surface temperature. Weather forecasting is provided

by the MeteoGroup, part of Associated Press. The service produces site weather forecasts online, as well as in email. The service also provides a fully auditable record of all conditions for the period.

There is currently some consideration being given to the use of ice detection sensors and the Council will trial some in 2018/2019. Hammersmith and Fulham Transport & Technical Service Department will consider aligning and utilising TfL's temperature and ice detection sensors situated along the A40, A4 and A406 corridors.

6. Preparation of Winter Maintenance Operational Plans

FM Conway Ltd and Serco Group PLC, supported by Quadron Services Ltd, as the current Winter Service Providers will prepare and submit Winter Maintenance Plans by 30th September every year detailing the following:

- Details of personnel in charge of the service
- Contact details of personnel and call centres
- Treatment routes and lengths
- Area plans of routes detailing start and end points, direction of travel and lengths of dead running (these area plans will be to scale, clearly detailing junctions, slip roads and interface points between treatment routes)
- Route cards with instructions regarding the treatment route for the vehicle operator

7. Decision Making during Winter Service

7.1. When to Treat

MeteoGroup provide Hammersmith and Fulham with a weather forecasting service for the winter service. Using information received from MeteoGroup through either weather prediction bulletins Hammersmith and Fulham decide when to start gritting and inform the Winter Service Providers.

Forecasts are received 36 hours in advance alongside a projection over the next 2 to 10 days to enable forward planning.

Decisions on treatment will be taken by Hammersmith and Fulham Transport & Technical Service Department and Hammersmith and Fulham Hammersmith and Fulham Environment Leisure & Resident Services as per the decision matrix in Appendix C – When to Treat.

7.2. Response Times

A summary of all Response Times can be found in Appendix D – Response Times.

Call out times may be amended to ensure the gritting route is completed prior to the time at which the road surface is forecast to fall to 0°C. During prolonged periods of sub-zero temperatures repeat treatments will be considered, although it would not normally be necessary to complete more than 2 treatments every 24-hour.

7.3. Spread Rates

To be effective, salt must be spread evenly and at rates to suit prevailing weather conditions. Spread rates can be found in Appendix E – Spread Rates.

7.4. Post Service Action

Following any winter maintenance service completed by the Winter Service Providers, dated and signed off gritting sheets recording what has been carried out will be sent to the Hammersmith and Fulham officers electronically within 24 hours of finishing the gritting work.

Carriageways and footways where accumulations of salt remain will be swept.

All vehicles and equipment should be cleaned, lubricated and checked by the Winter Service Providers daily.

8. Procurement and Management of Salt / Grit and De-icing Fluids

Hammersmith and Fulham Transport & Technical Service Department buy salt/grit from Cleveland Potash Ltd. This is stored at the Baley's Lane depot which can store approximately 1,000 tonnes of rock salt for highway gritting.

FM Conway use space next to the salt store to park the gritter machines. This reduces the salt storage to approximately 900 tonnes, however the benefits of having all the winter service plant near the salt stock far outweigh the disbenefits of the reduced storage. To mitigate the risk of running out of salt the stock will not be allowed to drop below 600 tonnes before replenishing (raised from 400 tonnes).

Salt spread rates are in accordance with Winter Service Guidance for Local Authorities and are detailed in Appendix E – Spread Rates. Hammersmith and Fulham's salt stock is currently covered with a tarpaulin; however Hammersmith and Fulham Transport & Technical Service Department are currently looking at a permanent cover solution to avoid spoilage.

De-icing fluids are used in areas susceptible to corrosion or to clogging due to the rock salt. The de-icing fluid used in Hammersmith and Fulham is IceBlastPlus, a potassium acetate solution produced by Chela (www.chela.co.uk), which is non-hazardous and appropriate for use over waterways.

The metal structure of Hammersmith Bridge is susceptible to corrosion, therefore IceBlastPlus is used on its carriageway and footway. FM Conway Ltd undertake de-icing of Hammersmith Bridge carriageway. Gritting of the footway of Hammersmith Bridge is carried out by Serco Group PLC.

Lyric Square Fountain in King Street, Hammersmith has an automatic cut-off if temperatures fall below 4°C. This cut-off prevents the water from freezing in the pumps and prevents any escaped water from freezing on the adjacent footway. IceBlastPlus is used in Lyric Square in proximity to the fountain as the usual salt cannot be applied close to the pumps. During the winter period, and particularly at times of freezing and near to freezing temperatures, Hammersmith and Fulham Transport & Technical Service Department will inspect the fountain to ensure this temperature sensor and automatic cut-off is functioning as intended. Hammersmith and Fulham may request the contractor makes these ad-hoc inspections and provide feedback if internal resources are not available.

Lyric Square is a pedestrian area and will be hand treated using a spray gun by Serco Group PLC, however FM Conway Ltd may be requested to do this at certain times during the winter period if resources elsewhere are not available. The Highway Emergency Services vehicle will also carry IceBlastPlus at all times to provide this service when required.

Stakeholder Engagement / Operational Communications

During normal working hours, communications between Hammersmith and Fulham Transport & Technical Service Department and the FM Conway Ltd as the Winter Service Provider for roads will be by phone and instruction by email. Records of salt utilisation and available salt stock must be maintained daily.

During normal working hours, communications between Hammersmith and Fulham Environment Leisure & Resident Services and the Serco Group PLC as the Winter Service Provider for footways and pedestrian areas will be by phone and instruction by email. Outside of normal working hours, communication between the Hammersmith and Fulham and the Winter Service Providers will be by phone and instruction by email ...

A Hammersmith and Fulham staff rota list will be made available.

Hammersmith and Fulham’s neighbours are TfL, Royal Borough of Kensington and Chelsea, and the London Boroughs of Ealing, Hounslow, Brent, Richmond and Wandsworth. Liaison with each authority is carried out periodically to ensure an understanding of their Winter Service plans and ensure, as far as reasonably practicable, these are aligned.

All public enquiries about winter service from the press will be dealt with by the Council’s Press Office. All enquiries from members of the public about the Winter Service Providers will be dealt with by Hammersmith and Fulham Transport & Technical Service Department officers. Queries regarding operations will be dealt with by Hammersmith and Fulham Transport & Technical Service Department or Hammersmith and Fulham Environment Leisure & Resident Services officers or by the Press Office. During times of severe weather, the Council’s Communications team will update the Council website and send out Twitter alerts.

Appendix F – Self Help Guidance includes the self-help guidance issued by the DfT. The press office will ensure this message is published in advance of Winter and they will also ensure a summary of the strategy is published to help address public expectations.

The Key Contacts for Hammersmith and Fulham and the Winter Service Providers are as follows:

Table 5: Key Contacts List

Role	Name	Contact Number	Email Address
Duty Manager (Hammersmith and Fulham Transport & Technical Service Department)	Ian Hawthorn		Ian.Hawthorn@lbhf.gov.uk
Duty Manager (Hammersmith and Fulham Transport & Technical Service Department)	Donna Kelly		Donna.Kelly@lbhf.gov.uk

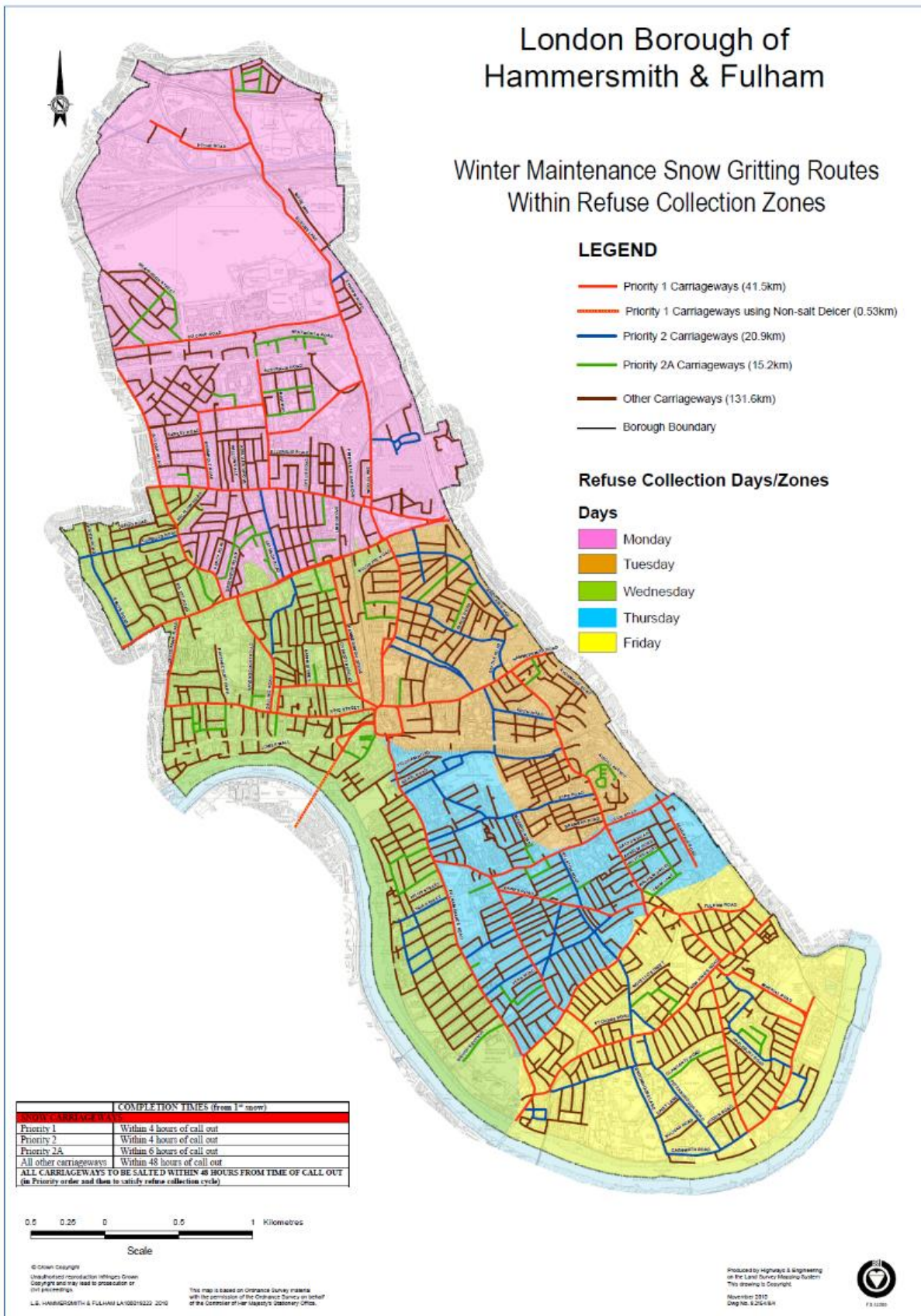
Role	Name	Contact Number	Email Address
Service Department)			
Duty Manager (Hammersmith and Fulham Environment Leisure & Resident Services)			
Contract Manager (FM Conway Ltd)			
Contract Manager (Serco Group PLC)			
Council Press Office			
MeteoGroup			

Key contacts for all neighbouring authorities can be found in Appendix G - Neighbouring Authorities

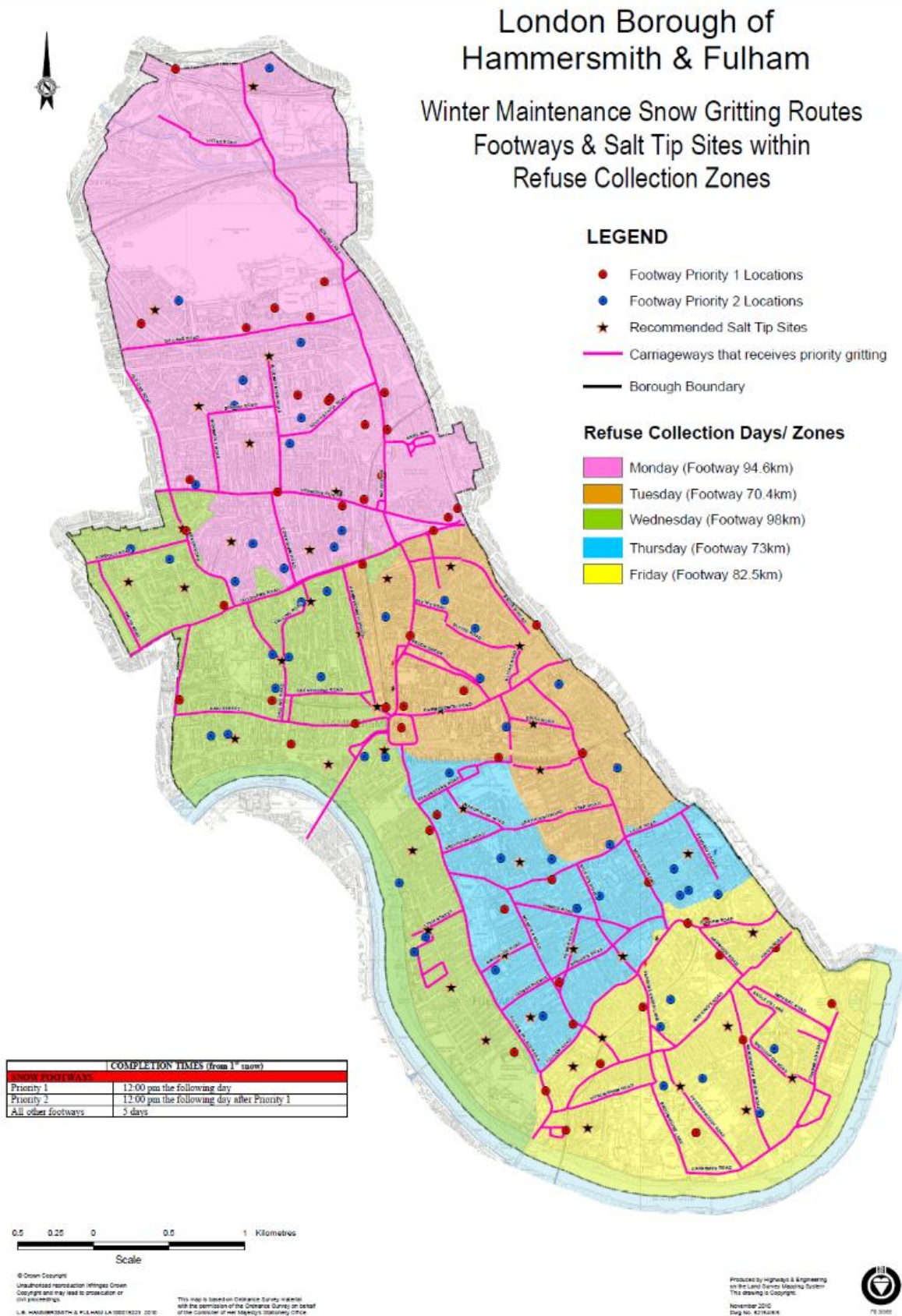
9. Competency

Winter Service Providers will ensure their staff are suitably trained and competent to undertake the Winter Service. Training records will be provided to Hammersmith and Fulham in advance of the winter season. Hammersmith and Fulham will also maintain training records for its staff.

Appendix A – Carriageway Networks



Appendix B – Footway Networks



Appendix C – When to Treat

Road Surface Temperature	Precipitation	Predicted Road Conditions		
		Wet	Wet Patches	Dry
May fall to 0°C or below	No rain No hoar frost No fog		Salt before frost	No action likely, monitor weather
Expected to fall below 0.5°C	No rain No hoar frost No fog	Salt before frost		
	Expected hoar frost Expected frost		Salt before frost	
	Expected rain before freezing	Salt after rain stops		
	Expected rain during freezing	Salt before frost, as required during rain and again after rain stops		
	Possible rain Possible hoar frost Possible fog	Salt before frost		Monitor weather conditions
Expected Snow		Salt before snow fall		
<p>The decision to undertake precautionary treatment should, if appropriate, be adjusted to take account of residual salt or surface moisture. All decisions require continuous monitoring and review.</p>				

Appendix D – Response Times

Carriageways			
Condition or Activity	Hierarchy	Response Times	Treatment Times
Precautionary gritting ice, frost, and snow (reacting on basis of forecast)	Carriageways P1	Gritting commences at time instructed or within 2 hours of emergency call out	2 Hours
	Carriageways P2	Gritting commences at time instructed or within 2 hours of emergency call out	4 Hours
	Carriageways P2A and Carriageways P3	No precautionary gritting for frost of P3 roads	
Emergency gritting ice, frost, and snow (reacting on request of police or council instruction)	Carriageways P1	To commence within 2 hours of emergency call out	2 Hours
	Carriageways P2	To commence within 2 hours of emergency call out	4 Hours
	Carriageways P2A and Carriageways P3	To commence within 2 hours of emergency call out	2 Hours
Response to Snow (carriageways)	Carriageways P1	Gritting commences at time instructed or within 2 hours of emergency call out	2 Hours
	Carriageways P2	Gritting commences at time instructed or within 2 hours of emergency call out	4 hours
	Carriageways P2A and Carriageways P3	Following completion of P1 and P2. Gritting commences at time instructed or within 2 hours of emergency call out	N/A

Footways			
Condition or Activity	Hierarchy	Response Times	Treatment Times
Reports of frost and isolated reports of ice	All	Reactive gritting only to reports of danger. To commence within 2 hours of emergency call out	
Snow and widespread ice	Footways P1	Gritting commences at time instructed or within 2 hours of call out	ASAP but no later than 24 hours of instruction
	Footways P2	Following completion of P1	48 Hours from time P1 commenced
	All other footways	Following completion of P2	5 Days from time P1 commenced

Appendix E – Spread Rates

Weather Conditions Road Surface Conditions Road Surface Temperature (RST)	Salt spread rate (g/m ²)
Frost or forecast frost RST at or above -2°C	10
Frost or forecast frost RST below -2°C and above -5°C	20
Frost or forecast frost RST at or below -5°C and above -10°C and dry or damp road conditions	20
Frost or forecast frost RST at or below -5°C and above -10°C and wet road conditions (existing or anticipated)	2 x 20

Precautionary Treatment Before Snow or Freezing Rain	Salt spread rate (g/m ²)
Light snow forecast (<10mm)	20
Medium / heavy snow	2 x 20
Freezing rain	2 x 20

Ice or Compacted Snow	Salt spread rate (g/m ²)
Ice formed (minor accumulations)	20
Ice formed	2 x 20
Snow covering exceeding 30mm	20 & 40 (successive)
Hard pack snow / ice	20 & 40 (successive)

Appendix F – Self Help Guidance

Clearing Snow and Ice from Pavements and Public Spaces

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

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

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

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

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

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

- Start early: it is much easier to remove fresh, loose snow compared to compacted ice that has been compressed by people walking on it.
- **Do not use hot water.** This will melt the snow, but may replace it with black ice, increasing the risk of injury.
- Be a good neighbour: some people may be unable to clear snow and ice on paths leading to their property or indeed the footway fronting their property. Snowfall and cold weather pose difficulties for them gaining access to and from their property or walking to the shops.
- If shovelling snow, consider where you are going to put it, so that it does not block people's paths, or block drainage channels. This could shift the problem elsewhere.
- Make a pathway down the middle of the area to be cleared first, so you have a clear surface to walk on. Then you can shovel the snow from the centre to the sides.
- Spreading some salt on the area you have cleared will help to prevent any ice forming. Table salt or dishwasher salt will work but avoid spreading on plants or grass as it may damage them. A few grams (a tablespoon) for each square metre you clear should work. The salt found in salting bins will be needed for keeping roads clear.

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

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

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

There are various websites which offer information on how to prepare for the Winter period.

The MET office has a useful guide which can be found here:

<http://www.metoffice.gov.uk/learning/get-ready-for-winter>

For residents, borough specific information can be found here:

http://www.lbhf.gov.uk/Directory/Transport_and_Streets/Roads_and_pavements/Snow_and_gritting/48811_Gritting_and_Snow_Clearance.asp

Why is the Government publishing this information?

During the severe winter in 2009/10, many people across the country worked very hard to keep our transport network open. This included many members of the public who cleared pavements and public spaces around their homes. Some people, however, were deterred from taking action to clear pavements and other public spaces because they feared that they might be sued.

An independent review of the transport sector's response to the severe weather of 2009/10 recommended that the DfT should publish this note on good practice for members of the public in clearing snow and ice from footways and other public spaces. The Local Government Association published a report on behalf of Councils which reached the same conclusion.

The Government response, in preparation for Winter can be found here:

<https://www.gov.uk/government/news/winter-weather-uk-government-response>

Appendix G - Neighbouring Authorities

Borough	Transport for London	Kensington and Chelsea	Ealing	Hounslow	Brent	Richmond	Wandsworth
Winter Service Start Date	October	November					
Winter Service End Date	April	March					
Service Provider(s)	FM Conway	FM Conway					
Key Contact(s)	Robert O'Rourke	Ian Hawthorn	Tony Singh	Satbir Gill	Jonathan Westell	Brian Humphris	Biran Humphris
Key Contact(s) Number							
Key Contact(s) Email Address							
Date Last Contact							