

2017/18 Winter Service Policy

Hammersmith and Fulham – 2017/18 Winter Service Policy

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Revision Number	Issue Date	Summary of Changes
1	30/10/2017	Additional information has been added to the policy regarding the Councils salt stocks and new salt store roof.
2		

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Introduction

This 2017/18 Winter Service Policy (WSP) sets out the Councils policy describing how it aims to discharge its statutory duty to ensure, as far as reasonably practicable, to keep the highway free from ice and snow. The actions described in this policy are those that are considered to be the minimum required in order to discharge this duty.

The policy is reviewed annually. Although new guidance has been issued during the summer of 2010 there has been no change in legislation. There is no evidence to suggest the WSP requires fundamental change although any evidence, such as records of accidents and claims continue to be monitored and reviewed.

The WSP has been reviewed and incorporates the revised recommendations set out by the UK Roads Liaison Group (UKRLG) in the Code of Practice for Highway Maintenance Management (*“Well Maintained Highways”*), the results and recommendations of the pan London reviews of winter service by London Technical Advisors Group (LoTAG) (in 2009 and 2010) and Council officers advice following experience of the two severe weather events of February 2009 and December 2009/January 2010.

The WSP and operational plans will continue to be saved under separate documents. The policy being produced by the Council and the operational plans produced by the service providers responsible for delivering policy requirements, in conjunction with Council officers.

Winter Service continues the basis of the operation being delivered from the Bagley’s Lane Depot, which accommodates around 900 tonnes of de-icing rock salt.

Resilience networks (footways and carriageways) have been introduced following Code of practice and Pan-London recommendations. The Resilience routes/sites describe a minimum network that should be gritted and are those that should continue to be treated in emergency situations (e.g. salt shortages) to ensure core services can be delivered as well as keeping open bus routes, transport interchanges and key service routes agreed with TfL.

LBHF Housing sites are treated/gritted by Housing resources and contractors. The Transport & Technical Service Department (TTS) shall assist with the supply of salt only when it has capacity to do so.

Aim and objective

To provide an efficient and cost-effective response to keep the highway free of snow, ice, and frost, deliver the authorities statutory duty and keep the resilience network open at all times.

In addition to discharging its statutory duty the Council will aim to 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 Councils statutory duty has been discharged.

Policy Summary

The 2017/18 LBHF Winter Service Policy requires the following response and treatment times.

Condition or Activity	Hierarchy	Response Times	Treatment Times
Carriageways			
Precautionary gritting ice, frost, and snow (reacting on basis of forecast)	Resilience and P1	Gritting commences at time instructed or within 2 hours of emergency call out	2 Hours
	P2	Gritting commences at time instructed or within 2 hours of emergency call out	4 Hours
	P3A and P3	No precautionary gritting for frost of P3 roads	
Emergency gritting ice, frost, and snow (reacting on request of police or council instruction)	Resilience and P1	To commence within 2 hours of emergency call out	2 Hours
	P2	To commence within 2 hours of emergency call out	4 Hours
	P2A and P3 (attendance to isolated individual sites only)	To commence within 2 hours of emergency call out	2 Hours
Response to Snow (carriageways)	Resilience and P1	Gritting commences at time instructed or within 2 hours of emergency call out	2 Hours
	P2	Gritting commences at time instructed or within 2 hours of emergency call out	4 hours
	P3A and P3	Following completion of P1 and P2. Gritting commences at time	Within 48 hours from time P1 commenced

		instructed or within 2 hours of emergency call out	
Snow ploughs are not used			
Footways			
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	Resilience and P1	Gritting commences at time instructed or within 2 hours of call out	ASAP but no later than 24 hours of instruction
	P2	Following completion of P1	48 Hours from time P1 commenced
	All other footways	Following completion of P2	5 Days from time P1 commenced

Further Information and Explanation

Statutory Requirements

The Highways Act 1980 (and as amended) places a duty on highway authorities to ensure, as far as is reasonably practicable, that the highway is kept free from ice and snow. The Highways Act provides a special defence in that Highway Authorities are only required to do that what is reasonable.

National Guidance on the Delivery of the Winter Service

Recommendations and advice on the delivery of a winter maintenance service are set out in codes of practice; the most current document being the Code of Practice – “Well Maintained Highways” which includes a chapter on Winter Service. A revision to Chapter 13, winter service was issued

in 2009. Further guidance has been issued throughout 2010 and those recommendations are incorporated where relevant.

All the advice for delivering this service recommends authorities set out a WSP and an Operational Plan. The policy sets out the authority's intentions for meeting these statutory requirements and the plan sets out how this will- be delivered.

Since the severe weather in February 2009 which affected the whole of the country, the Department for Transport (DfT) appointed consultants to review the Code of Practice and issued supplementary guidance – “Learning the Lessons of the Severe Weather in February 2009“, with recommendations for future winters.

The London Technical Advisors Group (LOTAG) have also issued supplementary guidance to all London highway authorities to establish a Pan-London resilience network which would be given priority during exceptional severe weather and to encourage collaborative working both for salt and transport (Keep London Moving through the Severe Weather and the more recent publication Practical Steps for London Highway Authorities.

TfL have provided a website containing all London related guidance, as considered by the London Winter Service Review Steering Group at the following address:

<http://content.tfl.gov.uk/weather-information-services.pdf>

Policy Details

Departmental Responsibilities

The table below sets out the responsibilities for the 2017/18 Winter Season.

Service	Owner	Contractor / Supplier
Winter Service Policy management, review, and development	TTS	N/A
Weather forecasting arranging	TTS	MeteoGroup Ltd
Monitoring weather and conditions and determining required action – roads	TTS	FM Conway

Monitoring weather and conditions and determining required action - footways	Environment Leisure & Resident Services (ELRS) working with TTS	Serco, supported by Quadron
Issuing instructions for gritting roads	TTS	FM Conway
Issuing instructions gritting footways	ELRS	Serco, supported by Quadron
Recording of actions / winter service treatment delivered on roads – what, when and where	TTS	N/A
Recording of actions / winter service treatment delivered on footways – what, when and where	ELRS	N/A
Salt Ordering	TTS	Cleveland Potash Ltd
Response to frost on footways following reports of danger in isolated and limited areas only	TTS	FM Conway
Preparation of winter service delivery plan – Carriageways	TTS	FM Conway
Preparation of winter service delivery plan – footways	ELRS with input from TTS for frost and ice on footways	SERCO

Winter Standby and Operation Period

The winter service standby period and operation shall be 1 November to 31 March annually. This period shall be extended pre-season and post season if weather conditions require.

There shall be no defined low/high winter season.

The operation may be required anytime, 24 hours per day, seven days per week and the contractors shall be on standby for this period. Client officers shall also be on call to receive information and issue instructions throughout this period 24 hours per day.

Carriageway Hierarchy and Priority

The carriageway hierarchies for winter service are shown on the attached plan, and listed in Appendix A (Drawing number 8215/8/4)

The priority of carriageways for precautionary gritting, post gritting and snow clearing are in accordance with the hierarchies of carriageways as defined by Well Maintained Highways – Code of Practice for Highway Maintenance Management and Winter Maintenance Code of Practice. However, other local issues such as:

The Councils Resilience route is the minimum network required to enable essential services to the public to continue, this includes links to the strategic network, access to key facilities and other transport needs. The resilience network is also the Priority One (P1) road network.

P1 roads are those with the highest use and strategic importance. They include all the classified A road network as well as some other locally important roads and those roads that have the main bus routes. P1 Roads are detailed in Appendix A. The P1 road networks also forms the boroughs Resilience Network.

Priority Two (P2) roads are the medium use roads and of some strategic importance, but are secondary when compared against the priority one network. P2 roads are detailed in Appendix A.

Priority Three A (P3A) roads are those short sections of roads that shall be treated in order to assist access to treat a high priority footway area. In terms of hierarchy P3A roads are the same as Priority Three (P3) roads with the same treatment times. They should be treated following the completion on P2 roads, or for efficiency or operational reasons at the same time. P3A roads are detailed in Appendix A.

Priority Three (P3) roads are all other roads within the borough, being mainly residential streets, also known as tertiary roads.

All Priority roads are subject to annual review. Any amendments are subject to the agreement of the Cabinet Members for TTS.

Footway Hierarchy and Priority

The footway priority for post gritting / snow clearance are broadly in accordance with the footway hierarchies as defined by Well Maintained Highways – Code of Practice for Highway Maintenance Management and Winter Maintenance Code of Practice.

The footway hierarchies for winter service are shown on the attached plan (Drawing number 82154/8/5) and listed in Appendix B.

The Councils footway resilience sites are currently the same as P1 roads but as this is the first time a resilience footway network/list of sites has been defined further refinement is likely to be required.

P1 footways are the footways within the busiest areas and of highest amenity.

P2 footways has some additional importance or amenity value due to the use of the street of site adjacent to the street above a normal residential street. P2 footway sites are treated following the completion of P1 sites.

For logistical and operational reasons, the borough is further split into P2-North, P2-Central, and P2-Southern areas.

The remaining footways are treated once P1 and P2 footways have been completed. Depending on circumstance at the time consideration should be given to treat the next refuse collection zone to help minimise missed collections.

All Priority footways are subject to annual review. Any amendments are subject to the agreement of the Cabinet Members for TTS and ELRS.

Response and Treatment Times

Response and treatment times shall be as per section 3 above.

The policy is to keep those areas of the highway, where there is a significant accident risk, free from frost, ice, and snow by ensuring that those roads that give rise to the greatest risk of accident are treated first. For carriageways, this means precautionary gritting the P1 roads within two hours and in more severe conditions secondary routes within four hours of commencement. The remaining tertiary routes are not precautionary gritted. Call out times are amended so that the gritting route is completed prior to the time at which the road surface temperature is forecast to fall to zero degrees Celsius.

During prolonged periods of sub-zero temperatures repeat treatment should be considered although it would not normally be necessary to complete more than two treatments per 24-hour

period. It is necessary to manage salt stocks prudently and consideration shall be given to residual levels of salt on the road surface.

Due to the very low level of risk, number of complaints, reports of accidents and claims made against the authority there shall generally be no precautionary gritting of the footways for frost and ice. Officers shall continue to monitor the number of complaints, reports of accidents, and claims and should there be an increase then this policy shall be reviewed.

For footways, the policy is to provide a reactive service only and gritting where snow has formed or accumulated. There is also a small emergency highway resource that can respond to isolated reports to frost and ice in a limited capacity. Water mains failures are excluded from this as they are referred to Thames Water to sign and guard and undertake the necessary water mains repair.

On wide footways, it is not necessary to clear the full extent and width of the footway but to clear sufficient area to allow safe passage. On P2 roads and below the requirement is to treat a minimum 1.2m wide strip at the back of the footway.

Weather Forecasting Arrangements

TTS shall arrange the weather forecasting service. Both TTS and ELRS shall 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 currently provided by the MeteoGroup, part of Associated Press. The service includes site weather forecasts online as well as emailing them and delivering them as text messages to mobile phones. 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.

Call-out Arrangements

The weather forecasting service (as described above) is used by both TTS & ELRS client officers to determine whether (and when) the WSP should come into operation and whether to issue the necessary callout instructions.

The decision-making process is based on Well Maintained Highways, with some minor amendments - please see Appendix C.

Salt

The capacity of the salt store at Bagley's Lane depot is sufficient to 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 provides operational advantages but means that the salt can only be stocked up to 900 tonnes. Officers have deemed that the benefits of having the gritter machines in close proximity outweigh the risks of running out of salt.

The operational plan is not to allow the stock to drop below 600 tonnes before replenishing the stock (raised from 400 tonnes). However, the current salt stock (as of 30/10/2017) is approximately 500 tonnes. The intention is to use up this salt before ordering more as the existing stock is several years old.

Salt spread rates are in accordance with Well Maintained Highways and are detailed in Appendix D. The salt was covered during the summer months with a tarpaulin but as this is not a permanent dry solution the uncovered salt spread rates shall be used for this winter. A roof was constructed over the salt store with the building works completed on Monday 23rd October. When the salt stock is replenished, the covered salt store spread rates can be used.

Hammersmith Bridge and Lyric Square

Special provisions are made for Hammersmith Bridge and Lyric Square.

The Hammersmith Bridge structure is metal and therefore susceptible to corrosion. Non-salt based de-iceant solution is therefore used on the carriageway (it has been agreed that salt can be

used on the bridge's footways). The product currently used is IceBlastPlus, a potassium acetate solution by Chela (www.chela.co.uk) is non-hazardous and appropriate for use over waterways.

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. The same de-iceant is used in Lyric Square in proximity to the fountain as the usual salt de-iceant must be kept out of the pumps. During the winter period, and particularly at times of freezing and near to freezing temperatures, TTS will inspect the fountain to ensure this temperature sensor and automatic cut-off is working. From time to time the Client may request the contractor makes these ad-hoc inspections and provide feedback.

FM Conway undertake de-icing of Hammersmith Bridge carriageway. Gritting of the footway of Hammersmith Bridge is by Serco. Lyric Square is a pedestrian area and will be treated by Serco, however FM Conway may be requested to do this at certain times during the winter period and the Highway Emergency Services vehicle will carry Chela at all times to provide this service.

Public Relations

All enquiries about winter service from the press shall be dealt with by the Council's Press Office.

All enquiries from members of the public about the WSP will be dealt with by TTS officers (usually Donna Kelly or Ian Hawthorn). Queries regarding operations will be dealt with by TTS or ELRS officers (carriageways/footways) or by the Press Office.

During times of severe weather, the Council's Communications team will update the Council website and sent out Twitter alerts.

Appendix E includes the self-help guidance issued by the DfT. The press office shall ensure this message is issued / published in advance of winter and they shall also ensure a summary of the policy is published to help address public expectations.

Appendix

Appendix A – Carriageway Priority List

Priority 3 and 3A is all other roads. See the drawing for priority 3 and 3A.

Appendix B – Footway Priority List

Priority 3 is all other footways.

Appendix C – Decision Making Process – Carriageways

Decision Matrix Guide

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	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	Salt before frost
	Expected hoar frost Expected frost	Salt after rain stops		
	Expected rain before freezing	Salt before frost, as required during rain and again after rain stops		
	Expected rain during freezing	Salt before frost	Monitor weather conditions	
Expected Snow	Possible rain Possible hoar frost Possible fog	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>				

Precautionary gritting of roads shall be to the Resilience Route / P1 route only, save for when snow is forecasted and or when day time temperatures are not expected to rise above 0.5° C, or prolonged periods of sub-zero temperatures in which case P2 roads shall also be precautionary gritted.

Appendix D – Treatment Guide

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 - 20
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
Light snow forecast (<10mm)	20
Medium / heavy snow forecast	2 x 20
Ice Formed (minor accumulations)	20
Ice formed	2 x 20
Snow covering exceeding 30mm	20 - 40 (successive)
Hard pack snow / ice	20 - 40 (successive)
HARD PACK SNOW / ICE	SALT / ABRASIVE (SUCCESSIVE)

Rate of spread for precautionary treatment should be adjusted to take account of residual salt or surface moisture.

Appendix E – 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](http://www.lbhf.gov.uk/Directory/Transport%20and%20Streets/Roads%20and%20pavements/Snow%20and%20gritting/48811%20Gritting%20and%20Snow%20Clearance.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 F – Communication to stakeholders

To align LBHF with other London Boroughs, a notification email will be sent out each to notify stakeholders of planned action in times of severe weather. This notification will not be sent out daily.