

PUBLIC



WINTER SERVICE PLAN

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1 INTRODUCTION

- 1.1 This document sets out the County Council's policies and standards for Winter Service treatment.
- 1.2 This document reflects the latest standards being adopted by the Council as guided by the Midland Highway Alliance (MHA+)¹, Well managed Highway Infrastructure UKLRG (2016) and the national guidance published by the National Winter Service Review Group (NWSRG Part 2).
- 1.3 This document may include information on various inter-related topics and issues, therefore individual sections should not be read in isolation.
- 1.4 This document should be read in conjunction with the following legislation and best practice guidance documents as appropriate:
 - Highways Act 1980
 - Well-Managed Highway Infrastructure, UK Roads Liaison Group (UKRLG) 2016
 - The Traffic Management Act 2004
 - Practical Guide for Winter Service, NWSRG Part 2
- 1.5 This document is available on the Council's website and this is the key medium by which amendments will be released.
- 1.6 The policies and standards specified within this document may be modified, altered or amended at any time in light of changes to legislation and/or national guidance. This plan sets out the principles that the County Council uses to meet its obligations and duties in respect of its winter service. It lays down which categories of road are to be treated, in what order of priority, and how quickly they should be treated. It is intended, through the use of this plan, to ensure that there is a uniform level of service throughout the county.
- 1.7 The County Council, as Highway Authority, is responsible for providing a winter service on adopted public highways within the county of Derbyshire. Motorways and Trunk Roads are dealt with by National Highways and the roads within Derby City, are dealt with by either Derby City Council or National Highways.
- 1.8 The purpose of the winter service is to provide assistance to road users by treating the highway network to mitigate the effects of ice and snow and to maintain traffic movements, whilst minimising the impact of the service operations on the environment.
- 1.9 The service is essential for public safety and to support the national and local economy in maintaining movement of vehicular traffic, cycles and pedestrians so that

¹ MHA + is a combination of authorities that were previously part of Midlands Highway Alliance, Midland Service Improvement Group and West Midlands Highways Alliance. Its aim is to share best practice within the discipline of Highways and Transportation

life can continue as usual with as little disruption as possible during periods of wintry weather.

- 1.10 Owing to limited resources and available finance it is essential that provision of winter service reflects the importance of traffic routes. It will not be reasonably practicable to provide the service on all parts of the network or to ensure all surfaces are kept free of ice or snow at all times, even on the treated parts of the network.
- 1.11 The objective is that a network of treated routes should be reasonably accessible for the majority of residents and businesses, supplemented by targeted provision of self-help facilities.
- 1.12 This document will recognise a number of Development Areas where Derbyshire has recognised potential improvements to the service they deliver. These development areas are aspirations only and will be reviewed on an annual basis to assess whether they are deliverable from a financial and resource perspective. A breakdown of these Development Areas can be found in [Appendix D](#).

2 LEGISLATION & GUIDANCE

- 2.1 Section 41 of the Highways Act 1980 imposes a duty on Highway Authorities to maintain Highways maintainable at public expense. In particular, Section 41 (1A), as inserted by Section 111 of the Railways and Transport Safety Act 2003, which imposes a duty on Highway Authorities to ensure, so far as is reasonably practicable, that safe passage along a Highway is not endangered by snow or ice.
- 2.2 The Department for Transport (DfT) has advised that it is for the courts to decide what is reasonably practicable. However, DfT strongly recommends that local highway authorities carry out winter maintenance in accordance with Well-Managed Highway Infrastructure along with any supplementary guidance.
- 2.3 Amongst other recommendations, the guidance states that local highway authorities should formally approve, adopt and publish policies and priorities in a Winter Service Plan, which should be reviewed annually to take account of changing circumstances.
- 2.4 Under Section 150(1) of the Highways Act 1980, there is a requirement for the Highway Authority to remove an accumulation of snow which forms an obstruction, and Section 150(3) of the Act states that the following factors should be taken into account the:
 - Character of the highway and the nature and amount of traffic using it
 - Nature and extent of the obstruction
 - Resources of the workforce, vehicles and equipment available to the Highway Authority and extent to which those resources are being, or need to be, employed on such work
- 2.5 Thus it is recognised that it would not be practical for any Highway Authority to treat all roads and footways in the event that ice forms or snow falls.

- 2.6 In addition, the Traffic Management Act 2004 places a network management duty on all local traffic authorities in England. It requires authorities to do all that is reasonably practicable to manage the network effectively to keep traffic moving.

3 OBJECTIVES, RESILIENCE & EFFICIENCIES

3.1 OBJECTIVES

3.1.1 The Objectives of the winter service, so far as reasonably practicable, are to:

- Ensure the safe movement of vehicles and pedestrians on the highway network
- Minimise delays, accidents and damage to the highway resulting from ice and snow
- Undertake the winter service effectively and efficiently within the limitations of finite resources according to the network hierarchy and severity of weather conditions
- Provide support to wider area emergencies and incidents by implementing mutual aid arrangements with other partners within the limits of the resources available

3.2 RESILIENCE

3.2.1 The Council's winter service standards are based on the national guidance and are described as:

- **Overall Winter Service Period** – usually starts on 20th October and finishes on 30th April inclusive. This is locally defined since the winter period may vary according to climatic conditions
- **Core Winter Service Period** – usually runs from 25th October to 22nd April inclusive. This is locally defined since the winter period may vary according to climatic conditions and will be reviewed annually.
- **Minimum Winter Service Network** – This is the part of the carriageway network that is normally treated which provides a minimum essential service to the public, including the County Council's Resilient Network

3.2.1 Road conditions can vary across the county due to the topographical differences, which may have a bearing on how resilience standards are deployed.

3.3 EFFICIENCIES

3.3.1 Budgetary constraints and the need to provide value for money services is a key issue for local authorities. The provision of a Winter Service presents particular challenges for Highway Authority due to:

- The running costs of salting vehicles and crews
- The cost of salt
- Changeable weather conditions arising from the variable UK climate
- High public demand for clear and safe roads
- The investment cost of holding large stocks of salt

3.3.2 Recognising these issues the County Council is constantly looking to increase the efficiency and cost-effectiveness of the Winter Service operation.

- 3.3.3 One of the key aims is to ensure that all designated routes are salted efficiently, and that salt is not wasted. As a result, the salting routes are continually optimised to make them more flexible and efficient.
- 3.3.4 Local joint arrangements with adjoining County, City, District, Borough, Town, and Parish councils, wherever they are cost effective and operationally efficient, shall be continually defined and implemented through the Mutual Aid process.
- 3.3.5 The County Council will continue to monitor performance during service delivery and respond effectively to changing conditions and/or network incidents.

4 WEATHER FORECASTING & MONITORING

- 4.1 Weather information is obtained from specialist forecasters, traffic cameras, roadside monitoring stations, feedback from operational staff and, in unpredictable circumstances, it may be supplemented by patrol inspections.
- 4.2 The County Council maintains a contract with an appropriate forecasting organisation that provides daily weather forecasts that are detailed for Derbyshire and updated frequently. In addition, forecasters are available at any time of the day or night to discuss the forecast and changes in conditions. Additional real-time information is provided by a network of roadside sensor stations around the county that report on the ongoing conditions.
- 4.3 Derbyshire's weather stations are calibrated externally, and a report provided on an annual basis following their inspection.
- 4.4 When available forecast information is uncertain or conditions are changing unpredictably, snow patrols may be mobilised or requested to report on conditions along pre-determined routes or at specific points of interest in their area.
- 4.5 These sources of information can assist treatment decisions that are made by the winter service decision makers.
- 4.6 Severe winter weather is defined as when a UK weather warning has been issued by the Met Office covering the operational region of the Winter service.

5 PRECAUTIONARY SALTING

5.1 GENERAL

- 5.1.1 Winter Service operations will give priority to routes comprising the Resilient Network, Principal Road Network, main and secondary distributor roads, links to villages, major bus routes, emergency service locations and reasonable proximity to schools.
- 5.1.2 The treated network is approximately 47% of the road network, which is split into three categories; the primary, secondary and tertiary networks. These routes are reviewed annually by taking into account any service requests received or difficulties encountered in delivering the service during the previous winter season. The County Council may give consideration to removing roads where they no longer meet the criteria for inclusion, for example: where a road is no longer on a bus route or where a school or other facility has relocated and traffic volumes are subsequently reduced. Locations that are to be pre salted are approved by elected members.
- 5.1.3 Schools, health centres and other community facilities should be given a higher priority within the network by including them, where possible, within the primary route network. In such instances where they cannot be directly served by the primary network they will, where possible, be within a short distance. Priority will also be given to establishments for older people not included on the primary and secondary routes, and these will be considered for inclusion on the tertiary network, where practicable.

5.2 EXCEPTIONS

- 5.2.1 It should be noted that whilst the principles set out in this plan have been used to determine the salting networks, it remains that there are possibly short sections of road that would otherwise be included in the salting networks which it is not practicable to include due to permanent or temporary width and / or weight constraints, including the presence of on-street parking which can obstruct the passage of a gritting lorry.
- 5.2.2 Network Rail level crossings have equipment which is prone to signal failure when solutions high in salt exist. Consequently, any lengths of road on the salting networks between the 'STOP' lines at level crossings will not be salted.

5.3 CARRIAGEWAY PRIMARY ROUTE NETWORK

- 5.3.1 The proposed primary network consists of the Resilient Network (within public highway), major roads, major bus routes and strategic roads. It does not contain all bus routes and generally does not contain roads within residential areas. It is estimated that the total length of this network equates to approximately 60% of the total length of roads included in the primary and secondary networks. This is around 1,077miles in length.
- 5.3.2 The primary network is pre-defined and comprises:
- Sections of the County Council's Resilient Network (within public highway)

- The principal road network, main distributor roads and secondary distributor roads (as defined in the Council's network hierarchy)
- Commuter routes (rural roads carrying more than 2,000 vehicles per day, where no treated routes exist)
- Locally important roads in the network hierarchy and at least one route into all villages so far as is reasonably practicable
- Sections of the network sufficient to provide Local Bus Services into most areas; following as near as possible the regular routes. This to include all areas necessary for practical operations such as Bus Stations and designated turning facilities
- No greater than 500m from a school, so far as reasonably possible
- Emergency Service locations - police stations, fire stations, hospitals and ambulance stations
- Transport interchanges

5.4 CARRIAGEWAY SECONDARY ROUTE NETWORK

5.4.1 The secondary network consists of the remaining 40% of the precautionary gritting network being around 550 miles in total, including bus routes not contained in the primary network, particularly those within residential areas where significant on-street parking takes place, and less strategic roads serving villages, where reasonably practicable.

5.4.2 The Secondary Network is defined and comprises:

- Less significant local, village and estate distributor roads having considerable traffic flows

5.4.3 Secondary Routes are generally lower in the County Council's network hierarchy with a corresponding lower priority for treatment. They are not included in the primary routes because they hit one or more of the following criteria:

- Lower traffic flows
- Lower speed limit
- Lower average traffic speeds
- Not on a school bus route
- Carriageway is predominantly straight and/or flat
- No steep gradients
- No severe bends
- Not prone to flooding
- Low injury accident record
- Low ice/snow accident record
- A reasonable alternative primary route exists nearby

DEVELOPMENT AREA 1: REVIEWING SNOW ROUTES

Routes will be reviewed as and when government guidance is released.

5.4.4 Table 1 overleaf shows the levels of service for each network type:

Table 1: Precautionary Salting Levels of Service**Level of Service Precautionary Salting****Carriageway Primary Route Network****When treatment received**

Pre-treatment on receipt of hoar frost, snow or ice forecast in advance of the onset of the potentially hazardous conditions as far as reasonably practicable

Treatment of the primary network takes place in accordance with the available forecast, local condition information and the decision matrix in table 4 in Appendix B.

Operational hours of working

24 hours a day if required 7 days a week including weekends and bank holidays.

Target time for leaving depot once request for gritting received

1 hour

Target time for completion of each route

3.5 hours dependent on route and traffic conditions.

Route review timescale

Annually taking into account service requests and difficulties experienced previous winter.

Carriageway Secondary Route Network**When treatment received**

This is dependent on status of primary routes. Primary routes are priority.

Pre-treatment on receipt of snow or ice forecast in advance of the onset of the potentially hazardous conditions as far as reasonably practicable.

Hoar frost not treated.

Treatment takes place in accordance with the decision matrix in table 5 in Appendix B.

Operational hours of working

24 hours a day if required 7 days a week including weekends and bank holidays.

Target Time for leaving depot once request for gritting received

1 hour within working hours

Target Time for completion of each route

3.5 hours dependent on route and traffic conditions

Route Review Timescale

Annually taking into account service requests and difficulties experienced previous winter.

Carriageway Non – Precautionary Network

When treatment received

These are not treated as standard.

Contiguous Cycle Lanes and Cycle Tracks – Treated Network

When treatment received

These are treated in accordance with what level of network they are situated on for example primary or secondary network levels of service.

Cycle Lane and Cycle Track Non – Treated Network

When treatment received

These are not treated as standard.

Footway Networks

When treatment received

These will benefit from overspray from carriageway salting when adjoining the carriageway.

These can also be treated, in periods of severe weather, by hand during normal working hours on a reactive salting basis.

These are completed after higher priority routes have been treated resource and condition dependent.

Footway treatment will be based on the Council's footway hierarchy.

6 SNOW CLEARANCE OF CARRIAGEWAYS, FOOTWAYS & CYCLEWAYS

- 6.1 The objective of snow ploughing / clearing is to keep carriageways open to traffic, removing blockages and to re-open routes by salting, gritting, ploughing, excavating and snow blowing as appropriate.
- 6.2 As snow becomes compacted it is more difficult to clear. It would be ideal to treat roads before snow accumulates or if that is not possible as soon as possible following snow fall. The ability of the County Council to do this is constrained by plant, labour and legislation relating to working hours and drivers' hours.
- 6.3 Where forecasts indicate that adverse conditions are likely to result in the need for snow clearance, appropriate resources are placed on standby to be mobilised. These resources can be any of the County Council's highway contractors, pre-assessed private contractors and individuals with suitable equipment and resources, and contractors of other councils and public bodies.
- 6.4 Table 2 overleaf the levels of services for each network type.

Table 2: Snow Clearance Levels of Service**Level of Services Snow Clearance****Carriageway Tertiary Network****When treatment received**

During snow conditions.

These will be priority after primary and secondary routes are cleared and stable, where reasonably practicable.

Who will clear

External resources when enough has been secured.

What will be cleared

At least one route to isolated villages, roads serving industrial undertakings, roads serving schools and not currently served by the treated network and roads serving establishments for older people, where reasonably practicable.

Carriageway Principal Snow Clearing Network**When treatment received**

24 hour working will be instigated if required to maintain and restore the Resilient Network and principal traffic routes.

Who will clear

Derbyshire County Council or external resources where available.

What will be cleared

Resilient Network cleared 1st and then high priority routes including primary salting routes.

In prolonged or severe snow circumstances priority is given to the Resilient Network and principal traffic routes to ensure they stay open. After this objective has been achieved then the remaining roads on the precautionary salting routes will be treated, where reasonably practicable.

The network will be modified if additional locally important sites are identified or to compensate for changes to the primary and secondary network accordingly.

Carriageway Secondary Snow Clearing Network**When treatment received**

Once principal snow clearing network clear, where reasonably practicable.

Who will clear

Derbyshire County Council or external contractors where available.

What will be cleared

The remaining routes on the primary and secondary treated networks, where reasonably practicable.

Carriageways The Remaining Network

When treatment received

Normal working hours.

Only when precautionary and tertiary routes have been cleared, where reasonably practicable.

Who will clear

Derbyshire County Council or external contractors where available.

What will be cleared

If there is a delay to the onset of adverse weather conditions to the commencement of clearance operations, priority is given to re-opening routes into isolated communities from the main road network, where reasonably practicable.

Sites identified by the Council where non – treatment is likely to cause significant disruption especially in rural communities, where public transport is less available and fewer roads are included in the precautionary network will be considered for treatment based on firm forecasts of significant snow fall at the earliest opportunity utilising internal and external resources, where reasonably practicable.

Unplanned road closures may be instigated, in the interests of safety, if adverse weather becomes persistent.

Primary Footways

When treatment received

Clearance of snow is undertaken when labour resources from highway maintenance work and precautionary salting become available, where reasonably practicable.

Normal working hours.

Who will clear

Derbyshire County Council and District/Borough/Parish Councils.

What will be cleared

Priority given to category 1A and 1 footways in town centres, where reasonably practicable.

Primary Cycleways

When treatment received

Works will be undertaken in normal working hours when labour resources become available after primary footways have been cleared.

Who will clear

Derbyshire County Council and District/Borough/Parish Councils.

What will be cleared

The treatment will reflect the importance of the County Councils cycle route hierarchy.

7 NETWORK USERS, PROMOTED FACILITIES & COMMUNITY SELF HELP

7.1 SCHOOLS

- 7.1.1 Most schools are on or reasonably close to the primary, secondary and tertiary networks and therefore receive treatment, where reasonably practicable. However, some rural schools are remote, which can lead to particular difficulties in severe conditions. In addition, any footways adjacent to schools may be currently untreated; consequently the Place Department should engage with other departments within the council and individual schools, as appropriate, for joint working arrangements to improve the winter service in the immediate vicinity of schools. Schools can apply for free salt to treat the footpaths and pavements around the immediate vicinity of the premises. Further information can be found on the Council website here:
<https://www.derbyshire.gov.uk/transport-roads/roads-traffic/road-maintenance/snow-info/tackling-snow/winter-service/snow-wardens.aspx>

7.2 EMERGENCY SERVICES

- 7.2.1 The County Council will proactively engage with the emergency services to not only encourage them to develop their own severe weather contingency plans but to work closer with them to consider collaborative arrangements especially in extreme winter conditions.
- 7.2.2 Emergency services are routinely accounted for on the primary, secondary and tertiary networks as part of the normal winter service.

7.3 TRANSPORT INTERCHANGES

- 7.3.1 These are routinely accounted for on the primary, secondary and tertiary networks as part of the normal winter service, where reasonably practicable.

7.4 PEDESTRIANS & CYCLISTS

- 7.4.1 Pedestrians and cyclists are routinely accounted for on the primary, secondary and tertiary networks as part of the normal winter service, where reasonably practicable.

7.5 VULNERABLE NETWORK USERS

- 7.5.1 Persons at risk are routinely accounted for on the primary, secondary and tertiary networks as part of the normal winter service, where reasonably practicable.

7.6 COMMUNITY SELF HELP

- 7.6.1 This plan does not prioritise the treatment of many residential and side roads or footways. Indeed, during severe weather, there can be periods when most or all resources are targeted at the main routes and it may not be possible to clear the snow routes or the lower priority areas for several days. To help fill this gap, the County Council has engendered a sense of civic responsibility for local communities to take action in their locality, especially the Borough, District, Town and Parish Councils. One form of action is the Snow Warden Scheme which is further discussed in section 11.5 of this document.
- 7.6.2 There is a widespread concern held by members of the community that they risk being 'sued' if they clear snow from the footway outside their properties, which now

appears largely unfounded. There is advice available on how to minimise the risk of legal action which is included in [Appendix A](#) to this plan.

8 SALT MANAGEMENT

- 8.1 Salt is restocked during the summer in advance of the winter season. Restocking during the winter is dependent upon operational requirements.
- 8.2 Salt testing will be undertaken in accordance with the procedures contained within Practical Guidance for Winter Service published by the NWSRG.
- 8.3 Salt for use in salt bins and salt heaps may be mixed with fine grit to extend the quantity and to discourage inappropriate use and theft.
- 8.4 Salt is generally restocked over the summer months when prices can be lower and demand on salt suppliers is minimal, and it can therefore be planned and coordinated with the supplier and contractor to minimise cost.
- 8.5 There could be additional costs involved in redistributing salt in the event that it is required during the winter season and, in any event towards the end of the season; stocks are run down in order to prevent stockpile consolidation and to prepare for summer restocking.
- 8.6 By careful use of advance weather forecasts the aim is to reduce stocks towards the end of the winter season in order to enable salt storage maintenance and restocking at summer supply rates.
- 8.7 The County Council now uses strategic salt reserves alongside other options for improving the winter service, which include:
 - Ensuring access to adequate levels of salt supplies (either through holding larger stockpiles of salt or through contingency arrangements for alternative supplies should normal arrangements fail) to keep the routes open in the event of severe weather
 - Revising procurement approaches to manage risk better, improve communication mechanisms and agree performance standards
 - Acquiring knowledge of alternative suppliers and putting in place contingency contracts so that if supply becomes an issue, the Council can act quickly in terms of securing additional supplies
 - Identifying trigger points which would give advance warning of shortages to allow alternative supplies to be secured in time in the event of disruption to normal supplies
 - Working in partnership with other councils to develop collaborative / joint salt procurement contracts
 - Mutual aid
 - A Critical Salt Levels Emergency Plan (see [Section 9](#))

DEVELOPMENT AREA 2: SALT STOCK DATA MANAGEMENT

Derbyshire now have all salt stocks covered and store all relevant information in one location. Derbyshire aims to ensure that testing records are also added to the inventory information to ensure transparency across the service.

9 CRITICAL SALT LEVELS EMERGENCY PLAN (RESILIENCE)

9.1 GENERAL

9.1.1 In the event that salt stocks approach critical levels, a Command Control is called and salt conservation measures initiated.

9.1.2 This Salt Emergency Plan is for use when salt stocks across the County are predicted to fall below 6,000 tonnes and prolonged Severe Winter Weather is forecast.

9.1.3 As soon as it is identified that this condition is likely to develop, the Command Control involving internal and external stakeholders and the emergency services is to be called.

9.2 SALT SUPPLIES

9.2.1 In the event that supplies from the contracted supplier are insufficient or stopped, the following action or actions may be taken:

- Regular communication with the supplier so they are aware of Derbyshire's specific circumstances so deliveries can be increased and the urgency is clear.
- Contact alternative suppliers.
- Contact adjacent highway authorities requesting supplies on loan or for purchase.
- Contact National Highways for assistance.
- Use mutual aid via the Council's partnership arrangements.
- Work with any national arrangements in place for salt priority distribution.

9.3 EXTENDING EXISTING SALT STOCKS

9.3.1 Targeting salt storage with the least stocks first, extend rock salt by pre-mixing with fine 3mm aggregate or sharp sand in a proportion of 1:1 or as may be deemed appropriate.

9.4 CONSERVING SALT STOCKS – GENERAL ACTIONS

9.4.1 The purpose is to extend the availability of salt or salt mixtures for use on strategic routes. Actions can be one or any combination of the following:

- Cease responding to requests for spot treatment. Exceptions may be made for genuine immediate emergencies involving threat to life.
- In snow conditions, plough routes without salting if practical. When snowfall ceases, assess the conditions and consider applying salt, salt / grit mixture or grit to the ploughed surface.
- Allow snow to compact under the action of traffic on some or all of the precautionary routes without salting.
- Consult the latest guidance on how to preserve salt stocks.
- Cease the re-filling of salt bins and not providing salt heaps.

9.5 CONSERVING SALT STOCKS – ROUTE RESTRICTIONS

9.5.1 Actions can be one or any of the following:

- Reduce the extent of initial ploughing on Precautionary Network routes

- Treat only primary precautionary routes, with reduced or no secondary routes treated.
- Treat ploughed routes only on a pre-defined Minimum Winter Service Network and or an improvised core primary network principally consisting of the Resilient Network, routes linking major population centres and to principal emergency facilities.

9.6 MEDIA

- 9.6.1 The County Council will engage with the media to provide realistic expectations of people's ability to travel for essential purposes only and the County Council's website and social media accounts will be updated as necessary. Further information relating to media and communications is included in [Section 14](#).

10 SALT / GRIT BINS

- 10.1 The County Council will not provide additional salt bins to be maintained by the Authority; however, requests from Borough, District and Parish councils for new salt bins will be considered subject to the respective body taking on the future maintenance and filling.
- 10.2 Requests from these bodies will be prioritised against the following criteria and new bins may be provided for the highest priority dependent on available resources. Locations which meet the criteria but insufficient funds are available will be included in future years' prioritisation exercise. Unsuccessful requests will not be reconsidered if these criteria are not met.
- 10.3 Criteria for Salt Bin Provision:
- On roads included on the precautionary salting network salt bins will not normally be provided except at locations where, in times of snow, queuing traffic may encounter problems, e.g. steep slopes leading to junctions, traffic signals and roundabouts and at other known locations where vehicles can get into difficulties in snow conditions.
 - On roads or footways not included in the precautionary salting network, bins may be provided at:
 - Locations with steep gradients, bad bends, drainage problems, exposed sites and difficult junctions;
 - Locations used extensively by elderly, infirm or very young;
 - Rural roads providing access to isolated properties;
 - Pedestrianised areas and other footways subject to heavy pedestrian use in town centres and busy shopping areas that are part of the publicly maintainable highway.
 - Funding arrangements for salt bins, following requests for provision and prioritisation:
 - Cost of initial provision, siting and filling of bin to be funded by the County Council;
 - Future maintenance, refilling and replacement of bins to be at the expense and responsibility of the appropriate borough / district / parish / council requesting the provision.
 - The appropriate borough / district / parish council will be responsible for ensuring that the salt bins provided are clearly marked with the name of

the Authority responsible for maintaining the bin together with a contact telephone number;

- Salt Bins are not provided or maintained free of charge on unadopted highways. However, they may be accepted on highways submitted for adoption provided that the Borough, District or Parish council accepts responsibility for the future maintenance and refilling.

10.4 All bins / heaps are positioned on digital maps by their co-ordinates and their respective attributes will show who is responsible for their maintenance. This will enable more efficient filling. In addition, contact details for the re-filling of a bin will be clearly marked on the bin.

10.5 Further details on grit / salt bins and salt heaps can be found on the [County Council's website](#).

11 OPERATIONAL ARRANGEMENTS WITH PARTNERS

11.1 For reasons of route integrity mutual arrangements may be made with neighbouring authorities, as required, for precautionary gritting and snow clearing.

11.2 Reciprocal arrangements for precautionary gritting may be made with neighbouring authorities under section 8 of the Highways Act 1980 and legally confirmed as appropriate. Under such arrangements mutual aid may also be considered.

11.3 There will be a co-ordinated approach to implementing Minimum Winter Service Networks across adjacent highway authorities; however, there may be occasions where different treatment regimes are planned for the respective road networks.

11.4 The Council will engage with the District, Borough and Parish councils, as necessary, to identify possible available resources to support the County Council's winter service.

11.5 Some Parish Councils have appointed Snow Wardens and their functions during severe weather conditions will be:

- To provide information to the County Council on the local situation during the period of severe weather conditions.
- To consult with the County Council on the local needs and determine jointly what local action to take, if necessary, to supplement the operation of the Department.
- To organise that action utilising the local resources agreed with the County Council.
- Further information on the Snow Warden Scheme can be found on the [County Council website](#).

12 WINTER SERVICE DELIVERY

12.1 The County Council's winter service delivery is based on well-established local procedures and best practice informed by the following documents:

- Section B7 of Well Managed Highway Infrastructure (UKRLG) 2016
- The Practical Guide for Winter Service (NWSRG Part 2)
- Design and Practice Guide for Winter Maintenance. ICE, 2000.
- The County Council's Primary and Secondary Treatment matrices are included in [Appendix B](#) below.

12.2 All winter service actions are recorded. These can include but not limited to: gritting activities, enquiries, inspection activities and insurance claims. The system enables a full audit of activity to be carried out and also enables tracking of all jobs/enquiries within the system. These audits can be internal or external. All records are retained in accordance with the Derbyshire County Council Retention Policy.

DEVELOPMENT AREA 3: DECISION MAKING PROCESS MAP

Derbyshire aim to create a process map to communicate roles and responsibilities related to winter service delivery.

DEVELOPMENT AREA 4: TRAINING EXERCISES FOR WINTER SERVICE

Derbyshire aspire to carry out training exercises for winter service activities to ensure preparedness.

12.3 Suspension of Services

In certain situations, it may be required to deviate from the levels of Services mentioned in this document. Details of when this may happen can be found in the Highways Service Level Suspension Document.

13 FACILITIES, PLANT, VEHICLES AND EQUIPMENT

DEVELOPMENT AREA 5: FACILITIES MANAGEMENT MATRIX

Derbyshire will look to create a matrix to show winter service compounds and related infrastructure onsite. This will include fleet inventory, licence requirements and capacity, calibration management, servicing information, fuel stock labels and contingency arrangements.

14 COMMUNICATIONS AND PUBLICITY

14.1 It is inevitable that some roads will become difficult and indeed impassable in winter conditions particularly given the topography of Derbyshire. It is also practically impossible to treat all roads. There is therefore a need to let the travelling public know which roads are available and which are not. This has historically been carried out through the local media, mainly local radio stations.

14.2 The primary means to inform the public about the Winter Service is on the Derbyshire County Council website, which is continually being updated and this is supplemented by press releases and social media.

- 14.3 The Council's [Snow webpage](#) and other social media outlets provide portals for the public to obtain a variety of key information during severe weather. This includes gritting routes, reporting a grit bin empty (including District and Parish owned grit bins) and information on disruptions including road, school and library closures together with event cancellations.
- 14.4 In addition, members of the public are able to learn more about what the County Council is doing to assist local communities such as the [Snow Warden Scheme](#), working with [farmers / Contractors](#), the criteria used in assessing the placement of salt bins and salt heaps and providing links to partner websites.
- 14.5 Further information is available providing advice on emergency help, how to keep warm, winter driving tips and snow buddies on the [County Council website](#)
- 14.6 The website will be updated regularly during snow events at 7am, 1pm and 7pm with the most up to date information available, this will include details of which routes have been gritted and when, together with those routes that have not been completed and the roads that have been missed, for example, due to parked vehicles. These messages are promoted on the council's main social media channels to keep the public informed about the current situation.
- 14.7 Information on the condition of the worst affected county roads will also be available.
- 14.8 To help in managing expectations in terms of the assistance the Council is able to offer during periods of severe weather, it is considered appropriate that the following will be included in all relevant County Council winter communications:
- 'In heavy snow and freezing conditions, our main focus is on keeping main roads, bus routes and routes to essential services open. We cannot guarantee we'll grit roads which are not on these routes.*
- 14.9 Derbyshire also take part in the National Highways and Transportation Survey, The Derbyshire Citizens Panel and are currently trialling Pop Up Surveys in local town centres . All of these forums give us the opportunity to gain public feedback on a range of highway services including winter service.

DEVELOPMENT AREA 6: STANDARDISED WINTER SERVICE MESSAGES

Derbyshire would like to create standard winter service templates that will enable transparency in our communication about what action is required in snow events. These will be added to Appendix C.

15 CLIMATE CHANGE

15.1 General

- 15.1.1. The effects of climate change on weather patterns make it difficult to anticipate winter conditions from year to year. As a consequence of climate change, wide variations in temperatures and extreme weather events are taken into account in the County Council's winter service planning.

15.2 Planning to Adapt to Climate Change

15.2.1 The County Council will continue to be vigilant in managing risks to service delivery, the public, local communities, local infrastructure, businesses and the natural environment from a changing climate and to make the most of new opportunities.

15.2.2 The Council has adopted a climate change charter, which outlines the challenges expected in the future.

15.2.3 Further details on the Council's approach to climate change can be found on the [County Council website](#).

16 CO-ORDINATION & COLLABORATION

16.1 The Council is constantly reviewing and determining critical areas and infrastructure in conjunction with key public services and other stakeholders and seeking to ensure that the appropriate winter service has been considered by the appropriate party. This may include:

- Shared services
- Lead authority arrangements
- Collaborative service procurement
- Sharing depots and salt stock

16.2 This is also referred to in the arrangements for mutual aid.

16.3 Highways hold pre and post winter reviews to take into account lessons learnt and to ensure we are prepared for the season.

17 STAFF TRAINING, DEVELOPMENT AND WELFARE

17.1 To ensure the appropriate level of competence, the training and development needs of all personnel will be reviewed annually, including health and safety and any appropriate vocational qualifications.

DEVELOPMENT AREA 8: WINTER SERVICE COMPETENCY MATRIX

Derbyshire would like to roll out a competency matrix for Winter Service staff to ensure that the correct training is provided. This would include training for reserve staff as well.

17.2 Each route also has a risk assessment, and these are reviewed if any issues, incidents or feedback are received from the drivers. These are delivered to staff using Tool Box Talks. Each gritter also has a VMS system and a panic alarm fitted to support lone working arrangements.

18 MUTUAL AID

18.1 Mutual aid arrangements will be considered as part of the annual review. These may be formal or informal processes with the Council's partners.

DEVELOPMENT AREA 9: EXPANDING WORKING ARRANGEMENTS WITH OTHER AUTHORITIES

The Council seeks to expand working arrangements with Borough / District / Parish / Town Councils. These will include revisiting our current SLA's.

- 18.2 High Peak Borough Council has previously assisted the County Council and an agreement was reached such that labour resources were provided free of charge to treat pre-defined networks. Plant and materials were provided by the County Council. This arrangement is the main template for discussions for partnership working with other authorities.
- 18.3 Discussions will continue with both the District and Parish Councils in the County to establish additional resources in severe weather. Most District Councils have agreed to assist with formal agreements and networks within the major urban areas to be treated in snow conditions. As part of these agreements, the County Council may provide some funding to allow modification or purchase of machinery for snow clearance and gritting mainly of footways and pedestrianised areas.
- 18.4 The Council will encourage town and parish councils to be involved with the Town and Parish Council Winter Service Scheme. Snow wardens will be encouraged to volunteer and all will be invited to undertake training; they can also be provided with protective personal equipment and snow shovels.
- 18.5 Rock salt is generally delivered in advance of the winter period and additional grit bins can be requested by those councils participating in the scheme. In addition to the snow warden volunteers, district / borough council maintenance staff can receive the training and assist with snow clearing when they are unable to undertake their normal duties.
- 18.6 These Snow Patrols will operate where nominated representatives from other authorities report closed or difficult roads and co-ordinate local self-help.
- 18.7 It is clear from previous experience that the most critical factor tends to be the ability to remove snow. Whilst additional specialist vehicles can give extra capacity, there are alternative and more cost effective ways to hold spare capacity. Engagement with external contractors can be used in snow conditions to initially clear roads. This has been successful over several years with a number of external contractors, particularly farmers, helping to increase external capacity. The County Council will continue to deploy this resource.
- 18.8 Local farmers and contractors are invited to submit the details of the machinery which they have available to assist with snow clearing activities and those selected and approved are notified of the routes that they will be required to clear in the event of heavy snowfall.
- 18.9 The Derbyshire Local Resilience Forum has an established framework for developing mutual aid agreements.

19 RISK

- 19.1 Risk is ever present and varies dependant on changes in circumstances. The County Council's staff will use their expertise and information sources to make the best possible decisions to manage the various risks in the prevailing circumstances. Inevitably it is accepted that there may have to be compromises and this plan outlines the County Council's approach to this in respect to winter maintenance.

20 BENCHMARKING AND PERFORMANCE MANAGEMENT

- 20.1 The Council is a member of the Midlands Highway Alliance Plus (MHA +), which is a combination of authorities that were previously part of Midlands Highway Alliance, Midland Service Improvement Group and West Midlands Highways Alliance. Its aim is to share best practice within the discipline of Highways and Transportation
- 20.2 The MHA+ Winter Service Task Group has a remit to enable effective and efficient delivery and improvement of Winter Service operations across MHA+ member authorities, through support, guidance and sharing of data and information.
- 20.3 Any outcomes from the Task Group's work may have an influence on this plan, which will be amended accordingly.
- 20.4 As well as benchmarking externally, Derbyshire have a number of winter service performance measures which are reported on quarterly. Table 3 overleaf outlines the current indicators.

Table 3 Winter Service Performance Indicators

Performance Indicator

Percentage of precautionary salting actions completed as requested within given timescales

DEVELOPMENT AREA 10: REVIEWING THE CURRENT PERFORMANCE MEASURES

Derbyshire would like to review the current performance measures to increase the emphasis on value for money and customer satisfaction.

21 NEW DEVELOPMENTS & PRIVATE STREETS

21.1 New Developments

- 21.1.1 The Council has no obligation to provide a winter service until a new road is formally adopted. The developer is responsible for maintaining the road until it is adopted, which includes a provision for a winter service. When adopting new roads, we apply the criteria in this policy and not necessarily continue with arrangements that may have been put in by the developer.
- 21.1.2 The Council will try to respond to assist the emergency services when requested by them to do so.

21.1.3 Once a development is adopted and any of the carriageways and footways that meet the criteria for winter service include Sustainable Drainage Systems (SuDS), or other similar features, then these sections may have to be omitted from the routes because of the risk of pollution or damage to trees, etc. This will depend on how effective the various options are at removing salt and other pollutants from the SuDS.

21.2 Un-adopted & Private Streets

21.2.1 Currently no winter service is provided for these roads and streets. However, the Council will try to respond to assist the emergency services when requested by them to do so.

22 CONTACT CENTRE, WEBSITE & HIGHWAYS HUB

22.1 Contact Centre (Call Derbyshire)

22.1.1 The County Council's Contact Centre - 'Call Derbyshire' provides a speedy and direct response for many of the varied enquiries received, for example, requests for re-filling salt / grit bins, which, in this particular case are dealt with by the Highways Hub.

22.1.2 Call Derbyshire tel: (01629) 533190

22.2 Website

22.2.1 The County Council website also allows service users to report roads blocked with snow or ice or requests for re-filling of grit bins via the [do-it-now webpage](#).

22.3 Highways Hub

22.3.1 The Highways Hub deals throughout the year with all types of urgent works that originate either as enquiries from the public, usually via Call Derbyshire and the County Council's website or from defects identified by the County Council's Highway Inspectors.

22.3.2 Routinely, the Highways Hub has a number of 'Reactive Maintenance' teams available to carry out this work.

22.3.3 Following periods of snow and ice, additional teams are drafted in to cope with an appreciable increase in workload for urgent work.

22.3.4 During periods of wintry weather, the risk assessed response times within the Highway Infrastructure Assets Safety Inspection Manual may be suspended temporarily if a state of emergency situation has been declared for either whole or part of the County as declared by the Service Director or their delegate.

22.3.5 During periods when repairs cannot be progressed because snow is on the ground the Reactive Maintenance teams are also used to re-fill salt bins and provide support for winter service operations around the County.

23 EQUALITY & DIVERSITY

- 23.1 The County Council is required to have due regard to the need to eliminate unlawful discrimination and to advance the equality of opportunity by considering the need to remove or minimise disadvantages suffered by people due to their protected characteristics, or to meet the needs of people with protected characteristics.
- 23.2 The Council's Equality Impact Assessment for the Winter Service was updated and approved in November 2011.

APPENDICES

APPENDIX A – ADVICE TO MEMBERS OF THE PUBLIC

Provided that members of the public who clear snow and ice from pavements or minor roads near their property take reasonable care and apply a common sense approach in doing so, they are unlikely to find themselves being held liable if someone has an accident or is injured on the area they have cleared.

If members of the public take action to clear snow and ice they should ensure that they do not create any further hazards by doing so. For example:

- Do not clear ice using hot water which then freezes over the surface of the pavement or road.
- Do not clear an area leaving an obstructive mound of snow on the pavement or road.
- Do not attempt to clear the snow if you feel that this will cause you physical difficulty.
- Take reasonable care in all of circumstances.

APPENDIX B – TREATMENT MATRICES

Table 4: Precautionary Primary Network Decision Matrix

ROAD SURFACE TEMP. ▶	May fall below freezing	Expected to fall below freezing				
		See Note E				
PRECIPITATION ETC. ▶	No rain No hoar frost No fog	No rain No hoar frost No fog	Expected hoar frost Expected fog	Expected rain before freezing	Expected rain during freezing	Possible rain Possible hoar frost Possible fog
PREDICTED ROAD CONDITIONS ▼						
Wet	4	1	1	2 See Note C	1 See Note D	1
Wet Patches	4 See Note A	1 See Note A	1 See Note B	2 See Note C	1 See Note D	1
Dry	3 See Note A	3 See Note A	1 See Note B	2 See Note C	1 See Note D	4 See Note B
Pre-salted within last 24 hours with no rain since	3 See Note A	3 See Note A	1 See Notes A and B	2 See Note C	1 See Note D	1 See Note B

ACTION			
1	2	3	4
Salt before hazard	Salt after rain stops	No action	Monitor weather conditions

Table 5: Precautionary Secondary treatment decision matrix

ROAD SURFACE TEMP. ▶	May fall below freezing	Expected to fall below freezing				
		See Note F				
PRECIPITATION ETC. ▶	No rain No hoar frost No fog	No rain No hoar frost No fog	Expected hoar frost Expected fog	Expected rain before freezing	Expected rain during freezing	Possible rain Possible hoar frost Possible fog
PREDICTED ROAD CONDITIONS ▼						
Wet	3	1	1	2 See Note H	1 See Note G	4
Wet Patches	3	1	1	2 See Note H	1 See Note G	4
Dry	3	3	3	2 See Note H	1 See Note G	4
Pre-salted within last 24 hours with no rain since	3	3	3	2 See Note H	1 See Note G	4

ACTION			
1	2	3	4
Salt before hazard within time constraints	Salt after rain stops, if possible, within time constraints	No action	Monitor weather conditions. Salt if possible, within time constraints

Table 6: Guidance Notes

- A** Particular attention should be given to the possibility of water running across the highway, e.g. off adjacent fields and verges after heavy rains, washing off salt previously deposited. Such locations should be closely monitored and may require treating in the evening and morning and possibly at other occasions. Flood and ice warning signs should be used at these locations and if required overspreading of grit should also occur to reduce the danger caused by potential standing water. These locations should be reported and treated on a reactive basis.
- B** When a weather warning contains reference to expected hoar frost considerable deposits of frost are likely to occur. Hoar frost 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 hoar frost is forming. Such action is not always possible or practicable and salt may have to be deposited on a dry road before and as close as possible to the expected time of occurrence. Hoar frost may be forecast at other times in which case the timing of salting operations should be adjusted accordingly. When hoar frost is forecast to form over an extended period, say from late evening to mid-morning, especially if the road surface is dry, consideration should be given to instructing further salting before the morning peak period.
- C** If, under these conditions, rain has not ceased, crews should be called out and action initiated as rain ceases.
- D** Under these circumstances rain will freeze on contact with road surfaces and full pre-treatment should be carried out even on dry roads.
- E** Weather forecasts are very often qualified by altitudes in which case differing action may be required from each area and depot.
- F** Weather forecasts are very often qualified by altitudes in which case differing actions may be required from each area and depot.
- G** Under these circumstances rain will freeze on contact with road surfaces and full pre-treatment should be carried out even on dry roads.
- H** Secondary routes will only be treated once the primary routes have been treated as far as reasonably practicable.

APPENDIX C – WINTER SERVICE MESSAGE TEMPLATES

These will be added once Development Area 6 is completed.

APPENDIX D – DEVELOPMENT AREA SUMMARY

Development Area Summary

1 REVIEWING SNOW ROUTES

2 SALT STOCK COVERAGE AND ASSET INFORMATION ABOUT SALT STOCKS

All salt stock is now covered, and stock levels recorded. Development Area to remain open to ensure that testing information is also stored in a central location.

3 DECISION MAKING PROCESS MAP

4 TRAINING EXERCISE FOR WINTER SERVICE

5 FACILITIES MANAGEMENT MATRIX

6 STANDARDISED WINTER SERVICES MESSAGES

7 PRE AND POST WINTER REVIEWS

These reviews are now occurring and the development area can be closed.

8 WINTER SERVICE COMPETENCY MATRIX

9 EXPANDING WORKING ARRANGEMENTS WITH OTHER AUTHORITIES

10 REVIEWING THE CURRENT PERFORMANCE MEASURES