Further to your Information request ER65056 please find your questions and our responses below:

Please conform the following:

Ref: Blackamore Lane, Maidenhead 13 January 2013.

1. Your bad weather policy at the time.

Response: Please see attached.

2. Whether the roads were gritted.

Response: Please see attached.

3. If there was a frost warning for the morning in question.

Response: Please see attached.

4. If you are aware of any additional accidents in the area.

Response: I have been advised yes we are aware of other incidents on Blackamore Road and between April 1998 and the present day there have been 12 reported collisions involving injury, none occurred in icy or snowy conditions.

This concludes your request ER65056.

If you require translation of the information you have been sent please do not hesitate the contact us.

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager
Royal Borough of Windsor & Maidenhead
Town Hall, St Ives Road
Maidenhead
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm
We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours faithfully

Chris Daniels
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St. Ives Road
Maidenhead SL6 1RF
ROYAL BOROUGH OF WINDSOR & MAIDENHEAD

DAILY RECORD LOG FOR WINTER SERVICE 2009 / 2010

DATE: 12 January 2010
TIME DECISION TAKEN: 14:00

1. FORECAST: [RED] AMBER [GREEN]

<table>
<thead>
<tr>
<th>HAZARD</th>
<th>YES</th>
<th>NO</th>
<th>CONFIDENCE</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICE</td>
<td>✔</td>
<td></td>
<td></td>
<td>H</td>
</tr>
<tr>
<td>HOAR FROST</td>
<td></td>
<td>✔</td>
<td></td>
<td>L</td>
</tr>
<tr>
<td>SNOW / SLEET</td>
<td>✔</td>
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<tr>
<td>FOG</td>
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<tr>
<td>RAIN</td>
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</tbody>
</table>

MINIMUM FORECAST TEMPERATURE: ALL ROADS -2 °C

URBAN ROADS -1 °C
BRIDGE DECKS ETC -2 °C

Actual Temp -1.8 °C

2. PROPOSED ACTION

<table>
<thead>
<tr>
<th>ROUTES</th>
<th>NO ACTION</th>
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<th>WET AREAS</th>
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<tr>
<td></td>
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<td>Time</td>
<td>Rate</td>
</tr>
<tr>
<td>Primary 1 – 4</td>
<td></td>
<td>20:00</td>
<td>10g</td>
</tr>
<tr>
<td>Secondary</td>
<td></td>
<td>23:00</td>
<td>10g</td>
</tr>
<tr>
<td>Footways</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Wet Areas</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

JUSTIFICATION: Snow flurries expected and road temperatures due to fall below 0 °C

SIGNED .................................................. DUTY MANAGER
ROYAL BOROUGH OF WINDSOR & MAIDENHEAD

DAILY RECORD LOG FOR WINTER SERVICE 2009 / 2010

DATE: 13th January 2010
TIME DECISION TAKEN: 15.00 + 18.00

1. FORECAST: [RED] AMBER [GREEN]

<table>
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<th>NO</th>
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<tbody>
<tr>
<td>ICE</td>
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<td></td>
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<tr>
<td>HOAR FROST</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SNOW/SLEET</td>
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<td>✓</td>
<td></td>
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<tr>
<td>FOG</td>
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</tr>
<tr>
<td>RAIN</td>
<td></td>
<td>✓</td>
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<td></td>
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</tbody>
</table>

MINIMUM FORECAST TEMPERATURE:
- ALL ROADS -1 °C
- URBAN ROADS 0 °C
- BRIDGE DECKS ETC -1 °C

2. PROPOSED ACTION

Actual Temp -0.7 °C

<table>
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<tr>
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<th>NO ACTION</th>
<th>FULL PRESALT</th>
<th>WET AREAS</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Time</td>
<td>Rate</td>
</tr>
<tr>
<td>Primary 1 – 4</td>
<td>19.00 + 6000 gal/m</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Secondary</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Footways</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wet Areas</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

JUSTIFICATION: Cutting at 19.00 due to the amount of snow and water, also at 18.00 a decision was made to cut again due to the rain.

SIGNED .............................................. DUTY MANAGER
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<td>Alex Biddle</td>
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<td>Vikki Roberts</td>
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<td>Graham Brewster</td>
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<td>Dave Baker</td>
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<td>Tony Robinson</td>
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<td>Dave Perkins</td>
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<td>Eric Livingstone</td>
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<td>Ken Amery</td>
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<tr>
<td>Jon Norton</td>
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<tr>
<td>Darren Firth</td>
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<td>Steve Mappley</td>
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<td>Alison Anthony</td>
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**Total No. of Internal Copies** 17

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<tr>
<td>Mr Mark Edwards - Head of Engineering</td>
<td>1</td>
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<tr>
<td>Mr Jason Russell - Head of Engineering</td>
<td>3</td>
</tr>
<tr>
<td>Mr Anthony Radford-Foley - Highways Manager</td>
<td>1</td>
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<tr>
<td>Ms Gillian Ralphs - Assistant Director of Transport and Planning</td>
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<tr>
<td>Mr Steve Potts - Highway network manager</td>
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<tr>
<td>Mr Guy Berresford - Area Manager</td>
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<tr>
<td>Mr Francis Cluett - Area Manager</td>
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**Total No. of External Copies** 19
## RECORD OF AMENDMENTS TO 2008 – 2009 WINTER SERVICE PLAN

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<th>Description</th>
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<td>Appendix B</td>
<td>Duty Manager roster updated</td>
<td>1st October 09</td>
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<tr>
<td>B</td>
<td>Page 1</td>
<td>Circulation List</td>
<td>7th September 2009</td>
</tr>
<tr>
<td>C</td>
<td>Page 48 &amp; 49</td>
<td>Contact Details and Telephone Numbers</td>
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<td>Operational Communications</td>
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<td>Weather Prediction and Information</td>
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<td>Appendix N</td>
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<td>51</td>
</tr>
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<td>Appendix O</td>
<td>Snow Clearing Process Map</td>
<td>52</td>
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1. INTRODUCTION

There are a number of external drivers for change in how winter service is delivered in the future and some of these include:

Code of Practice for Highway Maintenance Management (published July 2005)
Requirement for Asset Management Plans
Traffic Management Act 2004
Road Death Investigation Manual
Walking Plans
Results of National salt spreading trials
Improved technology
Changing weather patterns

In England and Wales Section 41 Highways Act 1980 was inserted on 31 October 2003 by Section 111 of the Railways and Transport Act 2003. This legislation makes it clear that Local Authorities now have a legal duty to ensure, so far as reasonably practical, that safe passage along a highway is not endangered by snow or ice. This is not an absolute duty, bearing in mind the qualification of ‘reasonable practicability’, but it does effectively overturn previous legal precedence, but not with retrospective effect.

The Code of Practice for Highway Maintenance Management was published in 2005 and sets out best practice guidance for all maintenance related activities including Winter Service. The Royal Borough of Windsor & Maidenhead’s Winter Service Plan has been amended to bring it in line with the recommendations in the Code of Practice.
2. POLICY STATEMENT

Policies and Objectives

The Royal Borough of Windsor and Maidenhead aims to provide a winter service enabling as far as is reasonably practical the safe movement of traffic on all Category 1 and Category 2 (A and B Roads), and other well trafficked roads throughout the Borough.

Pre-salting and snow clearance of the Primary routes will be carried out based on information received from the weather forecasting service. Secondary routes will only be salted and / or cleared of snow during particularly severe and prolonged hazardous weather conditions. In certain circumstances, it may be necessary to apply salt after the formation of icy patches due to unforeseen circumstances such as burst water mains for example.

For precautionary salting the response and treatment times for Local Roads are 1 hour and 3 hours respectively. In the event of severe weather conditions or vehicle breakdown the treatment times will be extended.

Footways in town centres and outside schools will also be cleared of snow, as part of the first and secondary priority snow clearing routes. Town Centre footways included in this are detailed in Appendix G.

In previous years informal cross-boundary agreements existed with neighbouring Authorities at complex junctions or intersections, but as from 2005 the revised policy has been to carry out the treatment to the Borough boundary only. However, for operational reasons the spreaders will be left running to the nearest turn round point.

Winter Risk Period

A standby service will be provided for a period of period of Twenty-One weeks. This will commence on Friday 30th October 2009 and finish on Friday 2nd April 2010. This may be extended into April 2009 depending on the prevailing weather conditions.

The Winter Service Contract for the period 2007 – 2012 (with a possible extension until 2017), commenced on 1st June 2007 and will be carried out by the Term Maintenance contractor, Balfour Beatty Infrastructure Services.
3. ROAD HIERARCHY

Local Roads

The road hierarchy system with Royal Borough of Windsor and Maidenhead is defined in the Highways Maintenance Management System of the Authority.

Category 1: The most important roads in the Borough in terms of volume of traffic carried, the proportion of heavy goods vehicles and their strategic function as principal links between settlements or within major urban areas.

Category 2: The main distributor roads carrying significant volumes of traffic and public transport services. These are important thoroughfares distributing traffic from the strategic routes to residential or commercial areas.

Category 3: All other roads, being roads providing local access within and between residential and commercial areas.

The Primary Precautionary Salting Network comprises all Category 1 and Category 2 roads, and some heavily trafficked Category 3 roads and represents approximately 35% of all highways (excluding motorways and trunk roads) in the geographical area of the Borough.

The total length of the Primary Salting Network is 145 miles (232 km).

The Secondary Salting Network comprises some Category 3 residential roads, bus routes, roads leading to schools, roads outside hospitals and rural roads which become hazardous if left untreated during prolonged periods of particularly severe weather conditions.

The total length of the Secondary Salting Network is 31 miles (49 km), which represents approximately 7% of the total highway network.

The primary road network is broken down into 4 individual salting routes. Each route is efficiently designed in order to comply with the Audit Commission Guidelines where possible and to give a maximum treatment time of 3 hours.
Footways

Footways are also categorised as follows:

Category 1: Main shopping areas
Category 2: Footways outside schools and hospitals
Category 3: Other less used footways.

Whilst footways are not normally presalted, they are treated and / or cleared of snow in town centres, outside schools and hospitals during particularly severe and prolonged hazardous weather conditions. Town centre footways, footways outside schools and hospitals are treated and / or cleared of snow by the Term Maintenance contractor, Balfour Beatty Infrastructure Services (BBIS).

A list of town centre footways to be treated and / or cleared of snow by Term Maintenance contractor, BBIS, when instructed by the winter maintenance manager, is included as Appendix G.

Warm Routes have been identified from the thermal mapping of Berkshire (see section 8). These are those routes, which on marginal nights, when temperatures are close to zero, will remain above freezing. The thermal mapping is used before a decision is made on which routes to pre-salt.

There are a number of roads in the Royal Borough of Windsor and Maidenhead, which for various reasons are subject to wet conditions. Those that are on the Primary network have been identified and listed in Appendix J. On dry nights when temperatures drop below freezing and frost is not forecasted to form on the carriageway, known wet patches only will be pre-salted.

Motorways and Trunk Roads

The Royal Borough of Windsor and Maidenhead has no responsibility for winter service activities on Motorways or Trunk Roads. This is the responsibility of the Department for Transport (DfT) who are the highway authority and these are managed by the Highways Agency, who act for the Department in this respect. Details of consultants responsible for the operational maintenance of motorways and trunk roads within Berkshire are:

Area 3 - Enterprise Mouchel
Area 5 - Mouchel Carillion

The treatment of the motorway and trunk road routes is to be completed within 2 hours by contractors instructed by the Highways Agency Area 3 and area 5 Agents. The M4, A308M, A404M and the A34T between junction 13 of the M4 and the Oxfordshire Boundary are the responsibility of the Highways Agency Area 3 consultant Enterprise Mouchel, the M25 falls within the Area 5 and is the responsibility of consultants Mouchel Carillion.
4. CLIENT / CONTRACTOR RELATIONSHIP

Local Roads and Footways

The Borough’s Highways Term Maintenance Contractor, Balfour Beatty Infrastructure Services have carried out the Winter Service Maintenance Operations since November 2007. The following table indicates how the principal winter service responsibilities between the Client and its Contractor are split.

<table>
<thead>
<tr>
<th>Highway Assets Group</th>
<th>Balfour Beatty Infrastructure Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preparation and updating of Winter Service Plan</td>
<td>Operational Plans</td>
</tr>
<tr>
<td>Road Hierarchy Priorities / Approval of routes</td>
<td>Routing (salting and snow clearing) with direction from Duty Manager</td>
</tr>
<tr>
<td>Management of Budget</td>
<td>Managing expenditure of Budget</td>
</tr>
<tr>
<td>Salt Stocks Management / Overview</td>
<td>Salt Stocks / Purchase/ Storage/ Depot</td>
</tr>
<tr>
<td>Risk Assessments for overall winter service</td>
<td>Risk Assessments for salt spreading and snow clearing operations</td>
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<tr>
<td>Procurement, installation and support for ice prediction systems, weather stations and software</td>
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<td>Duty Manager Roster / Contact details</td>
<td>Operations Standby Roster / Contact details</td>
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<td>Decision Making – Duty Manager</td>
<td>Servicing and Calibration of Vehicles / Plant arrangements</td>
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<tr>
<td>Opening of Emergency Operations Centre</td>
<td>Precautionary salting, snow clearing, footways, grit bins</td>
</tr>
<tr>
<td>Daily Liaison with Customer Service Centre to advise of decision via email and feedback on customer enquiries through the Lagan system</td>
<td>Operational co-ordination with Duty Manager</td>
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<tr>
<td>Performance monitoring</td>
<td>Daily Contact with Customer Service Centre regarding calls taken out of hours to enable them to be recorded on the Lagan system</td>
</tr>
<tr>
<td>Procurement of Winter service</td>
<td>Daily returns to Client team</td>
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<tr>
<td>Training &amp; Development</td>
<td>City &amp; Guilds 6159</td>
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<tr>
<td>Publicity and Information (Leaflet and web page)</td>
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<tr>
<td>Developing Service through undertaking research and investigation into new treatment methods</td>
<td>Safecote application and trial</td>
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</table>
5. ORGANISATIONAL ARRANGEMENTS AND PERSONNEL

The Royal Borough of Windsor and Maidenhead team of Duty Managers are rostered to be on standby for the winter period November to March inclusive. The agreed roster and contact details are detailed in Appendix B.

**Duty Manager Responsibilities**

Prior to the commencement of the winter period, each Duty Manager is provided with an information pack, which includes details of all appropriate telephone contacts, together with any additional information that may be appropriate.

Each Duty Manager is available 24 hours a day during his / her week on duty. Outside of normal working hours, the officer can be contacted via the Emergency Control Room. The number of the EOC is included on the Duty Manager roster.

**Customer Services Centre (CSC)**

The CSC will be responsible for dealing with requests, enquires and complaints from customers across a range of services. This will include winter service with effect from 30th October 2009. Routine calls regarding policy / gritting routes etc will be handled direct by CSC, however calls requiring immediate action will be passed to the Winter Service Manager / Duty Manager for appropriate action.

The service operates from 08.30 to 18.00 Monday to Friday and all calls should be directed to the Royal Borough of Windsor and Maidenhead Customer Service Centre 01628 683800. Outside of those hours above, enquiries will be directed to the Royal Borough of Windsor and Maidenhead Emergency Control Room.
6. FACILITIES, PLANT, VEHICLES AND EQUIPMENT

Winter Services Compounds and Facilities

The winter service compound and storage facility is located at Stafferton Way Depot, Maidenhead. The facility is able to store approx 1000 tonnes of salt. Adequate drainage and an 8000 gallon tank has been installed to take brine run off to prevent it contaminating the surrounding area. This is in line with EMS requirements.

<table>
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<tr>
<th>Fleet Inventory</th>
<th>4 No. Volvo Salt Spreaders and Snowploughs and 1 No loading shovel</th>
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<tbody>
<tr>
<td>Licence requirements</td>
<td>HGV 2</td>
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<tr>
<td>Size / Capacity</td>
<td>18 tonnes (GAV). 6 m$^3$ (8.7tonne capacity)</td>
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<tr>
<td>Salt Storage Location</td>
<td>Stafferton Way Depot, Maidenhead</td>
</tr>
<tr>
<td>Garaging, servicing and maintenance arrangements</td>
<td>24-hour maintenance agreement with 2-hour response time. Vehicle replacement within 48 hours</td>
</tr>
<tr>
<td>Contact and hire arrangements for vehicles</td>
<td>The vehicles and snowplough attachments required for precautionary salting and snow clearing are leased from ECON by the Contractor for the duration of the winter maintenance season.</td>
</tr>
<tr>
<td>Calibration procedures</td>
<td>The maintenance and calibration of these vehicles are the responsibility of the Contractor and ECON.</td>
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<tr>
<td>Fuel stocks location</td>
<td>Local Esso and Shell garages</td>
</tr>
</tbody>
</table>
7. OPERATIONAL COMMUNICATIONS

All winter service vehicles are in radio / mobile phone contact with a base station in order that instructions can be passed and current information relayed back from supervisors to operatives.

The Contractor(s) undertaking winter service is/are required to provide the Winter Service Manager with a list of the radio systems and / or phone numbers that are to be used prior to the commencement of winter service operations and not later than Monday 27 October 2009.

Liaison and Communication Arrangements with Other Authorities

The Winter Service Plan is circulated to all adjacent authorities and winter maintenance decisions are faxed daily to neighbouring authorities throughout the winter season and vice- versa. The 5-year contract with Vaisala / Met Office includes all Berkshire Unitaries
8. WEATHER PREDICTION AND INFORMATION

Contract Arrangements

During the winter period the Borough uses the Ice View forecasting service provided by Vaisala and the Met Office. The existing contract has recently been renewed for a further 5 years and it includes the following services for all the six unitary authorities in Berkshire.

Road Weather Stations

There are 3 weather stations based at M4 Membury, A322 Windsor, A355 Tuns Lane, Slough which are used for the production of local forecasts by the Met Office. These sites were chosen to reflect the 3 climatic zones within the County of Berkshire. In addition there are a further 7 sites across the County that provide real time meteorological data, of which two are forecasting sites (M4 Shurlock Row and A34 Newbury Bypass).

Maintenance of Ice Prediction Equipment / Software

Annual calibration checks on all sensors are undertaken by the appropriate equipment supplier with a full report submitted to the West Berkshire Council who are acting as Lead Unitary for the County of Berkshire.

The Bureau Service (Vaisala)

The specification for the Maintenance of ice prediction equipment / software existing weather stations for the next 5 years is summarised below:

- Provision of service from 1 October 2009 – 30 April 2010
- Set up and access to weather station data from the ten sites
- Communications associated with polling of the 5 Berkshire owned weather stations
- Provision of Ice View workstation licences (3 for Royal Borough of Windsor and Maidenhead).
- Pre-season maintenance of workstations/software
- 5 weather station pre / mid-season maintenance / calibration
Weather Forecasts

The regional office providing the weather forecasting service is the London Weather Centre. The information received each day includes the following:

(i) detailed 24-hour forecast
(ii) evening update forecast
(iii) realistic site specific temperature graphs (three sites)
(iv) site specific snow prediction (two sites)
(v) early morning summary
(vi) 2 – 5 day forecast

The 24-hour forecast is received at approx 1300 hours each afternoon. The main features of this forecast are as follows:-

Readiness Colour
This is based on the traffic light colours: green, amber or red. The definitions are:-
Green - no snow or ice expected
Amber - risk of snow or ice
Red - ice, snow or drifting snow expected

Hazards
This section includes the hazards causing the red or amber readiness colours as well as other weather hazards such as heavy rain, high winds or fog, which could accompany a green readiness colour. Where possible a qualifying time is given. For example, icy patches expected after 2300 hours.

Minimum Temperatures
Minimum air and road temperatures for, all roads, urban roads and bridge decks are provided.

Confidence Statements
This consists of high, moderate or low confidence for each of the hazards described above, together with a qualifying statement. For example: low confidence regarding extent of showers this evening but high regarding road temperatures falling below zero.

24 Hour Weather Summary
This is a general summary of the forecast for the period from midday to midday. An example of a typical forecast is shown in Appendix H.

At approximately 1900 hours each evening, a forecast update is issued by the London Weather Centre and is viewed by the Duty Manager at home on a portable laptop computer. If further information is required the Duty Manager can make use of the 24-hour consultancy service provided by the London Weather Centre when a discussion can be held with the duty forecaster (see section 9 for further information on decision making procedure).
Thermal Mapping

Berkshire’s thermal map is now over 10 years old, however thermal mapping will remain valid for an indefinite period, so long as none of the factors that affect road surface temperature profiles change. It is however recommended that thermal mapping is validated after a nominal 5-year period. Discussions are currently underway between the Berkshire Unitaries and Vaisala / Met Office regarding reviewing the thermal map this coming winter with the cost being split over the 5-year contract.

Thermal mapping is a technique for measuring and analysing the thermal characteristics of road surfaces that has been undertaken by Vaisala Ltd. It is normally carried out under three different weather conditions, one of which is extreme conditions or nights when skies are clear and winds light. The other weather conditions are known as intermediate and damped. Under extreme conditions, the maximum variation in road surface temperature is normally produced, this, together with the coldest absolute temperatures, leads to potentially hazardous road conditions. Under such conditions it is most important to be able to accurately predict road surface temperatures.

The information yielded from thermal mapping is used in conjunction with site specific, forecasts to predict accurately the minimum temperature of road surfaces across the road network. This allows accurate decisions to be made not only above whether to salt or not, but whether to salt only those roads that require treatment.

Thermal mapping has been used to produce data, which allows the presalting routes to be analysed objectively and to ensure the optimum location of road surface and atmospheric condition sensors. The sensor sites that have been installed on the Berkshire network are shown in Appendix M.

Every hour, information from these sensors is fed automatically into the Central Processing Unit at Vaisalia’s offices in Birmingham. The parameters recorded are air temperature, humidity, precipitation, wind speed and direction, road surface temperature, surface condition (wet or dry) depth temperature and residual salt levels. Forecasts are produced by the London Weather Centre for the Unitary Authority roads based on this information. These forecasts when used in conjunction with the thermal mapping data forms one of the most sophisticated ice prediction systems in the U.K.

Motorways and Trunk Roads

Financial arrangements have been made with the Highway Authority Area 3 and Area 5 consultants for their use of the above information and maintenance of the Unitary Authorities sensors located on the Motorways and Trunk roads. The Highway Agency consultants also use Vaisala Ltd to provide an ice prediction service.
9. **DECISION MAKING PROCEDURES**

Decision-making is the responsibility of the Royal Borough of Windsor and Maidenhead rostered Duty Manager. Each day during the winter, the Duty Manager will be on standby covering the geographical area of the Royal Borough of Windsor and Maidenhead.

The Duty Manager also has a specific responsibility for liaising directly with the “Ice Cast” forecaster and for disseminating information to the media and emergency services as described in Section 13.

Using the forecast data provided the Duty Manager will make his / her decision regarding presalting as appropriate. To assist with this process, guidance notes are provided together with guidelines as shown in Appendices E and E1 respectively. The Duty Manager also has the responsibility out of hours for receiving information from the Emergency Control Room and taking the appropriate action.

Flow charts showing the procedures for salt spreading and snow clearing operations are shown in Appendices N & O respectively.

The Duty Manager’s decision is phoned through to the contractor and recorded on a justification form as shown in Appendix D, which must be completed at the time and filed for future reference.

The Contractor is contacted via telephone / mobile / radio.
10. **SPECIFIC RISK ASSESSMENTS**

The Head of the Contractor's Winter Service Operations is responsible for ensuring that all hazards to which the Operatives, Members of the Public and Road Users may be exposed are considered. Risk Assessments for these hazards must be prepared on the Standard RBWM Risk Assessment Form and included in the Operational Plan.

The Head of the Contractor's Winter Service Operations is also responsible for ensuring that the relevant members of his Operations Team (i.e. those who are potentially exposed to the hazards) also read the relevant risk assessments, follow the appropriate control measures and sign the distribution register.

Any previously unidentified hazards must be advised to the Head of the Contractor's Winter Service Operations, who will develop the selection of appropriate control measures.

The Risk Assessment should be carried out as early as possible in order that adequate resources can be applied to the operations to put the control measures into place.

**Application**

It is the responsibility of the Head of the Contractor's Winter Service Operations for ensuring the relevant control measures are applied. The control measures must be subject to continuous review to ensure that they cover the specific circumstances.

Any additional hazards not covered must be detailed and suitable control measures devised.

The undertaking of a risk assessment should not be considered as an exercise to fulfil a legal obligation but to ensure that no work is carried out without full consideration of the safety implications. The controls described in the Hazard Information Sheets must be applied wherever necessary. The Contractor's Operational Workforce must be fully appraised of the hazards of their work, the actions taken to control them and the actions they need to take themselves to secure their own health and safety and the safety of their colleagues, members of the public and road users.
11. SALT AND SALT BINS

Salt

During this winter season it has been agreed to continue to trial the use of a product called Safecote. This is an agricultural by-product that is derived from sugar beet molasses, which originated in the USA in 1994. Since 2002 it has been trialled by both the Scottish and Welsh Executives with good results. The potential benefits when added to dry rock salt are as follow:

- 82% less corrosive than rock salt – reduced maintenance of vehicles
- No wash down of vehicles required
- Has anti-caking agent that prevents lumps forming and makes loading easier
- 30% less is required e.g. Spread rate of 7gm per square metre should achieve the same as 10gm per square metre of rock salt
- Targeted spread – reduced snaking effect
- Faster reactivity – does not require trafficking
- Improved residual characteristics – enhanced reactivation
- Less damage to road surfaces
- Bio-degradable
- Environmentally friendly – reduced chloride usage

The salt is stored under cover at Stafferton Way Depot within a three-sided pre-cast concrete storage unit.

It is the responsibility of the Winter Services Contractor to maintain adequate salt stocks to ensure that they do not run out during periods of prolonged severe weather. There is currently a minimum stock level requirement of 300 tonnes in place.
Salt Bins

There are at present 42 salt bins that are provided throughout the Royal Borough of Windsor and Maidenhead (Appendix K). These are repaired and replenished throughout the winter period as necessary. At the end of the winter, all salt bins should be collected, salt returned to the stockpile and the bins cleaned and stored away during the summer months.

The criteria for provision of salt bins which was proposed at the former Berkshire County Councils Waste Disposal Sub Committee meeting held on 8 May 1991 is as follows:

(i) The bin should not be sited on a salting route unless it is intended for use on an adjoining road, which is not on the salting route.

(ii) Only sited where there is a steep and / or hazardous gradient, and where there are occupied buildings nearby.

(iii) If it is possible for a lorry to gain access in order to install bin and fill with salt, then location near subway or footbridge is acceptable.

(iv) In cases of special needs.

This criteria, has been adopted by the Royal Borough of Windsor and Maidenhead but it is noted that in accordance with the current policy (see Section 1) no further salt bins will be provided in 2009 / 2010.

- To be effective, salt / Safecote must be spread evenly and at rates to suit prevailing weather conditions. Excessive salt spreading is undesirable on both environmental and economic grounds. It is therefore essential that the spreading equipment is calibrated annually and the controls marked accordingly for spreads of:

- 10 g/m² for normal pre-salting and 20 g/m² and 40 g/m² for more severe conditions using **NORMAL ROCK SALT**

- 7 g/m², 14g/m² and 28g/m² respectively using **SAFECOTE**.

Details of recommended treatments for different conditions are set out in the table in Appendix E1.

Motorways and Trunk Roads

- Salt stock for the use on Motorways and Trunk roads is the responsibility of the Highways Agency. This will be stockpiled in separated areas at the Shefford Woodlands, Chieveley, Lower Whitley and Bray Depots.
12. SNOW CLEARING

Local Roads

When conditions are such that snow clearing becomes necessary, an instruction will be given to the Contractor to immediately commence snow clearing operations. It is anticipated that some notice, albeit only a few hours, is usually given by the forecaster and so it is essential that snow ploughs are fitted without delay they will also be instructed to commence clearing town centre footways.

The Contractor will patrol the snow clearing routes until such time as directed by the Winter Service Duty Manager or his nominated representative. The highway network is cleared in descending order of priority, concentrating firstly on the clearance of Category 1 roads followed by other roads in accordance with the Royal Borough of Windsor and Maidenhead agreed policy, subject to limitations of existing road layouts.

- The Primary Local road snow clearing routes are the priority presalting routes.
- The Secondary Local road snow clearing routes are the secondary salting routes.
- The Winter Service Duty Manager holds the plans showing the above routes.

Contingency plans are included in the Operational Plan to call on other Council Contractors’ labour and plant should the weather conditions be severe and prolonged. Once these routes are cleared resources are then diverted to the clearance of the remaining roads on the network.

If snow clearing becomes necessary, the Royal Borough of Windsor and Maidenhead Emergency Operations Centre (EOC) will be opened by the Duty Manager and manned with if deemed necessary with the other Duty Managers until conditions abate. During normal working hours incoming calls to the Customer Service Centre relating to winter maintenance operations will be filtered and those requiring immediate action will be directed to the Duty Manager. During out of hours and at weekends / Bank holidays calls will be taken by the EOC direct and passed to the Duty Manager.

Motorways and Trunk Roads

Clearance of snow from the Motorways and Trunk roads is the responsibility of the Highways Agency and its consultants. Close contact will be maintained with the Royal Borough of Windsor and Maidenhead.
13. **MEDIA COMMUNICATIONS**

**Local Roads**

Liaison with the news media, particularly the local radio station, BBC Radio Berkshire, is of the utmost importance and will be maintained during periods of snowfall. This contact will normally be directly with the Royal Borough of Windsor and Maidenhead.

BBC Radio Berkshire will be advised by Email on those occasions when precautionary salting is to be undertaken. For information, a copy of the information sent is given in Appendix F.

It is also desirable that communications with the local police force is maintained. To this end, a copy of the email or fax message described in Appendix F will be issued to the Thames Valley Police Headquarters at Kidlington for onward transmission to local stations at Wantage, Reading and Slough. Additional information will also be provided as appropriate to the motoring organisations, particularly during periods of snow clearance when it is essential that the travelling public are advised of current road conditions and cleared routes.

A press release is made each year giving information on the current policy and can be obtained through the Customer Services Centre. A web-page has been developed so that customers can have to current policy and primary and secondary gritting routes.

**Motorways and Trunk Roads**

Information on the Motorways and Trunk roads will be passed to the Winter Service Duty Manager by the Highway Agency consultants for onward transmission to the media as outlined above.
14. RESEARCH AND INVESTIGATION

During 2005 to 2007 winter periods research was undertaken into other treatment methods and technology to help formulate the delivery of the winter service in 2009 - 2010 and beyond. This included the following:

- Safecote Trial
- Pre-wetted salt
- Finalising Vehicle and Contract procurement
- Salt Storage facilities
- GPS data logging

The future Specification will ultimately be driven by factors such as budget, environmental considerations, best practice / value, and asset management whole life costing approach.

To help facilitate this process in respect of Safecote, the Borough has joined the National Salt Spreading Research Group (NSSRG). This forum will enable advice and feedback on best practice from other users to be shared nationally.
15. PERFORMANCE MONITORING

The activities undertaken for the provision of Winter Service will be monitored and audited throughout the season with a review undertaken at the end of each season. The review will take into consideration feedback from all road users, Winter Services Contractor and Duty Managers. Appropriate revisions to the Winter Service Plan will be made to ensure continuous improvement to the service.

Performance of the Winter Services Contractor in relation to response and treatment times will be monitored to ensure satisfactory service delivery and compliance with agreed policy and Best Value Performance Indicators.
16. TRAINING AND DEVELOPMENT

Appropriate training is provided regularly for all personnel particularly with regard to technological improvements in forecasting techniques and the ice prediction system.

It has been defined in the ICE Design & Practice Guide that all drivers salting or snow ploughing roads must be trained and successfully assessed in accordance with City & Guilds 6159. In addition City & Guilds 6159 also contains a new unit for managers and supervisors, which is currently under development.
17. BUDGETS

The Royal Borough of Windsor and Maidenhead 2009/2010 budget for Winter Service allows for the following:

- Maintenance of communication and ice prediction equipment
- Fixed costs of standby arrangements
- Weather forecasts and ice prediction service
- An average of 50 precautionary salting runs on the Primary network
- An average of 4 salting runs on the Secondary network.
- Audits of Winter Service Contractor.

It should be noted that whilst snow clearing operations will be undertaken in accordance with the Winter Service Plan and as instructed by the Royal Borough of Windsor and Maidenhead Chief Officer, there is no budget for this work. However, a supplementary report will be prepared and submitted to the Council as soon as possible after snow clearing has been completed in order for any necessary budgetary adjustments to be agreed.
18. **APPENDICES**

**APPENDIX A**

**Primary Routes**

**Ascot**
Cheapside Road  
High Street – Ascot (A329)  
Station Hill (A330)  
Watersplash Lane – to Borough Boundary  
Windsor Road (A332) to Borough Boundary  
Winkfield Road (A330) to junction with Kennel Ride  
New Mile Road

**Bisham**
Marlow Road to B. Boundary & entrance to bridge (Plant to turn 40m prior to bridge – DO NOT CROSS BRIDGE)

Quarry Wood Road

**Bray / Holypoort / Braywoodside**
Ascot Road (A330) – north of A3095 junction (becomes Hawthorn Hill Road)  
Ascot Road (A330) – south of A308 (becomes Touchen End Road)  
Ascot Road (A330) – Holypoort Green to Moor Farm  
Bray Road (B3028)  
Braywick Road (A308)  
Cannon Hill (A308)  
Drift Road – Howe Lane to Borough Boundary  
Fifield Road  
Fifield Lane  
Forest Green Road (B3024)  
Harvest Hill Road  
Hawthorn Hill Road (A330) – becomes Touchen End Road (A330)  
Hibbert Road  
High Street – Bray (B3028)  
Holypoort Road – including section to A330 Ascot Rd  
Howe Lane – Drift Rd to B3024 junction – to Borough Boundary  
Littlefield Green (B3024)  
Moneyrow Green (from Holypoort to Forest Green Road)  
Oakley Green Road (B3024 & B3383) to A308  
Paley Street (B3024)  
Stompsits Road  
Touchen End Road (A330) – becomes Ascot Road (A330)  
Upper Bray Road (B3028)  
Windsor Road (A308)

**Burchetts Green**
Bath Road (A4)  
Burchetts Green Road
Cookham

Cannondown Road (B4447)
Choke Lane
Church Road
Dean Lane
High Street – Cookham (B4447)
Hills Lane
Lower Cookham Road (A4094)
Lower Road
Maidenhead Road (B4447)
Marlow Road (A308)
Ray Mead Road (A4094)
Spring Lane
Station Hill
Sutton Road/Ferry Lane (A4094) – Sutton Close to Sheephouse Road
Sutton Road/Ferry Lane (A4094) – to Borough Boundary
Switchback Road North (B4447)
The Pound (B4447)
Whyteladies Lane
Winter Hill Road

Datchet

Ditton Road (B376) joins Horton Rd & Majors Farm Rd B470
High Street – Datchet
Horton Road (B376) – from B470 leading to Datchet Rd, Horton
London Road (B470) – becomes Majors Farm Road
Majors Farm Road (B470) to Borough Boundary
Queens Road
The Green – Datchet (B376)

Eton

Eton Road (B3026)
Eton Wick Road (B3026) to cattle grid at Borough Boundary
Keats Lane – at end of B3026 Eton Wick Road
Pococks Lane (B3026)
Slough Road (B3022) – north to Borough Boundary
Slough Road (B376) – becomes Datchet Road (B376)

Hurley

Henley Road (A4130) to Borough Boundary

Knowl Hill

Bath Rd (A4) to Borough Boundary (by junction with Knowl Hill Common & Star Lane)
Maidenhead

All Saints Avenue
Altwood Road – including Haddon Road
Bad Godesberg Way (A4)
Bath Road (A4)
Belmont Road
Boyn Hill Avenue
Boyn Hill Road
Boyn Valley Road
Bridge Avenue
Bridge Road (A4) to Borough Boundary over Maidenhead Bridge
Bridge Street
Broadway
Castle Hill (A4)
Cookham Road (B4447)
Courthouse Road
Crafurd Rise (A308)
Forlease Road
Frascati Way
Furze Platt Road (A308)
Gardner Road (B4447)
Gardner Road/Scotback Road South to A308 junction
Grenfell Place
Grenfell Road
Gringer Hill (A308)
Henley Road (A4130)
High Street – Maidenhead
Highway Avenue
King Street (A308) – junction with Queen Street to Braywick Road
Kings Grove
Larchfield Road
Norden Road
Norreys Drive
Oldfield Road (B3028)
Park Street
Pinkneys Drive (Henley Rd to A308 junction)
Pinkneys Road
Queen Street
Sheephouse Road
Shoppenhangers Road
Spencers Road
St Cloud Way (A4)
St Ives Road
St Marks Crescent
St Marks Road
Wootton Way
York Road
**Old Windsor**

Burfield Road (B3021)
St Lukes Road (B3021)
Straight Road (A308)

**Shurlock Row**

Binfield Road (B3018) -- from The Straight Mile to Borough Boundary
The Straight Mile (B3018) within Borough Boundary

**Sunninghill / Sunningdale**

Bagshot Road (B3020)/Sunninghill Road (B3020) - to Borough Boundary
Brockenhurst Road (A330)
Broomhall Lane (B383)
Buckhurst Road (B383) to Borough Boundary
Devenish Road (A330)
High Street – Sunninghill (B3020)
Kings Road
London Road (A30) Borough Boundary to Borough Boundary
London Road (A329) east to Borough Boundary
Rise Road
Silwood Road (B383)
Station Road (B383)
Sunninghill Road (B3020)

**Waltham St Lawrence / White Waltham / Cox Green**

Broadmoor Lane/Twyford Road (B3024) to Borough Boundary
Cannon Lane (Bath Rd to Woodlands Park Rd junction)
Church Hill
Highfield Lane
Milley Road / Milley Lane – to Borough Boundary
Sherlock Road (B3024 Broadmoor Road to B3018 The Straight Mile)
Shoppenhangers Road
The Street (becomes Milley Road)
Waltham Road to Borough Boundary
Woodlands Park Road

**Windsor**

Albert Road (A308)
Alma Road – Goslar Way to Clarence Road
Arthur Road
Charles Street
Clarence Road – east of A308 roundabout
Clarence Road (B3024) – west of A308 roundabout
Clewer Hill Road
Datchet Road (B3021)
Datchet Road (B376) to Borough Boundary
Datchet Road (following on from King Edward VII – B470)
Dedworth Road (B3024)
Frances Road
Goslar Way (A308)
Goswell Road
High Street – Windsor, follows on from Sheet Street
Imperial Road (B3175)
King Edward VII Avenue (B470)
Kings Road (A332) – to junction with Sheet Street (B3022)
Maidenhead Road – leads to Arthur Road
Maidenhead Road (A308)
Mounts Hill (B383) – from Borough Boundary to Borough Boundary
Osborne Road (A308)
River Street
Sheet Street (B3022)
Sheet Street Road (A332) to Borough Boundary
Smiths Lane
Southlea Road (B3021)
St Leonards Road (B3022)
Thames Avenue (B470)
Thames Street (B3022)
Vale Road (B3025)
Victoria Street
Windsor & Eton Relief Road (A332) – to Borough Boundary
Windsor & Eton Relief Road (A335) – to Borough Boundary
Windsor Road (B470)
Winkfield Road (B3022) from Clewer Hill Rd to Borough Boundary

Wraysbury / Horton

Coppermill Road
Datchet Road
High Street – Wraysbury
Staines Road (B376) to County Boundary and M25 interchange
Stanwell Road to Borough Boundary
Station Road
Wellesley Road (B376)
Windsor Road (B376)
Wraysbury Rd (B376) – following Staines Rd to County Boundary by Lammas Drive junction


Secondary Routes

Ascot
St Georges Lane and Wells Lane—Loop from A329 to A329.

Bray / Holyport / Braywoodside
Hibbert Road

Burchetts Green
Burchetts Green Lane

Cookham Dean / Cookham Rise / Cookham
Bigfrith Lane
Grubwood Lane
High Road
Hockett Lane – Bigfrith Lane to Winter Hill Road
Long Lane
Maidenhead Road – B4447 Maidenhead Rd to B4447 Cookham Rd
Road between Bigfrith and Church Road
School Lane (Cookham Village)
Winter Hill Road – north of Choke Lane junction

Datchet
Ditton Road – to Borough Boundary
Riding Court Road – to Borough Boundary

Eton
Colenorton Crescent – (West of Boveney New Road, including Eton Wick Road service road and Boveney New Road)
Eton Court
High Street – Eton (B3022)

Horton
Horton Road, Horton, From Stanwell Road to Boundary

Hurley
Hurley Lane
Hurley High Street
Temple Lane

Knowl Hill / Warren Row
Warren Row Road to junction Hatch Gate Lane
Maidenhead

Badminton Road – including Great Hill Crescent
Blackamoor Lane (Ray Mill Road West to Ray Park Road)
Blenheim Road
Blenheim Road to Halifax Road
Camley Gardens
Cranbrook Drive
Curls Road
Fane Way – Larchfield Rd to Norreys Drive
Farm Road
Farmers Way
Furze Platt Halt (is part of Harrow Lane)
Halifax Road
Halifax Way
Harrow Lane
Headington Road (Farm Road to Camley Gardens junction)
Lancaster Road (Blenheim Road to Halifax Road)
Linden Avenue
Malvern Road
Oaken Grove
Queensway
Ray Mill Road East
Ray Mill Road West
Ray Park Avenue
Ray Park Road – becomes Ray Street
Rutland Road
Stafferton Way
Summerleaze Road – becomes Blackamoor Lane
Westborough Road

Old Windsor

Crimp Hill – to Borough Boundary

Sunninghill / Sunningdale

All Souls Road
Bedford Lane
Bouldish Farm Road
Charters Road
Church Road
Coronation Road – to Borough Boundary
Cross Road
Dry Arch Road
High Street – Sunningdale
Liddell Way
Lower Village Road
Lyndhurst Road – A330 Brockenhurst Rd to All Souls Rd
Oliver Road – East of A330 Brockenhurst Rd
Oriental Road – from Lower Village Rd to Sunninghill High St B3020
Queens Road
Ridge Mount Road
St Georges Lane – Between Oliver Road and Lower Village Road.
Victoria Road – All Souls Rd to A330 Brockenhurst Rd

**Waltham St Lawrence / White Waltham / Cox Green**

Bissley Drive
Brook Lane
Cox Green Lane
Cox Green Road – north of Shoppenhangers Rd roundabout
Hungerford Lane – east of Brook Lane junction
Foliejohn Way
Lowbrook Drive
Sawyers Crescent – Woodlands Park Rd to White Paddock western junction
School Road (West End)
Wessex Way
Westacott Way
Woodlands Park Avenue

**Windsor**

Aston Mead
Bolton Avenue
Bolton Road
Bulkeley Avenue
Burnetts Road – From Aston Mead to Smiths Lane
Dedworth Drive
Foster Avenue
Gallys Road
Guards Road
Hanover Way – From Dedworth Drive To Vale Road
Hatch Lane
Hemwood Road
Parsonage Lane
Peel Close
Perrycroft – Clewer Hill Rd to Rycroft junction
Ruddlesway
Rycroft
St Leonards Rd – north of A308 to Victoria Street
Springfield Road
Springfield Road (Westmead to Bulkeley Avenue)
St Andrews Avenue – becomes St Andrews Crescent and Bell View
Testwood Road
Tinkers Lane
Tudor Way
Vansittart Road – between Arthur Road & Clarence Rd
Westmead
White Horse Road
William Street
Wolf Lane
Wolf Lane to Foster Avenue