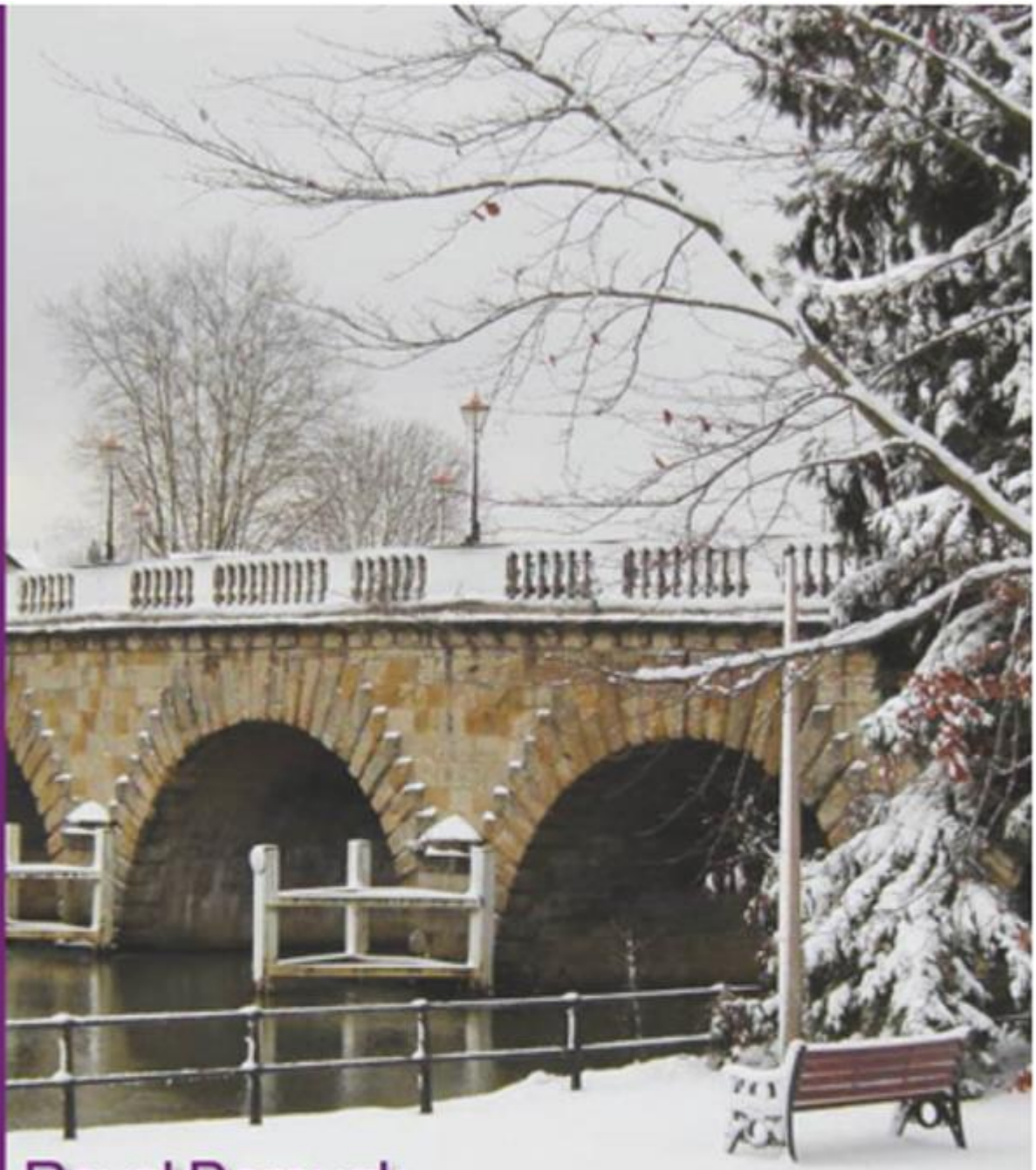

Royal Borough of Windsor and Maidenhead

Winter Service Plan

www.rbwm.gov.uk

Royal Borough of Windsor & Maidenhead

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	Vaisala	1

RECORD OF AMENDMENTS TO 2018-19 WINTER SERVICE PLAN

Page No.	Description	Date of Amendment
28	Kentons Lane upgraded to secondary route	22/10/2019
36	Yellow Salt Bin added o/s 26 Hungerford Drive	22/10/2019
36	Yellow Salt Bin added to sur off Altwood Road	22/10/2019
36	Yellow Salt Bin added to College Rise	22/10/2019
36	Yellow Salt Bin added to Highway Avenue shopping parade	22/10/2019
36	Yellow Salt Bin added to Derwent Drive – rear of No,83	22/10/2019
36	Yellow Bin added to Switchback Road North footpath adjacent to No. 21	22/10/2019
36	Yellow Salt Bin added to Sunderland Road – near the shops	22/10/2019
37	Yellow Salt Bin added to Truss Hill Road – junction with Lower Village Road	22/10/2019
38	Green Salt Bin added to Windsor & Eton Town Bridge (Eton side)	22/10/2019
39	Removed Green Salt Bins from Sunderland Road and Lincoln Road (Pinkneys Green Community Forum)	22/10/2019

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LIST OF APPENDICES

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1. INTRODUCTION

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

New Legislation (2003)
Highways New code of practise 2016.
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(1A) Highways Act 1980 was inserted on 31 October 2003 with 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 Royal Borough of Windsor & Maidenhead's Winter Service Plan has been amended to bring it in line with the recommendations in the new Code of Practice for well-maintained highways 2016.

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 A and B Roads, and other well trafficked local roads throughout the Borough.

Precautionary salting and snow clearance of the Primary routes (see appendix A) will be carried out based on information received from the weather forecasting service.

Secondary routes (see appendix A) 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 are 1 hour and 3 hours respectively. In the event of severe weather conditions or vehicle breakdown the treatment times will be extended.

Winter Risk Period

A standby service will be provided for the core winter period of **Twenty-One weeks**.
This will commence on Monday **4th November 2019** and finish on Sunday **6th April 2020.** This may be extended into April 2020 depending on the prevailing weather conditions.

The Winter Service Contract for the period 2017 – 2022 commenced on 1st April 2017 and will be carried out by the Term Maintenance Contractor, Volker Highways.

3. ROAD HIERARCHY

The Royal Borough of Windsor and Maidenhead road hierarchy system is defined in the Highways Maintenance Management Plan of the Authority which can be found on the boroughs website.

The Primary Precautionary Salting Network comprises all A and B roads, and some heavily trafficked C roads. This represents approximately **36%** of all highways (excluding motorways and trunk roads) in the geographical area of the Borough.
The total length of the Primary Salting Network is **149 miles (240 km).**

The Secondary Salting Network comprises of some busier residential roads, bus routes, leading to schools and 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 **36 miles (58 km)**, which represents approximately 9% 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.

If a road is not on the primary gritting route, no salting will be carried out. Police are to close the road if they consider it to be dangerous.

Plans on the gritting route can be found on the borough website http://maps.rbwm.gov.uk/winterservicesmap.htm

Footways and Car Parks

Footways and car parks are not pre salted. If resources are available they are occasionally treated and / or cleared of snow particularly in severe and prolonged hazardous weather conditions. This decision will be made by RBWM in conjunction with Volker Highways through reference to available resources and the forecast data, and town centre high streets will take priority.

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 (D*f*T) who are the Highway Authority and these are managed by the Highways England, 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 – Kier Highways
Area 5 – Connect Plus

Highways England
National Traffic Operations Centre
3 Ridgeway
Quinton Business Park
Birmingham
B32 1AF

Phone: 0300 123 5000

Email: info@highwaysengland.co.uk

Web: www.gov.uk/highways

The treatment of the motorway and trunk road routes is to be completed within 2 hours by contractors instructed by the Highways England Agents. The M4, A308M, A404M are the responsibility of the Highways England.

Please note that in times of severe weather, the Royal Borough may be required to introduce salt rationing due to low salt stock levels throughout the country. Therefore the routes and frequencies may be altered to reflect this. The type of changes would be dependent on the severity of the rationing imposed. Any changes to this policy as a result of this will be posted on the RBWM website www.rbwm.gov.uk

4. CLIENT / OPERATIONS UNIT RELATIONSHIP

Local Roads and Footways

The Borough's Highways Term Maintenance Contractor, Volker Highway will carry out the entire Winter Service function on behalf of the Borough for 2019-20, this includes both making the decision to treat the roads and carryout the salting within the agreed timescales.

5. ORGANISATIONAL ARRANGEMENTS AND PERSONNEL

Volker Highways have Duty Managers rostered to be on standby for the winter period November to March inclusive.

Duty Manager Responsibilities

Prior to the commencement of the winter period, each duty manager is provided with an up to date policy, 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.
When not rostered, Duty Managers may be called on to back up the active Duty Manager.

Customer Services Centre (CSC)

The CSC will be responsible for dealing with requests, enquiries and complaints from customers across a range of services. This will include winter service with effect from 4th November 2019. Routine calls regarding policy / gritting routes etc. will be handled directly by CSC, however calls requiring immediate action will be passed to the Duty Manager for appropriate action.

All calls should be directed to the Royal Borough of Windsor and Maidenhead Customer Service Centre 01628 683800 / 683806 during normal Customer service hours. Outside of those hours above, only emergencies 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. 750 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.

Fleet Inventory	4 No. Econ Salt Spreaders and Snow Ploughs and 1 No. Loading Shovel
Licence requirements	HGV 2
Size / Capacity	18 tonnes (GAV). 6 m^3 (8.7tonne capacity)
Salt Storage Location	Stafferton Way Depot, Maidenhead, Tinkers Lane Depot
Garaging, servicing and maintenance arrangements	24-hour maintenance agreement with 2-hour response time. Vehicle replacement within 48 hours
Contract and hire arrangements for vehicles	These vehicles are leased by the Winter Service Contractor Volker Highway
Calibration procedures	The Contractor and Volker Highway are responsible
Fuel stock location	Double bunded Fuel Bowser held within the Depot plus local garages as back up

7. OPERATIONAL COMMUNICATIONS

All winter service vehicles are in radio / mobile phone contact with the depot in order that instructions can be passed and current information relayed back from supervisors to operatives. All vehicles are equipped with GPS, which can track the vehicle, record its speed and when the vehicle is spreading the salt.

The Contractor(s) undertaking winter service is/are required to provide the Royal Borough with a list of phone numbers that are to be used prior to the commencement of winter service operations and not later than **Friday 25th October 2019**.

Liaison and Communication Arrangements with Other Authorities

The Winter Service Plan is circulated to all adjacent authorities and winter maintenance decisions are emailed daily to neighbouring authorities throughout the winter season and vice- versa. The 5-year contract with Vaisala / MeteoGroup includes all Berkshire authorities, which has been extended for 2 years.

8. WEATHER PREDICTION AND INFORMATION

Contract Arrangements

During the winter period the Borough uses the Ice View forecasting service provided by Vaisala/MeteoGroup UK. The contract has recently been extended for 2 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 MeteoGroup. 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 Membury 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 2 years is summarised below:

- Provision of service from beginning of October to end of April each year
- 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 weather forecaster is MeteoGroup UK. The information received each day includes the following

(i) detailed 36 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 forecast
(vi) 2 – 10 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.

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

Motorways and Trunk Roads

Financial arrangements have been made with Highways England consultants for their use of the above information and maintenance of the Unitary Authorities sensors located on the Motorways and Trunk roads. Highways England consultants also use Vaisala Ltd to provide an ice prediction service.

9. DECISION MAKING PROCEDURES

Decision-making is the responsibility of Volker Highways Duty Manager on behalf of the Royal Borough of Windsor and Maidenhead. 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 precautionary salting 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 J- K respectively.

The Duty Manager's decision recorded on the MeteoGroup website and instructs the drivers to mobilise. This is done via telephone and confirmed by email.

10. SPECIFIC RISK ASSESSMENTS

The Volker Highways are 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 and included in the Operational Plan.

The Volker highways contract manager is also responsible for ensuring that the relevant members his winter service 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 Volker Highways contract manager, 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 Volker highways 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. Volker Highways 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

The Borough uses a product called Safecote to treat the roads. This uses 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 will only be refilled during office hours Monday to Friday 09.00 – 17.00. Any reports outside this time to be forwarded to the winter service mail box.

Salt Spreading rates

- 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/m^2 for normal pre-salting and 20 g/m^2 and 40 g/m^2 for more severe conditions using **NORMAL ROCK SALT**

- 7 g/m^2, 14g/m^2 and 28g/m^2 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 Highways England. This will be stockpiled in separated areas at the Shefford Woodlands, Chieveley, Lower Whitley and Bray Depots.

Salt Bins

There are at present 65 salt bins that are provided throughout the Royal Borough of Windsor and Maidenhead (Appendix G). 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 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 unless follows these guidelines in 2019/20.

Non Highway Bins

In addition to the 65 yellow highway bins there are another 107 green salt bins located throughout the Borough, which are the property of the Parish Council or a particular Residents Association who are responsible for the up keep and future maintenance of these bins (see appendix G for their locations).

12. SNOW CLEARING

Local Roads

When conditions are such that snow clearing becomes necessary, an instruction will be given 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 drivers will patrol the snow clearing routes until such time as directed by the Duty Manager or his nominated representative. The highway network is cleared in descending order of priority, concentrating firstly on the clearance of A 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 pre-salting 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.

During normal working hours and at weekends 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 / 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 Highways England 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 communications department.

BBC Radio Berkshire will be advised by Email on those occasions when precautionary salting is to be undertaken.

When a discussion is made to treat the roads, a tweet is sent out and regular press releases will be circulated throughout the winter service period to keep residents and local business fully informed.

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 2019-20 budgets 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.

It should be noted that whilst snow clearing operations will be undertaken in accordance with the Winter Service Plan, 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
Chobham 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 / Holyport / 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) – Holyport 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)
Holyport Road – including section to A330 Ascot Rd
Howe Lane – Drift Rd to B3024 junction – to Borough Boundary
Littlefield Green (B3024)
Moneyrow Green (from Holyport to Forest Green Road)
Oakley Green Road (B3024 & B3383) to A308
Paley Street (B3024)
Stompits 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)
Whyteladyes 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 Road, Horton
London Road (B470) – becomes Majors Farm Road
Majors Farm Road (B470) to Borough Boundary
Queens Road
The Green – Datchet (B376)
Riding Court Road.

Horton

Horton Road, Horton, From Stanwell Road to Boundary

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)
High street Eton
Eton Court

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
Craufurd Rise (A308)
Curls Road
Fane Way (Larchfield Road to Curls Road)
Forlease Road
Frascati Way
Furze Platt Road (A308)
Gardner Road (B4447)
Gardner Road/Switchback 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 (Broadway to York Road)
Pinkneys Drive (Henley Rd to A308 junction)
Pinkneys Road
Queen Street
Sheephouse Road
Shoppenhangers Road
Spencers Road
Stafferton Way inc. Link Road Section

St Cloud Way (A4)
St Ives Road
St Marks Crescent
St Marks Road
Suffolk Road (Curls Road to Norreys Drive)
Wootton Way
York Road

Old Windsor

Burfield Road (B3021)
St Lukes Road (B3021)
Straight Road (A308)
Crimp Hill – to Borough Boundary

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
Welley 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

Eton

Colenorton Crescent – Moores Lane

Hurley

Hurley Lane
Hurley High Street
Temple Lane

Knowl Hill / Warren Row

Warren Row Road to junction Hatch Gate Lane

Maidenhead

Access road to the police and fire station
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
College Road
Cranbrook Drive
Fane Way (Curls Road 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
Link Road to Police Station and Fire Station
Malvern Road
Oaken Grove
Park Street (Broadway to end of Cul-de-sac)
Queensway
Ray Mill Road East
Ray Mill Road West
Ray Park Avenue
Ray Park Road – becomes Ray Street
Rutland Road
Summerleaze Road – becomes Blackamoor Lane
Westborough Road

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
Galleys Road
Guards Road
Hanover Way – From Dedworth Drive To Vale Road
Hatch Lane
Hemwood Road
Kentons Lane
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 Road
Westmead
White Horse Road
William Street
Wolf Lane
Wolf Lane to Foster Avenue

APPENDIX B

WINTER SERVICES DUTY MANAGER ROSTER – 2019-20

(Handover between Duty Managers will take place every Monday 09:00hrs)
S

Week Commencing	Contractor
04/11/2019	Volker Highways
11/11/2019	Volker Highways
18/11/2019	Volker Highways
25/11/2019	Volker Highways
02/12/2019	Volker Highways
9/12/2019	Volker Highways
16/12/2019	Volker Highways
23/12/2019	Volker Highways
30/12/2019	Volker Highways
06/01/2020	Volker Highways
13/01/2020	Volker Highways
20/01/2020	Volker Highways
27/01/2020	Volker Highways
03/02/2020	Volker Highways
10/02/2020	Volker Highways
17/02/2020	Volker Highways
24/02/2020	Volker Highways
02/03/2020	Volker Highways
9/03/2020	Volker Highways
16/03/2020	Volker Highways
23/03/2020	Volker Highways
30/03/2020	Volker Highways

NB: Outside normal working hours the Duty Manager can be contacted through the Volker highways Emergency Control Room – **Telephone** 0845 601 7087

These Numbers are for Officer's use only and not to be given out for External use.

APPENDIX C

GUIDANCE NOTES FOR DUTY MANAGERS

2. FORECAST INFORMATION

i) At approximately 1300 download all data from Vaisala/MeteoGroup and inspect 24 hour forecast and graph and appropriate maps (it is likely that your decision will be made at this time).

ii) At approximately 19:00 download the evening update from Vaisala/MeteoGroup and inspect forecast graph and text for any updated information. The forecast graph will continue to have actual road surface temperatures plotted every hour until midday the following day. This information can be obtained any time by downloading from Vaisala/MeteoGroup. If a decision can still not be made it may be necessary to consult the forecaster at the MeteoGroupWeather Centre.

iii) It is the responsibility of each Duty Manager to advise, if necessary, Highways England consultants of his / her decision regarding precautionary salting as soon as is practicable after the decision has been made. E-mail, will usually do this.

iv) It is the responsibility of each Duty Manager to record all action taken on the justification forms and file for future reference.

2. COMMUNICATIONS

i) If the Duty Manager needs to communicate with Highways England or their Agency consultants (or vice versa), then contact should initially be made by telephone, if during the day or evening. However, it may be preferable to make contact at night using a mobile phone.

ii) The Duty Manager will also be responsible for sending an e-mail message to the Customer Services Centre, police and local radio stations informing them of the decision made concerning precautionary salting.

APPENDIX D

WINTER SERVICE CONTRACTOR GRITTING RETURN SHEET

Date:

Action Called: **Time Called:**

Action Received From:

Route Number	Drivers Name	Vehicle Registration No	Start Time	Finish Time	Total Time	Rate of Spread	Tonnes Used	Drivers Signature
Primary 1								
Primary 2								
Primary 3								
Primary 4								
Secondary 1								
Secondary 2								
Wet Route 1								
Wet Route 2								

Signed By: ……

APPENDIX E

<table>
<tr><th colspan="5">Table E –Decision Matrix Guide</th></tr>
<tr><td colspan="2"></td><td colspan="3">Predicted Road Conditions</td></tr>
<tr><td>Road Surface Temperature</td><td>Precipitation</td><td>Wet</td><td>Wet Patches</td><td>Dry</td></tr>
<tr><td>Expected to fall below 0.5˚ C</td><td><u>No</u> rain
<u>No</u> hoar frost
<u>No</u> fog</td><td rowspan="3">Salt before frost</td><td rowspan="2">Salt before frost (see note a)</td><td rowspan="2">No action likely, monitor weather (see note a)</td></tr>
<tr><td rowspan="4">Expected to fall below 0.5˚ C</td><td><u>No</u> rain
<u>No</u> hoar frost
<u>No</u> fog</td></tr>
<tr><td><u>Expected</u> hoar frost
<u>Expected</u> fog</td><td colspan="2">Salt before frost (see note b/c)</td></tr>
<tr><td><u>Expected</u> rain <u>BEFORE</u> freezing</td><td colspan="3">Salt after rain stops (see note d)</td></tr>
<tr><td><u>Expected</u> rain <u>DURING</u> freezing</td><td colspan="3">Salt before frost, as required during rain and again after rain stops (see note e)</td></tr>
<tr><td><u>Possible</u> rain
<u>Possible</u> hoar frost
<u>Possible</u> fog</td><td colspan="2">Salt before frost</td><td>Monitor weather conditions</td></tr>
<tr><td colspan="2"><u>Expected</u> snow</td><td colspan="3">Salt before snow fall (note f)</td></tr>
<tr><td colspan="5">The decision to undertake precautionary treatments should, if appropriate, be adjusted to take account of residual salt or surface moisture.
All decisions require continuous monitoring and review.
This is used for guidance only, duty manager to make final decision.</td></tr>
</table>

a) Particular attention should be given to the possibility of water running across carriageways and other running surfaces e.g. off adjacent fields 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 on other occasions.

b) When a weather warning contains reference to expected hoarfrost, considerable deposits of frost are likely to occur. Hoarfrost usually occurs in the early morning and is difficult to cater for because of the probability that any salt deposited on a dry road too soon before its onset, may be dispersed before it becomes effective. Close monitoring is required under this forecast condition that ideally should be treated just as the hoarfrost is forming. Such action is usually not practicable and salt may have to be deposited on a dry road prior to and as close as possible to the expected time of the condition.

c) Hoar frost may be forecasted at other times in which case the timing of salting operations should be adjusted accordingly.

d) If, under these conditions, rain has not ceased by early morning, crews should be called out and action initiated as rain ceases.

e) Under these circumstances rain will freeze on contact with running surfaces and full pre-treatment should be provided even on dry roads. This is a most serious condition and should be monitored closely and continuously throughout the danger period.

f) Weather warnings are often qualified by altitudes, in which case differing action may be required from each depot.

APPENDIX E.1

Table E1 – Treatment Matrix Guide For Salting Operations				
Weather Conditions Road Surface Conditions Road Surface Temperature (RST)	**Treatment**			
	Air Temp	**Safecote Salting (g / m^2)**	**Normal Salting (g / m^2)**	**Ploughing**
Frost or forecast frost RST at or above -2^0 C		7	10	No
Frost or forecast frost RST below -2^0 C and above -5^0 C		14	20	No
Frost or forecast frost RST at or below -5^0 C and above -10^0 C and dry or damp road conditions		14	20	No
Frost or forecast frost RST at or below -5^0 C and above -10^0 C and wet road conditions (existing or anticipated)		2 x 14	2 x 20	No
Light snow forecast (<10mm)		14	20	No
Medium / heavy snow forecast		2 x 14	2 x 20	No
Ice formed (minor accumulations)	above -5^0 C	14	20	No
Ice formed	at or below -5^0 C	2 x 14	2 x 20	No
Snow covering exceeding 30mm		14 – 28 (successive)	20 – 40 (successive)	Yes
Hard packed snow / ice	above -8^0 C	14 – 28 (successive)	20 – 40 (successive)	No
Hard packed snow / ice	at or below -8^0 C	salt / abrasive (successive)	salt / abrasive (successive)	No
Rate of spread for precautionary treatments may be adjusted to take account of residual salt or surface moisture.				

APPENDIX F

NOTIFICATION LIST FOR WINTER SERVICE

Name	Organisation	Telephone	E-mail
Bracknell Forest Council	Highways – Jim Naylor	01344 351139 01344 351141	Jim.Naylor@bracknell-forest.gov.uk
Bucks County Council	Chiltern & South Bucks Area	0845 2302882 01494 586617	Beaconsfield@buckscc.gov.uk
London Weather Centre	London Weather Centre	0800 7316149 0207 2047475	
Highways England	Highways England Area 3		info@highwaysengland.co.uk
Highways England	Highways England Area 5		info@highwaysengland.co.uk
Radio Berkshire	BBC Radio Berkshire	0118 9464200 0118 9464555	Radio.berkshire.news@bbc.co.uk
RBWM	Customer Contact Centre	01628 683800	Customer.services@rbwm.gov.uk
RBWM	Highways, Engineering and Transport	01628 683806	Highways@rbwm.gov.uk
RBWM	Operations Control Room	01753 853517	Control.room@rbwm.gov.uk
Slough Borough Council	Highways Department	01753 875633	Highways@slough.gov.uk
Thames Valley Police	Control Room Abingdon	08458 505505	Anthony.humphreys@thamesvalley.pnn.police.uk
Wokingham Borough Council	Highways –	0118 9367311	highways@wokingham.gov.uk

APPENDIX G

Borough Maintained Highway Salt Bins

	Location of Salt Bin	Area
1	Watersplash Lane – junction with Cheapside Road	**Cheapside**
2	Watersplash Lane – junction with Dorian Drive	
3	Alleyns Lane – junction with Bradcutts Lane	**Cookham Dean**
4	Bigfrith Lane – junction with School Lane	
5	Bigfrith Lane – top of access to Lower Coombe End	
6	Cookham War Memorial by Popes Lane	
7	Hills Lane – junction with Dean Lane	
8	Popes Lane – verge at back of parking area outside Valentine Cottage	
9	Stonehouse Lane – junction with Winter Hill	
10	Terrys Lane – by letterbox near junction Grange Road	
11	Honey Lane – junction with Henley Road	**Hurley**
12	Pudding Hill – junction with Warren Row Road	**Knowl Hill**
13/14	Belmont Park Avenue – junction with Belmont Park Road / Belmont Road	**Maidenhead**
15	Brunel Road – near the Brunel Centre	
16	Castle Drive – junction with St Marks Road	
17	Clare Road – junction with Boyn Hill Road	
18/19	Courtlands – both ends of square	
20	Denham Close – junction with Wentworth Crescent	
21	Footbridge between Holmanleaze and Maidenhead Moor	
22/23	Kidwells Park Subways	
24	Malvern Road – junction with Queensway	
25/26	Moorbridge Road Subways	
27	Raymond Road – junction with St Marks Road	
28	Rushington Avenue – junction with Braywick Road	
29/30	Sainsbury's Subways	
31	Stamford Road – junction with Wentworth Crescent	
32	Stamford Road – junction with Lingholm Close	
66	Cannon Lane – junction to Claires Court School	
67	Bramble Drive	
68	Hungerford Drive – outside 26	
69	Altwood Road - Sur off Altwood Road	
70	College Rise – junction with College Road	
71	Highway Avenue – outside shopping parade	
72	Derwent Drive – rear of No. 93	
73	Switchback Road North – adjacent to No. 21	
74	Sunderland Road – near shops	
33	Gainsborough Drive – junction with A329 London Road	**North Ascot**
34/35	Sutherland Chase – junction with Ancaster Road / Sutherland Chase cul-de-sac	
36	Hurstwood – junction with Woodlands Ride	**South Ascot**
37	Llanvair Drive – on grass verge at bottom of hill	
38	Priory Road – junction with Ridge Mount Road	**Sunningdale**
39	Ridge Mount Road – junction with London Road	
40	Armitage Court – junction with Branch Road	**Sunninghill**
41	Cardwell Crescent – junction with Truss Hill Road	
42	Fox Covert Close at junction – on north verge	
43	Highclere – on grass verge	
44	Kings Road – junction with Tenby Drive and Pinehurst	

45	Murray Court – junction with St Marys Hill	
46	Norton Park – north footway outside Jane Anne Court	
47	Quince Close – junction with Lower Village Road	
48	Sunninghill Footpath 36	
75	Truss Hill Road – junction with Lower Village Road	
49	Basford Way – on grass verge	**Windsor**
50	Bell View – junction with St Andrews Crescent	
51	Camm Avenue – junction with Keeler Close	
52	Camm Avenue – junction with Foster Avenue	
53	Duncannon Crescent – junction with Hemwood Road	
54/55	Franklyn Crescent – both ends	
56	Foster Avenue – junction with Wolf Lane	
57	Gilman Crescent – junction with Bryer Place	
58	Hemwood Road – junction with Stroud Close	
59	Hemwood Road – junction with Wilton Crescent	
60	Hemwood Road – junction with Wolf Lane	
61	Lovejoy Lane – on grass verge	
62	Perrycroft – junction with Rydings	
63	Washington Drive – junction with Wolf Lane	
64	Washington Drive – cul-de-sac junction at top of hill	
65	Wolf Lane – junction with Poolmans Road	

Parish/Ward and Resident Groups Maintained Salt Bins

Location of Salt Bin	Owner
Ancaster Drive, Ascot	**Ancaster Lodge Residents Association**
Balmoral Gardens, Windsor	**Balmoral Gardens Residents**
Laburnham Road Lower Boyndon Road Lower Boyndon Road junction with Clare Road Grenfell Road Kings Grove Lexington Avenue	**Boyn Hill Ward**
Calder Court, Maidenhead	**Calder Court Freehold Limited**
St James the Less, Henley Road, Maidenhead	**Church Council**
Clewer Youth & Community Centre, Parsonage Lane, Windsor	**Clewer Youth & Community Centre**
Coxbarrow Close junction with Lower Road Gorse Road Grange Road junction with Burnt Oak Hillcrest Avenue junction with Lyndhurst Avenue Rosebank Close Stubbles Lane junction with Bigfrith Common Terrys Lane – bottom end Warners Hill junction with Dean Lane Whyteladyes Lane junction with Broom Hill Whyteladyes Lane junction with Dean Lane	**Cookham Parish Council**
Cox Green Road Farmers Way Shopping Parade Farmers Way junction with Cannon Lane Lowbrook Drive adjacent to Parish Council Noticeboard Wessex Way Shopping Parade	**Cox Green Parish Council**
Tangier Lane, High Street Eton Eton Court Car Park Windsor & Eton Town Bridge (Eton side)	**Eton Town Council**
Bell Lane Shops Village Hall Car Park Moores Lane junction with Eton Wick Road	**Eton Wick Ward**
Avenue Road junction with Fisheries Road, Bray	**Fisheries Residents Association**
Guards Club Road, Maidenhead	**Guards Club Road Association**
Hargrave Road, Maidenhead	**Hargrave Road Residents**

Location of Salt Bin	Owner
Bells Lane junction with Stanwell Road Coppermill Road (North and South end) Dawn Redwood Close junction with Park Lane Outside Recreation Ground, Stanwell Road Pickins Piece	**Horton Parish Council**
Bottle Lane junction with A4 Bath Road, Knowl Hill Choseley Road, Knowl Hill Coronation Road junction with A4 Bath Road, Knowl Hill Honey Lane (top end and near Dew Drop Inn), Hurley Hurley Village Hall, High Street Hurley Jubilee Road junction with A4 Bath Road, Knowl Hill Knowl Hill Village Hall, The Terrace Warren Row Road	**Hurley Parish Council**
Hurstwood – top end	**Hurstwood Residents**
Hythe End Road, Wraysbury	**Hythe End Road Residents**
School Lane, Littlewick Green	**Littlewick Green Montessori School**
Oakdene, Sunningale, Ascot	**Oakdene Residents**
Almhouses, Crimp Hill Road Church Road – on bend near Ham Lane Crimp Hill Cemetery Parish Path, Recreation Ground – both ends The Memorial Hall, Straight Road Youth Club, Robin Willis Way	**Old Windsor Parish Council**
Brunel Road on the turning circle, Maidenhead	**Oldfield Ward**
Pool Lane off Broadmoor Road	**Pool Lane Caravan Site**
Rushington Avenue, Maidenhead	**Rushington Avenue Residents Association**
Alma Road Coach Park	**ShopMobility Windsor**
Park Corner, Windsor	**Spencer Denny Age Concern Centre**
High Street, Maidenhead	**St Mary's Church**
Charters Way Dale Lodge Road junction with Leacroft Park Crescent Recreation Ground off Broomhall Lane Sidbury Close junction with Church Road	**Sunningdale Parish Council**

Location of Salt Bin	Owner
Bouldish Farm Road Bowden Road junction with The Terrace Cavendish Meads junction with Bagshot Road Coronation Road near St Francis Church / School Oaklands Drive junction with The Avenue School Road junction with Village Road South Ascot Recreation Ground Sunninghill Road, by Public Convenience Queens Road, entrance to Car Park Victory Field entrance, London Road	**Sunninghill and Ascot Parish Council**
The Pagoda, Maidenhead	**The Pagoda Residents**
Turpins Green, Maidenhead	**Turpins Green Residents**
Butchers Lane junction with Waltham Road Manifold Way junction with Waltham Road The Dell off Cannon Lane White Waltham Car Park	**White Waltham Parish Council**
Acre Passage, Windsor Goswell Hill, Windsor King Edward Court Shopping Centre, Windsor Peascod Street, Windsor	**Windsor & Eton Town Partnership (Businesses)**
Wood Close near Trevelyan School entrance	**Wood Close Residents**
Woodlands Close junction with Llanvair Drive	**Woodlands Close Residents**
Car Park, High Street Welley Road opposite junction with The Avenue	**Wraysbury Parish Council**

APPENDIX H

USEFUL CONTACT ADDRESSES / TELEPHONE NUMBERS

Adjoining Authorities

Highway Assets Manager
Bracknell Forest Borough Council
Time Square
Market Street
Bracknell
RG12 1JD
Phone 01344 352 000 (Customer Services)

Transport for Buckinghamshire
Buckinghamshire County Council
County Hall
Walton Street
Aylesbury
HP20 1UA
Phone 0845 230 2882

Slough Borough Council
Highways and Engineering Department
PO Box 580
Slough
SL1 1FB
Phone 01753 475111 (Customer Services)

Head of Engineering
Surrey County Council
Highways and Transportation Department
County Hall
Penrhyn Road
Kingston Upon Thames
Phone 03456 009 009 (Customer Services)

Head of Highways and Transport
West Berkshire District Council
Council Offices
Faraday Road
Membury
RG14 2AF
Phone 01635 42400 (Customer Services)

Highway Network Manager
Wokingham Borough Council
Highways Department
PO Box 153
Wokingham
RG40 1WL
Phone 0118 974 6000 (Customer Services)

Highways England

Highways England – Area 3

Kier Highways
John Henderson – Asset Manager
Email John.Henderson@highwaysengland.co.uk

Highways England – Area 5

Connect Plus
Email enquiries@connectplusm25.co.uk
Phone 020 3386 8500

Highways England
National Traffic Operations Centre
3 Ridgeway
Quinton Business Park
Birmingham
B32 1AF

for all queries, complaints, feedback and fault reporting regarding the Highways England's network:
Phone: 0300 123 5000
Email: info@highwaysengland.co.uk

Web: www.gov.uk/highways

Utilities Companies

South East Water plc

Out-of-hours emergencies
Phone 0333 000 0365

Thames Water plc (Utilities)

Phone 0800 714 614 (Leak Reporting)

Affinity Water plc

Emergencies 0345 357 2407

The Environment Agency

Floodline 0845 988 1188

Weather Forecasters

MeteoGroup

Phone 0845 603 0563
Web www.roadcast.co.uk

Flood Forecast

Phone 0300 123 4501

Winter Maintenance Suppliers

Safecote Ltd (Winter Maintenance Supplies)
Winnington Hall
Winnington
Northwich
CW8 4DU
Phone 0870 850 8987
Email info@safecote.com

Vaisala Ltd – Birmingham Office
Vaisala House
349 Bristol Road
Birmingham
B5 7SW
Phone 0121 683 1200

Emergency Services

Royal Berkshire Fire and Rescue Service HQ
103 Dee Road
Tilehurst
Reading RG30 4FS
Phone 0118 945 2888
Email maidenheadfiresafety@rbfrs.co.uk

South Central Ambulance Service NHS Trust
44 Finchampstead Road
Wokingham
RG40 2NN
Phone 0118 936 5500 – Berkshire Area

Thames Valley Police
169 Oxford Road
Kidlington
OX5 2NX
Non-emergencies 101

Motoring Organisations

The AA
Phone 0344 209 0754
Web www.theaa.com

RAC
Phone 0800 015 6000
Web www.rac.co.uk

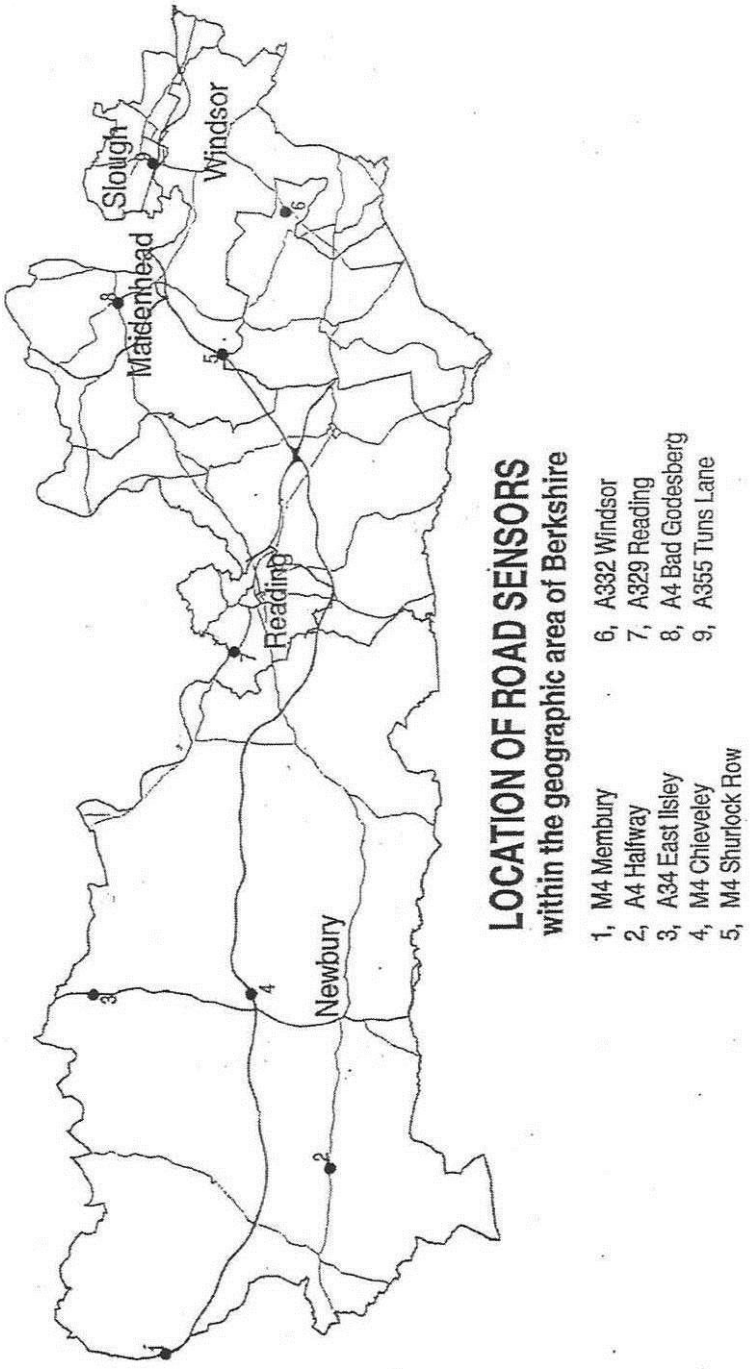
Media Organisations

BBC Radio Berkshire
Caversham Park
Peppard Road
Caversham
Reading
RG4 8TZ
Phone 0118 946 4200
Email radio.berkshire.news@bbc.co.uk

Heart 102.9 – Berkshire & North Hampshire
The Filberts
The Chase
Calcot
Reading
RG31 7RB
Phone 0118 945 4400

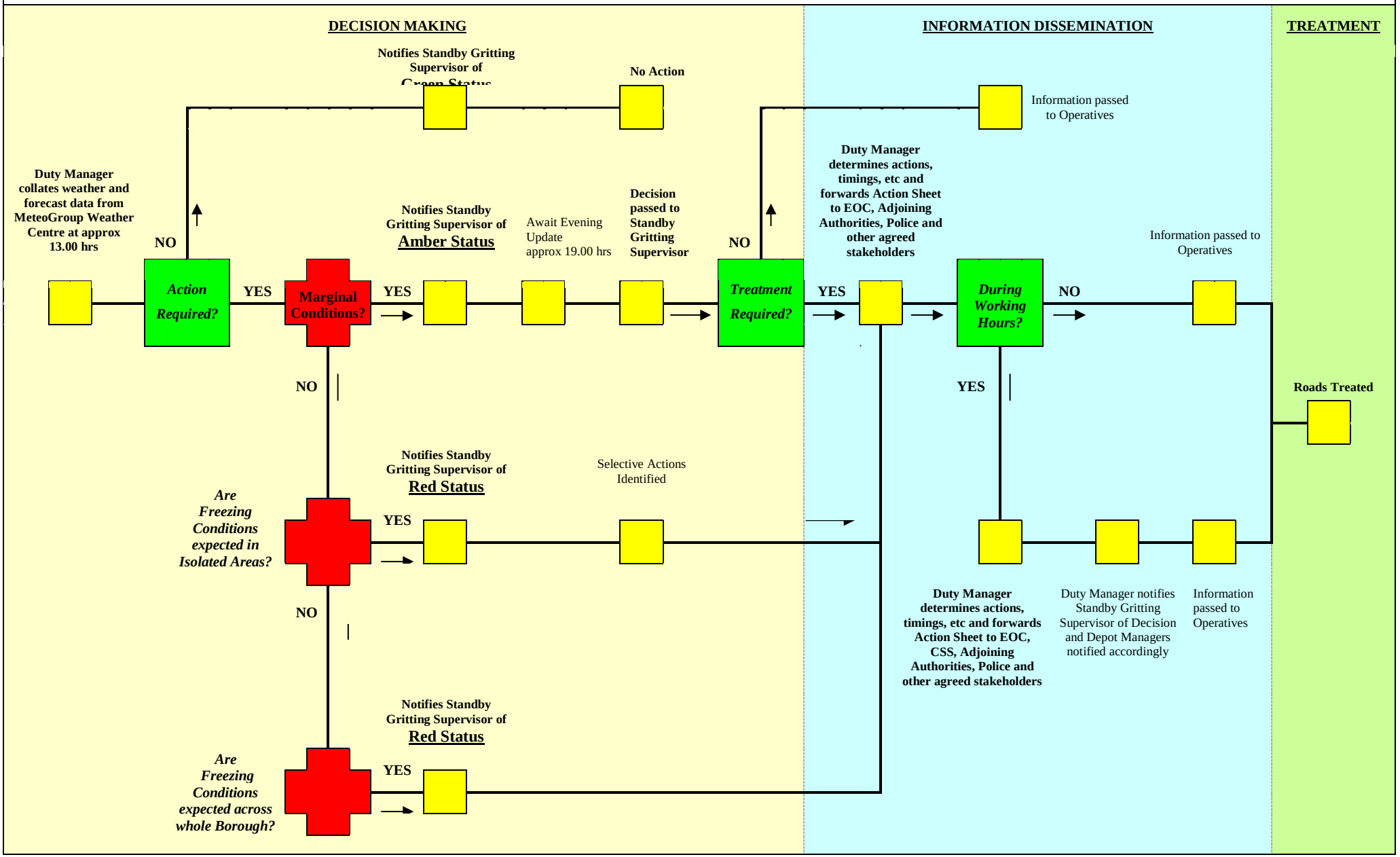
Time 106.6 – Berkshire and South Bucks
Radio House
Southall
Middlesex
UB2 4AT
Phone 0845 194 1066
Email studio@time1066.com

APPENDIX I


Slough
Windsor
Maidenhead
Reading
Newbury
LOCATION OF ROAD SENSORS
within the geographic area of Berkshire
1, M4 Membury
2, A4 Halfway
3, A34 East Ilsley
4, M4 Chieveley
5, M4 Shurlock Row
6, A332 Windsor
7, A329 Reading
8, A4 Bad Godesberg
9, A355 Tuns Lane

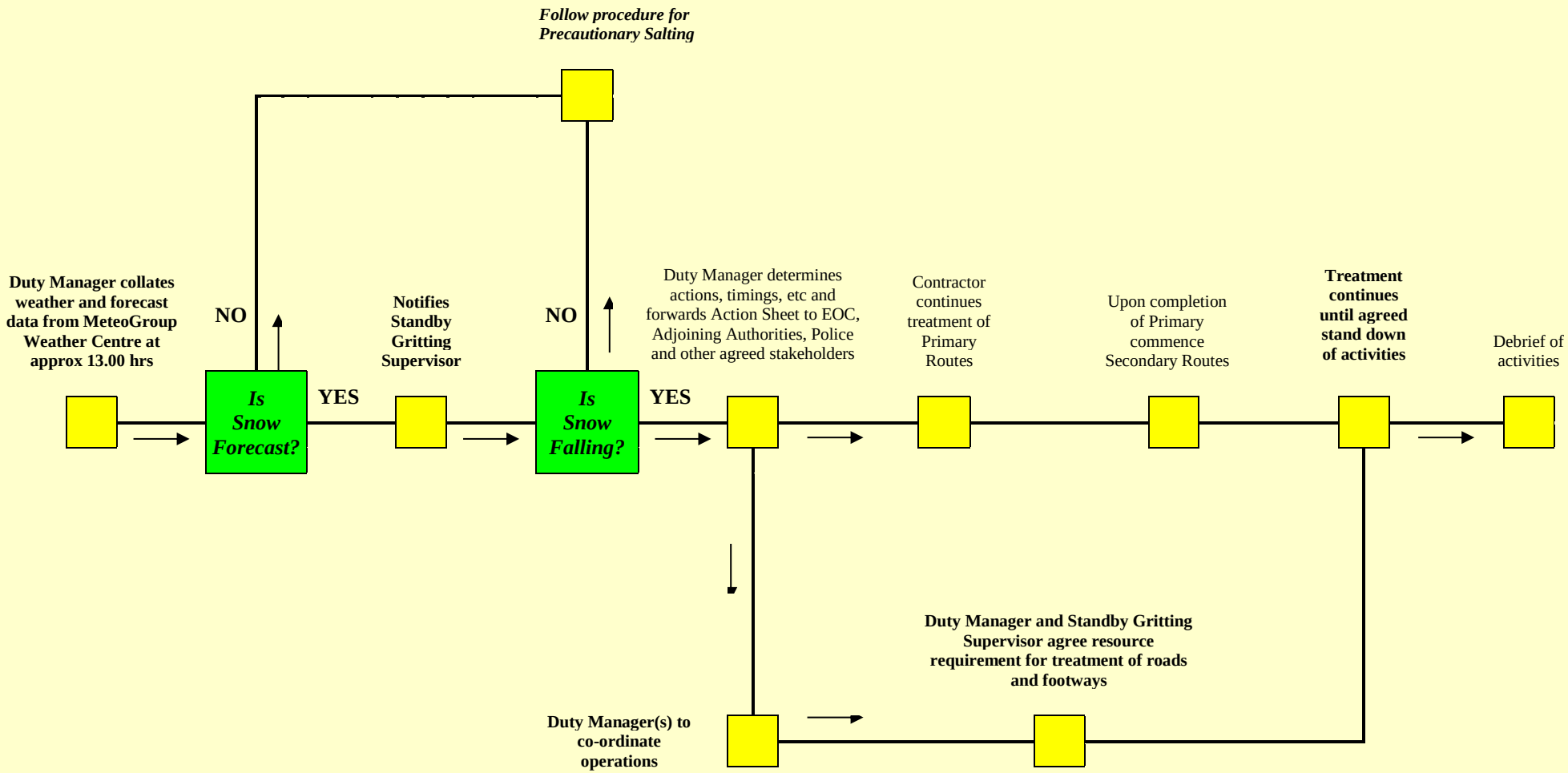
PRECAUTIONARY SALTING PROCESS MAP

APPENDIX J



SNOW CLEARING PROCESS MAP

APPENDIX K



19. REFERENCES

i) Code of Practice for Highway Maintenance Management (July 2005)

ii) Highway Maintenance: A code of good practice – Winter Maintenance Supplement 1991.

iii) Highways Act 1980

iv) Royal Borough of Windsor and Maidenhead Highway Maintenance Management System (HMMS).

v) Department of Transport Winter Maintenance of Motorways and other Trunks Roads statement of service and code of practice.

vi) BS 1622: 1989 Specification for spreaders for Winter Maintenance.

vii) Audit Commission – Improving Highway Maintenance.

viii) Primary salting network

Secondary salting network

Wet patch list

First priority snowplough routes

Second priority snowplough routes

Drawings associated with the salting routes

Schedule of salt bin locations