

# Winter Maintenance Policy

## Newcastle City Council

November 2018



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## Document Information

<b>Title</b>	Winter Services Policy
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<b>Description</b>	This document details how we provide winter service to the public highway

## Document History

<b>Version</b>	<b>Status</b>	<b>Date</b>	<b>Author</b>	<b>Changes from Previous Version</b>
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			Contract Monitoring Officer	
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5.0	Final	30.09.22	M Richards Contract Monitoring Officer	Colas utilising own trained staff
6.0	Final	29/09/23	M Richards Contract Monitoring Officer	

## Document Control

Version	Status	Date	Authorised for Issue by:
1.0	Final	18.10.18	Marshall Poulton, Assistant Director Transport
2.0	Final	1.10.19	Pamela Holmes, Service Manager
3.0	Final	30.09.20	Pamela Holmes, Service Manager

4.0	Final	30.09.21	Pamela Holmes, Service Manager
5.0	Final	30.09.22	Pamela Holmes, Service Manager
6.0	Final	29/09/23	Pamela Holmes, Assistant Director

## Definitions

Definition	Scope
<b>Winter Period</b>	The period of time during the year which winter services are undertaken. This period is from October to April.
<b>Winter Routes</b>	Sections of the highway that make up our prescribed routes, which precautionary and post treatments will be applied.
<b>Snow Routes</b>	Sections of the Highway which are prioritised during periods of significant accumulation of snow or severe weather (when it is not possible to maintain the Winter Routes).
<b>Precautionary Treatments</b>	Treatment to prevent accumulation of ice, using application of salt.
<b>Post Treatments</b>	Treatment following accumulation of ice, frost or snow, using application of salt and/or ploughing.
<b>Self-Help Bins</b>	Salt Storage bins located throughout the city in key locations allowing residents to distribute salt as required (onto adopted highway only).

**Contract Monitoring Officer**

Officer working for Newcastle City Council in order to monitor performance of contractual arrangements in place. Also the first point of contact when dealing with any issues. Responsible for giving instruction as to when footpath treatments are required and when Self-help Bins are to be replenished.

## Introduction

Our Winter Service Policy outlines the service levels of where and when the Council will provide winter services on the adopted highway in accordance with the recommendations in the Well-managed Highway Infrastructure Code of Practice.

This Policy has been developed to allow the Council to deliver its duties under the Highways Act 1980 by ensuring, as far as is reasonably practical, safe passage along the highway is not endangered by snow and ice.

Under the Traffic Management Act 2004 we also have a duty to provide systems to ensure the safe and expeditious movement of traffic.

The network identified in our Winter Service Policy enables us to do the following as recommended in the Transport Resilience Review 2014.

- protect economic activity
- protect access to key services
- protect access to key infrastructure

The Well-managed Highway Infrastructure CoP recognises that given the commitment and resources required it would be impractical to provide winter service to all of the adopted highway however it expects that an authority should identify priorities which are in line with its own priorities which is the purpose of this Policy.

## Legal responsibility and duty

Section 41 of the Highways Act 1980 imposes a duty on highway authorities to maintain highways maintainable at public expense. In particular, Section 41 (1A), imposes a duty on highway authorities **“to ensure, so far as**



**is reasonably practicable, that safe passage along a highway is not endangered by snow or ice.”**

Under Section 150 of the Highways Act 1980, there is a requirement for the Highway Authority **“to remove an accumulation of snow which forms an obstruction”**, and Section 150(3) of the Act states that the following factors should be taken into account:

- a) The character of the highway and nature and amount of traffic using it.
- b) The nature and extent of the obstruction.
- c) The resources of manpower, vehicles and equipment available to the Highway Authority and extent to which those resources are being, or need to be, employed on such work.

**Therefore, it is recognised that it would not be practical for a Highway Authority to treat every road and footpath in the event that ice forms and/or snow falls.**

## **Scope of Winter Services in Newcastle upon Tyne**

Newcastle City Council are responsible for the adopted highway within the Newcastle City boundary. There is now a contract in place with Colas Ltd, a national company with extensive winter service experience, until 2026, who undertake gritting of the roads within the prescribed **Winter Routes**. Colas are working in partnership with Northumberland County Council, who provide detailed weather forecasting information and instruction on when treatments are required.

Newcastle City Council are still responsible for treatments and snow clearance to footpaths within the footpath hierarchy, which is detailed in this Policy.

## Road Network – winter routes

The roads within Newcastle that receive both **Precautionary Treatment** and **Post Treatments** are categorised as '**Winter Routes**'. These routes are made up of the majority of Principal and Classified roads as well as most bus routes.

There are a number of **Winter Routes** within Newcastle City, each route has a designated Winter Service Vehicle (Gritter) allocated to it. These routes are the areas of the network which is treated during the **Winter Period**.

***Appendix A shows the network that is covered by the Winter Routes.***

## Snow routes

When there is an event of severe snowfall or exceptionally low temperatures it may not be possible to keep the **Winter Routes** sufficiently treated. During these events it may be required to focus resources onto the more strategic roads around the city to ensure we keep the core network moving before moving back to the remaining **Winter Routes**.

Through careful planning, there are 6 routes which are deemed to be in most need of treatments during exceptionally severe conditions, which are categorised as '**Snow Routes**'.

These strategic roads on the **Snow Routes** make up the resilient transport network in Newcastle.

***Appendix B shows which parts of the network are covered by the 6 Snow Routes.***

## Footpath Network

Footpaths do not receive any **Precautionary Treatment** and are **Post Treated** by Newcastle City Council when certain conditions are met, as detailed in this policy.

Footpath routes are categorised in the Winter footpath network hierarchy, which prioritises footpaths using a risk based approach depending on location and usage.

This hierarchy is made up of footpaths around busy areas such as shopping areas and are categorised in priority order as W1, W2 or W3. Details of these categories are shown below.

Category	Category Name	Description
<b>W1</b>	Prestige Walking Zone	Very busy areas of city Centre with high public space and street scene contribution
<b>W2</b>	Primary Walking Route	Busy urban shopping and business areas and outer area shopping centres
<b>W3</b>	Secondary Walking Route	Local shopping centres in outer area

Footpaths which do not fall into this hierarchy will not receive any treatment.

**Post Treatments** will commence when frost or ice is present on the footpath and is expected to last for a period of 48 hours or more.

Snow clearance will commence when accumulated snow is on the ground and is expected to remain in place for a period of 24 hours or more.

Both **Post Treatments** and snow clearance will be done during working hours or on the next working day, depending on available resources.

Newcastle City Council are responsible for undertaking all footpath treatments.

Responsibilities for footpath treatments are as follows;

- Weather forecasting and instructions to treat, **Contract Monitoring Officer**, Highways Maintenance and Operations.
- W1 = Local Services & Waste Management / City Centre Teams
- W2 = Local Services & Waste Management
- W3 = Highways Maintenance and Operations

***Appendix C outlines which footpaths are contained in the footpath hierarchy***

## **Cycle Network**

The level of treatment provided to the cycle network is as follows

- Where a cycle lane forms part of the road and is on our winter gritting route it will receive precautionary treatment.
- Where a cycle track shares the footpath which is part of our prioritised footpath hierarchy this will receive post treatment when the relevant criteria is met

- All other cycle lanes / tracks / trails will not receive any precautionary or post treatment in icy or snow conditions.

## Self-help bins

**Self-help Bins** are located all throughout the city in key locations to enable residents to help keep the residential roads and footpaths clear.

The **Self-help bin** locations and requests are evaluated using the following features;

- Steep gradient
- Severe bend
- Bus route (not currently on winter routes)
- Accident history
- High pedestrian activity
- Significant number of vulnerable users
- Local amenities (shops, health centres)

These bins are in place for use on footpaths and roads for the public to help keep the roads and footpaths safe for traffic and pedestrians and should not be used on private property.

Prior to the start of each winter season Newcastle City Council operatives will check and fill the bins with rock salt.

**Self-help Bins** will be refilled when weather reports indicate that a particularly cold period is coming as notified by the **Contract Monitoring Officer**. Please Note, **Self-Help Bins** will not be refilled on request.

## Weather forecasting

Northumberland Council receive dedicated weather forecasting information throughout the **Winter Period**. Weather forecasting and monitoring is done 24 hours a day using a rota system between 3 qualified and experienced decision makers. There are also 3 secondary verifiers who are responsible for verifying the decisions made.

Northumberland Council uses forecasting data from Meteo Group which is an organisation that uses a combination of multiple data sources, skilled meteorologists, ground-breaking research and state of the art technology to provide accurate and up to date weather forecasting information possible. Vaisala DSS manager is the software programme that is used to collate the data from Meteo group and the weather stations. These resources allow the experienced decision makers to decide if and when treatments are required within Newcastle. The information gathered from weather stations, which are strategically placed around the city, shows various temperature readings both past and predicted.

The **Contract Monitoring** team within Newcastle Council also use Vaisala and Hazard manager to predict any upcoming cold periods which may deem footpath treatments or snow clearance necessary. Details of which are explained in this policy.

## Deploying winter Services

Following receipt of weather forecasting information and decisions being made, Northumberland County Council will issue instructions to Colas each day during the **Winter Period**. This instruction will dictate if any treatments are required to the **Winter Routes** in Newcastle.

If treatments are required the instruction will detail what time treatments should commence and the amount of salt that should be spread.

Colas will then deploy the gritting fleet to treat the network as indicated in the instruction report.

During periods of possible severe conditions 24-hour continuous treatments may be required. This will be clearly identified within the instructions from Northumberland Council.

The **Contract Monitoring Officer** will send a daily instruction to relevant managers within Newcastle City Council, detailing upcoming conditions and if any footpath treatments may be required. Managers will then report back to the **Contract Monitoring** team once footpaths have been completed and advise which footpaths have received treatments.

## Resources – Vehicle/Plant

Our contractor, Colas Ltd have dedicated winter service vehicles, commonly referred to as 'gritters'. Each of these vehicles is allocated to a specific **Winter Route** and will treat each route throughout the **Winter Period** as necessary. These vehicles are fitted with a GPS tracking system to enable us to monitor their activity in real time. Colas's contract for the provision of the Gritting Vehicles ensures a replacement is provided should one not be operational. Colas's gritters are driven by their own trained staff and they have a sufficient number of trained staff to allow for continual treatments should it be required. During periods of severe snowfall continual treatments will be provided using a rota system.

Newcastle City Council teams also run additional winter service fleet throughout the **Winter Period**, these are in place to respond to urgent requests, emergency planning and to assist refuse collection vehicles

when required. During periods of extensive snowfall, excavation machinery will also be deployed to assist in snow clearance as required.

## Rock Salt Utilisation

At the start of the winter season there are approximately 8,000 tonnes of 10mm Rock Salt located in the salt barn within the Rothbury Terrace depot. This rock salt is used on roads, footpaths and **Self-help Bins** and is currently supplied by Cleveland Potash.

Rock salt levels are continually monitored by the **Contract Monitoring Officer** throughout the **Winter Period** to ensure adequate stocks are maintained at all times. If the Salt Levels reach 2,000 tonnes whilst still in the **Winter Period**, the **Contract Monitoring Officer** will arrange for more to be delivered to replenish the stocks.

Department of Transport and the Well-managed Highway Infrastructure code of practice recommend that Local Authorities retain 12 days resilience. Newcastle will ensure that they have stock for 46.5 days and 186 runs at the start of a season and maintain at least 12 days and 48 runs at all times as per recommendation

## Escalation during a Severe Weather event

In the event that severe adverse weather is expected that may challenge available resources, as outlined in this policy, the **Contract Monitoring Officer** would need to be notified.

When communication is required out of hours the on-call highway manager would need to be contacted.

Following a decision being agreed to alter from the normal **Winter Routes** the Major Incident Duty Officer and the Resilience Team would also need to be notified.



Depending on the severity of the weather event a severe weather desk may be called with relevant Newcastle Council officers, neighbouring authorities and emergency services.

## Cross Boundary Collaboration

The Council's **Contract Monitoring Officer** agrees cross boundary arrangements with neighbouring local authorities with adjoining networks.

The authorities subject to this are:

- Gateshead
- North Tyneside
- Northumberland

The following scope of services are agreed:

**North Tyneside:** Treat to boundary or nearest cross over points or turnaround point.

**Northumberland County Council:** Treat to boundary or nearest cross over points or turnaround point.

### **Gateshead: - River Tyne Bridges:**

- The following bridges are gritted by Newcastle, Tyne Bridge A167, Scotswood Bridge A695, continue to grit to turnaround point. Newburn Bridge Road is treated as part of the W3 footpath criteria, due to the weight restriction in place.
- The following bridges are gritted by Gateshead; Redheugh Bridge A189, High Level Bridge B1307 and the Swing Bridge, continue to grit to turnaround point. Gateshead Millennium Bridge (footbridge) is serviced by Gateshead Council.

**Highways England:** for enquiries on the A1(M) call Highways England on 0300 123 5000

**A69 Newcastle:** for enquiries on the A69 within the Newcastle boundary please contact Newcastle City Council.

## Communication

Throughout the **Winter Period** Newcastle City Council appreciate that the public want to be informed and updated on how we provide winter service. Additionally we have an objective to clearly explain our service and make people aware of the limitations and how they can contact us.

Newcastle city Council's approach to providing effective public information will involve

- Providing easy to read, accessible content on the Newcastle City Council webpage including Winter Service Policy and route maps which will be regularly updated
- Aim to provide updates on winter routes gritting activity
- Social media to provide real time updates on winter service activities
- Tyne and Wear traffic cameras webpage which enables public to view images of traffic and weather conditions

## Performance monitoring

Throughout the **Winter Period** the performance of Colas Ltd, Northumberland County Council and the Newcastle City Council teams are monitored by the **Contract Monitoring Officer**.

All proposed actions issued by Northumberland County Council are logged and recorded. Also, any actions taken by Colas are logged and recorded

using the Vaisala software, including treatment start times, duration, spread rates and salt usage.

Tracking software is also used to track vehicle movements, treatment start and finish times and to ensure routes are completed and are within allocated timescales. This information is also used to advise key stakeholders and to answer any queries raised.

Instructions issued to the Newcastle City Council teams by the **Contract Monitoring Officer** are recorded, then actions taken following these instructions are also recorded.

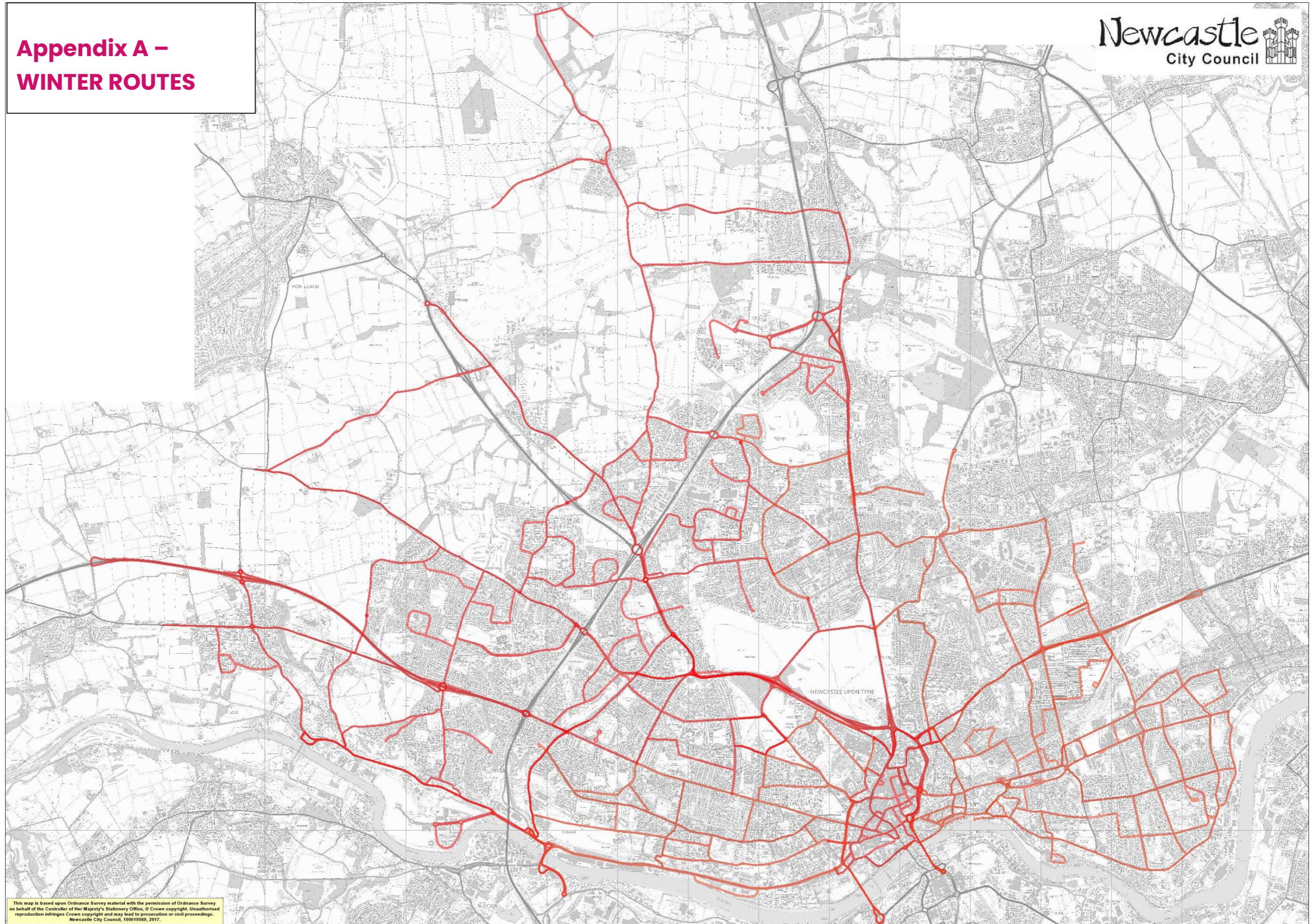
Weather forecasts and conditions are continually monitored by the **Contract Monitoring Officer** throughout the **Winter Period**.

Salt usage figures are reported back to the **Contract Monitoring Officer**, who is responsible for totalling the salt used by both Colas and Newcastle City Council treatments.

**Self-help Bins** are also monitored throughout the **Winter Period**.

Instructions are issued by the **Contract Monitoring Officer**, when **Self-Help Bins** are to be replenished by Newcastle City Council. Information is then fed back to the **Contract Monitoring Officer**, detailing which **Self-Help Bins** were empty and which were still full and unused.

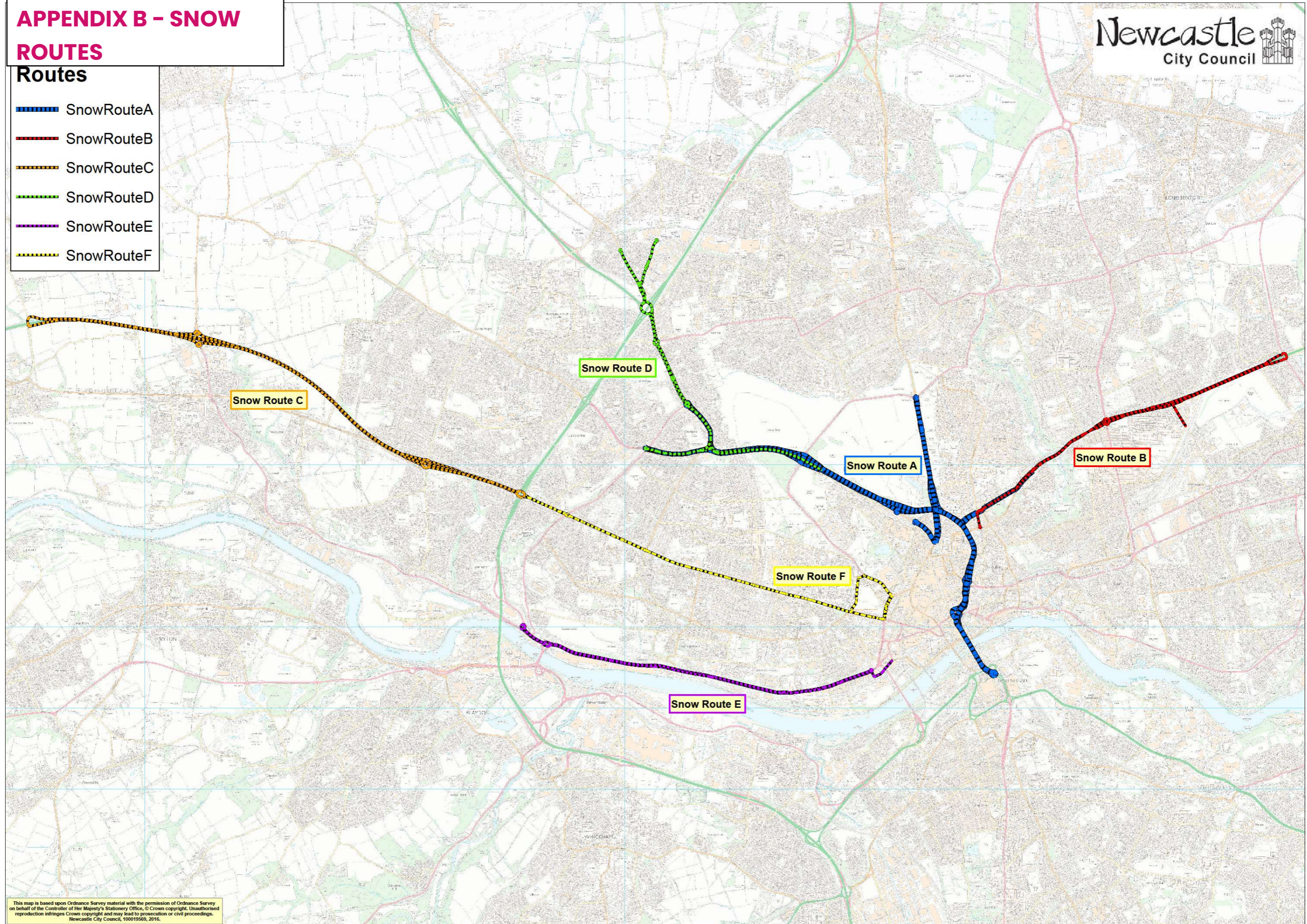
**Appendix A –  
WINTER ROUTES**



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# APPENDIX B - SNOW ROUTES

- Routes**
- SnowRouteA
  - SnowRouteB
  - SnowRouteC
  - SnowRouteD
  - SnowRouteE
  - SnowRouteF



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## Appendix C – Category of Footpaths

W1 Category footpaths are shown below. These footpaths will be treated during working hours if the criteria detailed within this policy is met.

<b>HIERARCHY</b>	<b>Road Name</b>	<b>Ward</b>
<b>W1</b>	NORTHUMBERLAND STREET	Monument
<b>W1</b>	Barras Bridge	Monument
<b>W1</b>	Bigg Market	Monument
<b>W1</b>	Blackett Street	Monument
<b>W1</b>	Clayton Street	Monument
<b>W1</b>	Cloth Market	Monument
<b>W1</b>	Collingwood Street	Monument
<b>W1</b>	Dean Street	Monument
<b>W1</b>	Eldon Square - Entrances	Monument
<b>W1</b>	Gallowgate	Monument
<b>W1</b>	Grainger Street	Monument
<b>W1</b>	Grey Street	Monument
<b>W1</b>	Groat Market	Monument
<b>W1</b>	Mosley Street	Monument
<b>W1</b>	Percy Street	Monument
<b>W1</b>	Pilgrim Street, Northumberland Street - Subway	Monument
<b>W1</b>	Market Street	Monument
<b>W1</b>	Nelson Street	Monument
<b>W1</b>	Neville Street	Monument
<b>W1</b>	Blue Carpet to Eldon Square	Monument
<b>W1</b>	Newgate Street	Monument
<b>W1</b>	Northumberland Place	Monument
<b>W1</b>	John Dobson to Northumberland Street	Monument
<b>W1</b>	Nun Street	Monument
<b>W1</b>	Prudhoe Place	Monument
<b>W1</b>	Pudding Chare	Monument
<b>W1</b>	Queen Victoria Road – Hospital Entrance	Monument
<b>W1</b>	Sandyford Road	Monument /South Jesmond
<b>W1</b>	Saville Row	Monument
<b>W1</b>	Side	Monument

<b>W1</b>	St Marys Place	Monument
<b>W1</b>	St Thomas Street	Monument
<b>W1</b>	Stowell Street	Monument
<b>W1</b>	Swing Bridge	Monument

W2 Category footpaths are shown below. These footpaths will be treated during working hours if the criteria detailed within this policy is met.

<b>W2</b>	Stanhope Street - Shops	Arthurs Hill
<b>W2</b>	Shields Road - Shops	Byker
<b>W2</b>	Westerhope Village	Denton & Westerhope
<b>W2</b>	West Road (including shops, post office)	Elswick / Arthurs Hill
<b>W2</b>	Adelaide Terrace - Shops	Elswick
<b>W2</b>	Gosforth High Street - Shops	Gosforth
<b>W2</b>	Chillingham road shops	Heaton
<b>W2</b>	Heaton Road, Simonside Tce to North View Shops	Heaton
<b>W2</b>	Acorn Road	North Jesmond
<b>W2</b>	Welbeck Rd - Shops include Scrogg Road	Walker / Byker

W3 Category footpaths are shown below. These footpaths will be treated during working hours if the criteria detailed within this policy is met.

<b>W3</b>	Moulton Place Shopping Centre	Blakelaw
<b>W3</b>	Cowgate	Blakelaw
<b>W3</b>	Dinnington Shops / North view ,Post Office	Castle
<b>W3</b>	Brunswick Village Shops	Castle
<b>W3</b>	Hillhead Parkway Shops	Chapel
<b>W3</b>	Manor Grove Bank/Shops	Callerton & Throckley
<b>W3</b>	Broomyhill	Callerton & Throckley
<b>W3</b>	Newburn Road/Station Road	Callerton & Throckley
<b>W3</b>	Newburn Bridge	Callerton & Throckley

<b>W3</b>	Station Road	Dene & South Gosforth
<b>W3</b>	The Burnside	Denton & Westerhope
<b>W3</b>	Downend Road	Denton & Westerhope
<b>W3</b>	Elswick Road, Including Post Office, Health Centre/Medicentre	Elswick
<b>W3</b>	Fawdon Park Road	Fawdon & West Gosforth
<b>W3</b>	Red House Farm	Fawdon & West Gosforth
<b>W3</b>	Cedar Road	Fenham
<b>W3</b>	Ashburton Road	Gosforth
<b>W3</b>	Kenton Park Shops	Gosforth
<b>W3</b>	Arlington Avenue	Kenton
<b>W3</b>	Halewood Avenue	Kenton
<b>W3</b>	Newbiggin Hall Shops Includes The Library	Kingston Park South & Newbiggin Hall
<b>W3</b>	Tyne View (Crossings )	Lemington
<b>W3</b>	The Crossway	Lemington
<b>W3</b>	Southway	Lemington
<b>W3</b>	Newton Road	Manor Park
<b>W3</b>	Four Lane Ends	Manor Park
<b>W3</b>	Brentwood Avenue	North Jesmond
<b>W3</b>	Mistletoe Road	North Jesmond
<b>W3</b>	Osbourne Road	North Jesmond
<b>W3</b>	St Georges Terrace	North Jesmond
<b>W3</b>	Cradlewell Shops	North Jesmond
<b>W3</b>	Heaton Park road shops	Ouseburn
<b>W3</b>	Wretham Place	Ouseburn
<b>W3</b>	Great North Road / Park Avenue shops	Parklands
<b>W3</b>	Brunton Park Shops	Parklands
<b>W3</b>	Melton Park Shops	Parklands
<b>W3</b>	Wansbeck Road Shops	Parklands
<b>W3</b>	Starbeck Avenue	South Jesmond
<b>W3</b>	Church Walk	Walker
<b>W3</b>	Benfield Rd - Shields Rd	Walkergate



<b>W3</b>	Coutts Rd	Walkergate
<b>W3</b>	Netherby to Willow Avenue shops only	West Fenham
<b>W3</b>	Nuns Moor Road shops	Wingrove
<b>W3</b>	Nunsmoor hospital entrance	Wingrove
<b>W3</b>	Denton Burn Shopping Area	West Fenham