

WINTER SERVICE OPERATIONAL PLAN

FOR PUBLIC HIGHWAYS WITHIN THE

LONDON BOROUGH OF HILLINGDON



HILLINGDON
LONDON

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1. Introduction

Section 41(1A) of the *Highways Act 1980* (as inserted by Section 111 of the *Railways and Transport Safety Act 2003*) requires highway authorities to ensure, so far as is reasonably practicable, that safe passage along a highway is not endangered by snow or ice.

This operational plan aims to also align to the requirements of the *Code of Practice: Well-Managed Highway Infrastructure (October 2016)* (the Code), Section B.7 Winter Service.

Section 150 of the *Highways Act 1980* requires highway authorities to remove obstructions in a highway arising from the accumulation of snow.

It is the London Borough of Hillingdon's (Hillingdon) policy to:

- as far as it is reasonably practicable, prevent its highways from becoming obstructed by an accumulation of snow and ensure that safe passage along its highways is not endangered by snow or ice;
- ensure that a co-ordinated approach is taken across London through the participation in the LoTAG Winter Service Practitioners Group (WSPG).

In addition to discharging its statutory duty Hillingdon will provide support to stakeholders such as London Buses and emergency service depots and sites within the borough when it has capacity to do so during severe winter weather. This can only occur once officers consider the borough's statutory duty has been discharged.

Resilience Networks (footways and carriageways) have been reemphasised in *the Code* and are also incorporated in the recommendations of the London Technical Advisors Group (LoTAG) document *Keep London Moving Through Severe Winter Weather – Practical Steps for London Highway Authorities (October 2010)* which can be found at: <http://content.tfl.gov.uk/keep-london-moving.pdf>. The Resilience Network describes the routes that provide maximum contribution to the continuity of daily life, such as the movement of freight and commuting, as well as supporting emergency services, and is agreed with London's strategic highway authority Transport for London (TfL).

This Winter Service Operational Plan sets out how winter service is provided by the London Borough of Hillingdon for public highways. It is important to note Hillingdon do not treat private roads and public car parks.

2. Operational Roles

Hillingdon Highways Team oversee the Winter Service Provider (WSP) for operational management of the Winter Maintenance Service for carriageways, footways, cycleways and other pedestrian areas. The WSP is Hillingdon's Highways Reactive Maintenance Team (HRMT). During periods of severe winter weather Hillingdon will co-ordinate the collection and dissemination of information. Hillingdon's Fleet Management Team are responsible for providing vehicles and related services to all council departments.

The table below details the operational roles.

Table 1: Winter Service Operational Roles

Operational Role	Organisation
Before Winter Season	
Preparation of Winter Service Plan	Hillingdon Highways Team
Preparation and annual update of Winter Service Operational Plan	Head of Highway Services, Network Operations Manager and Reactive Maintenance Supervisor
Gritting Route Design	Head of Highway Services, Network Operations Manager and Reactive Maintenance Supervisor
Weather Forecasting	DTN
Salt Bin Location and Stocks	Highways Reactive Maintenance Team (HRMT)
Procurement and Storage of Salt / Grit	Hillingdon Highways Team
Competency	Hillingdon Highways Team and Highways Reactive Maintenance Team (HRMT)
Operational Communications	Hillingdon Highways Team and Highways Reactive Maintenance Team (HRMT)
Operational Supervision	Hillingdon Highways Team and Highways Reactive Maintenance Team (HRMT)
Operational Resources	Head of Highway Services, Network Operations Manager and Reactive Maintenance Supervisor
Temporary Signage (e.g. ice signs)	Highways Reactive Maintenance Team (HRMT)
During Winter Season	
Obtaining, Monitoring and Scrutinising Weather Forecasts	Head of Highway Services, Network Operations Manager and Reactive Maintenance Supervisor
Decision-Making / Instructing Gritting	Winter Service Call Out Officer
Record and Log Decisions	Winter Service Call Out Officer
Performance Monitoring	Head of Highway Services, Network Operations Manager and Reactive Maintenance Supervisor
Stakeholder Engagement	Head of Highway Services, Network Operations Manager and Reactive Maintenance Supervisor
Vehicle and Plant Maintenance	Fleet Management
Vehicle Calibration	Fleet Management

3. Winter Service Risk-Based Approach

Hillingdon Highways Team is responsible for the management and maintenance of 667km (413 miles) of road network. Hillingdon salts 8 pre-determined routes, which in total approximate to 307km (190 miles), or 46% of the adopted highway network

Hillingdon Highways Team use a risk-based approach to its Winter Maintenance Service in line with the Code. This approach allows Hillingdon to assess where to deliver its Winter Service with maximum effect, thereby mitigating risk to the public and at the same time making best use of both the available financial and human resources.

Priority is set in line with the recommendations of the Code, as set in section B.7 Winter Service, whereby resilience is at the heart of prioritising routes. The key networks for both carriageway and footway, as identified below, provide the highest contribution to the economy and well-being of the businesses and residents of Hillingdon. The routes identified as not to be treated are the ones that generate the least demand and therefore are deemed of less risk.

The main criterion used in drawing up the predetermined routes was to maintain:

- Links to the national road network, industry, commercial and business centres.
- Public transport and access by emergency services.
- Journeys to and from work.

Routes for carriageway and footway networks are detailed in Appendix A and B.

3.1. Carriageways

Hillingdon Highways Team assess the risk on carriageways in line with its utilisation. Three levels of priority for winter service are defined on the carriageways as follows:

3.1.1. Carriageway Blackspots Network

The Carriageways “Blackspots” network comprises hills, junctions and known sections of road where it is known that frost or ice is likely to form locally (see Appendix A for a list of locations).

These sections are subject to precautionary gritting where road surface temperatures are expected to fall below 0.5°C even where roads are expected to generally remain dry.

3.1.2. Carriageway Priority Network

The list of Carriageways Priority routes covers all the main and high-risk routes that are not Transport for London Road Network (TLRN) roads (TLRN Roads are the responsibility of the Greater London Authority (GLA) and are operated by Transport for London (TfL)). The Carriageways Priority network comprises of:

- Resilience network
- Principal roads
- Locally strategic roads
- Main bus routes

These roads form the backbone of the road network within Hillingdon and as such the Hillingdon Highways Team aims to not allow snow to lay or ice to form on the carriageway surface as far as is reasonably practicable. Therefore, these roads are subject to precautionary gritting.

Precautionary gritting on the Carriageways Priority network will be instructed if any of the following criteria are met:

- snow is forecast
- conditions are wet and daytime temperatures are not forecasted to rise above 0.5°C
- prolonged periods of sub-zero temperatures

3.1.3. Carriageways Secondary Network

The Carriageways Secondary network comprises of:

- Medium use roads
- Roads of some strategic importance

These roads, though not as high risk as Carriageways Priority, are important roads to keep open and safe for the free movement of all traffic off the major roads. The Hillingdon Highways Team will ensure that salting of these roads will commence upon completion of the Carriageways Priority roads.

In line with the Code, Hillingdon will treat Carriageways Priority routes before Carriageways Secondary routes (although in practice some Carriageways Secondary routes may be started before all Priority routes are completed to maximise efficiency).

Precautionary gritting on the Carriageways Secondary network will be instructed if:

- there is risk of widespread ice and frost forming

Table 2: Lengths of Carriageways Treatment Network

Priority	Length (km)
Carriageways Blackspots	TBD
Carriageways Priority	TBD
Carriageways Secondary	TBD

3.2. Footways

Hillingdon acknowledge there is risk on the footway network with regards to winter weather, however Hillingdon consider the risk to be greater on the carriageway network. Therefore, the policy for footways is to provide a reactive service and gritting only takes place in prioritised areas (provided in Appendix B) where snow has formed during periods of prolonged freezing. Salt on the footway is spread manually and therefore there are no set spread rates. The salting programme starts as soon as is reasonably practicable after the initial snow or frost warning following treatment of the carriageway and routes will be completed within reasonable timescales. Footway networks have been developed with consideration for the following:

- Town Centres
- Hospitals
- Old People’s Homes
- Day Centres
- Schools (during term times only)
- Footbridges
- Bus Stops

Two levels of priority for winter service are defined on the footways as follows:

3.2.1. Footways Priority Network

The Footways Priority network covers all areas of high footfall and highest amenity. A list of locations is provided in Appendix B.

3.2.2. Footways Secondary Network

The Footways Secondary network covers areas of lower footfall and amenity and will be treated once the Priority network has been completed. A list of the locations on the Footways Secondary network is provided in Appendix B.

Table 3: Lengths of Footways Treatment Network

Priority	Length (km)
Footways Priority	TBD
Footways Secondary	TBD

3.3. Cycleways

The on-carriageway cycleway network on the primary and secondary routes will be treated together with the carriageway.

3.4. Contingency arrangements – Resilience Network

The Resilience Network in Hillingdon forms part of the London Wide Resilience Network. If there are extreme conditions where salt supplies are limited, or other resources are restricted (e.g. fuel supplies), these will be salted, and other salting may be curtailed to ensure preservation of scarce resources.

3.5. Clearing snow by mechanical means

Hillingdon have assessed historical winter conditions and have considered it inappropriate to use snow ploughs, blowers or similar plant even if there was sufficient snow fall to justify the expense, due to the urban nature of the network, with parked cars and pedestrians in almost all streets.

3.6. Salt storage bin locations

Salt storage bins are provided on the public highway at a number of potential problem locations in Hillingdon. A list of these salt storage bins is provided in Appendix B.

The Network Operations Manager will order the HRMT to inspect and report on the condition of all salt storage bins prior to the Winter Service Period. The HRMT will remove litter and contaminated

salt and refill the stocks, where required. The Network Operations Manager will also consider requests for new bins where:

- The footway has a gradient greater than 1 in 12
- There is not another bin within 50 metres
- It is not a priority footway salting route
- It will not obstruct the passage of pedestrians
- It is not a private area
- The resident agrees, if it is to be placed outside their residence

3.7. Fleet inventory

The Fleet Service Manager will supply the Reactive Maintenance Supervisor a detailed fleet inventory with the corresponding license requirements for inspection. The vehicles/plant provided are as follows:

Table 4: Fleet inventory

Vehicle/Plant	No.
Loading shovels	2
4m ³ gritters	3
6m ³ gritters	4

4. Operational Periods

This procedure is operated during periods when winter maintenance is required to be undertaken. The Winter Service Period is from the 1st November until 31st March the following year, during which full standby arrangements will be in place. This period will be extended pre-season and post-season when weather conditions dictate. In year extensions will be determined by the Head of Highway Services. The Winter Maintenance Period has no defined low or high risk of winter treatment requirement periods and will be managed according to need. The Network Operations Manager has the authority to instruct the Winter Service Provider to be in any of the following readiness states if necessary.

Table 5: Operational Readiness States

Readiness State	Definition
Continuous	On duty 24 hours
Stand-by	Personnel committed to be available for duty within the Response time after call-out from home or elsewhere. This is generally the operational stance in Hillingdon.
Call-out	Off duty personnel available for duty as demand arises but without prior commitment to be available

5. Weather Forecasting

Hillingdon's Highways will arrange the weather forecasting service and will monitor the weather daily throughout the standby period.

Dedicated weather forecasting services are available for frost and snow predictions for the London region. Forecasts will be monitored from the 1st November until 31st March although this period may be extended in the event of extreme or prolonged cold weather. The forecasts predict the conditions as well as road surface temperature. The forecasts provided by the DTN are borough specific and issued at 1100 hrs on a daily basis with updates at 1500 hrs, 2200hrs and 0400 hrs.

The 1100 hours forecast will be used to make the initial decision whether to grit. The Winter Service Call Out Officer shall make the decision and email the Reactive Maintenance Supervisor not later than 1300 hours. If there is doubt as to the precise action required, then the decision log can defer decision until after the 1500 hours forecast. Alternatively, if borderline the Winter Service Call Out Officer may contact the DTN forecaster directly.

The following forecasts are provided by DTN:

- Morning summary (including overview of previous day)
- Preliminary forecast (from early morning for 24 hours)
- "Lunchtime" 24-hour text forecast
- Site specific forecast graphs
- 2 – 5 day forecast
- Weather monitoring and forecast amendments including evening update

The service also provides a fully auditable record of all conditions for the period.

6. Preparation of Winter Maintenance Operational Plans

The Head of Highway Services, Network Operations Manager and Reactive Maintenance Supervisor will prepare and submit Winter Maintenance Plans by 30th September every year detailing the following:

- Details of personnel in charge of the service
- Contact details of personnel and call centres
- Treatment routes and lengths

7. Decision Making during Winter Service

7.1. When to Treat

Using information received from DTN through weather prediction bulletins, Hillingdon decide when to start gritting and inform the WSP.

The Winter Service Call Out Officer has responsibility for ordering the service. During severe conditions they will confirm with the Head of Highway Services the actions to be taken.

The Winter Service Call Out Officer receives and assesses the weather forecast and should this forecast predict changeable or marginal conditions, later forecasts may need to be assessed. Alternatively, clarification can be sought from the consultant forecaster.

It may be necessary to carry out an inspection of the routes to confirm actual conditions. It is crucial to arrive at a decision which does not compromise risk or lead to unnecessary salting.

Decisions on treatment will be taken by the Winter Service Call Out Officer as per the decision tree in Appendix C – When to Treat.

All daily decisions are recorded on the DTN web-based Action Log. The following information is collated and recorded:

- Copies of forecasts
- Notes on discussions with consultant forecaster
- Daily Action Log
- WSP service returns (see 7.4 Post Service Action)

7.2. When we Treat

Hillingdon typically undertake gritting at two times of the day. Late afternoon gritting takes place between 1900 hrs and 2130 hrs, informed by the 1100 hrs and 1500 hrs forecast. The early morning gritting period occurs from 0500 hrs to 0730 hrs and is informed by the 2200 hrs and 0400 hrs weather forecast. Hillingdon may undertake gritting operations at different times when conditions dictate.

7.3. Response Times

A summary of all Response Times can be found in Appendix D – Response Times.

Call out times may be amended to ensure the gritting route is completed prior to the time at which the road surface is forecast to fall to 0.5°C. During prolonged periods of sub-zero temperatures repeat treatments will be considered, although it would not normally be necessary to complete more than 2 treatments every 24-hour.

7.4. Spread Rates

To be effective, salt must be spread evenly and at rates to suit prevailing weather conditions. Spread rates can be found in Appendix E – Spread Rates.

7.5. Post Service Action

Following any winter maintenance service completed by the WSP they provide returns recording the following:

- Route number
- Vehicle registration number
- Driver's name
- Date
- Start and finish kilometres
- Start time of mobilisation

- Vehicle weights in and out (loaded and unloaded)
- Vehicle/plant faults

Carriageways and footways where accumulations of salt remain will be swept.

All vehicles and equipment should be cleaned, lubricated and checked by the WSP daily.

HRMT will thoroughly inspect all vehicles and plant following stand down after a period of carriageway treatment activity. Any wear and damage that could affect operational capability, capacity, accuracy or safety will be corrected immediately.

8. Procurement and Storage of Salt / Grit

8.1. Location and Capacity of Stocks for Salt and Other Materials

The Winter Service Provider site of operations is at Harlington Road Depot, Uxbridge. They shall maintain a stockpile of salt for use during the Winter Service Period. This stockpile will vary in size during the Winter Service Period but shall be available and accessible at all times for delivery or loading/collection.

Hillingdon also keep a backup stock of salt at the New Years Green Lane salt barn. Salt is transferred from the salt barn to the Harlington Road Depot to maintain the operational stockpile. The minimum combined stockpile across both locations at the beginning of the Winter Service Period is 4,500 tonnes.

To mitigate the risk of running out of salt, Hillingdon will continuously monitor salt usage and ensure as far as reasonably practicable that the combined stockpile does not fall below 900 tonnes. This is sufficient salt to grit the primary and secondary route network for 5 days. For the purposes of stock control, a mean density of 1.3 tonnes /m² will be used.

8.2. Storage and Testing Arrangements

The salt that is used on highways during winter is a naturally occurring rock salt and shall be to the requirements of BS 3247 'Salt for Spreading – Coarse Rock Salt' (6mm particle size). It shall be stored under cover where possible, to stabilise moisture contents, within the council's premises.

8.3. Delivery Arrangements

The HRMT shall provide the necessary mechanical loading shovel, other plant and labour to off load and stack the salt. Major restocking will normally take place outside the Winter Service period but may be at any time.

8.4. Contacts and Purchasing Arrangements for Supplies

The HRMT will ensure that stocks are monitored and are renewed to the required resilience levels. The Council can purchase rock salt from:

Table 6: Salt supplier list

	Supplier 1	Supplier 2
Name	ICL Boulby Ltd	Compass Minerals UK Ltd
Address	Boulby Mine Loftus Saltburn by the Sea Cleveland TS13 4UZ	Astbury House Bradford Road Winsford Cheshire CW7 2PA
Telephone	01287 640 140	03705 329 723
Email	enquiries@icl-group.com	sales@compassminerals.co.uk
Website	www.icl-uk.uk	www.saltunion.com

Salt spread rates are in accordance with Winter Service Guidance for Local Authorities and are detailed in Appendix E – Spread Rates.

9. Operational Communications / Stakeholder Engagement

It is important that good communications are maintained during the winter period to ensure that the response to poor conditions is effective and immediate.

At all times the Network Operations Manager and Reactive Maintenance Supervisor should be available by mobile phone. The HRMT shall ensure that two-way communication is maintained with all the Winter Service Vehicles. Contact between vehicle operators and the HRMT officers is to be maintained at all times during winter service operations, so that salting progress can be monitored and to provide a rapid and efficient response in emergency situations.

During normal working hours the Network Operations Manager or Reactive Maintenance Supervisor will be available via the Council’s Contact Centre or by their mobile phone if they are away from the office.

The Winter Service Call Out Officer has responsibility for ordering service. During times when service has been ordered they will be available to the Reactive Maintenance Supervisor by mobile phone.

During severe periods of weather (snow and widespread ice) problem areas may be notified by phone calls received from the Police and members of the public via the Contact Centre. They will act as a liaison to the Reactive Maintenance Supervisor and log these calls along with reports from patrols on site. Where the Police inform of dangerous conditions, the Winter Service Call Out Officer will order treatment on the problem areas immediately.

The Winter Service Call Out Officer may be required to carry out site inspections following reports from members of the public in areas where full service has not been ordered.

At the end of each day, the following information shall be made available by the WSP to the Network Operations Manager and Reactive Maintenance Supervisor:

- WSP service returns (see 7.4 Post Service Action)
- Staff and equipment deployed on both manual and mechanical salt application/snow clearance.

The Network Operations Manager and Reactive Maintenance Supervisor are responsible for monitoring performance of the winter service. Issues of concern will be raised with the Head of Highway Services. The Reactive Maintenance Supervisor should be satisfied that:

- Service meets the specified response and treatment times
- All roads within the route have been treated
- The specified spread rate has been adhered to
- Vehicles and equipment are well maintained
- The weighbridge procedure:
 - Ensures each ticket specifies weight in, weight out, salt used, time in and time out
 - A ticket is available for every operation and vehicle
- Salt reserves are being monitored and replenished as appropriate
- Spread rates are checked during operation by inspection during service
- Salt quality and storage effectiveness are regularly checked
- Salt contamination is checked

The following performance measures will also be assessed:

- Percentage of total carriageway network included on pre-treatment routes
- Route optimisation – length travelled against length salted
- Actual winter service expenditure per kilometre of network
- Optimum weight of salt used per pre-treatment route (for a spread rate of 10g/m²)
- Percentage of salt bins provided on main footways (not priority salting routes) where the gradient is greater than 1 in 12

Hillingdon's neighbours are Highways England, TfL, Hertfordshire County Council, Buckinghamshire County Council, London Borough of Harrow, London Borough of Hounslow and London Borough of Ealing. Liaison with each authority is carried out periodically to ensure an understanding of their Winter Service plans and ensure, as far as reasonably practicable, these are aligned.

All public enquiries about winter service from the press will be dealt with by Hillingdon's Communications Office. All enquiries from members of the public about the Winter Service will be dealt with by the Contact Centre and highways officers. Queries regarding operations will be dealt with by highways officers or by the Communications Office. During times of severe weather, Hillingdon's Communications team will issue alerts on social media as appropriate

Appendix F – Self Help Guidance includes the self-help guidance issued by the DfT. The Head of Highway Services will ensure this message is published in advance of Winter and they will also ensure a summary of the strategy is published to help address public expectations.

Appendix H – Frequently Asked Questions contains answers to a number of frequently asked questions about how Hillingdon respond to winter weather.

The Key Contacts for Hillingdon and the HRMT are provided in the following table. Key contacts for all neighbouring authorities can be found in Appendix G – Neighbouring Authorities.

Table 7: Key Contacts List

Role	Name	Contact Number	Email Address
Head of Highway Services	Poonam Pathak		ppathak@hillington.gov.uk
Reactive Maintenance Supervisor (Highways)	Martin Kenealy		mkenealy@hillington.gov.uk
Network Operations Manager	Wayne Greenshields		wgreenshield@hillington.gov.uk
Winter Service Call Out Officers	As per agreed annual rota		N/A
Fleet Service Manager	N/A		fleetmanagement@hillington.gov.uk
Council Communications Team	N/A		corporatecommunications@hillington.gov.uk
DTN	N/A		https://www.dtn.com/weather/

10. Competency

The WSP will ensure their staff are suitably trained and competent to undertake the Winter Service. Training records will be provided to Hillingdon in advance of the winter season. Hillingdon will also maintain training records for its staff.

The Reactive Maintenance Supervisor will ensure all drivers are familiar with the priority routes and any special arrangements. The WSP provides operatives who are accredited in accordance with City and Guild 6159 qualification in winter services, proving the operatives' competence to operate salting and ploughing machines. All operatives undergo training on:

- Use of equipment
- Requirements regarding hours of work
- Method of working
- Priority routes
- Health and safety
- Environmental issues

Appendix A – Carriageway Networks

Special instructions to operatives:

1. Before departure, check spread rate required with Supervisor.
2. Check the spinner is set correctly.
3. Ensure all roads stated above have been thoroughly completed.
4. **DO NOT** grit **UNSTATED** roads.
5. Return holder to your Supervisor after completing assigned route.

Northern Areas

Blackspots

Table A.1: Northern Area Carriageway Blackspots

Northern Area Blackspots			
Item	Road Name	Extents	Treatment Limit
1	Harvil Road	The Drive to Moorhall Road	Precautionary 10g/m2
2	Church Hill	Priory Avenue to Dovedale Close	Precautionary 10g/m2
3	Rickmansworth Road	Hill End Road to Woodcock Hill	Precautionary 10g/m2
4	Northwood Road	Jackets Lane to Shepherds Hill Farm	Precautionary 10g/m2
5	Breakspear Road North	Gilbert Road North to Harvil Road	Precautionary 10g/m2
6	Breakspear Road South	-	Precautionary 10g/m2
7	New Years Green Lane	Breakspear Road North to Harvil Road	Precautionary 10g/m2

Priority Routes

Table A.2: Northern Area Carriageway Priority Routes

Area	North	Route	1	Section	1N
Item	Road Name		Extents		
1	A4180, Ducks Hill Road				
2	A404, Rickmansworth Road		To Boundary		
3	A404, Pinner Road		To Boundary		
4	A4125, High Street Northwood				
5	A4125, Watford Road		To Boundary		

6	B468, Green Lane	And Return			
7	A4125, Church Road				
8	Northgate				
9	Copswood Way				
10	The Broadwalk				
11	Elgood Avenue				
12	Woodgate Crescent				
13	Gatehill Road				
14	Wieland Road				
15	Shefton rise				
16	Hillside Rise				
17	Hillside Gardens				
18	Ravenswood Park				
19	Hillside Crescent				
20	Stanley Road				
21*	Kewferry Drive	Only when snow expected*			
Area	North	Route	1	Section	2N
Item	Road Name		Extents		
1	B466, Eastcote Road		From Bury Street		
2	B466, High Road (Eastcote)				
3	Cuckoo Hill		To Boundary		
4	B472, Joel Street				
5	Northwood Way				
6	Hillside Road				
7	Potter Street Hill				
8	Potter Street				
9	Norwich Road				
10	Highland Road				
11	York Road				

12	Lincoln Road				
13	Cranbourne Road				
14	Lichfield Road				
15	Winchester Road				
16	Colchester Road				
17	Rochester Road				
Area		North	Route	2	Section
Item	Road Name	Extents			
1	Breakspears Road North	From Fine Bush Lane			
2	Northwood Road	To Boundary			
3	Rickmansworth Road (Harefield)	To Boundary			
4	Hill End Road				
5	Springwell Lane	To Cripps Farm			
6	Park Lane	To Boundary			
Area		North	Route	2	Section
Item	Road Name	Extents			
1	B467, Swakeleys Road	Breakspears Road South to Long Lane			
2	Breakspears Road South				
3	Harvil Road				
4	Moorhall Road				
5	Church Hill				
6	High Street (Harefield)				
7	New Years Green Lane				
8	Fine Bush Lane				
Area		North	Route	2	Section
Item	Road Name	Extents			
1	B466, Long Lane	Freezeland Way to Swakeleys Road			
2	B466, Ickenham Road				
3	Kingsend				

4	Wood Lane					
5	High Road (Ickenham)					
6	B467, Swakeleys Road	Swakeleys Roundabout to Breakspear Road South				
7	A40, Western Avenue	Swakeleys Roundabout Only				
8	Warren Road					
9	Freezeland Way	Long Lane Junction West to Mini Roundabout				
Area		North	Route	3	Section	6N
Item	Road Name	Extents				
1	Breakspear Road	Breakspear Arms to Bury Street				
2	Reservoir Road					
3	A4180, Bury Street					
4	A4180, High Street (Ruislip)					
5	A4180, West End Road	To Polish Memorial				
6	Station Approach					
7	Windmill Hill					
8	Pembroke Road					
9	Pamela Gardens					
10	St Lawrence Drive					
11	Rodney Gardens					
12	Burnwood Avenue	Part				
Area		North	Route	3	Section	7N
Item	Road Name	Extents				
1	Bridle Road	Junction Field End Road to Boundary				
2	Cheney Street					
3	Catlins Lane					
4	Chamberlain Way	Catlins Lane to Cuckoo Hill				
5	Field End Road	To Boundary (at Rabournmead Drive)				
6	North View	To Boundary				
7	Victoria Road					

8	Park Way				
9	Elm Avenue				
Area	North	Route	8	Section	13N
Item	Road Name	Extents			
1	Ravenswood Park (Northwood)				
2	Northwood Way (Northwood Hills)				
3	Northwood Way (Northwood)	Church Road to Hillside Road			
4	Fore Street (Ruislip)				
5	Park Avenue (Ruislip)				
6	Glenhurst Avenue (Ruislip)				
7	Orchard Close (Ruislip)				
8	Cornwall Road (Ruislip)				
9	The Avenue (Northwood)				
10	Pinn Way (Ruislip)				

Secondary Routes

Table A.3: Northern Area Carriageway Secondary Routes

Area	North	Route	1	Section	8N
Item	Road Name	Extents			
1	Thirlmere Gardens				
2	Kewferry Road				
3	Maxwell Road				
4	Murray Road				
5	Eastbury Road				
6	Frithwood Avenue				
7	Hallowell Road				
Area	North	Route	1	Section	9N
Item	Road Name	Extents			
1	Chamberlain Way				
2	Tolcarne Drive				

3	Harlyn Drive	
4	Wiltshire Lane	
5	Wentworth Drive	
6	Fore Street	
7	Salisbury Road	
Area	North	Route
		1
		Section
		11N
Item	Road Name	Extents
1	Hoylake Crescent	
2	Copthall Road East	
3	Bushey Road	
4	Thornhill Road	
5	Woodstock Drive	
6	Swakeleys Drive	
7	Glebe Avenue	
8	Austins Lane	
9	Lysander Road	
10	Lymington Drive	
11	Bembridge Gardens	
12	Chichester Avenue	
13	Sussex Road	Part
14	Sharps Lane	
15	Southcote Rise	
16	Westcote Rise	
17	Woodville Gardens	
18	Glenhurst Avenue	
19	Orchard Close	
20	Hill Lane	
21	Heathfield Rise	
22	Manor Road	

23	The Oaks				
24	Court Road				
25	Burnham Avenue				
26	Field Way				
Area	North	Route	1	Section	10N
Item	Road Name	Extents			
1	Howletts Lane				
2	Marlborough Avenue				
3	Ladygate Lane				
4	Midcroft				
5	Manor Way				
6	Hawtrey Drive				
7	College Drive				
8	The Uplands				
9	The Ridgeway				
10	Kings College Road				
11	Park Avenue				
12	Evelyn Avenue				
13	Elmbridge Drive				
14	St Martins Approach				
Area	North	Route	1	Section	12N
Item	Road Name	Extents			
1	Oak Grove				
2	Southbourne Gardens				
3	Chelston Road				
4	Cornwall Road				
5	Torrington Road				
6	Whitby Road				
7	The Fairway				

8	Long Drive	
9	Queens Walk	
10	Torcross Road	

Southern Areas

Blackspots

Table A.4: Southern Area Carriageway Blackspots

Southern Area Blackspots			
Item	Road Name	Extents	Treatment Limit
1	Stockley Road		Precautionary 10g/m2
2	Charville Lane	Pole Hill Road to Bury Avenue	Precautionary 10g/m2

Priority Routes

Table A.5: Southern Area Carriageway Priority Routes

Area	South	Route	4	Section	2S
Item	Road Name		Extents		
1	A437, Harlington Road		From Depot to Dawley Road and back		
2	A408, Yiewsley By-Pass (Stockley Road)		Include all slip roads		
3	B465, West Drayton Road		Include all slip roads		
Area	South	Route	7	Section	5S
Item	Road Name		Extents		
1	A3044, Holloway Lane		Cherry Lane Roundabout to Hatch Lane		
2	A408, Holloway Lane				
3	A3044, Hatch Lane				
4	A3044, Stanwell Moor Road		To Boundary		
5	Old Bath Road		To Boundary		
6	A408, Sipson Road		Entire Road		
7	Harmondsworth Road				
Area	South	Route	4	Section	6S
Item	Road Name		Extents		

1	Coldharbour Lane	
2	A437, Station Road	
3	A437, High Street (Harlington)	
4	North Hyde Road	Entire Road
5	Station Road	
Area	South	Route
		5
Section		3S
Item	Road Name	Extents
1	A4020, Uxbridge Road	Junction Harlington Road to Canal Bridge
2	A437, Long Lane	To Junction Western Avenue (Turn at Hillingdon Station)
3	Pole Hill Road	
4	Charville Lane	To Langdale Drive
5	Yeading Lane	
6	Willow Tree Lane	
7	Glencoe Road	
8	Broadmead Road	
9	Lees Road	
Area	South	Route
		6
Section		4S
Item	Road Name	Extents
1	A437, Harlington Road	From Depot to Uxbridge Road
2	A4020, Hillingdon Hill	
3	A4020, Hillingdon Road	Include all slip roads
4	Cricketfield Road	
5	B483, Park Road	
6	B467, Harefield Road	
7	Vine Street	
8	High Street (Uxbridge)	
9	Chippendale Way	
10	York Road	
11	St Andrews Road	From Park Road to Badder Way

Area		South	Route	6	Section	8S
Item	Road Name		Extents			
1	Hercies Road					
2	Honeycroft Hill					
3	Belmont Road					
4	Oxford Road (To Boundary)					
5	Cross Street					
6	Trumper Way					
7	New Windsor Street					
8	Rockingham Road					
9	A4007, St Johns Road					
10	Cowley Mill Road					
11	The Greenway					
12	Kingston Lane					
Area		South	Route	7	Section	7S
Item	Road Name		Extents			
1	Pield Heath Road					
2	Church Road					
3	Station Road (Uxbridge)					
4	A408, High Street (Cowley)					
5	A408, High Road (Cowley)					
6	B470, Iver Lane					
7	A408, Cowley Road		To Trumpers Way			
8	Falling Lane					
9	A408, High Street (Yiewsley)					
10	Station Road (West Drayton)					
11	Cherry Lane					
12	A408, Park View Road					
Area		South	Route	7	Section	9S

Item	Road Name	Extents			
1	A437, Dawley Road				
2	Shepiston Lane				
3	Swallowfield Way				
4	Rigby Lane				
5	Bolingbroke Way				
Area		South	Route	8	Section
16S					
Item	Road Name	Extents			
1	Vine Lane (Hillingdon)				
2	Vine Lane (Hillingdon)	From Hillingdon Hill to Court Drive			
3	Thorney Mill Road	Continuation of Mill Road			
4	Yeading Gardens (Hayes)				
5	Yeading Gardens (Hayes)	From Yeading Lane to Shakespeare Avenue			
6	Freemans Lane	Continuation of Judge Heath Lane			

Secondary Routes

Table A.6: Southern Area Carriageway Secondary Routes

Area		South	Route	7	Section
10S					
Item	Road Name	Extents			
1	Harmondsworth Lane				
2	Sipson Lane				
Area		South	Route	5	Section
13S					
Item	Road Name	Extents			
1	Hewens Road				
2	Romney Parade				
3	Bury Avenue				
4	Goshawk Gardens				
5	Adelphi Way				
6	Adelphi Crescent				

7	Kingshill Avenue	
8	Balmoral Drive	
9	Lansbury Drive	
10	Park Lane/Park Road	
11	Shakespeare Avenue	Uxbridge Road to Balmoral Drive
12	Greenway	
13	Yeading Gardens	
14	Springfield Road	
15	Granville Road (Uxbridge)	
16	Beaconsfield Road	
17	Windsor Avenue	
18	Ryefield Avenue	
19	Grosvenor Crescent	
20	Sutton Court Road	
21	Snowden Avenue	
22	Weymouth Road	
23	Leybourne Road	Part
24	Ayles Road	
25	Welbeck Avenue	Part
26	Owen Road	
27	Stratford Road	
28	Chatsworth Road	Part
Area	South	Route
		6
		Section
		11S
Item	Road Name	Extents
1	Salt Hill Close	
2	Beacons Close	
3	Woodhall Close	
4	Fairlight Drive	
5	Pages Lane	

6	Cambridge Road	
7	Fairfield Road	
8	Bakers Road	
9	Honey Hill	
10	Vine Lane	
11	Court Drive	
12	Windsor Street	
13	Gravel Hill	
14	Blossom Way	
15	Badder Way	
Area	South	Route
		6
Section	15S	
Item	Road Name	Extents
1	Colham Green Road	Junction Field Heath Road to West Drayton Road
2	Violet Avenue	Part
3	Appletree Avenue	Part
4	Royal Lane	
5	Cleveland Road	
6	Whitehall Road	
7	Arundel Road	Public Highway Only
8	Eskdale Road	
9	Salisbury Road	
10	Wallingford Road	To Salisbury Road
11	Ashley Road	
12	Waterloo Road	
13	Park View Road	
Area	South	Route
		7
Section	12S	
Item	Road Name	Extents
1	Swan Road	
2	The Green	Part

3	Mill Road	
4	Church Road	
5	Wise Lane	
6	Rowan Road	Part
7	Laurel Lane	
8	Porters Way	
9	Mulberry Parade	
10	Lavender Rise	
11	Horton Road	
12	Tavistock Road	
13	Trout Road	Part
14	New Peachey Lane	
15	Peachey Lane	
16	Packet Boat Lane	
Area	South	Route
		7
		Section
		14S
Item	Road Name	Extents
1	Kingsway	
2	Morgans Lane	
3	Angel Lane	
4	Wood End Green Road	
5	Botwell Lane	
6	Judge Heath Lane	
7	Botwell Common Road	
8	Church Road	
9	Central Avenue	
10	Pump Lane	
11	Blyth Road	
12	Clayton Road	
13	Granville Road (Hayes)	

14	Carnarvon Drive	
15	Crowland Avenue	
16	Pinkwell Lane	
17	Skipton Drive	
18	Bourne Avenue	
19	Mildred Avenue	
20	Crown Close	
21	Cranford Lane	
22	Cranford Drive	
23	Roseville Road	
24	Carfax Road	
25	Coronation Road	Part
26	Bedwell Gardens	Part
27	Clarendon Road	

Appendix B – Footway Networks

Northern Areas

Priority Routes

Table B.1: Northern Area Footway Priority Routes

Pedestrianised Areas / Bridges / Subways / Combined Footway & Cycleway / Footway / Footpath			
Item	Road Name	Feature	Extents
1	Rickmansworth Road	Mt Vernon Hospital	Footway / Path
2	Pinner Road	Pinner Road Hospital	Footway / Path
3	Potter Street	Northwood School	Footway / Path
4	Tolcarne Drive	Harlyn School	Footway / Path
5	Wiltshire Lane	Hayden School	Footway / Path
6	Fore Street	Coteford School	Footway / Path
7	Old Hatch Manor	Warrender Primary	Footway / Path
8	Dawlish Drive	Lady Banks School	Footway / Path
9	Field End Road	Field End School	Footway / Path
10	Field End Road	Queensmead School	Footway / Path
11	Queens Walk	Deanesfield School	Footway / Path
12	Stafford Road	Ruislip Gardens School	Footway / Path
13	Herlwyn Avenue	Sacred Heart School	Footway / Path
14	Southcote Rise	Bishop Winnington-Ingram CE Primary	Footway / Path
15	Ladygate Lane	Whiteheath School	Footway / Path
16	Bushey Road	Breakspear School	Footway / Path
17	Warren Road	Vyners School	Footway / Path
18	Long Lane	Douay Martyrs School	Footway / Path
19	Sussex Road	Glebe Primary	Footway / Path
20	Glebe Avenue	Ickenham Station	Footway / Path
21	High Road	West Ruislip Station	Footway / Path
Shop Front Routes			
Item	Road Name	Extents	

1	Ruislip High Street	Kingsend to Eastcote Road
2	Joel Street	Tolcarne Drive to Pinner Road
3	Victoria Road	Manor Way to Chelston Approach
4	Green Lane	Dene Road to Hallowell Road
5	Station Approach	West End Road to West Mead
6	Northwood High Street	Pinner Road to Emmanuel Road
7	Field End Road	Meadow Way to Woodlands Avenue

Secondary Routes

Table B.2: Northern Area Footway Secondary Routes

Shop Front Routes		
Item	Road Name	Extents
1	Harefield High Street	
2	Gilbert Road (Harefield)	
3	Howletts Lane (Ruislip)	
4	Swakeleys Road (Ickenham)	
5	Glebe Avenue (Ickenham)	
6	Aylesham Drive (Ickenham)	
7	Ickenham	Junction with Greenway
8	West End Road	New Pond Parade
9	Field End Road	Adjacent to BP Garage and Eastcote Arms PH
10	Whitby Road	
11	Salisbury Road	

Salt Bin Locations

Table B.3: Northern Area Salt Bin Locations

Salt Bin Locations			
Item	Road Name	District	Location
1	Springwell	HA	Adjacent to Springwell Lock
2	Springwell	HA	300m south of Springwell Lock

3	Woodgate Crescent	NH	Side of 11 Wieland Road
4	Shefton Rise	NH	
5	Hillside Gardens	NH	On island, Junction with Hillside Rise
6	Beacon Close	UX	Opposite Salt Hill Close
7	Fairlight Drive	UX	Side of No. 4
8	Fairlight Drive	UX	By Fence near No. 29

Ice Sign Locations

Table B.4: Northern Area Ice Sign Locations

Ice Sign Locations				
Item	Road Name	District	Location	Details
1	Breakspear Road North	HA	Opp Breakspear Stables cottages	On Ex post
2	Breakspear Road North	HA	Opp Bourne Farm	On Ex post
3	New Years Green Lane	HA	Halfway down, near opp No 4	On Ex post
4	New Years Green Lane	HA	Outside recycling centre	On Ex post
5	Rickmansworth Road	HA	Outside High Lodge, opp boundary sign	On Ex post
6	Rickmansworth Road	HA	After lay-by just before double bend	On Ex post (with 5 tonne over night lorry ban)
7	Wiltshire Lane	NH	Outside no 133	L/C 26
8	Wiltshire Lane	NH	J/W Heatherfold Way	L/C 31

Southern Areas

Priority Routes

Table B.5: Southern Area Footway Priority Routes

Pedestrianised Areas / Bridges / Subways / Combined Footway & Cycleway / Footway / Footpath			
Item	Road Name	Feature	Extents
1	Pield Heath Road	Hillingdon Hospital	Footway / Path
2	Hewens Road	Mellow Lane School	Footway / Path
3	Polehill Road	Swakeleys School	Footway / Path
4	Clifton Gardens	Abbotsfield School	Footway / Path
5	Royal Lane	Bishopshalt School	Footway / Path
6	Greenway	Uxbridge High School	Footway / Path
7	Cowley Road	Whitehall School	Footway / Path
8	Belmont Road	Hermitage School	Footway / Path
9	Ryefield Avenue	Ryefield School	Footway / Path
10	Windsor Avenue	Oak Farm School	Footway / Path
11	Colham Green Road	Colham Manor School	Footway / Path
12	Bury Avenue	Charville School	Footway / Path
13	Lansbury Drive	Grange Park School	Footway / Path
14	Raynton Drive	Hayes Park School	Footway / Path
15	Station Road	Hayes Station	Footway / Path
16	Long Lane	Hillingdon Station	Footway / Path
17	High Street	Uxbridge Station	Footway / Path
18	Oxford Road (Uxbridge)	Footbridge (rear of 'Pavillions')	Footway / Path
19	Cowley Road to Bridge Road (Uxbridge)	Footbridge (over River Fray)	Footway / Path
20	St Andrews Roundabout (Uxbridge)	Subway	Footway / Path
21	High Road/New Peachey Lane (Cowley)	Subway	Footway / Path
22	Hillingdon Road/Vine Street (Uxbridge)	Subway	Footway / Path
23	Uxbridge Road/Fulham Close (Hayes)	Subway	Footway / Path
24	Uxbridge Road/Hayes End Road (Hayes)	Subway	Footway / Path

25	Glencoe Road/Kings Ash Drive (Hayes)	Subway	Footway / Path
Shop Front Routes			
Item	Road Name	Extents	
1	Uxbridge High Street	St Andrews Roundabout to Harefield Road (Include Vine Street, Windsor Street, Belmont Road to York Road, Uxbridge Bus Garage and Bakers Yard)	
2	Uxbridge Road	Long Lane to Yeading Lane	
3	Station Road (West Drayton) / High Street (Yiewsley)	Falling Lane to Swan Road	
4	Coldharbour Lane	Birchway to Botwell Lane	
5	Station Road (Hayes)	Train Station to Botwell Lane	

Secondary Routes

Table B.6: Southern Area Footway Secondary Routes

Shop Front Routes			
Item	Road Name	Extents	
1	Greenway Uxbridge		
2	Cowley Road	Various	
3	Moorfield Road		
4	Swan Road		
5	Porters Way		
6	Harmondsworth Road		
7	Laurel Lane		
8	Harmondsworth Village		
9	Sipson Road		
10	Harlington High Street		
11	St Dunstons Close		
12	Redmead Road		
13	Dawley Road		
14	Bourne Avenue		
15	Kingshill Avenue		

16	Pield Heath Road	
17	Violet Avenue	
18	Falling Lane	
19	Hillingdon Hill	
20	Sutton Court Road	
21	Ryefield Avenue	
22	Long Lane / Hercies Road	
23	Welbeck Avenue	
24	Balmoral Drive	
25	Willowtree Lane	
26	Brookside Road	
27	North Hyde Road	
28	Dawley Road Princess Park	
29	Dawley Road (Merrymans)	
30	Judge Heath Lane	
31	Woodend Green Road	

Salt Bin Locations

Table B.7: Southern Area Salt Bin Locations

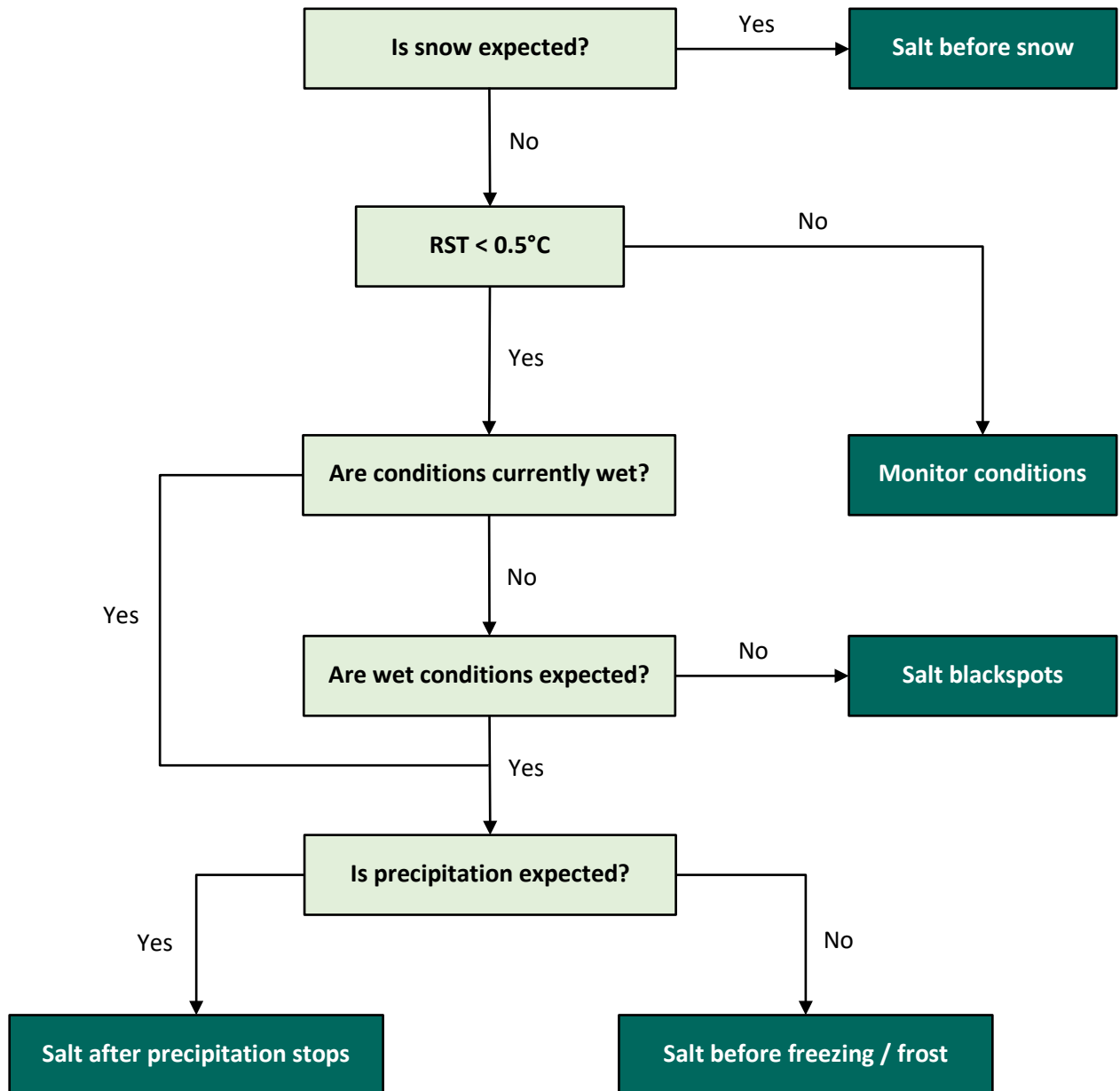
Salt Bin Locations			
Item	Road Name	Ward	Details
1	Harefield Road	Uxbridge North	P (fs)
2	Harefield Road	Uxbridge North	P (fs)
3	Harefield Road	Uxbridge North	P (fs)

Ice Sign Locations

No ice signs in Southern Area.

Appendix C – When to Treat

Table C.1: Decision tree for precautionary salting



Appendix D – Response Times

Table D.1: Carriageway treatment response times

Carriageways			
Condition or Activity	Hierarchy	Response Times	Treatment Times
Precautionary gritting ice, frost, and snow (reacting on basis of forecast)	Carriageways Primary	Gritting commences at time instructed or within 2 hours of emergency call out	3 Hours
	Carriageways Secondary	Gritting commences at time instructed or within 2 hours of emergency call out	3 Hours
	Carriageways Blackspots	Gritting commences at time instructed or within 2 hours of emergency call out	3 Hours
Emergency gritting ice, frost, and snow (reacting on request of police or Council instruction)	Carriageways Primary	To commence within 2 hours of emergency call out	3 Hours
	Carriageways Secondary	To commence within 2 hours of emergency call out	3 Hours
	Carriageways Blackspots	To commence within 2 hours of emergency call out	3 Hours
Response to Snow (carriageways)	Carriageways Primary	Gritting commences at time instructed or within 2 hours of emergency call out	3 Hours
	Carriageways Secondary	Gritting commences at time instructed or within 2 hours of emergency call out	3 hours
	Carriageways Blackspots	Gritting commences at time instructed or within 2 hours of emergency call out	3 hours

Table D.2: Footway treatment response times

Footways			
Condition or Activity	Hierarchy	Response Times	Treatment Times
Reports of frost and isolated reports of ice	All	Gritting commences at time instructed or within 2 hours of call out	N/A
Snow and widespread ice	Footways Primary	Gritting commences at time instructed or within 2 hours of call out	As is reasonably practicable

Appendix E – Spread Rates

Table E.1: Salt spread rates for frost or forecast frost

Weather Conditions Road Surface Conditions Road Surface Temperature (RST)	Salt spread rate (g/m ²)
Frost or forecast frost RST at or above -2°C and dry or damp and wet road conditions	10
Frost or forecast frost RST below -2°C and above -5°C	20
Frost or forecast frost RST at or below -5°C and above -10°C and dry or damp road conditions	20
Frost or forecast frost RST at or below -5°C and above -10°C and wet road conditions (existing or anticipated)	2 x 20

Table D.2: Salt spread rates for snow or freezing rain

Precautionary Treatment Before Snow or Freezing Rain	Salt spread rate (g/m ²)
Light snow forecast (<10mm)	20
Medium / heavy snow	2 x 20
Freezing rain	2 x 20

Table E.3: Salt spread rates for ice or compacted snow

Ice or Compacted Snow	Salt spread rate (g/m ²)
Ice formed (minor accumulations)	20
Ice formed	2 x 20
Snow covering exceeding 30mm	20 & 40 (successive)
Hard pack snow / ice	20 & 40 (successive)

Appendix F – Self Help Guidance

Clearing Snow and Ice from Pavements and Public Spaces

This guide is designed to help you to act in a neighbourly way by safely clearing snow and ice from pavements and public spaces.

Will I be held liable if someone falls on a path I have cleared?

There is no law preventing you from clearing snow and ice on the pavement outside your property, pathways to your property or public spaces.

It is very unlikely that you would face any legal liability, if you are careful, and use common sense to ensure that you do not make the pavement or pathway clearly more dangerous than before. People using areas affected by snow and ice also have responsibility to be careful themselves.

What can I do to help clear snow and ice from pavements and public spaces?

Practical advice from highway engineers is given below. This is not a comprehensive list.

- Start early: it is much easier to remove fresh, loose snow compared to compacted ice that has been compressed by people walking on it.
- **Do not use hot water.** This will melt the snow, but may replace it with black ice, increasing the risk of injury.
- Be a good neighbour: some people may be unable to clear snow and ice on paths leading to their property or indeed the footway fronting their property. Snowfall and cold weather pose difficulties for them gaining access to and from their property or walking to the shops.
- If shovelling snow, consider where you are going to put it, so that it does not block people's paths, or block drainage channels. This could shift the problem elsewhere.
- Make a pathway down the middle of the area to be cleared first, so you have a clear surface to walk on. Then you can shovel the snow from the centre to the sides.
- Spreading some salt on the area you have cleared will help to prevent any ice forming. Table salt or dishwasher salt will work but avoid spreading on plants or grass as it may damage them. A few grams (a tablespoon) for each square metre you clear should work. The salt found in salting bins will be needed for keeping roads clear.

Particular care and attention should be given to steps and steep gradients to ensure snow and ice is removed. You might need to apply additional salt to these areas.

- Use the sun to your advantage. Removing the top layer of snow will allow the sun to melt any ice beneath; however, you will need to cover any ice with salt to stop it refreezing overnight.
- If there is no salt available, then a little sand or ash is a reasonable substitute. It will not have the same de-icing properties as salt but should offer grip under foot.

Where can I find out more information about what I can do in an emergency?

There are various websites which offer information on how to prepare for the winter period.

The MET office has a useful guide which can be found here:

<http://www.metoffice.gov.uk/learning/get-ready-for-winter>

For residents, borough specific information can be found here:

Why is the Government publishing this information?

During the severe winter in 2009/10, many people across the country worked very hard to keep our transport network open. This included many members of the public who cleared pavements and public spaces around their homes. Some people, however, were deterred from taking action to clear pavements and other public spaces because they feared that they might be sued.

An independent review of the transport sector's response to the severe weather of 2009/10 recommended that the DfT should publish this note on good practice for members of the public in clearing snow and ice from footways and other public spaces. The Local Government Association published a report on behalf of Councils which reached the same conclusion.

The Government response, in preparation for winter can be found here:

<https://www.gov.uk/government/news/winter-weather-uk-government-response>

Appendix G - Neighbouring Authorities

Table G.1: Neighbouring authority information and contact details

Borough	Transport for London	Highways England	Surrey County Council	Hertfordshire County Council	Buckinghamshire County Council	London Borough of Harrow	London Borough of Hounslow	London Borough of Ealing
Winter Service Start Date	October		October	October	October		November	November
Winter Service End Date	April		April	April	April		March	April
Service Provider(s)	Kier Highways							
Key Contact(s)	Snow Desk							
Key Contact(s) Number	02030543024		02085419896	03001234047	08453708090 Emergency: 01296486630	02084241886	02085835555	02088256222 After Hours (1800hrs to 0800hrs): 02088255000
Key Contact(s) Email Address	tfisnowdesk@tfl.gov.uk			hertsdirect@hertscc.gov.uk	tfb@buckscc.gov.uk	highways@harrow.gov.uk	highways@hounslow.gov.uk	customers@ealing.gov.uk

<p>Winter Service Plan</p>			<p>https://www.surreycc.gov.uk/roads-and-transport/roadworks-and-maintenance/salting-and-gritting</p>	<p>https://www.hertfordshire.gov.uk/services/highways-roads-and-pavements/roadworks-and-road-closures/severe-weather/gritting-the-road/gritting-routes.aspx</p>	<p>https://democracy.buckscc.gov.uk/documents/s140608/Appendix%20-%20Winter%20Service%20Policy.pdf</p>	<p>https://www.harrow.gov.uk/road-maintenance-travel/gritting-snow-ice?documentId=12485&categoryId=210280</p>	<p>http://www.hounslowhighways.org/85-winter.html</p>	<p>https://www.ealing.gov.uk/info/201152/roads_highways_and_pavements/238/winter_gritting/1</p>
<p>Adjoining Network</p>	<p>A30 (part) A4 (part) A312 (part) A40 (part)</p>	<p>M4</p>	<p>Bath Road</p>	<p>A404 Harefield Road White Hill Kewferry Road Eastbury Ave Watford Road Oxhey Drive</p>	<p>(A4020) Oxford Road Slough Road (B470) Iver Lane Ford Lane Thorney Mill Road</p>	<p>Potter Street Rickmansworth Road Cuckoo Hill Eastcote Road Eastern Ave Eastcote Lane Eastcote Lane North</p>	<p>Park Lane</p>	<p>Kingshill Ave Yeading Lane Broadmead Road (A4020) The Broadway</p>

Appendix H – Frequently Asked Questions

Here are answers to a number of frequently asked questions about how Hillingdon responds to winter weather:

- When does salting take place?
- Which roads are salted?
- How does spreading salt help?
- Can I clear the snow outside my house?
- Does the Council have enough salt for this winter?
- How do I get my road added to the salting routes?

When does salting take place?

In Hillingdon we define the winter period as starting at the end of October and finishing at the end of March. Hillingdon has a relatively mild winter climate when compared to other parts of Britain. This means temperatures often hover around the freezing point and these marginal conditions can make things difficult when making the decision whether or not to salt.

We work very closely with weather forecasters to ensure that the weather is constantly monitored and that we take appropriate action.

We try to complete salting outside peak traffic periods and before freezing conditions occur. This becomes particularly challenging when rain, sleet or hail is forecast which can wash salt off the roads.

Which roads are salted?

We carry out salting in a priority order in accordance with importance of the road. A map of the roads salted are available on the council's website: <https://archive.hillingdon.gov.uk/gritting>

The aim of the service is to salt a network such that road users have a relatively short distance as practicable to travel to get to a salted route. The Borough salts 8 pre-determined routes, which adds up to approximately 190 miles (307 km), or 46% of the adopted highway network which totals 413 miles (667 km) of road.

How does spreading salt help?

Salt is the best material we have available to treat snow and ice, but it isn't perfect. How it helps is by turning ice into saltwater, which has a lower freezing point, and the melted water then drains away. Roads with more traffic clear quicker, even when they have had exactly the same treatment; tyres grind the salt thus helping the process

However, if temperatures drop to minus six or below as happened during the 2010/11 winter the saltwater itself freezes. When that happens, grit can be added to the salt to help break up the snow through the action of tyres on the snow.

At the peak of last year's wintry weather, Hillingdon Council were gritting four or five times a night, often while residents were asleep. This was giving us plenty of salt on the roads and helping keep the predetermined routes free of snow and ice and the traffic moving.

Can I clear the snow outside my house?

The Department for Transport has issued guidance around the legal issues for residents who want to clear snow and ice from outside their properties. In response to concerns from the public about being sued, the guidelines state:

“There is no law stopping you from clearing snow and ice on the pavement outside your property, pathways to your property or public spaces. If an accident did happen, it's highly unlikely that you would be sued as long as you are careful and use common sense to make sure that you don't make the pavement or pathway clearly more dangerous than before. People using areas affected by snow and ice also have responsibility to be careful themselves.”

Official Department for Transport tips and advice on clearing snow and ice

“The Snow Code”

“Prevent slips. Pay extra attention to clear snow and ice from steps and steep pathways - you might need to use more salt on these areas. If you clear snow and ice yourself, be careful - don't make the pathways more dangerous by causing them to refreeze. But don't be put off clearing paths because you're afraid someone will get injured. Remember, people walking on snow and ice have responsibility to be careful themselves. Follow the advice below to make sure you clear the pathway safely and effectively.

Clear the snow or ice early in the day. It's easier to move fresh, loose snow rather than hard snow that has packed together from people walking on it. So, if possible, start removing the snow and ice in the morning. If you remove the top layer of snow in the morning, any sunshine during the day will help melt any ice beneath. You can then cover the path with salt before nightfall to stop it refreezing overnight.

Use salt or sand - not water. If you use water to melt the snow, it may refreeze and turn to black ice. Black ice increases the risk of injuries as it is invisible and very slippery. You can prevent black ice by spreading some salt on the area you have cleared. You can use ordinary table or dishwasher salt - a tablespoon for each square metre you clear should work. Don't use the salt found in salting bins - this will be needed to keep the roads clear. Be careful not to spread salt on plants or grass as it may cause them damage. If you don't have enough salt, you can also use sand or ash. These won't stop the path icing over as well as salt but will provide good grip under foot.

Take care where you move the snow. When you're shovelling snow, take care where you put it so it doesn't block people's paths or drains. Make sure you make a path down the middle of the area to be cleared first, so you have a clear surface to walk on. Then shovel the snow from the centre of the path to the sides.

Offer to clear your neighbours' paths. If your neighbour will have difficulty getting in and out of their home, offer to clear snow and ice around their property as well. Check that any elderly or disabled neighbours are alright in the cold weather. If you're worried about them, contact your local council.”

To find more information about this, and to see the full version of this advice, visit:

https://webarchive.nationalarchives.gov.uk/20121011113312/http://www.direct.gov.uk/en/NI1/Newsroom/DG_191868

Does the Council have enough salt for this winter?

Yes, we have sufficient supplies for normal winter conditions. However, if we do experience exceptional winter conditions, we may again be asked by the Department for Transport to reduce our salt usage and take such a decision in conjunction with other councils across London.

How do I get my road added to the salting routes?

Requests for carriageways or footways to be added to the Councils approved gritting routes will only be considered on a risk-based approach based on the priority criteria outlined in Parts 3.1 and 3.2 of this operational plan. Any additions to be included in the prioritised list of carriageways or footways must be approved by the Cabinet Member for Planning, Transportation and Recycling ahead of the winter service period.