

WINTER SERVICE PLAN

FOR THE

LONDON BOROUGH OF LEWISHAM



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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 strategy 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 Lewisham's (Lewisham) 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 (Winter Service Providers).

In addition to discharging its statutory duty Lewisham 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 (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)*. 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). It is Lewisham's aim to align its Resilience Network with the Code and LoTAG's document.

2. Operational Roles

Lewisham's Highways Team are the Employer and oversees the Winter Service Provider for operational management of the Winter Maintenance Service. The Winter Service Provider is FM Conway. Lewisham's Cleansing Team carry out operations for footways.

During periods of severe winter weather Lewisham will co-ordinate the collection and dissemination of information. The table below depicts the operational roles.

Table 1: Winter Service Operational Roles

Operational Role	Organisation
Service provider for Winter Maintenance of Roads	FM Conway
Service provider for Winter Maintenance of Footways and other Pedestrian Areas	Cleansing Team
Preparation of Winter Maintenance Strategy	Highways Team
Supplying Weather Forecasts	MeteoGroup
Obtaining & Monitoring Weather Forecasts for Roads	Highways Team and FM Conway
Obtaining & Monitoring Weather Forecasts for Footways, Cycleways and other Pedestrian Areas	Highways Team and FM Conway
Preparation of Winter Maintenance Operational Plans	Highways Team
Gritting Route Review	Highways Team
Treatment Routing Planning	FM Conway
Vehicles and Plant	FM Conway
Procurement and Storage of Salt / Grit and De-icing fluids	Highways Team
Stakeholder Engagement	Highways Team and FM Conway
Decision Making / Instructing gritting for Roads	FM Conway - the Winter Service Duty Officer
Decision Making / Instructing gritting for Footways, Cycleways and other Pedestrian Areas	Highways Team
Operational Supervision	FM Conway
Operative Resources	FM Conway
Competency	Highways Team and FM Conway

Operational Role	Organisation
Performance Monitoring	Highways Team and FM Conway

3. Winter Service Risk-Based Approach

Lewisham is responsible for the management and maintenance of 420km of network of which 183.2km sits on the winter gritting network.

Lewisham use a risk-based approach to its winter maintenance service in line with the Code. This approach allows Lewisham 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 Lewisham. The routes identified as not to be treated are the ones that generate the least demand.

In the event of prolonged period of severe weather, contingency arrangements include the use of the Borough's cleansing team.

For plans of carriageways covered, see Appendix A - Carriageway

3.1. Carriageways

Lewisham 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. Carriageways Exceptional Route

The Carriageways “Exceptional” network comprises hills (high spots), junctions and known sections of road where it is known that frost or ice is likely to form locally. These sections are included in the Carriageways Primary network.

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. Carriageways Primary Route

The list of Carriageways Primary 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 Primary route comprises of: -

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

These roads form the backbone of the road network within Lewisham and as such the Winter Service Operation should be that of not allowing 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.

3.1.3. Carriageways Secondary Route

The Carriageways Secondary route comprises of:

- Medium use roads
- Roads of some strategic importance

These roads, though not as high risk as Carriageways Primary, are important roads to keep open and safe for the free movement of all traffic off the major roads. The Winter Service Operation will ensure that salting of these roads will commence as required upon completion of the Carriageways Primary roads.

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

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

- snow is forecast
- extreme cold is forecast

Table 2: Lengths of Carriageways Priority Routes

Priority	Length (km)
Carriageways Exceptional*	33.5km
Carriageways Resilience*	90.3km
Carriageways Primary	124.3km
Carriageways Secondary	56.0km

*Exceptional route and Resilience route are mostly included in the Primary route.

3.2. Footways

The policy for footway is to provide a reactive service and gritting only takes place in priority areas where snow has formed or accumulated. Salt by Lewisham's Cleansing Team on the footway is spread manually and therefore there are no set spread rates.

3.3. Contingency arrangements

If there are extreme conditions where salt supplies are limited, or other resources are restricted (e.g. fuel supplies), Lewisham may consider activating the resilience networks and prioritise the salting of these. Other salting may be curtailed to ensure preservation of scarce resources.

3.3.1. Carriageways Resilience Route

The Carriageways Resilience Route in Lewisham forms part of the London Wide Resilience Network. The total length of the resilience route is 90.3km, of which 88.3km is included in the Carriageway Primary route, making up 71% of the Carriageway Primary route.

3.3.2. Footway Resilience Areas

The Footways Resilience Areas are the minimum footway areas to be treated when the resilience state has been triggered, so that core essential services can operate. The list of Footways Resilience Areas in Lewisham is reviewed regularly and covers all areas of high footfall and highest amenity, including:

- Hospitals
- Medical centres
- Town centres
- Key public transport interchanges and links
- Primary and Secondary schools

3.4. Clearing snow by mechanical means

Lewisham have assessed winter conditions in London over the past 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 traffic calming measures, parked cars and pedestrians in almost all streets. It is noted that there is no snow plough within the

equipment manifest permanently available for the Lewisham Winter Service but the Contractor (FM Conway) does have access to such equipment.

4. Operational Periods

This procedure is operated during periods when winter maintenance is required to be undertaken. The core winter maintenance period lasts 18 weeks and is usually from mid-November until mid-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 communicated in writing by the Highways Manager or the Winter Service Manager. The winter maintenance Period has no defined low or high risk of winter treatment requirement periods and will be managed according to need. The Winter Service Manager or Winter Service Duty Officer has the authority to instruct the Winter Service Provider to be in any of the following readiness states if necessary.

Table 3: 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 Lewisham.
Call-out	Off duty personnel available for duty as demand arises but without prior commitment to be available

5. Weather Forecasting

Lewisham's Highways Team 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 start of November until end of April this allows for the extension of the service if required. The forecasts predict the conditions as well as road surface temperature. The forecasts provided by the MeteoGroup are borough specific and issued at 09:00, 15:00 and 21:00 hours. These bulletins provide short term (24- and 36-hour) and longer term (2 – 5 day) forecasts.

The 09:00 forecast will be used to make the initial decision. The Team Leader (or Authorised Deputy) shall make the decision and email the Contract Manager 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 Team Leader (or Authorised Deputy) may contact the MeteoGroup forecaster directly.

Weather forecasting is provided by MeteoGroup at the following times:

- Preliminary forecast 09:00
- Afternoon update 15:00

- Evening update 21:00
- Site specific forecast graphs
- 24- and 36-hour forecasts
- 2 – 5 day forecast
- MeteoGroup are contactable at all times for the latest forecast

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

6. Preparation of Winter Maintenance Operational Plans

The Winter Service Provider (FM Conway) 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

7. Decision Making during Winter Service

7.1. When to Treat

MeteoGroup provide Lewisham and the Winter Service Provider with a weather forecasting service for the winter service. Using information received from MeteoGroup through weather prediction bulletins, Winter Service Provider decides when to start gritting and inform Lewisham. The Winter Service Duty Officer has the authority to change decisions made by the winter service provider.

Forecasts are received 24 hours in advance alongside a projection over the next 2 to 5 days to enable forward planning.

Decisions on treatment will be taken by the Winter Service Provider (FM Conway) and Winter Service Manager as per the decision matrix in Appendix B – When to Treat.

7.2. Response Times

A summary of all Response Times can be found in Appendix C – 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°C. During prolonged periods of sub-zero temperatures repeat treatments will be considered as necessary.

7.3. 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 D – Spread Rates.

7.4. Post Service Action

Following any winter maintenance action completed by the Winter Service Provider, dated and signed off gritting sheets recording what has been carried out should be made available to Lewisham the following day. If no action has taken place weekly returns are adequate.

All vehicles and equipment should be cleaned, lubricated and checked by the winter service provider daily.

Winter Service Provider 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 of Salt / Grit

Lewisham is responsible for the purchasing of all salt supplies and the Winter Service Manager/Delegated Officer is to ensure that arrangements are in place for the supply of extra salt as required during the winter period. The winter service provider's Contractor Manager should inform Lewisham if the stockpile is in need of restocking.

Lewisham's salt is located at Wearside Service Centre, which has a maximum storage capacity of approximately 1,100 tonnes of rock salt for highway gritting.

At the start of the winter maintenance period, the Wearside Service Centre, store will be full or near to full, leaving sufficient room for vehicles and equipment. To mitigate the risk of running out of salt, Lewisham and Winter Service Provider will continuously monitor salt usage and will re-order material when the stockpile falls below 625 tonnes. Upon delivery of additional salt, the Winter Service Provider's Contract Manager will arrange stockpiles so that the old stocks are used before new stocks.

The resilience stock level required is 350 tonnes. Lewisham would seek assistance from other local boroughs and the contractor if necessary.

Lewisham's salt stock is currently stored in a barn. Salt spread rates are in accordance with Winter Service Guidance for Local Authorities and are detailed in Appendix D – Spread Rates. Lewisham regularly review the spread rates requirement in line with the most recent guidance to ensure compliance and consistency with the neighbouring boroughs.

9. Stakeholder Engagement / Operational Communications

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

During normal working hours, communications between Lewisham Council and Winter Service Provider will be available via Lewisham's call centre or by mobile phone and by email. Records of salt utilisation and available salt stock must be maintained daily.

Outside of normal working hours, emergencies will be communicated between the Lewisham's call out officer and winter service provider by phone or by email.

At the end of each day, the following information shall be recorded made available by the winter service provider to the Winter Service Manager / Delegated Officer:

- Daily work carried out, including start and finish times for each action;
- Salt tonnage used during each shift;
- Staff and equipment deployed on both manual and mechanical salt application/snow clearance.

At the end of each day, the cleaning team will report the salt usage figures to the Winter Service Manager / Delegated Officer when applicable. If gritting is not carried out, the figures will be reported weekly.

A Lewisham staff rota list will be made available.

Lewisham's neighbours are TfL, London Boroughs of Bromley, Southwark and Greenwich. 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 the Council's Communications Office. All enquiries from members of the public about the winter service provider 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, the Council's Communications team will issue alerts on social media as appropriate.

Appendix E – Self Help Guidance includes the self-help guidance issued by the Department for Transport (DfT). Lewisham 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.

The Key Contacts for Lewisham and the winter service providers are as follows:

Table 4: Key Contacts List

Role	Name	Contact Number	Email Address

Role	Name	Contact Number	Email Address

Key contacts for all neighbouring authorities can be found in Appendix G.

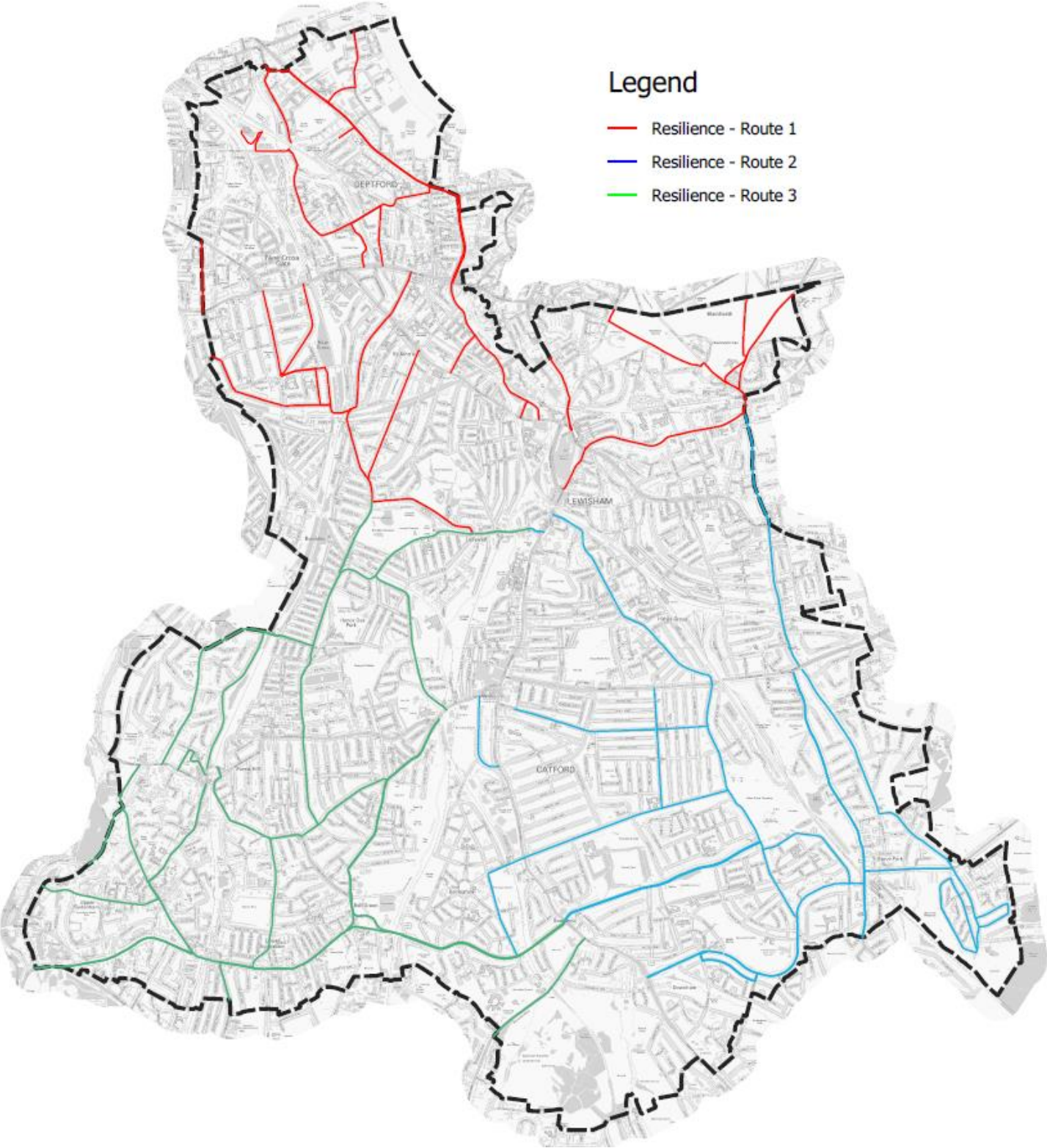
10. Competency

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

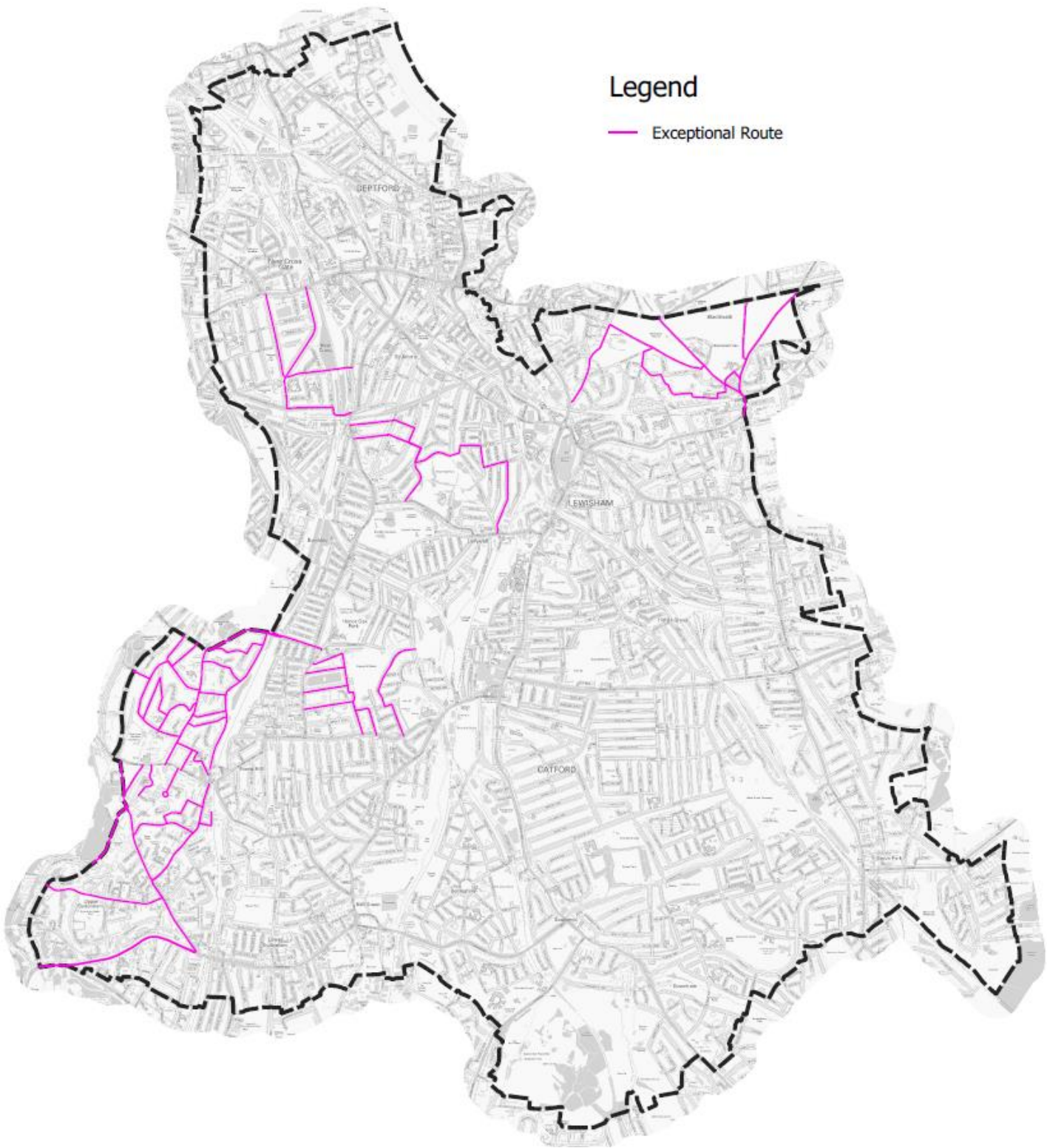
The Contractor (FM Conway) will ensure all drivers are familiar with routes and any special arrangements. FM Conway provides operatives who are accredited in accordance with City and Guild 6159 qualification in winter services, proving the operatives' competence to operate salting and ploughing machines. In October, all operatives undergo training on:

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

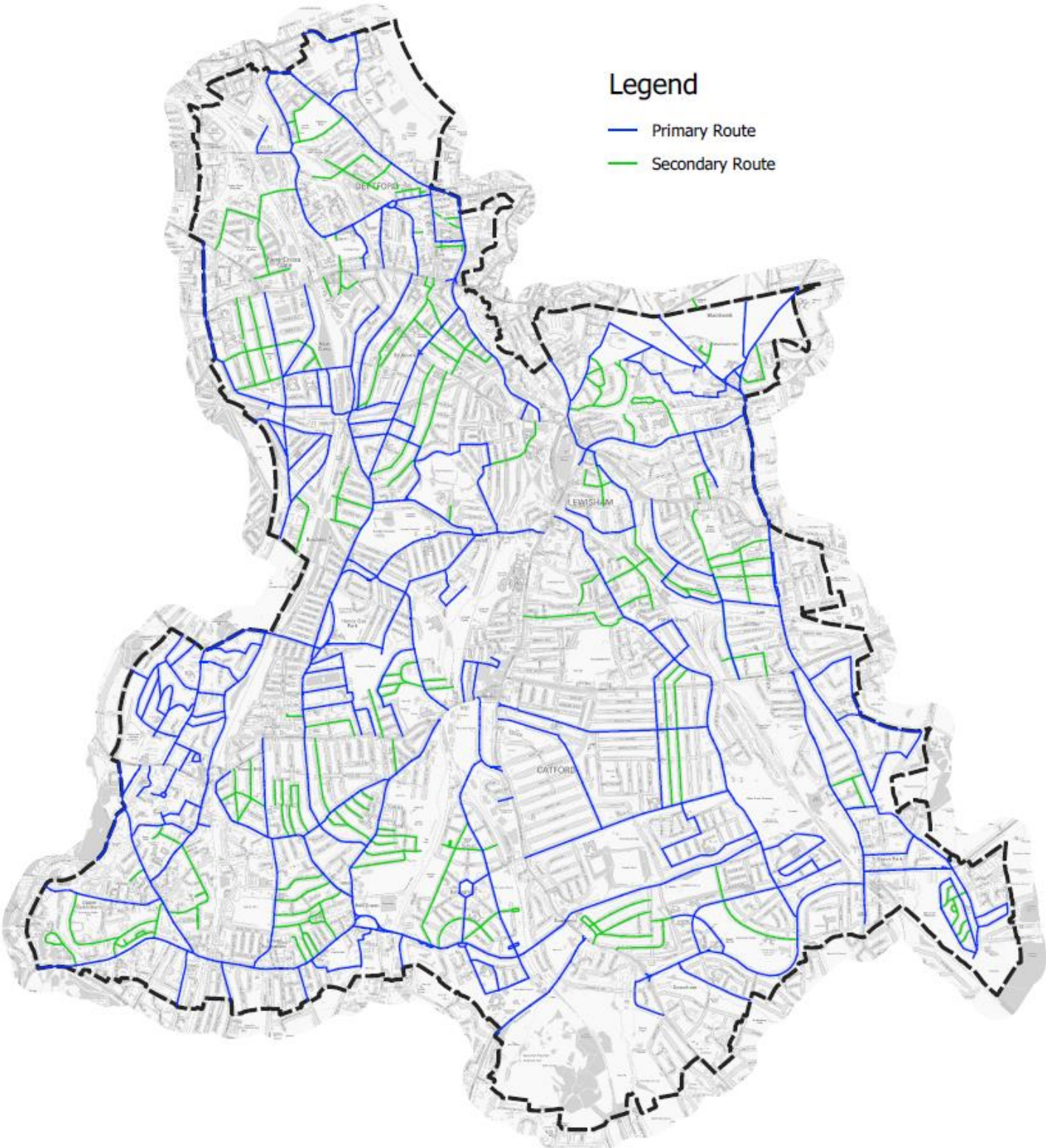
Appendix A – Carriageway Routes



Map 1: Carriageways Resilience Routes



Map 2: Carriageways Exceptional Route



Map 3: Carriageways Primary Routes and Secondary Routes

Appendix B – When to Treat

Road Surface Temperature		Precipitation	Predicted Road Conditions				
			Wet	Wet Patches	Dry		
May fall to 0°C or below		No rain No hoar frost No fog	Salt before frost	Salt before frost	No action likely, monitor weather		
Expected to fall below 0.5°C		No rain No hoar frost No fog		Salt before frost		Salt before frost	
		Expected hoar frost Expected frost					
		Expected rain before freezing	Salt after rain stops				
		Expected rain during freezing	Salt before frost, as required during rain and again after rain stops				
		Possible rain Possible hoar frost Possible fog	Salt before frost	Monitor weather conditions			
	Expected Snow		Salt before snow fall				
	The decision to undertake precautionary treatment should, if appropriate, be adjusted to take account of residual salt or surface moisture. All decisions require continuous monitoring and review.						

Appendix C – 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 Secondary and Carriageways Marginal	No precautionary gritting for frost of Marginal roads	
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 Secondary and Carriageways Marginal	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 Secondary and Carriageways Marginal	Following completion of Primary and Secondary. Gritting commences at time instructed or within 2 hours of emergency call out	N/A

Footways			
Condition or Activity	Hierarchy	Response Times	Treatment Times
Reports of frost and isolated reports of ice	All	Reactive gritting only to reports of danger. To commence within 2 hours of emergency call out	N/A
Snow and widespread ice	Footways Primary	Gritting commences at time instructed or within 2 hours of call out	ASAP but no later than 24 hours of instruction

Appendix D – Spread Rates

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	8
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

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

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 E – 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:

<https://www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice/10-things-you-should-do-now-to-prepare-for-winter>

For residents, borough specific information can be found here:

<https://lewisham.gov.uk/inmyarea/publicsafety/emergencies/preparing-for-an-emergency/preparing-for-winter-weather>

<https://lewisham.gov.uk/myservices/environment/environment/energyefficiency/energy-efficiency-at-home/getting-ready-for-winter>

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 F - Neighbouring Authorities

Borough	Transport for London	London Borough of Bromley	London Borough of Greenwich	London Borough of Southwark
Winter Service Start Date	October	October	November	October
Winter Service End Date	April	April	March	April
Service Provider(s)	FM Conway	JB Riney	RBG/In house	FM Conway
Key Contact(s)				
Key Contact(s) Number				
Key Contact(s) Email Address				

Appendix G – Key Contact Lists

Lewisham Contact list

Officer	Name	Office Address	Telephone

External Stakeholder Contact List

Service / Company	Contact Name	Email	Telephone

Contractors in Provision of Winter Service

Contract	Contractor	Contact Name(s)	

Appendix F –Duty Officer Rota and Contact Details (Restricted)

HIGHWAYS / WINTER MAINTENANCE CALL OUT ROTA	
DATE	LBL - HIGHWAY