

# EAST AYRSHIRE COUNCIL

CABINET – 29 SEPTEMBER 2010

## WINTER SERVICE PLAN AND IMPROVEMENT PLAN

### Report by the Depute Chief Executive/Executive Director of Neighbourhood Services

#### 1. PURPOSE

- 1.1 The purpose of this report is to advise Cabinet of the progress against the Winter Service Improvement Plan and to seek Cabinet approval of the Winter Service Plan for 2010/2011.

#### 2. BACKGROUND

- 2.1 Following the severe weather conditions which occurred between 20 December 2009 and 15 January 2010, the Governance and Scrutiny Committee on 18 June 2010 considered a report on Winter Response Arrangements and approved a Winter Service Improvement Plan.

- 2.2 The report concluded that;

- the Council and its employees responded effectively, efficiently and flexibly to the extreme weather conditions and the challenges it posed.
- Our communities and our residents, while at times understandably frustrated by the inconvenience caused by the weather, in the main, appreciated the nature of the Council's response.
- Our most vulnerable residents were protected; our schools with very few short-lived exceptions, remained open; and our road network ensured that travel around and in and out of the area was safe.
- Our employees performed outstandingly in the most difficult of circumstances and over a prolonged period putting their communities before themselves and their families.

- 2.3 No matter how successful arrangements are deemed to be, the Council always seeks to continuously improve and therefore an Improvement Plan was developed and approved by Members. The Improvement Plan updated with regard to progress against actions is included at Appendix 1.

#### 3. SUMMARY OF PROGRESS

- 3.1 **Winter Service Plan;** The Winter Service Plan has been rewritten taking account of guidance contained in 'Well Maintained Highways' the Code of

Practice for Highway Maintenance Management, which was revised in May 2010. The Code of Practice includes a section on Winter Service and takes account of the lessons learned from the previous two winters. The Winter Service Plan establishes the Council's policy and responsibilities, treatment priorities, outlines the day to day direction of operations, performance monitoring and liaison and communications. The Winter Service Plan includes sections on;

- Statement of Policies and Responsibilities
- Route Planning for Carriageways and Footways
- Weather Prediction and Information
- Organisational Arrangements and Personnel
- Plant Vehicles and Equipment
- Salt and De-icing Materials
- Operational Communications
- Information and Publicity

**3.2** The Winter Service Plan including the carriageway gritting routes was distributed to Elected Members prior to the seminar for Elected Members on the Winter Service Review 2010/2011 – Preparation for the Future, which was carried out on 14 September 2010. Members were invited to comment on the Plan and Routes and their comments have been considered in finalising the document and gritting routes. The Winter Service Plan and carriageway gritting routes are available on the Members' Portal

**3.3** **Review of Carriageway Gritting Routes;** Following the review of carriageway gritting routes three levels of response are proposed. Priorities are based on the Code of Practice guidance, which takes into account carriageway hierarchy, wider transport and other policy priorities such as access to schools, emergency facilities, public services and key industrial and business centres. The proposed carriageway gritting route priorities are set out below,

- Priority 1 routes (41%of the road network), will receive precautionary pre-salting as appropriate on receipt of an adverse forecast. The number of pre-salting routes will be reduced from 15 to 12.
- Priority 2 routes (8% of the road network) will receive post-salting treatment if adverse conditions are forecast to last beyond midday and will be treated during the working day.
- Priority 3 routes (35%of the road network) will be treated when there is severe weather forecast over a prolonged period.

The reduction in precautionary gritting routes has been achieved by having more efficient routes and reducing the length of minor rural roads which were previously included and not now considered to meet the criteria outlined for priority 1 routes. As the routes are based on a hierarchy, resources are targeted more effectively to improve the delivery of the service to a wider proportion of

road users. Carriageway gritting routes will be available on the Council web site.

**3.4 Review of Footway Gritting;** Footway gritting was previously reactive and on the whole only carried out during the working day. Taking on board comments from elected members and the public it is proposed to introduce precautionary footway treatment routes. Priorities are based on the recommendations within the Code of Practice and which take account of footway hierarchy and wider pedestrian and other policy priorities such as access to schools, public services and health facilities

- Priority 1 footway routes comprising 130km of footway within all towns and villages will receive precautionary treatment if it is forecast that ice or snow is likely to be present on surfaces or where surfaces are wet with temperatures forecast to remain below zero over the next 24 hours.
- Priority 2 routes comprising a further 100km of footway will be treated if it is forecast that ice or snow is likely to be present on surfaces with temperatures forecast to remain below zero over a prolonged period.
- Different types of plant and applications are presently being assessed to determine the most effective and efficient operation for footway treatment.

Footway gritting routes will be available on the Council web-site. It is not possible with available resources to treat all footways. The Council will encourage self help and resilience through advance publicity and the placing of community grit bins as detailed in paragraph 3.4 below.

**3.5 Grit Bins;** At present there are 400 grit bins throughout urban areas within East Ayrshire. A more detailed policy has been developed to ensure a consistent approach for the siting of grit bins in the future and is included within the Winter Service Plan. Written applications will require to be endorsed by Elected Members, Community Councils or Tenants and Residents Associations and will be assessed by Roads and Transportation staff. In addition to encourage community resilience and self help it is proposed to introduce larger community grit bins. These will be positioned in central locations within each community. Consultation regarding the location of such grit bins will take place with Elected Members, Community Councils and Tenants and Residents Associations. It is anticipated there will be approximately 35 community grit bins.

**3.6 Salt Levels and Conservation;** It is proposed to increase the stock held at the start of winter from 6,000t to 8,000t, 4,000 tonnes of salt in each salt dome. The additional stockholding of salt should provide greater resilience during periods of prolonged extreme weather. Minimum stock levels of 2,400 tonnes of salt, rising to 4,800 tonnes (to provide 12 days resilience over the Christmas holiday period) have been set is based on recommended resilience levels. Should stock levels

fall below these levels due to difficulties in obtaining salt then the Head of Roads and Transportation will consider the implementation of salt conservation measures which include treatment on Minimum Winter Network Routes and the use of salt/grit mixes.

**3.7 Decision Making;** A real time, web-based winter service management system has been introduced to improve the dissemination of information on treatment decisions and actions taken (IceMan). The system provides instantaneous communication of decisions and allows interested parties (Risk Management Centre, other Council Services, Police, etc) to monitor decisions made and actions taken. The system also improves the management of salt stocks and provides improved performance monitoring and reporting.

**3.8 Training;** A range of training exercises will be utilised to promote the winter service plan, these include;

- Roads and Transportation staff undertaking refresher training on winter decision making processes.
- A Winter Service Plan presentation has been developed and will be delivered to all staff involved in the delivery of the winter service across the Council.
- The pre-winter exercise scheduled to take place on 1 October 2010 will be extended to cover other Council services.
- Risk Management Centre staff have been trained in accessing IceMan to ensure that access to up-to-date information is always available.

**3.9 Communications;** A range of communications methods will be utilised to promote the winter service plan and inform the public and these are listed below;

- The distribution of the Winter Service Plan to key stakeholders including Community Planning Partners and Community Councils,
- The Winter Service Plan will be made available on the Council website.
- The proposed gritting routes will be made available on the Council website.
- Publicity for the Winter Service Plan will be issued to the media prior to the winter period and will include advice on community resilience and self help.
- The content of Winter Leaflet will be reviewed following approval of the Winter Service Plan and again will include information on community resilience and self help.
- Lunchtime treatment decisions will be available on the Council web-site.
- Close liaison will continue between Roads and Transportation, Education and Social Services, Housing and Communications with regard to all aspects of the winter service operations to ensure accurate and appropriate information is issued timeously, during periods of prolonged Winter.

**3.10 Risk Management Centre;** The Risk Management Centre will be the hub for the Strategic Control of response by senior management during periods of prolonged extreme adverse weather. This will ensure that accurate and

appropriate information is issued timeously to elected members, the public and other stakeholders. To assist with this and ensure the most up to date information is to hand staff within the Risk Management Centre and senior management will have access to Roads and Transportation's web-based winter maintenance management system as detailed in paragraph 3.7. Staff within the Risk Management Centre will be trained in the above system as well as receiving the Winter Service presentation.

### 3.11 Elected Members / Community Councils / Community Planning Briefings;

A programme of winter service briefings for stakeholders has been developed and the winter service plan will be distributed to stakeholders;

- A Winter Service Seminar for Elected Members on 14 September 2010.
- A Winter Service Presentation will be given to Community Planning Partners, Community Councils and Tenants and Residents Associations prior to 1 November 2010.
- The Winter Service Plan and priority gritting routes will be distributed to Elected Members, Community Planning Partners, Community Councils and Tenants and Residents Associations
- Elected Members, Community Councils and Tenants and Residents Associations will be consulted regarding the siting of community grit bins as outlined in 3.4 above.

## 4. FINANCIAL IMPLICATIONS

### 4.1 Table 1 – Winter Costs 2006/07–2009/10

	2006/07	2007/08	2008/09	2009/10	2010/11
	Actual (£)	Actual (£)	Actual (£)	Actual (£)	Budget (£)
Roads Winter Maintenance	911,920	1,105,994	1,565,249	1,731,328	980,000

4.2 Reducing the number of gritting routes from 15 to 12 will reduce the cost of routine gritting treatments in an average year by approximately £130,000. The savings are derived from a reduction in manpower and salt used. In addition a further £100,000 of transport savings has been identified from a reduction in the fleet by three vehicles as leases terminate.

### 4.3 Table 2 – Footway Gritting Costs

	2006/07	2007/08	2008/09	2009/10	2009/10
	Actual (£)	Actual (£)	Actual (£)	Actual (£)	Budget (£)
Footway Gritting	N/A	14,173	63,923	249,474	The footway gritting costs are included in the total winter service budget

- 4.4 The resultant costs arising from proposed increase in the frequency of footway gritting proposed under the revised Winter Service Plan are currently being finalised, however they will be contained within savings realised from the efficiencies in the carriageway gritting routes.
- 4.5 The proposed introduction of community grit bins will have an estimated additional cost of £15,000 for purchase of new large grit bins and an annual estimated cost of £15,000 based on refilling the bins six times a year.
- 4.6 The additional costs in improving the level of service for footway gritting and the introduction of community grit bins will be met from the redistribution of the winter service budget. It is anticipated that no additional costs will be incurred during an average winter.

## **5. PERSONNEL IMPLICATIONS**

- 5.1 The reduction in the number of priority 1 gritting routes will reduce the number of operatives required for stand-by and allow the introduction of more sustainable pattern of shifts. It is proposed to change from a three shift rota (early shift, back shift, off) to a four shift rota (early shift, off, late shift, off) thus giving more flexibility in adhering to drivers hours regulations and the working time directive.

## **6. LEGAL IMPLICATIONS**

- 6.1 East Ayrshire Council as Roads Authority has a statutory duty under Section 34 of the Roads (Scotland) Act 1984 to 'take such steps as it considers reasonable to prevent snow and ice endangering the safe passage of pedestrians and vehicles over public roads'. The Winter Service Plan sets out how East Ayrshire Council will provide it's the winter service to meet its statutory duty.

## **7. COMMUNITY PLAN / POLICY IMPLICATIONS**

- 7.1 An effective and efficient winter service within East Ayrshire will allow the safe passage of vehicles and pedestrians and minimise delays due to winter weather. This will contribute to the Community Planning themes of Delivering Community Regeneration and Improving Community Safety.

## **8. RISK MANAGEMENT IMPLICATIONS**

- 8.1 The Winter Service Plan has been developed to minimise risk to road users during adverse weather and to ensure that operations are undertaken safely.

## **9. Recommendations**

**9.1** It is recommended that Cabinet

- i) Approves the Winter Service Plan 2010/2011.
- ii) Notes the progress against the Winter Service Improvement Plan attached at Appendix 1.
- iii) Agrees to a presentation by the Head of Roads and Transportation to Community Planning Partners, Community Councils and Tenants and Residents Associations.
- iv) Otherwise notes the content of this report

**Elizabeth Morton**  
**Depute Chief Executive/Executive Director of Neighbourhood Services**

**EM/JB**  
**19 August 2010**

### **LIST OF BACKGROUND PAPERS**

**Governance and Scrutiny Committee Report 18 June 2010 - Winter Response Arrangements**

**For further information please contact John Bryson On 01563 576310**  
**Implementation Officer: John Bryson**

## APPENDIX 1 – WINTER SERVICE IMPROVEMENT PLAN – September 2010

A detailed Improvement Plan to facilitate the Winter Service response arrangements within East Ayrshire Council is displayed below. To ensure clarity, officer responsibility and timescales have also been provided within the action plan. The IAP also considers the twenty recommendations of the updates to the Code of Practice 'Well Maintained Highways', issued in May 2010.

No.	Topic	Action	Responsibility	Progress	Code of Practice Ref.	Due Date
<b>1.0</b>		<b>Roads and Transportation Service</b>				
1.1	Winter Service Policy	The Winter Service Policy to be reviewed in line with 'Well Maintained Highways' the Code of Practice for Highway Maintenance Management. This document was updated in May 2010 and takes into account lessons learned in the previous two winters. The twenty recommendations in the new guidance will be considered as part of this review.	Head of Roads and Transportation	<b>Complete</b> A new draft Winter Service plan has been compiled in accordance with revised guidance in Code of Practice (CoP).	R13.1 R13.8 R13.20	Aug 2010
1.2	Review of Gritting Routes	The primary gritting routes were established in 1996 and have not been subject to a full review since. The existing priority routes treat 57% of the road network. However not all roads are included on gritting routes. The primary routes will be reviewed and secondary and tertiary gritting routes to cover the majority of public roads in East Ayrshire will be developed. Trigger levels will be established to determine when these additional routes will be treated.	Head of Roads and Transportation	<b>Complete</b> Following the review of gritting routes three levels of response are proposed, Priority 1, 2 and 3. Priorities are based on the revised CoP guidance which takes into account carriageway hierarchy, wider transport and other policy priorities. Priority 1 routes reduced from 15 to 12 and cover 40.2% of road network. Priority 2 routes cover 8.1% of the network. Trigger levels have been set for treatment.	R13.2 R13.10 R13.9	Aug 2010
1.3	Footway Gritting	A review of the existing policy, service levels and the routes themselves will be undertaken. Access to facilities such as	Head of Roads and Transportation	<b>Good Progress</b> Priority 1 and priority 2 footway	R13.2 R13.10	

No.	Topic	Action	Responsibility	Progress	Code of Practice Ref.	Due Date
		schools, doctor's surgeries, care homes and community centres will be taken into consideration. This may require increased resources, including the purchase of additional plant.		gritting routes have been established based on the revised CoP guidance taking into account footway hierarchy and wider pedestrian and other policy priorities such as access to schools, public services and health facilities. Trigger levels are being considered and associated costs and resources assessed. Different types of plant and applications are being assessed to determine response times.	R13.9	Aug 2010
1.4	Grit Bins	A review of the existing policy will be undertaken. An increase in the numbers of bins provided maybe necessary to increase community resilience. It may also be necessary as a means of allowing the public access to salt / grit if the facility to collect from the depots is removed on health and safety grounds. As well as providing guidance on locating grit bins the policy will determine how often the bins will be re-filled and with what materials.	Head of Roads and Transportation	<b>Complete</b> New policy developed including proposal to introduce community grit bins, a larger grit bin positioned in a central location in each community. Site to be agreed with Local Members and Community Councils. All requests for new grit bins to come through Local Members or Community Councils.	R13.1 R13.2	Aug 2010
1.5	Salt Levels	In line with the recommendations of Well Maintained Highways stock levels will be determined to provide a set level of resilience to cover the Christmas and New Year period (up to 12 days) when supplies will generally be unobtainable. Trigger levels for re-ordering stock will be set.	Head of Roads and Transportation	<b>Complete</b> 2 x Salt domes are to be filled to 4000t (supplies permitting) if, giving 8000t salt stock.	R13.2 R13.3 R13.17 R13.18 R13.19	Aug 2010
1.6	Salt Conservation Methods	Gritting routes for a reduced network coverage will be developed and implemented in periods when salt has to be conserved. Consideration will also be given to the use of	Head of Roads and Transportation	<b>Complete</b> A Minimum Winter Network has been established as part of	R13.9 R13.10 R13.16	Aug 2010

No.	Topic	Action	Responsibility	Progress	Code of Practice Ref.	Due Date
		salt / grit mixes, particularly when snow is forecast. Trigger levels for salt conservation methods will be set and included in the policy.		contingency planning for prolonged severe weather conditions has been established. Use of salt/grit mixes to be considered outwith Minimum Winter Network at these times.		
1.7	Decision Making	The decision making process will be reviewed in line with Well Maintained Highways. In particular the co-ordination with other services will be reviewed, particularly during periods of severe.	Heads of Services	<b>Complete</b> New web-based winter service management system has been introduced which allows live, real time information to be accessed from anywhere with internet access, instantaneous communication of decisions, ability of other interested parties (other Council Services, Police, Risk Management Centre etc) to monitor decisions made and actions taken, improved management of salt stocks, improved reporting.	R13.4 R13.12	Aug 2010
1.8	Training	Extend training in Winter Service activities to non-core staff. The pre-winter exercise will be extended to cover staff in other services that are likely to be involved in providing the winter service.	Head of Roads and Transportation / Heads of Services	<b>Good Progress</b> Presentation will be given on Winter Service Plan to non-core staff and a pre-winter exercise will be extended to cover other Council services.	R13.14 R13.15	Sept 2010
1.9	Communications	Ensure that the Winter Policy, Plans and gritting routes are available on the Council website. The lunchtime treatment decision should also be available on the website. The existing 'Winter' leaflet will be reviewed and updated and further information regarding preparing for winter, etc will be developed.	Head of Roads and Transportation / Heads of Services	<b>Good Progress</b> Winter Service Plan will be distributed to key stakeholders such as Community Planning Partners and Community Councils and will be available on the Council website. New	R13.5 R13.6 R13.7 R13.8	Sept 2010

No.	Topic	Action	Responsibility	Progress	Code of Practice Ref.	Due Date
				gritting routes will be put on Council web-site. Publicity on the Winter Service Plan will be issued to the media prior to the winter period. The winter leaflet will be reviewed following approval of the Winter Service Plan. The lunchtime treatment decision will be made available on the Council web-site.		
1.10	Elected Members / Community Councils	Information packs will be prepared for Elected Members following the review. Consultation with the community via the Community Councils will take place following completion of the review.	Head of Roads and Transportation / Heads of Services	<b>Good Progress</b> A Winter Seminar has been arranged for Elected Members, 14 September 2010. A Winter Service Presentation will be given to Community Partners and Community Councils. Winter Service Plan and gritting routes will be distributed to Elected members and Community Councils. Elected Members and Community Councils will be consulted regarding the siting of community grit bins.	R13.7 R13.8 R13.14 R13.20	Sept 2010
1.11	Community Planning	Communicate our Winter Service Policy and Plans to our Community Planning Partners following completion of the review.	Head of Roads and Transportation / Heads of Services	<b>Good Progress</b> A presentation on Winter Service will be given to Community Planning Partners along with copies of the Winter Service Plan.	R13.5 R13.7	Sept 2010
2.0		<b>Housing Service / Housing Asset Service</b>				

No.	Topic	Action	Responsibility	Progress	Code of Practice Ref.	Due Date
2.1	Boilers	Review of installation procedures with regard to condensing boilers.	Head of Housing Services	<b>Complete</b> Meetings with manufacturers have taken place and manufacturers are reviewing alternative methods of installations to identify best practice. Increased bore of pipe, min. 35mm in line with manufacturer's recommendation in all installations. Fitting tundish traps as standard to prevent backfill into boiler.		July 2010
2.2	Water Supplies	Review of existing arrangements to provide bottled supplies to affected properties. Review of existing communication arrangements with Scottish Water.	Head of Housing Services	<b>Complete</b> Communication arrangements confirmed and stock of bottled water now held by HAS		Aug 2010
2.3	Stand-by Arrangement	Review the arrangements for providing a stand-by service, particularly over the Christmas and New Year period. This review will consider the effects of weather on the provision of the service and the requirements for closer co-ordination with the Risk Management Centre.	Head of Housing Services	<b>Good Progress,</b> Reviewed key trades: Plumbers increased to 4+4 over festive period.		Aug 2010
2.4	Repairs and Recovery	Review existing arrangements for providing temporary heating. Review existing arrangements for decanting tenants and improving the communication with affected parties.	Head of Housing Services	<b>Good Progress</b> Stock of 600 temporary heaters held in store, partly achieved 1 Stock of heaters increased seasonally. 2. Starter Packs 3. Increase provision of Gas Plumbers through resource management. 4. Stock levels will be increased to take in seasonal variations. 5. New operational procedures have been developed in line		Aug 2010

No.	Topic	Action	Responsibility	Progress	Code of Practice Ref.	Due Date
				with transfer of roles to H.A.S for Sept. 10, which will include operational and communication practices		
2.5	Empty Properties	Review processes for identifying potential and actual abandonments and actions required to reduce problems during winter from burst pipes, etc.	Head of Housing Services	<b>Complete</b> Void property procedures reviewed and adapted to ensure drain downs during periods of cold weather.		Aug 2010
<b>3.0</b>		<b>Educational and Social Services</b>				
3.1	Access to schools	Review existing arrangements at schools for providing access during periods of severe winter weather. Ensure arrangements are in place for gritting access paths by janitorial staff.	Exec. Director ESS	<b>Good Progress</b> Individual Location Risk Assessments introduced for 2009/10 for all Janitorial staff. Review of documentation complete and action taken on individual issues raised in 2009/10. (new Grit spreaders, shovels bought) Further training to be completed at Janitor Seminar on October in-service day in preparation for winter 2010/11.		Aug 2010
3.2	Access to other Community Services	Review winter gritting routes with Roads and Transportation Services with regard to maintaining access to community facilities such as Day Centres, Doctor's Surgeries, Care Homes and Community Centres.	Exec. Director ESS	<b>Complete</b> Plans prepared to enable access to all day centres, doctor's surgeries, care homes and community centres.		Aug 2010
3.3	Remote Working	Review procedures for remote workers, particularly those providing personal assistance to vulnerable clients during periods of severe weather.	Exec. Director ESS	<b>Complete</b> Procedures have been reviewed and appropriate measures are in place		Aug 2010

No.	Topic	Action	Responsibility	Progress	Code of Practice Ref.	Due Date
3.4	Mobile Care Teams	Protocols to be enhanced to support the expansion of mobile services during periods of severe weather.	Exec. Director ESS	<b>Good Progress</b> The review is underway with Roads and Transportation to establish protocols.		Aug 2010
3.5	Meals at Home	Review of contingency arrangements regarding the use of emergency freezers for service user meals.	Exec. Director ESS	<b>Complete,</b> Reserve stores have been established at sheltered housing units		Aug 2010
<b>4.0</b>		<b>Communications and Community Resilience</b>				
4.1	Training	Extend training in Winter Service activities to non-core staff. The pre-winter exercise will be extended to cover staff in other services that are likely to be involved in providing the winter service.	Head of Roads and Transportation / Heads of Democratic Services	<b>Good progress</b> Pre-winter exercise arranged for 1 October to include non core staff. Winter presentation to be given to non core staff following approval of Winter Service Plan.		Sept 2010
4.2	Communications	Ensure that the Winter Policy, Plans and gritting routes are available on the Council website. The existing 'Winter' leaflet will be reviewed and updated and further information regarding preparing for winter, etc will be developed.	Head of Roads and Transportation / Heads of Democratic Services	<b>Good Progress</b> Winter Service Plan and carriageway gritting routes will be published on the Council website following approval by Cabinet. Work on leaflet commenced and will be completed following approval of Winter Service Plan.		Sept 2010
4.3	Elected Members	Information packs will be prepared for Elected Members following the review and in preparation for winter 2010/11.	Head of Roads and Transportation / Heads of Democratic Services	<b>Good Progress</b> Draft packs prepared and distributed to members in advance of Winter Service seminar.		Sept 2010
4.4	Community Councils and Residents Panel	Consultation with the community via Community Councils and the Residents Panel will take place as part of the review.	Head of Community Support	<b>Work Commenced</b> Presentations to be arranged with Community Councils on a		Nov 2010

No.	Topic	Action	Responsibility	Progress	Code of Practice Ref.	Due Date
				geographical split following approval of Winter Service Plan.		
4.5	Communities	Supporting and encouraging communities more resilient and with greater self reliance. This will be promoted through members information packs and the winter leaflet.	Head of Democratic Services	<b>Good Progress</b> See 4.3 and 4.4 above. Proposal to provide		Sept 2010
4.6	Community Planning	Communicate our Winter Service Policy and Plans to our Community Planning Partners following completion of the review.	Head of Roads and Transportation / Community Planning Partnership Manager	Will follow after completion of the review		Sept 2010

# **East Ayrshire Council**

## **Department of Neighbourhood Services**

### **Roads & Transportation Service**

#### **Winter Service Plan 2010/2011**

## **INTRODUCTION**

The Roads and Transportation Service within the Department of Neighbourhood Services is responsible for providing the winter service for East Ayrshire including:-

Establishing standards

Establishing treatment priorities

Day to day direction of operations

Monitoring performance

Liaison with adjoining Councils and Emergency Services

The Winter Service Plan has been revised during the summer of 2010 to introduce the concepts and to follow the format provided in the code of practice 'Well Maintained Highways', which was revised in May 2010.

There is additional and more detailed information available (within the Roads and Transportation Service Quality Management System) for personnel involved with the management and implementation of this Winter Service Plan.

The Winter Service Plan will be reviewed annually and amended and updated before the 1<sup>st</sup> of October to include any revisions and changes considered necessary and appropriate to the service delivery.

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## 1.0 Statement of Policies and Responsibilities

### 1.1 Statutory Obligations and Policy

#### 1.11 Statutory Obligation

1.12 The Council has a statutory obligation under Section 34 of the Roads (Scotland) Act 1984 to 'take such steps as it considers reasonable, to prevent snow and ice endangering the safe passage of pedestrian and vehicles over public roads.'

1.13 In terms of the above legislation a 'road' includes carriageways, footways and pedestrian areas.

#### 1.14 Policy

1.15 The Council's aim is to provide an effective and efficient Winter Service in accordance with 'Well Maintained Highways' and within the resources available to:-

- allow the safe passage of vehicles and pedestrians
- minimise delays due to winter weather
- ensure operations are undertaken safely

1.16 The aim of the Winter Service Plan is to set out how the Winter Service will be provided within East Ayrshire.

### 1.2 Responsibilities

1.21 The enabling and service delivery of the Winter Service is the responsibility of the Head of Roads and Transportation Services.

1.22 The Roads and Transportation Service will be responsible for the work involved in providing the Winter Service.  
These responsibilities include the following:-

- Developing the Winter Service to cope with an 'average winter' but having the capability to be extended or adapted when winters are more severe or of a longer duration than average.
- Production and distribution of the Winter Service Plan.
- Carrying out an annual review of all aspects of the service and updating the Winter Service Plan where necessary.
- Liaising with adjacent roads authorities in the preparation of the Winter Service Plan to ensure continuity of service across boundaries.
- Providing a list of roads designated for treatment.

Providing a list of footways and pedestrian areas for treatment.

- Providing a list of roads that make up the strategic routes for snow clearing.
- Providing decision-making charts, advice and guidance for those involved in the Winter Service.
- Liaising with the Winter Supervisors to provide help and advice to ensure the service is delivered in the most effective, efficient and economical way, including establishing operational priorities during extreme weather conditions.
- Arranging for weather forecasts, ice prediction reports and road and weather monitoring information to be available throughout the winter period.
- Arranging for appropriate specialist vehicles and equipment to be available throughout the winter period.
- Arranging for supplies of salt to be available at the start of the overall winter period.
- Monitoring the salt usage and ensuring supplies are replenished to maintain an appropriate level of salt in the stockpile.
- Establish contact numbers for access to emergency services control rooms, public transport operators, local media and the motoring organisations.
- Passing of factual information on road conditions to the Council's Communications Team as and when required.
- Monitoring all aspects of the Winter Service and providing information on performance indicators for the service.
- Maintaining full and comprehensive records of all Winter Service activities.
- Directing all available resources.
- Liaising when necessary with the Road Weather Forecast Provider.
- Monitoring the weather forecasts and actual weather conditions.
- Monitoring actual road surface temperatures and road conditions.
- Assessing the requirement to carry out precautionary or post salting treatment or snow clearance on the network, deciding appropriate start times and rates of spread and arranging for the work to be carried out, monitoring effectiveness of treatments and amending instructions, when necessary, due to a change in conditions.
- Assessing the need to carry out post salting or snow clearance of the remaining road network during prolonged spells of sub-zero temperatures, and ensuring the works are carried out when necessary and as resources permit.
- In the event of deteriorating conditions, notably major blockages to the primary route network and/or severe drifting snow to contact:

- a) The Emergency Services Control Rooms.  
(Police, Ambulance, Fire)
- b) Ayrshire Civil Contingency Team
- c) The Council's Communications Team.
- d) Depute Chief Executive / Executive Director Neighbourhood Services.
- Maintaining a list of contractors with suitable plant and operatives for snow clearing purposes and hiring in such when necessary to do so.
- Liaising on operational matters when appropriate with the adjacent Local Authorities to ensure continuity of treatment across authority boundaries.
- Liaising when appropriate with the Emergency Services and Public Transport Operators.
- Providing accurate and timely information to the Council Risk Management Centre.
- Ensuring the Transport workshops are notified of any vehicle faults and that they are repaired without delay.
- Arranging with Transport workshops for appropriate staff to be available on 24 hour call out to deal with any serious mechanical breakdown(s).
- Checking and calibrating salt spreading equipment and weighbridges and retaining of the certificates.
- Ensuring all operatives receive adequate and appropriate training in Winter Service activities and those drivers are issued with 'route cards' to record details of the treatment times, etc.

### 1.3 Decision Making Process

- 1.31 The day to day routine operational decisions will be made by the Winter Controller using weather forecasts provided by MeteoGroup UK Ltd, and the road and weather monitoring data.
- 1.32 The Overall Winter Period shall be from 15<sup>th</sup> October until 15<sup>th</sup> May, with the Core Winter Period being from 1<sup>st</sup> November to the 10<sup>th</sup> April (these periods can be extended should conditions warrant).
- 1.33 On receipt of a weather forecast or update, the Winter Controller will reach a decision on action for the next 24 hours from one of the five following options.
- a) Presalting to commence immediately.
  - b) Presalting to commence at a specified time (e.g. 1900 hours).
  - c) Treatment is likely-but start time cannot yet be determined.
  - d) Treatment is possible-conditions being monitored (marginal night).
  - e) No action planned (minimum forecast temperature + 1°C).

- 1.34 If treatment is planned the decision record will include the required salt spread rate. Any post salting or snow clearance subsequently required shall also be recorded.
- 1.35 This decision and any updates will be distributed to appropriate roads personnel and stakeholders.
- 1.36 The Winter Decision Matrix is contained in Appendix 1.
- 1.37 Post salting would be carried out under the following circumstances.
- a) On Priority 1 Routes where salt has been washed off due to rain.
  - b) Remaining roads may be treated by salting as determined by priority, progress, conditions and resources.
- 1.38 Snow clearing operations will be carried out across the network as conditions dictate.
- 1.39 When snow is forecast the precautionary routes will be salted at 40g/m<sup>2</sup> unless the falls are expected to be light in which case the roads will be salted at 20g/m<sup>2</sup>. When snow has settled salting will be carried out at 40g/m<sup>2</sup> (2x20g/m<sup>2</sup>).
- 1.310 Three stages of snow clearing can be considered
- a) Light falls of undisturbed accumulation of snow reaching a depth of less than 30mm.
  - b) Moderate falls of snow between 30mm and 100mm in depth or light falls associated with drifting.
  - c) Falls of over 100mm or moderate falls associated with drifting.  
Stage a) will normally be dealt with by one or more repeated applications of salt.  
Stage b) and c) conditions may require the use of ploughs or mechanical excavators in addition to salting. As ploughing may block junctions and side roads, arrangements will be made to remove any resulting accumulations of snow.
- 1.311 Normal priority will be to clear the snow from Minimum Winter Network Routes (Snow Routes) then clear the remaining Priority 1 Routes before dealing with the Priority 2 and Priority 3 routes.
- 1.312 Under extreme conditions the priority will be to clear and treat the Minimum Winter Network Routes (Snow Routes).
- ### 1.4 Arrangements with Adjacent Authorities
- 1.41 Reciprocal arrangements will be made with adjacent authorities to ensure the most efficient

- and consistent treatment of routes at boundaries, and co-operation in providing the winter maintenance service.
- 1.42 List of routes with reciprocal arrangements at Council boundaries is contained in Appendix 2

## 1.5 Resilience Levels

- 1.51 Resilience Levels for salt stocks shall be as follows.
- 1.52 Days resilience for Overall Winter Period shall be six days at heavy salting levels, equating to 2,400 tonnes.
- 1.52 Days resilience for December and January shall be 12 days at heavy salting levels, equating to 4,800 tonnes.
- 1.53 If stock levels fall below 2,400tonne,consideration will be given to introducing salt conservation methods, this may include restricting treatment to the Minimum Winter Network Routes(Snow Routes) and the use of salt / grit mixes.

## 2.0 Quality

### 2.1 Quality Management regime

- 2.11 The Winter Service Plan is included in the Roads and Transportation Quality System.
- 2.12 The Roads and Transportation Quality System is maintained by the Network and Performance section within the Roads & Transportation Services and is externally audited and verified by SGS Yarsley.

### 2.2 Document Control Procedures

- 2.21 All quality documents are controlled and held on a computerised document management control system and are available for viewing by all members of Roads and Transportation Service staff.
- 2.22 The Winter Service Plan will be maintained within the Quality System and will be distributed as detailed in section 2.3.

### 2.3 Distribution of Documents

- 2.31 The Winter Service Plan is issued as listed below
- Operational Staff
  - Elected Members
  - Neighbouring Councils
  - Emergency Services and Community Planning Partners
  - Other Council Departments and Services
  - Community Councils

### 2.4 Information Recording and Analysis

- 2.41 The Winter Service is contained within the Quality System as one process which contains two main procedures Winter Preparation and Winter Action.
- 2.42 The Winter Preparation process includes the following
- a) Preparation of different categories of treatment routes
  - b) Training of personnel
  - c) Calibration of plant
  - d) Placing and maintaining of grit bins
  - e) Ordering an adequate supply of salt for the start of the Overall Winter Period.
  - f) Allowing for additional resources should they be required for extreme conditions.
  - g) Liaison with external and internal partners.
- 2.43 The Winter Action process which includes the following.
- a) The decision making process for the Winter Controller.
  - b) Issuing of Instructions.
  - c) Distribution of Instructions.
  - d) Procedures for gritting and ploughing.
  - e) Response Times.
  - f) Monitoring and reporting of actions completed.
  - g) Maintaining an adequate supply of salt.

### 2.5 Arrangements for Performance Monitoring, Audit and Updating

- 2.51 Performance Monitoring
- 2.52 Roads & Transportation Service evaluates and compares the following 5 local key performance measures for each winter period:-
- Percentage of vehicles ready for winter by 15<sup>th</sup> October
  - Percentage of pre-salted routes completed within 3 hours target time
  - Route efficiency
  - Actual winter expenditure per kilometre of Carriageway/per kilometre of gritted route.
  - Tonnage of salt used
- 2.53 These performance measures will be input to the Council's electronic performance reporting system CORVU.
- 2.54 Auditing
- 2.55 Auditing is carried out in two stages
- a) Internal auditing carried out by East Ayrshire staff,
  - b) External Auditing carried out by SGS Yarsley
- 2.56 Updating

2.57 The Winter Service Plan is reviewed annually and amended and updated before the 1<sup>st</sup> of October to include any revisions and changes to the service delivery.

2.58 The Quality system has been updated to the standard specified in ISO9000:2008 which includes the concept of monitoring and continuous improvement in line with the concepts of best value.

### 3.0 Route Planning for Carriageway and Footway

#### 3.1 General

3.11 The pre and post salting routes are reviewed on an annual basis taking into account any alterations to the roads which are treated under the specified gritting criteria.

3.12 The main treatment options are as follows

- precautionary pre salting
- post salting
- snow routes

3.13 Routes have been devised to ensure efficient coverage within reasonable timescales.

3.14 Sets of Route Cards listing all precautionary salting routes are held by the Head of Roads and Transportation.

3.15 The Winter treatment matrix is contained in Appendix 3

#### 3.2 Carriageways Routes for precautionary treatment

3.21 The following roads will be treated if it is forecast that ice or snow is likely to be present on road surfaces.

**Priority 1** – Strategic Routes and Main Distributor Routes, i.e. all 'A' class roads i.e. A70, A71, A77, A713, A735, A736, A759, A719. Safe and reliable access to emergency facilities including fire and rescue, police, ambulance services and hospitals. Other public services (Schools, health centres etc.) access to towns and villages, routes with high percentage of school traffic, designated public transport routes, access to main industrial and business centres.

3.2 The duty Winter Controller has authority to amend agreed treatments should updated forecasts or conditions make this necessary. Where changes in the expected weather are forecast the duty Winter Controller will contact the Winter Supervisors and instruct them to take the necessary action.

### 3.3 Carriageway Routes for post treatment

3.31 Given the presence of ice or snow on roads and a forecast that these conditions will last for a period longer than it would take to treat the roads, appropriate treatment may take place, at any time, to cover the following: -

a) Priority 2 routes to be treated as resources permit when sub-zero temperatures are forecast to continue to last beyond midday, following completion of Priority 1 routes.

**Priority 2-** Secondary distributor roads, including B and C class roads not included on Priority 1 routes, local distributor roads in residential areas.

b) Priority 3 Routes will be treated as resources permit when sub-zero conditions are forecast to continue over an extended period.

**Priority 3-** Local access roads in residential and industrial areas, minor rural through routes.

c) Reported trouble spots not treated during precautionary treatment, or requests for assistance from emergency services or social services, as resources permit.

d) Routes with restricted access (parked cars, cul-de-sac etc), not treated during post salting, as resources permit.

### 3.4 Carriageway Routes for snow clearance

3.41 At any time the priority is as follows

a) While snow is still falling, only the Minimum Winter Network Routes (Snow Routes) will be ploughed and treated in order to target resources and to keep these routes open for traffic.

b) After snow has stopped falling but is lying, the remaining Priority 1 precautionary routes will be ploughed and treated before commencing ploughing and treatment on Priority 2 and Priority 3 routes as resources and conditions permit.

### 3.5 Footway Routes for Precautionary Treatment

3.51 The following footways will be considered by the Head of Roads and Transport for treatment if it is forecast that ice or snow is likely to be present on road surfaces or where surfaces are wet, with temperatures forecast to remain below zero over the next 24 hour period.

**a) Priority 1** - Urban shopping areas and precincts. Safe and reliable footway access to emergency facilities including fire and rescue, police, ambulance services and hospitals. Other public services (Schools, health centres etc.).

3.52 Priority 1 footways will only be treated as resources permit. It is not possible to treat all such footways in any particular day.

### **3.6 Footway Routes for Post Treatment**

- 3.6.1 The following footways will be treated if it is forecast that ice or snow is likely to be present on road surfaces, with temperatures forecast to remain below zero over a prolonged period.
- a) **Priority 2** – Special needs of disabled people or older people where critical footway access so required. (residential homes etc.). Known problem areas including significant gradients. Exposed areas and other topological areas.
- b) It is not possible with the resources to treat all of the footways. The Council encourages self help through the placing of Community grit bins.

### **3.7 Routes for cycle route treatment**

Road cycle routes will be undertaken when resources permit. No treatment will be carried out on off-road cycle routes.

### **3.8 Response and Treatment Times for Carriageway Treatments**

- 3.81 When ice is predicted to be present during the morning peak traffic flow (prediction from the previous evening's forecast) precautionary salting of routes should be completed in 3 hours from start of treatment and before 08:00 hours.
- 3.82 For Emergency Salting and Ploughing the time between the decision to start treatment and the start of treatment will be no more than one hour except where pre-planned gritting is scheduled.

### **3.9 Response and Treatment Times for Footway and Cycle Route Treatments**

- 3.91 Footways will be treated at the request of the Head of Roads and Transportation and will be treated on a priority basis when resources permit.
- 3.92 On-road Cycle Routes will be treated as resources permit.

### **3.10 Allocation of plant, vehicles, equipment and materials to routes**

- 3.101 The road network within the East Ayrshire boundary is serviced by two roads depots located at Galston and Cumnock.
- 3.102 The necessary resources are located within these two depots to treat the carriageway routes within their designated areas.
- 3.103 The treatment of footway routes is carried out by Council's Outdoor Amenity Services and by private contractor.

### **3.11 Location and maintenance of grit bins**

- 3.111 Approximately 400no. grit bins are sited locally for self-help by the public, these bins are topped up on a monthly basis as required and as resources permit.
- 3.112 In general, grit bins will only be placed at locations where the criteria within the grit bin policy (Appendix 4) are met.
- 3.113 Community grit bins will be available for self help at locations agreed with Elected Members and Community Councils. These bins will be topped up on a monthly basis as required and as resources permit.

## **4.0 Weather Prediction and Information**

### **4.1 Forecasting, Patrols and other Decision Support Information**

- 4.11 The support information for use in 'Decision Making' will usually be a combination of the Road Weather Forecast, Road and Weather Monitoring Data and Patrolling of the network.
- 4.12 Roads & Transportation Services have contracted MeteoGroup UK Ltd to supply forecasts for East Ayrshire each day over the period 1<sup>st</sup> October to 15th May.
- 4.13 The road weather forecasts are provided by MeteoGroup UK Ltd via a computer link to Roads and Transportation Services during the normal working day or a portable computer to the Winter Controller outwith normal hours.
- 4.14 Should any problems exist with the computer systems for obtaining the weather forecast alternative arrangements are in place.
- 4.15 3 Ice Detection Outstations are installed at selected locations within East Ayrshire and the Council has access to a further 4 on the Trunk Road Network within East Ayrshire. Access to information from the stations is available to the Winter Controllers via portable computers.
- 4.16 The data available from the outstations, which can be presented in both graphic and tabular format include:-
- road surface temperature
  - deep road temperature
  - air temperature
  - wind speed and direction
  - relative humidity
  - precipitation.
  - surface state (including level of salt present on road surface)

4.17 MeteoGroup UK Ltd also has direct access to the information from the outstations, which improves the accuracy of their forecasts.

#### **4.2 Information to be provided by Forecaster**

##### **4.21 Specification of Forecasts**

a) Morning Summary - available from around 07:00 hours

This forecast is for the next 12 hours.

b) Main Forecast – available between 12:00 and 14:00 hours

This forecast contains a 24 hour text forecast giving

i) details and confidence of hazards from Ice, Hoar Frost, Snow, Fog, Strong Wind and Rain,

ii) wind speed and direction, road state, and snow depth accumulations.

iii) a 2-5 day forecast of expected hazards of Ice, Hoar Frost, Snow, Fog, Strong Wind and Rain with comments on the outlook.

c) Evening Update - available from around

19:00 hours. This forecast provides the same information as the lunchtime forecast, with any changes highlighted.

4.22 MeteoGroup UK Ltd carries out 24 hour monitoring of conditions and if these vary significantly they will contact the Winter Controller directly to advise of the change and when appropriate will issue an updated forecast.

4.23 MeteoGroup UK Ltd provides a 24 hour consultancy service for the Winter Controller for advice and clarification of forecasts.

#### **4.3 Timing and distribution of information**

4.31 The Winter Controller will receive the weather forecast each day between the hours of 12:00 and 14:00 and will assess and consult on the forecast and any other relevant data and decide what action to take if any. An instruction will then be issued to the relevant staff and external bodies detailing the action proposed. Each night at 19:00 hours a weather update is received by the Winter Controller who will then issue instructions accordingly to relevant staff who are available out of hours.

4.32 If the weather changes out with these times MeteoGroup UK Ltd will contact the Winter Controller directly with a revised forecast.

4.33 Any amendment made to previous instructions after an update from MeteoGroup UK Ltd, either by phone or during the evening update will be passed to the Winter Supervisors immediately and the appropriate records updated.

#### **4.4 Maintenance of ice detection equipment**

4.41 Maintenance arrangements are in place for these outstations and the appropriate company carries out any essential maintenance.

### **5.0 Organisational Arrangements and Personnel**

#### **5.1 Organisation chart and employee responsibilities**

5.11 The organisation of staff for Winter Maintenance is shown on the chart in Appendix 5

#### **5.12 Employee Responsibilities**

5.121 The Winter Controller is responsible for monitoring the road and weather conditions, for reaching an appropriate decision on treatment of the network and passing on the information to the Winter Supervisors who are responsible for overseeing the work.

5.122 The role of the Winter Supervisor is to utilise and manage effectively all resources under his control i.e. labour, plant and materials to effect swift treatment of the road network. He/she will also complete all relevant paperwork timeously.

5.123 The Roads Maintenance Manager will ensure adequate resources are available for the supervisor to undertake his duties efficiently with regard to performance indicators.

5.124 It is the role of the Winter Service Operatives to carry out gritting duties in a safe and efficient manner.

5.125 All personnel involved in the Winter Service should acquaint themselves of the duties, responsibilities and working procedures necessary for them to carry out their tasks in an effective and efficient manner.

5.126 The contact details and numbers are listed below.

a) During Normal Working Hours

Risk Management Centre 08457 24 0000  
Roads & Transportation Service, 01563 576310

b) Outwith normal working hours

Risk Management Centre 08457 24 0000

#### **5.2 Employee duty schedules, rotas and standby arrangements**

5.21 Special arrangements will be made to ensure the availability of trained operatives and supervisory staff for the Overall Winter Period

5.22 A weekly rota system is in operation for the Winter Controllers, Winter Supervisors and Winter Operatives.

### **5.3 Additional Resources**

5.31 During severe weather conditions the Head of Roads and Transportation may augment resources from other East Ayrshire Council Departments and/or private contractors.

5.32 Labour rates will be agreed with these departments and interested private contractors prior to the onset of the winter period.

5.33 All contractors must supply a list of contact numbers which must be available 24 hours a day and 7 days a week.

5.34 All operatives and contractors are trained annually in all aspects of Health and Safety in respect to the operation before being accepted as suitable service providers.

### **5.4 Training**

5.41 Winter Controllers and Winter Supervisors will receive MeteoGroup UK Ltd Open Road Forecast Training.

5.42 Winter Supervisors and Winter Service Operatives will receive training on all aspects of their duties including a familiarisation exercise with all plant and procedures before the onset of the Overall Winter Period.

5.43 All Winter Service Operatives either have an SVQ certificate in Winter Maintenance or are working towards achieving one.

### **5.5 Health and Safety Procedures**

5.51 The Head of Roads and Transportation is responsible for the Health, Safety and Welfare for staff.

5.52 During winter service operations, drivers/operatives must adhere to the following health and safety documentation: -

- East Ayrshire Council Health and Safety Policy
- Departmental Health and Safety Policy Statement
- Health, Safety and Welfare at Work Employee Handbook
- Risk Assessments for Individual Activities
- Compliance with EAC Health, Safety and Welfare standards.

## **6.0 Plant, Vehicles and Equipment**

### **6.1 Plant, Vehicles and Equipment**

6.11 The availability of vehicles and ancillary equipment is detailed in Appendix 6.

6.12 Global Positioning System (GPS) tracking equipment is installed in the vehicles to allow accurate control of gritting and to establish accurate treatment records.

### **6.2 Location of Plant, Vehicles and Other Equipment**

6.21 Roads and Transportation Service gritters will operate from the two depots located at Galston and Cumnock.

### **6.3 Garaging, servicing and maintenance arrangements**

6.31 The on call mechanics will maintain and repair the dedicated salting vehicles.

### **6.4 Contact and hire arrangements for Contract plant**

6.41 During severe weather conditions the Head of Roads and Transportation may augment resources from other East Ayrshire Council Departments and private contractors.

### **6.5 Calibration Procedures**

6.51 Pre-winter checks and calibration on all vehicles, plant and equipment, used by Roads and Transportation for Winter Service provision will be carried out by the 1<sup>st</sup> October and confirmation of their readiness to the Head of Roads and Transportation will be made by the Operations Manager.

6.52 Transport Services will ensure that the controls of all spreading equipment are calibrated and clearly marked for specified rates of spread up to a maximum of 40g/m<sup>2</sup>.

6.53 Salt, is the principal de-icing agent used in East Ayrshire, and should be supplied in compliance with BS3247 (1991).

6.54 The original copies of road salt test certificates will be kept as part of the Roads and Transportation Quality System to allow both internal and external auditing.

### **6.6 Fuel stocks and locations**

6.61 Fuel stocks for the dedicated salt spreading and other vehicles being used for winter maintenance operations are provided at Gauchalland Depot, Galston, Underwood Depot, Cumnock and

Transport Depot, Crookedholm. The vehicles should remain topped up ready for immediate use. Standard East Ayrshire Council fuelling arrangements apply.

## **7.0 Salt and De-Icing Materials**

### **7.1 Location and capacity of stocks for salt and other materials**

7.11 Salt will be kept in salt barns at the two Roads Depots.

7.12 The quantity of salt held in stock at the start of November will be a minimum of 8,000 tonnes split equally between the two depots. The minimum stock level will be 2400 tonnes, rising to 4,800 tonnes in December and January (to cover the holiday period) based on level of resilience as recommended in the United Kingdom Roads Liaison Group (UKRLG) review of February 2009.

7.13 A weighbridge system is in place at both depots for stock control and salt usage purposes.

7.14 The depots will supply weekly reports on salt usage to the Roads Maintenance Manager who will place supplementary orders for salt as required.

### **7.2 Testing arrangements**

7.21 Salt for use on roads during winter should be to the requirements of BS 3247 'Salt for Spreading – Coarse Rock Salt'.

### **7.3 Loading arrangements**

7.31 Each depot is responsible for ensuring a loading shovel is available for loading the salting vehicles. A 'backup vehicle', in case of breakdown of the primary loading shovel should be available at the depot at all times during the Overall Winter Period.

### **7.4 Treatment requirements**

7.41 Pre treatment is the most effective way of dealing with both snow and ice.

### **7.42 Pattern of spreading**

7.42.1 The gritters are to be set to salt a width of carriageway which will be both lanes of single carriageways or both lanes of one side of a dual carriageway.

7.42.2 The gritter will generally travel in the left hand lane and the spreading pattern will be set to cover both lanes unless multiple passes are required on a wide one way road.

### **7.43 Salt Spread Rates**

7.43.1 The variable nature of winter conditions makes it difficult to define exact treatments and salt applications. Guidance on appropriate spread rates is given in the winter treatment matrix Appendix 3.

7.43.2 Sustained low temperatures occur only rarely. In this event however, account will be taken of the need to increase the rate of spread of salt. Below -11°C the action of salt is ineffective.

## **7.5 Salt purchasing arrangements and supplies**

7.51 Roads and Transportation Services is a member of a consortium of 7 authorities for the purchase of winter salt. The tender includes for the main delivery of salt to the 2 salt domes before the start of winter and also includes for further deliveries of salt, upon demand, to replenish the stockpiles as necessary.

## **7.52 Council Departments**

7.52.1 Other Council Services and Stakeholders must make their own provision for treatment of areas outwith the limits of the public road network, which are not the responsibility of the Roads and Transportation Service.

## **7.53 Supply of salt to others**

7.53.1 No salt purchased by Roads and Transportation Services will be available for purchase by external parties.

## **8.0 Operational Communications**

### **8.1 Technical systems information**

8.11 Good communications are essential to ensure speedy and effective response to winter conditions.

8.12 The Winter Controller and Winter Supervisors will be issued with mobile phones so they can be contacted at any time regarding Winter Maintenance operations.

8.13 Head of Roads and Transportation will keep a list of all telephone contact numbers for his operational personnel on Winter Service standby duties. This list will be distributed to the Winter Supervisors. It will be the responsibility of each individual to inform the Supervisors of any changes to the contact numbers.

8.14 During salting and snow clearance operations each vehicle is fitted with a mobile phone to maintain contact with the operations depot.

8.15 All gritters are fitted with a GPS system which allows the sections of road which have been

- treated to be clearly identified along with a time of treatment.
- 8.16 The Head of Roads and Transportation is responsible for operational communications equipment.
- 8.2 Reporting arrangements and protocols**
- 8.21 The Winter Controller will report the 'Daily Decision' to the appropriate roads personnel and stakeholders as soon as possible after it has been reached.
- 8.22 The standard method of distributing the proformas will be by email and fax.
- 8.23 The Winter Supervisor will prepare a daily report on the previous 24 hour road conditions and treatments, salt usage for the Head of Roads and Transportation. The report will be required by 0945 hours daily Monday - Friday.
- 8.24 The Roads Depots will report details of salt usage and of plant breakdown daily.
- 8.25 The Roads Depots will report details such as all additional plant and labour, etc, hired from other Departments or Contractors as soon as practical.
- 8.26 During prolonged spells of severe conditions a decision will be made whether to set up a manned 24 hour control centre. This operational centre will be based at Gauchalland Depot. When required a Strategic Centre will be based at the Risk Management Centre.
- 8.27 Winter Supervisors will report progress with snow clearing operations / dealing with prolonged spells of ice throughout the period of treatment as requested by the Winter Controller.
- 8.3 Standing proformas to be used**
- 8.31 The following proformas are to be used:
- WM01 Works Instruction and Recording Procedure  
 WM02 Decision and Works Instruction  
 WM03 Operations Report  
 WM04 Operations Register  
 WM05 Salt Reconciliation  
 WM06 Driver Salt Returns  
 WM07 Decision Distribution Schedule  
 WM08 Gritting Log
- 9.0 Information and Publicity**
- 9.1 Local Press and broadcast information**
- 9.11 It is important that the general public is aware of and understands East Ayrshire Council's approach to the Winter Service. Publicity is to be given before the beginning of the Core Winter Period
- describing the level of service provision and contact points.
- 9.12 During the Overall Winter Period and particularly during prolonged spells of snow and ice information will be made available to the public by the Communications Team via  
 a) Press releases  
 b) Local Radio Stations
- 9.13 The Head of Roads and Transportation is authorised to respond to the Press, Radio and Television on matters relating to local road conditions.
- 9.2 Publicity**
- 9.21 General advice and information for the public concerning the Winter Service will be catered for by publishing a Winter Advisory leaflet which will be available to the public at selected locations throughout East Ayrshire, such as libraries etc.
- 9.3 Other Key local and National Contact Information**
- 9.31 The Head of Roads and Transportation will inform the Police Force Control and Ayrshire Civil Contingency Centre when snowfalls in excess of 30mm are predicted.
- 9.32 Reports from the Police or Risk Management Centre of dangerous road conditions will be acted on as soon as practicable.
- 9.33 The Head of Roads and Transportation will consult the Police and advise the Risk Management Centre when any road is closed due to winter weather conditions.
- 9.34 The Risk Management Centre as East Ayrshire's Customer Care Centre is responsible for dealing with the general public's telephone inquiries regarding the Winter Service.
- 9.35 Risk Management Centre is in operation 24 hours a day, 7 days a week, and can be contacted on 0845 724 0000.
- 9.4 Records**
- 9.41 Records will be retained by the Council for 3 years and retained in archives for a further 7 years.
- 9.5 Responsibilities and Guidance for Providing Information**
- 9.51 The Head of Roads and Transportation is responsible for guidance of the information to be supplied.

### Winter Decision Matrix Appendix 1

Road Surface Temperature	Precipitation	Predicted Road Conditions		
		Wet	Wet Patches	Dry
Temperature Forecast between +1.5°C And +0.5°C	No Rain No Hoar Frost No Fog	High Route Patrols		No action likely
Temperature Forecast below +0.5°C	No Rain No Hoar Frost No Fog	(Priority 1 Routes)		
	Expected Hoar Frost Expected Fog	Salt before frost		
	Expected rain BEFORE freezing	(Priority 1 Routes)		
	Expected rain DURING freezing	Salt after rain stops		
	Expected rain DURING freezing	(Priority 1 Routes)		
	Possible rain Possible hoar frost Possible fog	Salt before frost		Monitor weather conditions
Expected Snow Fall		(Priority 1 Routes and footways)		
		Salt before snow fall		
<p>The decision to undertake precautionary treatments should be adjusted, where appropriate, to take account of residual salt.</p> <p>All decisions should be evidence based, recorded and continuously monitored and reviewed.</p> <p>All records should be held in IceMan</p>				

DEPARTMENT OF NEIGHBOURHOOD SERVICES  
**ROADS AND TRANSPORTATION**  
**WINTER SERVICE PLAN 2010-11**

**Appendix 2**  
**Reciprocal Arrangements at Council Boundaries**

<b>Roads to be Treated by adjacent Authorities</b>	<b>Roads to be Treated by East Ayrshire Council</b>
<p><u>North Ayrshire Council</u></p> <p>A736 From Caldwell Bridge southwards to Lugton (Priority 1)</p> <p>A736 From B778 junction south-eastwards to Torranyard (Priority 1)</p> <p>C24 From Greenhill Terrace, Knockentiber to boundary at Plan Bridge (Priority 2)</p> <p>Uncl Knockentiber Road from boundary near Springside to junction with C24 (U45 Kirkland) (Priority 3)</p>	<p>A71 From Boundary westwards to Corsehill Roundabout (Priority 1)</p> <p>A735 That section within North Ayrshire boundary (Priority 1)</p> <p>B706 From boundary to A736 (Priority 1)</p> <p>B769 From boundary south-westwards to Chapelton junction ( Priority 1)</p> <p>C129 That section within North Ayrshire boundary (Priority 2)</p> <p>C20 That section within North Ayrshire boundary (Priority 2)</p>
<p><u>South Ayrshire Council</u></p> <p>A719 From junction with A76 at Crossroads to South Ayrshire Boundary south of Aird Farm (Priority 1)</p> <p>A713 From junction B742 Boghall to South Ayrshire Boundary at Session field (Priority 1)</p> <p>B742 From South Ayrshire Boundary to junction B7034 in Dalrymple (Priority 1)</p> <p>B7034 From junction B742 in Dalrymple to South Ayrshire Boundary east of Knockjarder Farm (Priority 1)</p> <p>B730 From junction A70 to South Ayrshire Boundary at Stair Bridge (Priority 1)</p> <p>B743 From South Ayrshire Boundary west of Muir Farm to junction A76 Kilmarnock Road, Mauchline</p> <p>B744 From South Ayrshire Boundary east of Hill Farm to junction A76 at Crosshands (Priority 1)</p> <p>C8 From South Ayrshire Boundary south of Howcommon Farm to junction with C119 at Howcommon Farm (Priority 3)</p> <p>C119 From junction with C8 at Howcommon Farm to South Ayrshire Boundary at Meadowhead Farm (Priority 2)</p> <p>C11 From South Ayrshire Boundary at Backglen Burn to South Ayrshire Boundary at junction with U32 at Dalvennan Farm (Priority 2)</p>	<p>A759 From South Ayrshire Boundary at Gatehead to junction with C120 (Priority 1)</p> <p>C120 From the junction with A759 to the Boundary at Caprington continuing to junction with B7038 IN East Ayrshire (Priority 2)</p> <p>A70 From South Ayrshire Boundary at Shield Main to Coylton, turning at Meadowhead Depot for return to East Ayrshire (Priority 1)</p> <p>B741 From South Ayrshire Boundary at Grimmet to Straiton, turning at Straiton. (Priority 2)</p>

**DEPARTMENT OF NEIGHBOURHOOD SERVICES  
ROADS AND TRANSPORTATION  
WINTER SERVICE PLAN 2010-11**

**Appendix 2 continued.**

<b>Roads to be Treated by adjacent Authorities</b>	<b>Roads to be Treated by East Ayrshire Council</b>
<p><u>East Renfrewshire Council</u></p> <p>B769 From Boundary southwards to Windy Yet (Cairn Road) junction (Priority 1)</p> <p>B764 From Council Boundary to A77 (Priority 1)</p> <p>A77 From junction with B764 to Council Boundary at Floak (Priority 1)</p>	<p>C7 From Boundary to Nether Carswell access road (Priority 1)</p> <p>A77 Cycleway – From Council Boundary to its termination immediately north of the entrance to East Renfrewshire Golf Course (Priority 3)</p>
<p><u>South Lanarkshire Council</u></p> <p>A70 For approximately 400m west of South Lanarkshire boundary at Glenbuck (if not previously gritted by East Ayrshire Council) (Priority 1)</p> <p>A71 From South Lanarkshire Boundary to first entrance to Loudounhill Quarry (Priority 1)</p>	<p>A70 For approximately 800m east of South Lanarkshire boundary at Glenbuck ( if not previously gritted at South Lanarkshire Council) (Priority 1)</p> <p>A71 From South Lanarkshire boundary to Stoneyford Farm (Priority 1)</p>
<p><u>Dumfries and Galloway Council</u></p> <p>A173 Each council will treat to turning point approximately 20m north of Boundary.</p>	

WINTER TREATMENT MATRIX Appendix 3			
Weather Conditions Road Surface Conditions	Treatment		
Road Surface Temperature (RST)	Air Temperature	Salting(g/m2)	Ploughing/Scraping
Frost or forecast frost RST at or above -2C roads dry Priority 1 Carriageways		10	No
Frost or forecast frost RST at or above -2C damp or wet Priority 1 Carriageways		10	No
Frost or forecast frost RST below -2 and above -5 roads dry Priority 1 Carriageways		20	No
Frost or forecast frost RST below -2 and above -5 roads damp or wet Priority 1 Carriageways Priority 2 Carriageways (after 0800) Priority 1 Footways		20	No
Frost or forecast frost RST below -5C and above -10C roads dry or damp conditions Priority 1 Carriageways Priority 2 Carriageways (after 0800) Priority 1 Footways		20	No
Frost or forecast frost RST below -5C and above -10C wet road conditions (existing or anticipated) Priority 1 Carriageways Priority 2 Carriageways (after 0800) Priority 3 Carriageways (ad hoc) Priority 1 Footways		Pre grit 20 Morning Grit 20	No
Light snow forecast(10mm) Priority 1 Carriageways Priority 1 Footways		20	No
Medium/Heavy snow or freezing rain forecast Priority 1 Carriageways Priority 2 Carriageways (after 0800) Priority 3 Carriageways (ad hoc) Priority 1 Footways		Pre grit 20 Morning grit 20	Scrape locations where necessary
Ice formed Priority 1 Carriageways Priority 2 Carriageways (after 0800) Priority 3 Carriageways (ad hoc) Priority 1 Footways	Above -5C	20	No

Ice formed Priority 1 Carriageways Priority 2 Carriageways (after 0800) Priority 3 Carriageways (ad hoc) Priority 1 Footways	Below -5C	Pre grit 20 Morning patrol 20	No
Snow covering exceeding 30mm Priority 1 Carriageways Priority 1&2 Footways Priority 2 and Priority 3 Carriageways when resources permit		20-40 (Successive)	Scrape/Plough
Hard packed snow/ice Priority 1 Carriageways Priority 1 Footways Priority 2 and Priority 3 Carriageways when resources permit	Above -8C	20-40 (Successive)	No
Hard packed snow/ice Priority 1 Carriageways Priority 1&2 Footways Priority 2 and Priority 3 Carriageways when resources permit	At or below -8C	Salt/grit or sand (Successive)	No

**EAST AYRSHIRE COUNCIL**

**ROADS & TRANSPORTATION SERVICE**

**GRIT BIN POLICY Appendix 4.**

- 1) East Ayrshire Council shall provide grit bins for self-help by members of the public. These shall be sited locally in accordance with this policy.
- 2) Grit bins shall only be located where the following criteria are met: -
  - a) The location is not on a precautionary carriageway route;
  - b) The gradient is greater than 1 in 10, or at a junction with a known history of accidents;
  - c) The location shall not obstruct the passage of pedestrians, a minimum of 1.5m clearance on the footway is required;
  - d) The location shall not obstruct sight lines;
  - e) The location is not within 200m of another grit bin location.
  - f) The location is within an urban area.
  - g) The location is within the boundary of the public road. The Roads and Transportation Service will not provide grit bins in private areas or car parks for internal use by either the Council or any other public or private property such as schools, parks, hospitals, old people's homes, etc unless a service level agreement is in place.
- 3) Grit bins will only be located where they can be filled from a lorry. The grit bins shall be replenished at the start of the Winter Period and on a monthly cycle during the Winter Period, as resources permit.
- 4) Grit bins will generally be left in place during the summer months, unless there is a history of vandalism at a particular location.
- 5) The location of grit bins will be recorded in an electronic database, which will be made available on the East Ayrshire Council website.
- 6) Only written requests from Elected Members and Community Councils will be considered. Requests for grit bins must be made in writing to the Head of Roads & Transportation Service, Greenholm Street, Kilmarnock, KA1 4DJ, using the attached form.
- 7) A request will not be accepted unless a location to site the grit bin has been agreed. Therefore, even if the criterion for locating a grit bin is met, none will be provided if the adjacent residents cannot agree a position.

## REQUEST TO SITE A GRIT BIN

### 1. Proposed Location

1.1 **Street Name** .....

1.2 **Location** .....

### 2. Checklist

	Yes	No		Yes	No	Roads Check
Steep Gradient			Location within Urban Area			
Footway Wider than 1.8m			Location on Public Road			
Location outwith junction visibility splay			More than 200m from nearest grit bin			

### 3. Application

This application is submitted on behalf of

**Organisation** .....

**Name** .....

**Address** .....

.....

**Date** .....

**Office Use**

Request Granted                      Yes / No.

Reason for Refusal (if applicable).....

Instruction issued to provide grit bin Yes / No .....(date)

Signed .....

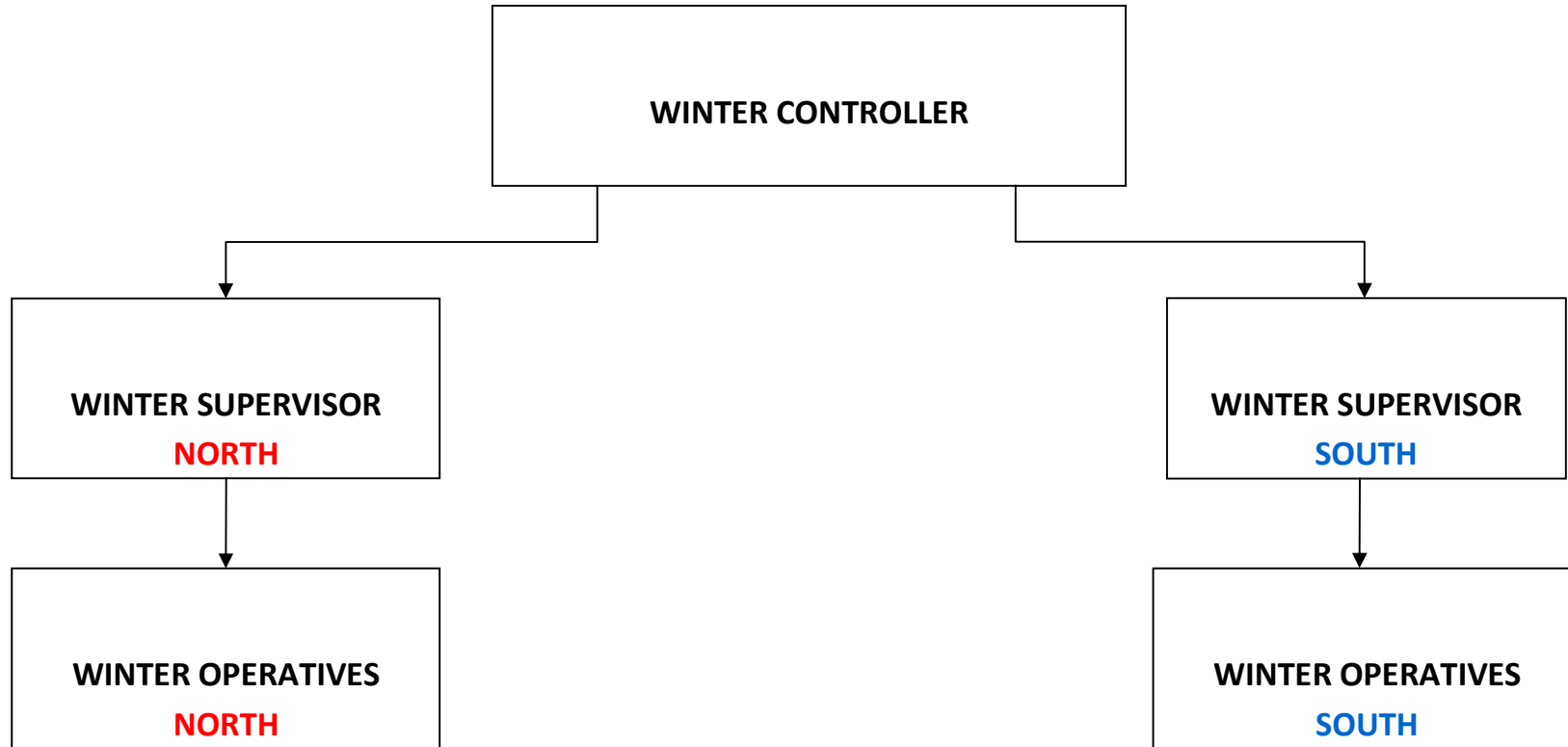
**Neighbour Notification**

The following neighbours have been consulted and have no objections to a grit bin being placed at this location.

Name	Address	Date	Agreement Y/N	Signed

**EAST AYRSHIRE COUNCIL**

**WINTER MAINTENANCE ORGANISATION CHART Appendix 5**



**WINTER GRITTING PLANT 2010/2011 Appendix 6**

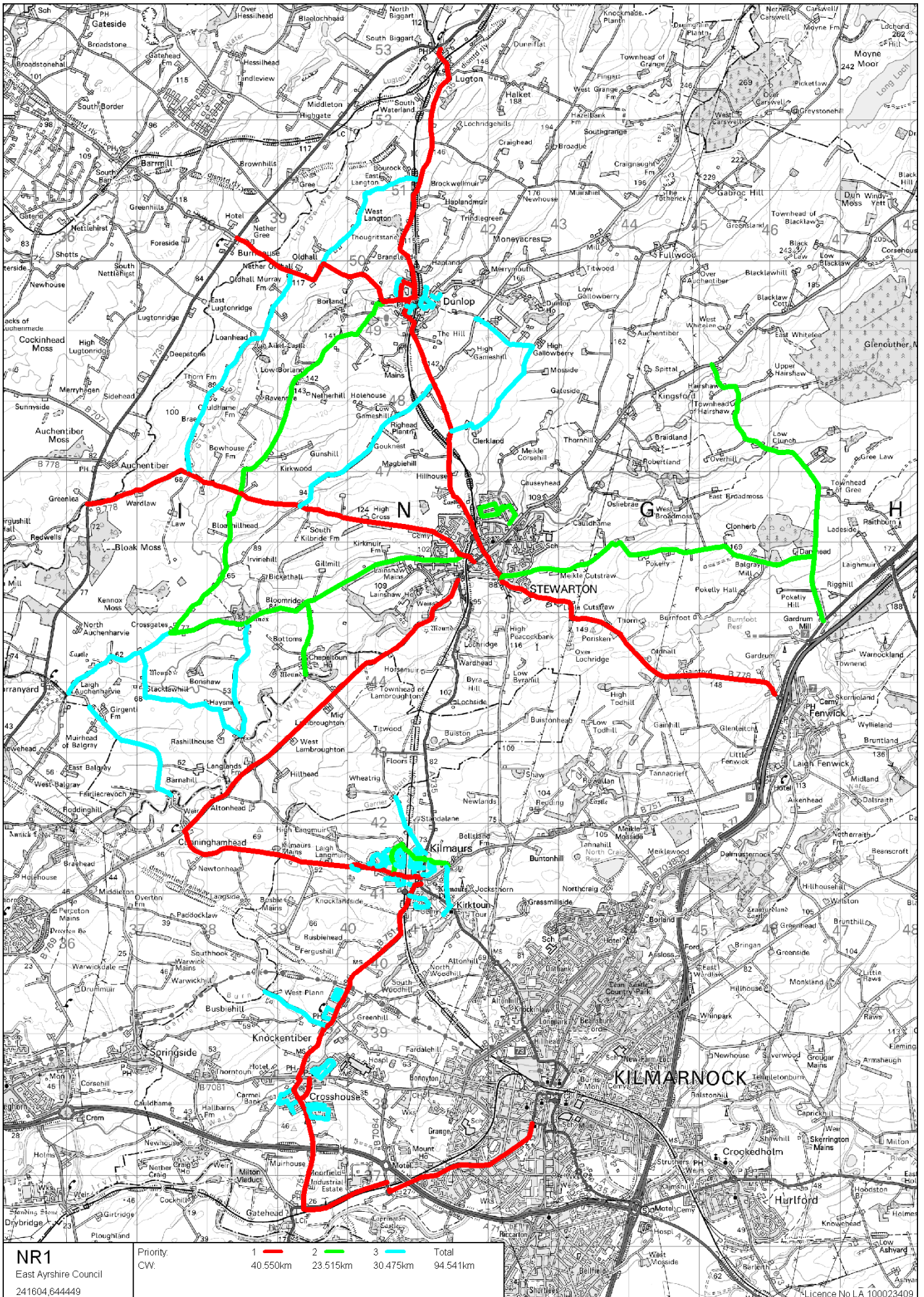
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**GAUGHALLAND**

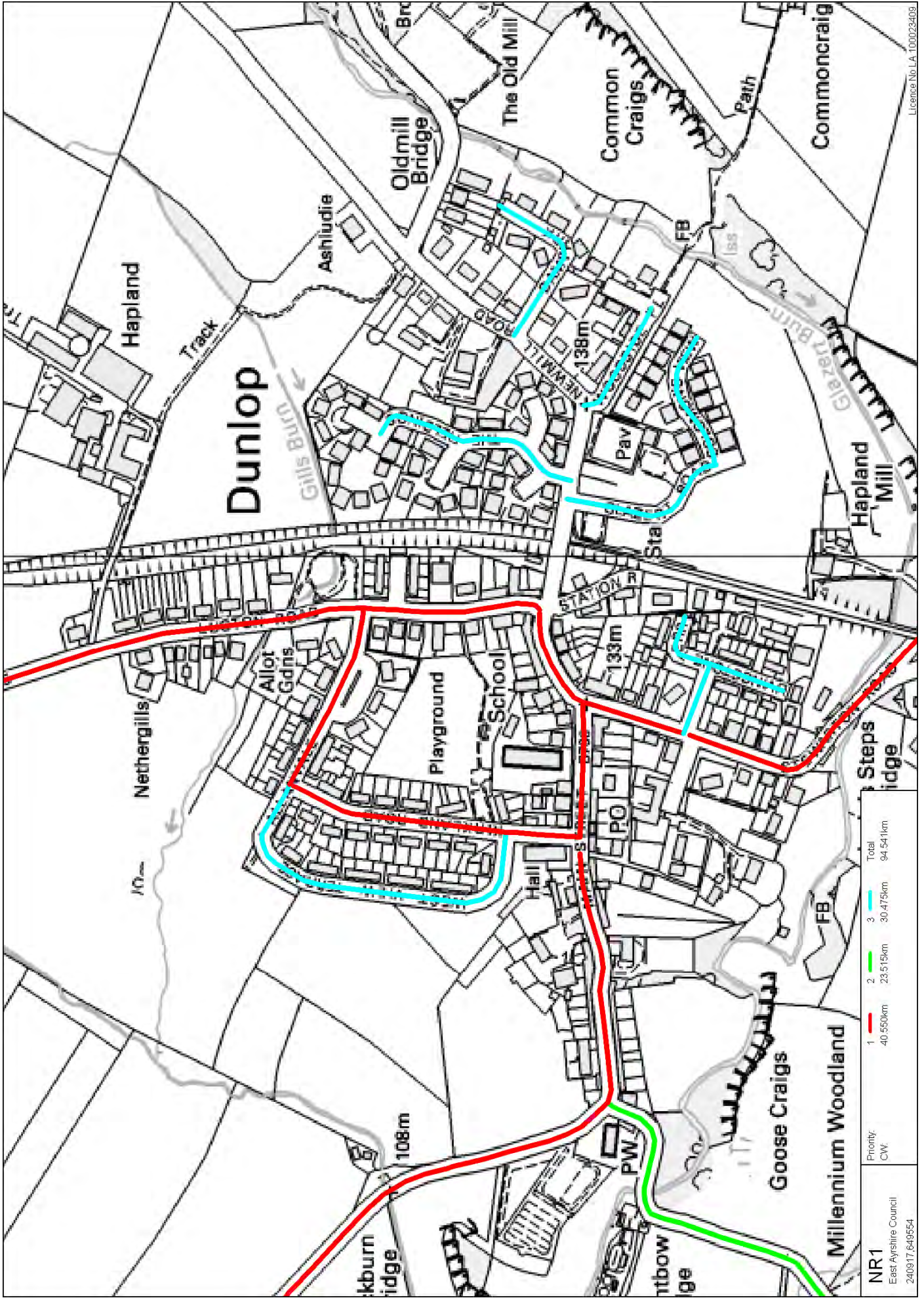
ROUTE No.	VEHICLE	FLEET	Type	PLOUGH	CAPACITY
1	SD09FXP	87019	Unibody	Plough&Scraper	9T
2	SF58WPA	87015	Unibody	Plough&Scraper	9T
3	SF06PNX	87012	Unibody	Plough&Scraper	9T
4	SF06PNU	87010	Unibody	Plough&Scraper	9T
5	SH58FJK	87017	Unibody	Plough&Scraper	9T
6	SF06PNZ	87014	Unibody	Plough&Scraper	9T
7	SF06PNY	87013	Unibody	Plough&Scraper	9T
				Loader Shovel	
				Footway Gritter	
				Footway Gritter	
<b>Spares</b>					
	SF06 PNV	87011	Unibody	Plough&Scraper	9T

**UNDERWOOD**

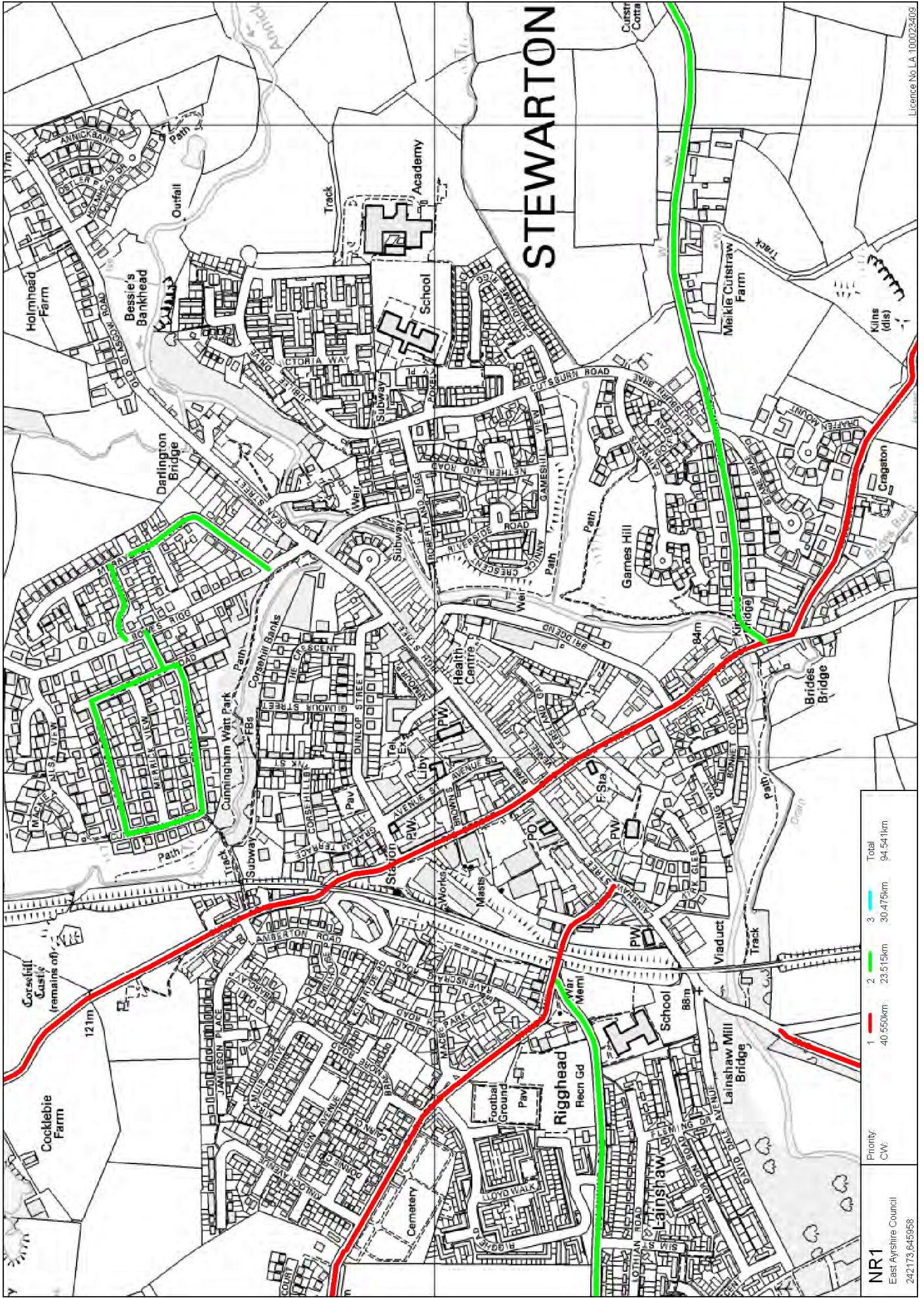
ROUTE No.	VEHICLE	GRITTER	Type	PLOUGH	CAPACITY
1	SF06PNO	87009	Unibody	Plough&Scraper	9T
2	SF58WOX	87016	Unibody	Plough&Scraper	9T
3	SF06PNN	87008	Unibody	Plough&Scraper	9T
4	SD09FXU	87020	Unibody	Plough&Scraper	9T
5	SF06PNL	87007	Unibody	Plough&Scraper	9T
				Loader Shovel	
				Footway Gritter	
				Footway Gritter	
<b>Spares</b>					
	SF06 PNK	87006	Unibody	Plough&Scraper	9T
	SH58 FJN	87018	Unibody	Plough&Scraper	9T

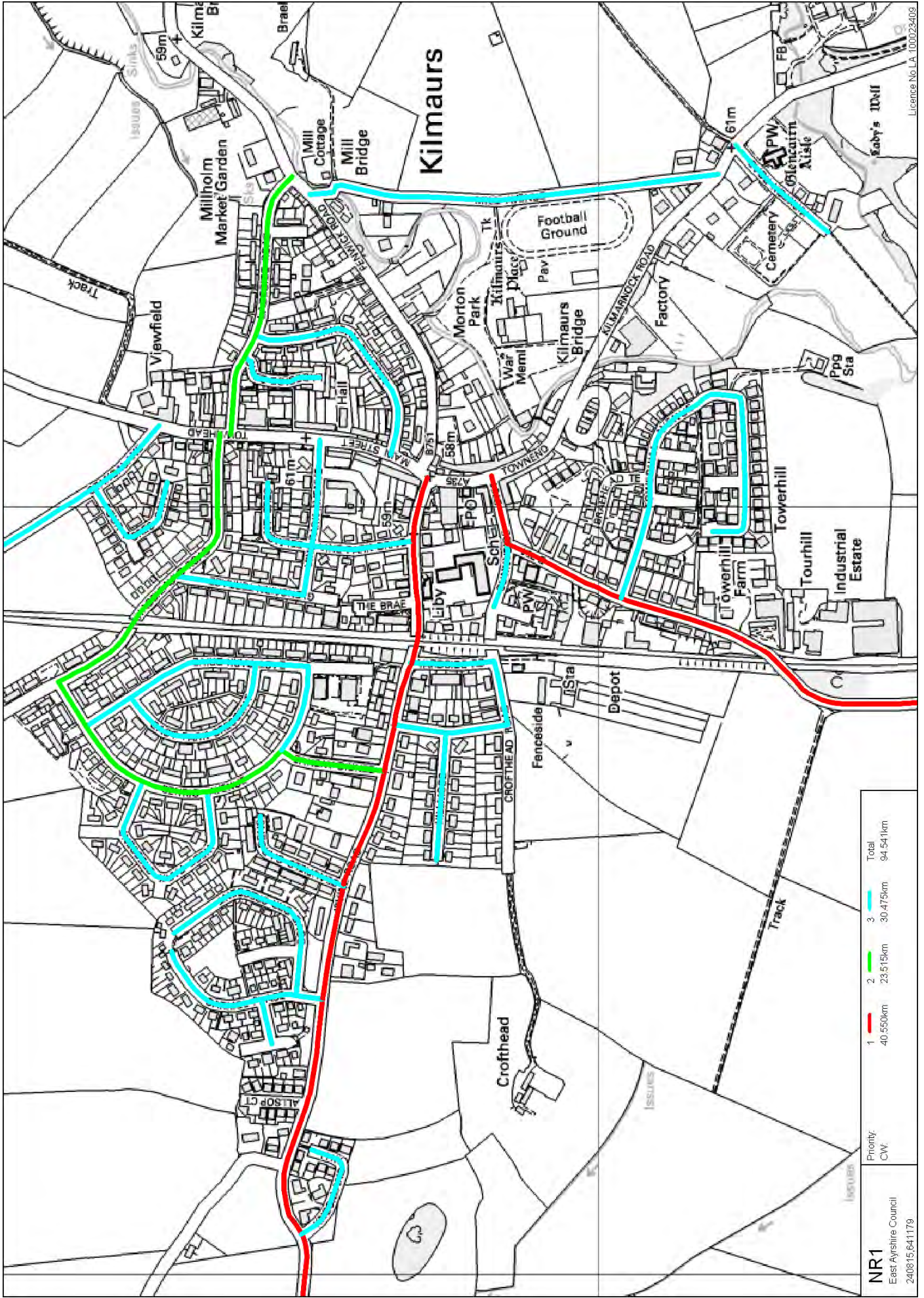


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East Ayrshire Council  
241604,644449



NR1  
East Ayrshire Council  
240317.649554

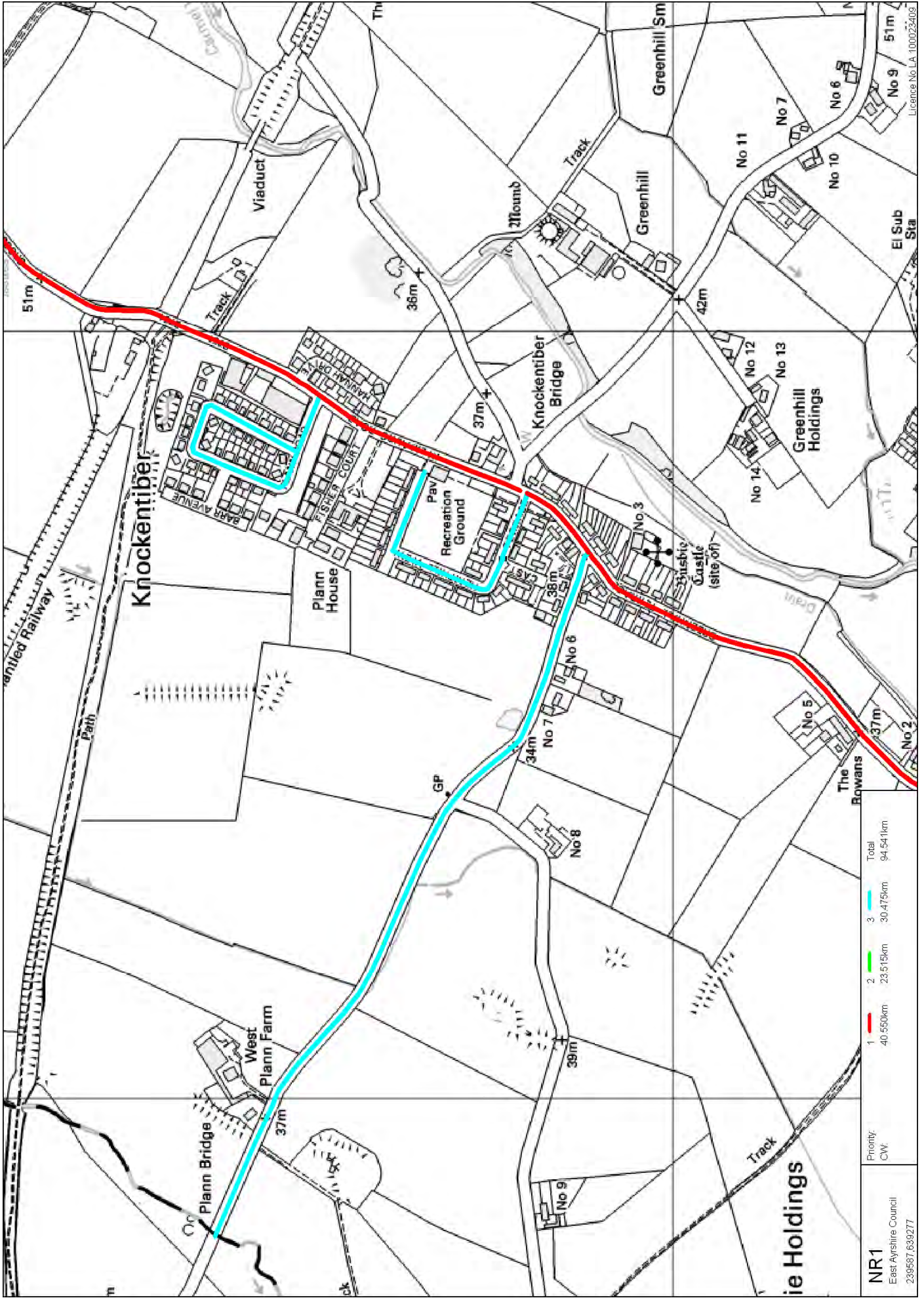




Priority	Route Color	Distance (km)	Total Distance (km)
1	Red	40.550	94.541
2	Green	23.515	
3	Cyan	30.475	
<b>Total</b>			<b>94.541</b>

Priority:  
CW

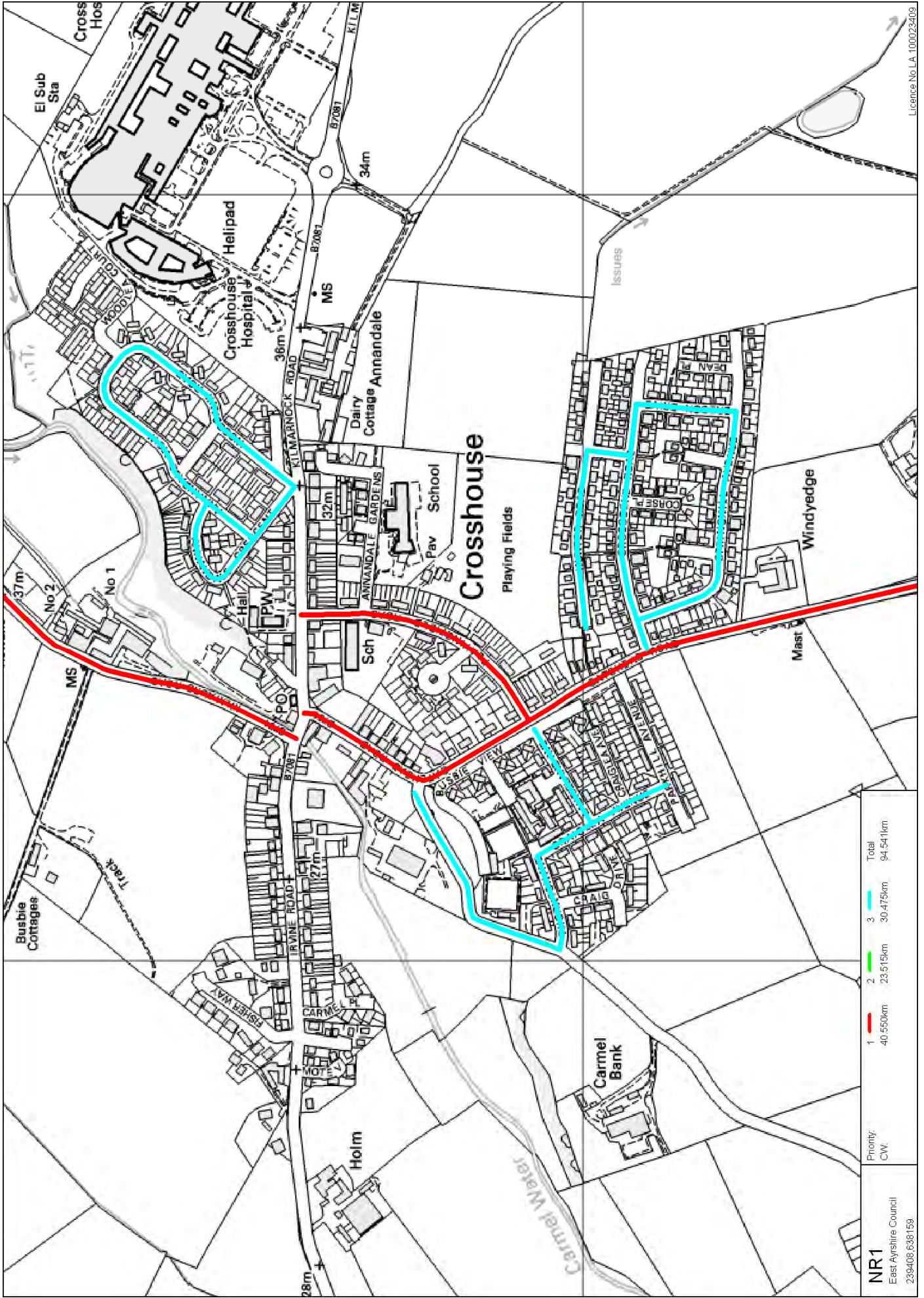
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East Ayrshire Council  
240815/641179



NR1  
East Ayrshire Council  
239587639277

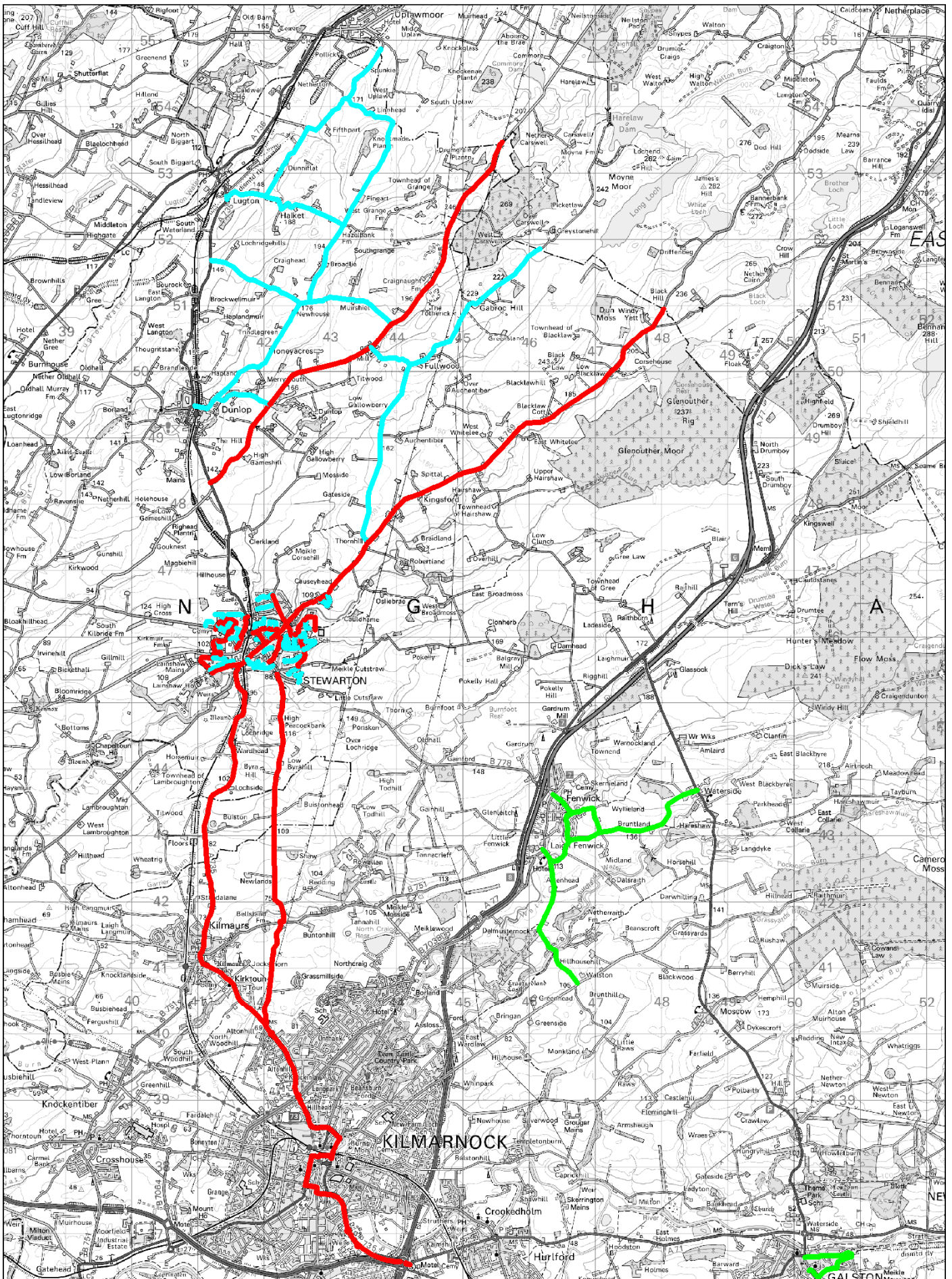
Priority:  
CW

1	40.550km
2	23.515km
3	30.475km
Total	94.541km



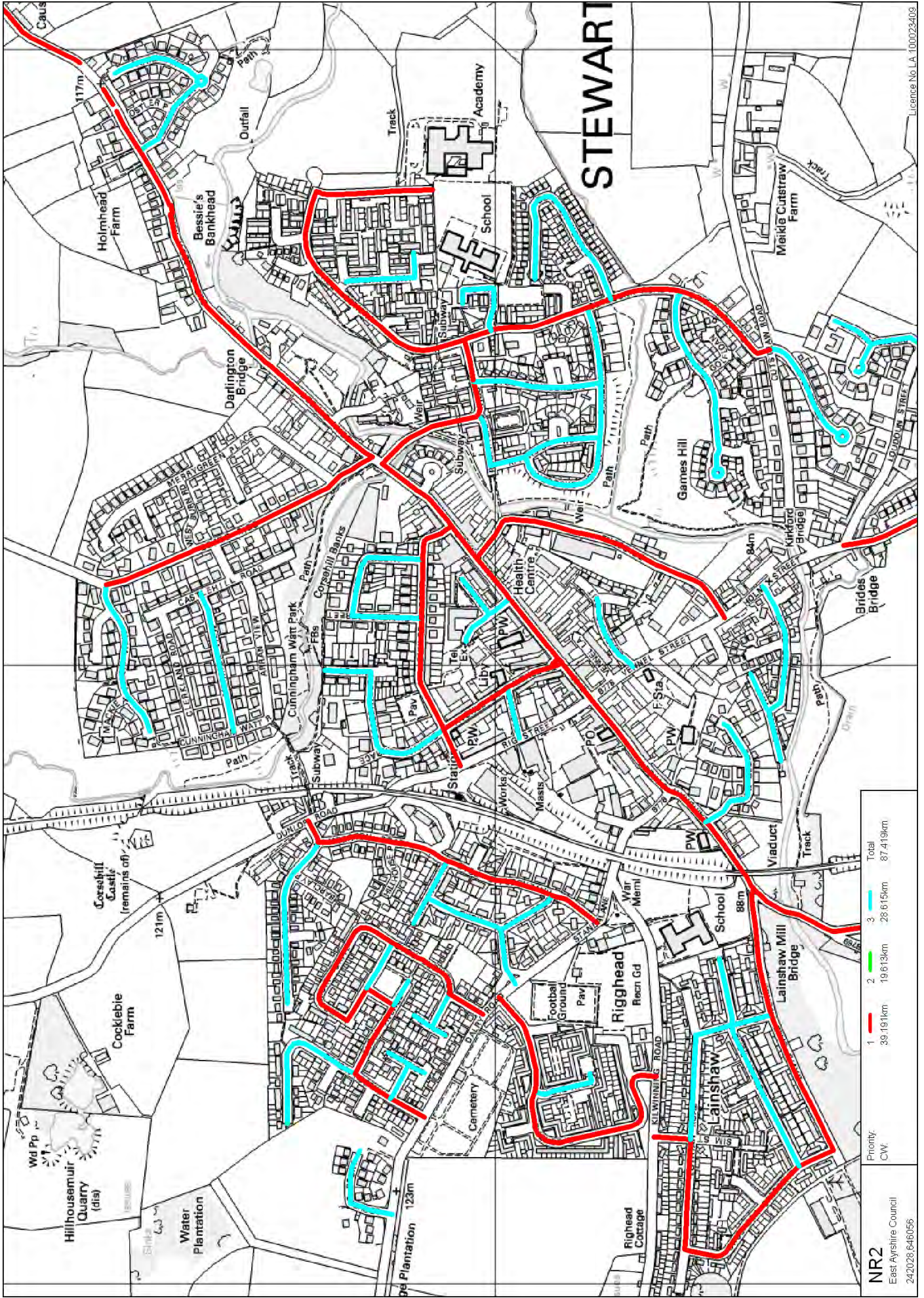
Proximity	Distance	Total
1	40.550km	94.541km
2	23.515km	
3	30.475km	

NR1  
 East Ayrshire Council  
 239408/638159



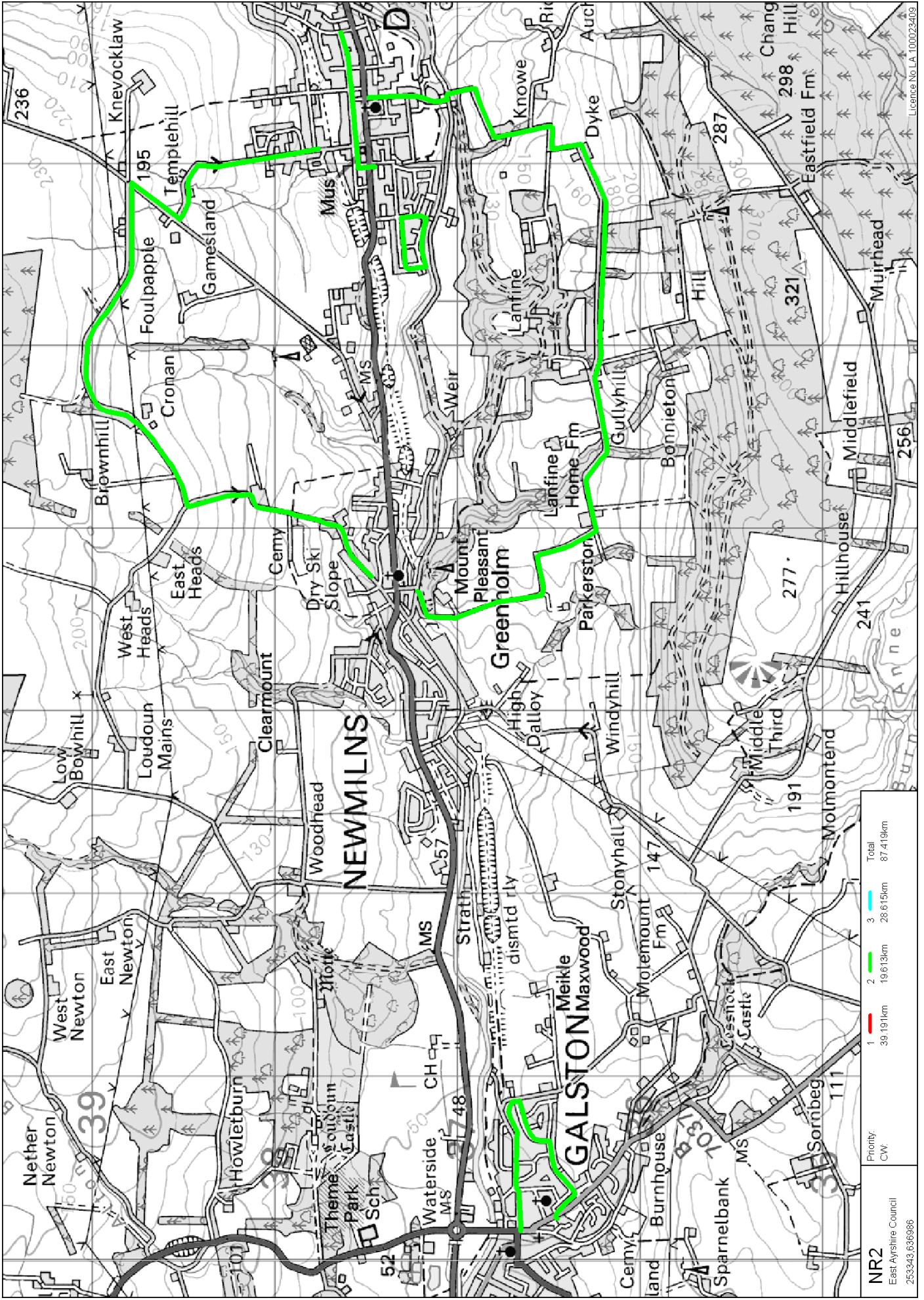
NR2 East Ayrshire Council 245174.645472	Priority:	1	2	3	Total
	CW:	39.191km	19.613km	28.615km	87.419km

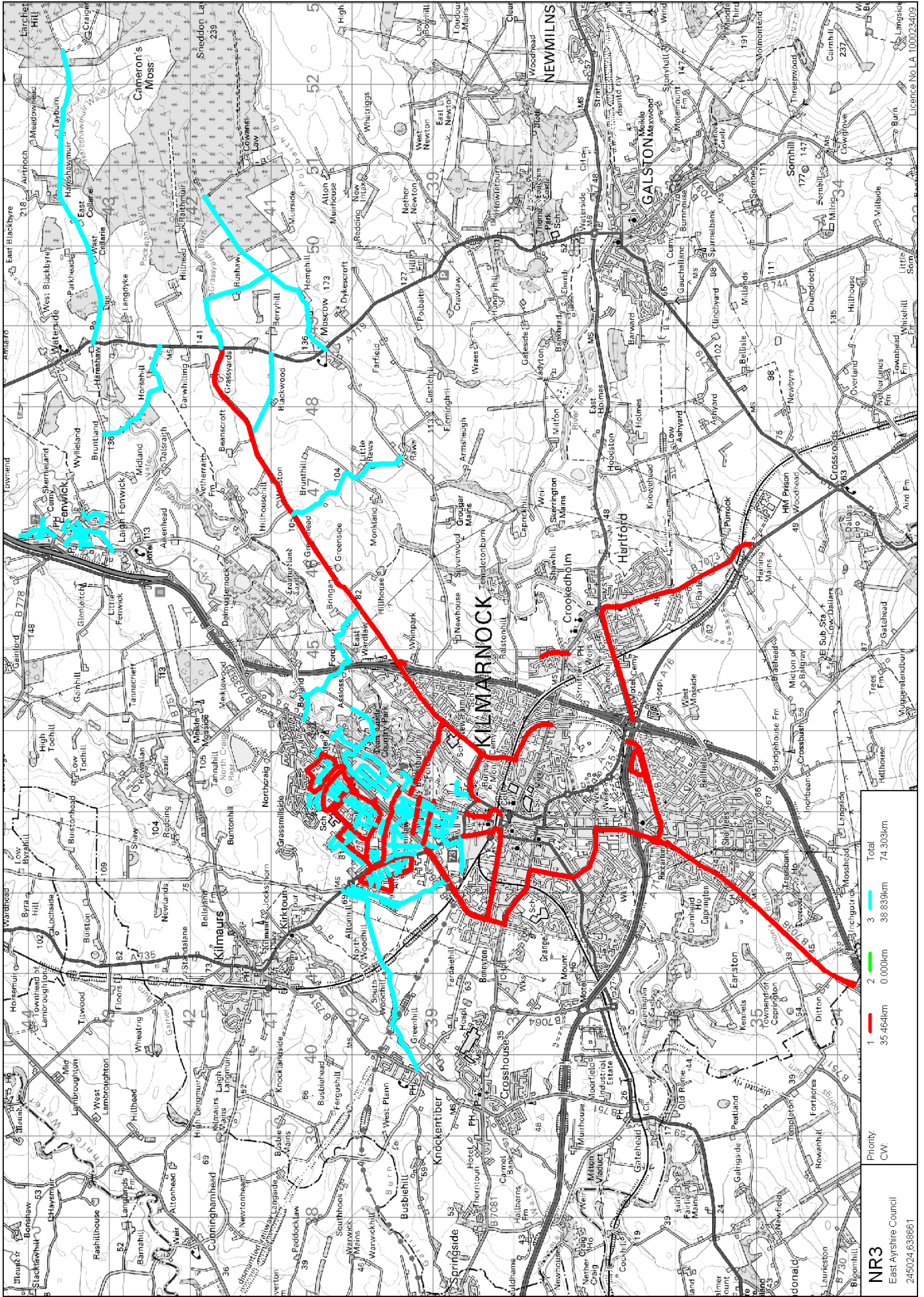
GALSTON



Priority	Length (km)	Total Length (km)
1	39.191	87.419
2	19.613	
3	28.615	
<b>Total</b>		<b>87.419</b>

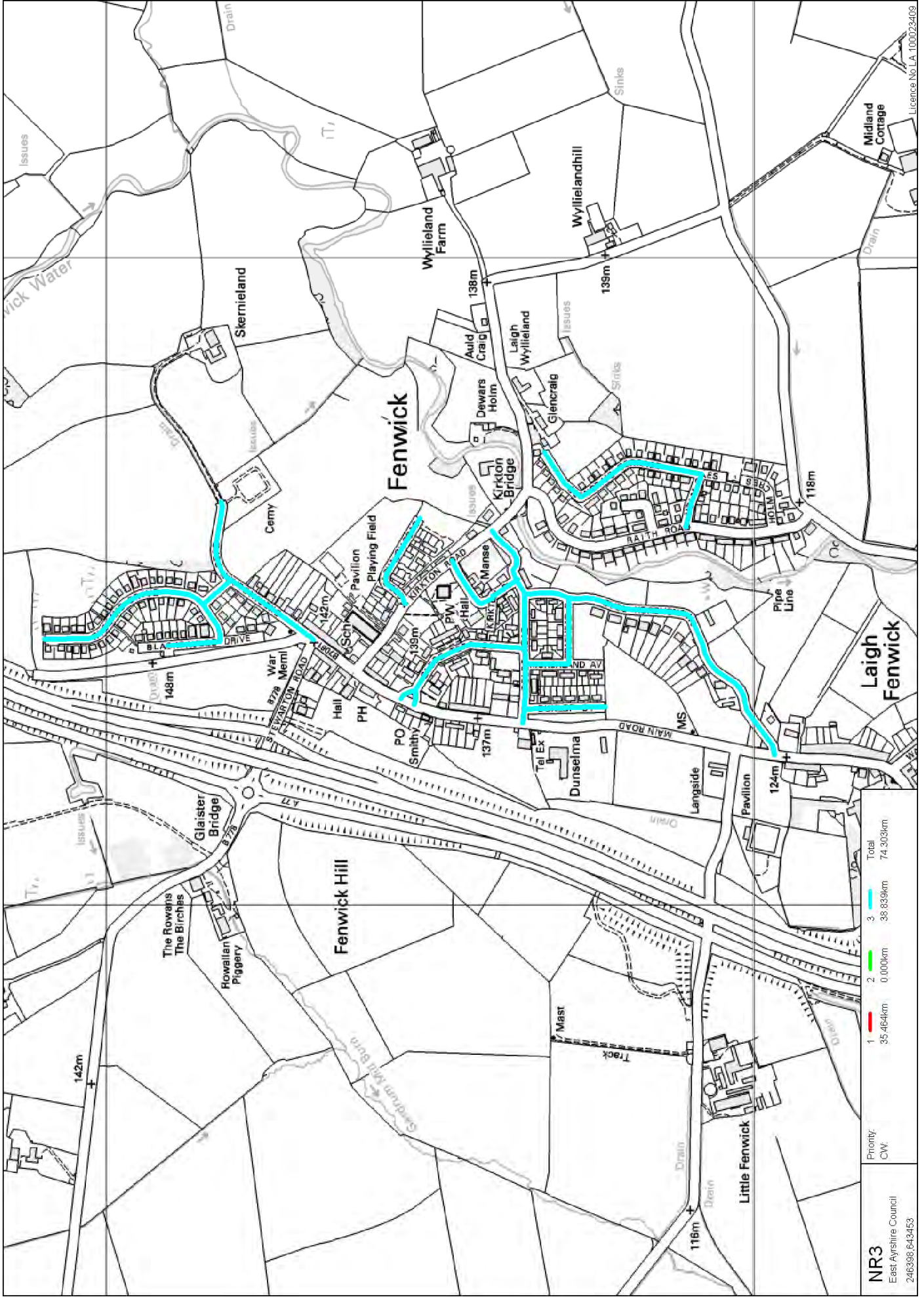
NR2  
 East Ayrshire Council  
 2420228 648056





**NR3**  
 East Ayrshire Council  
 245024 638661

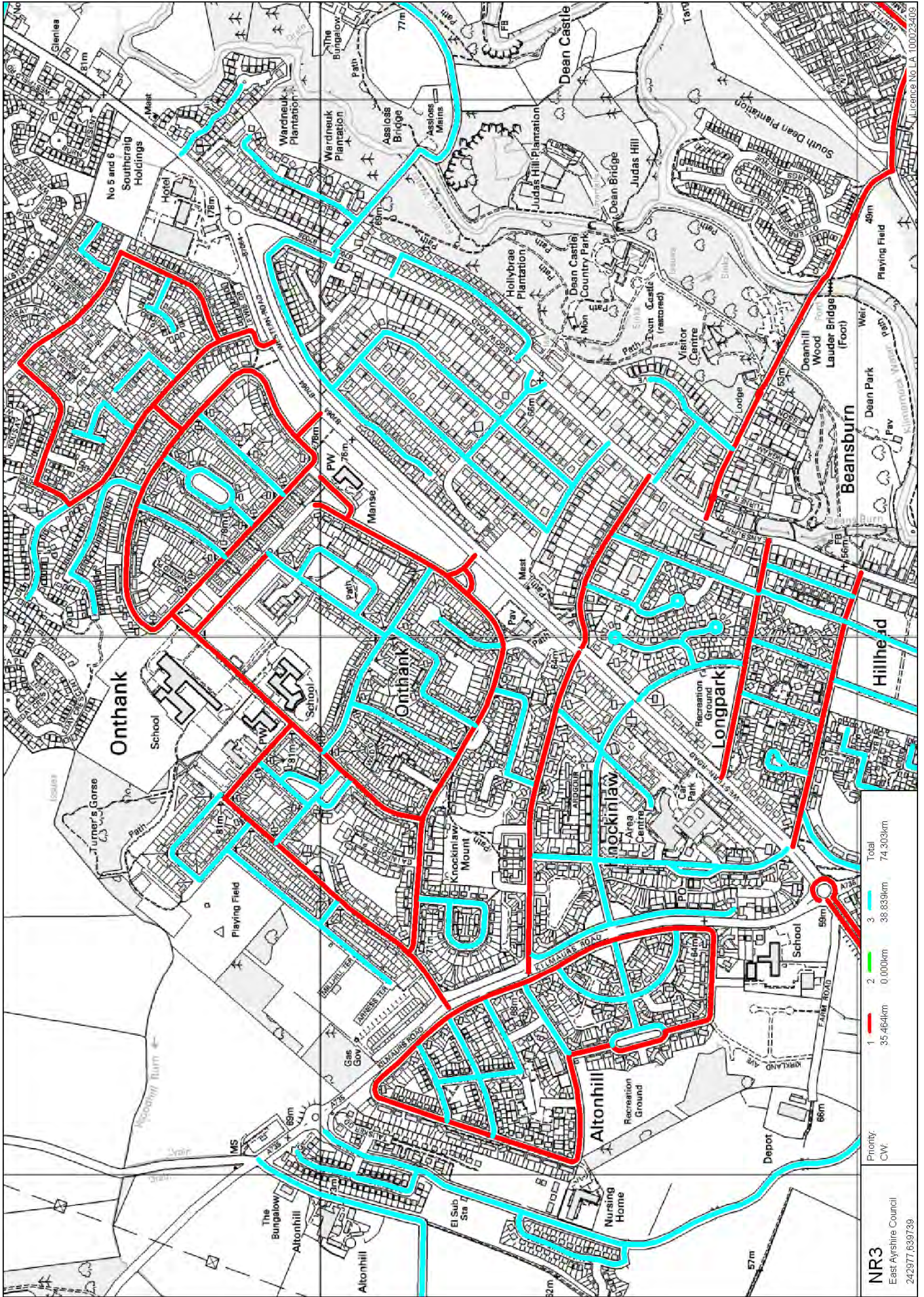
Licence No LA 100023409

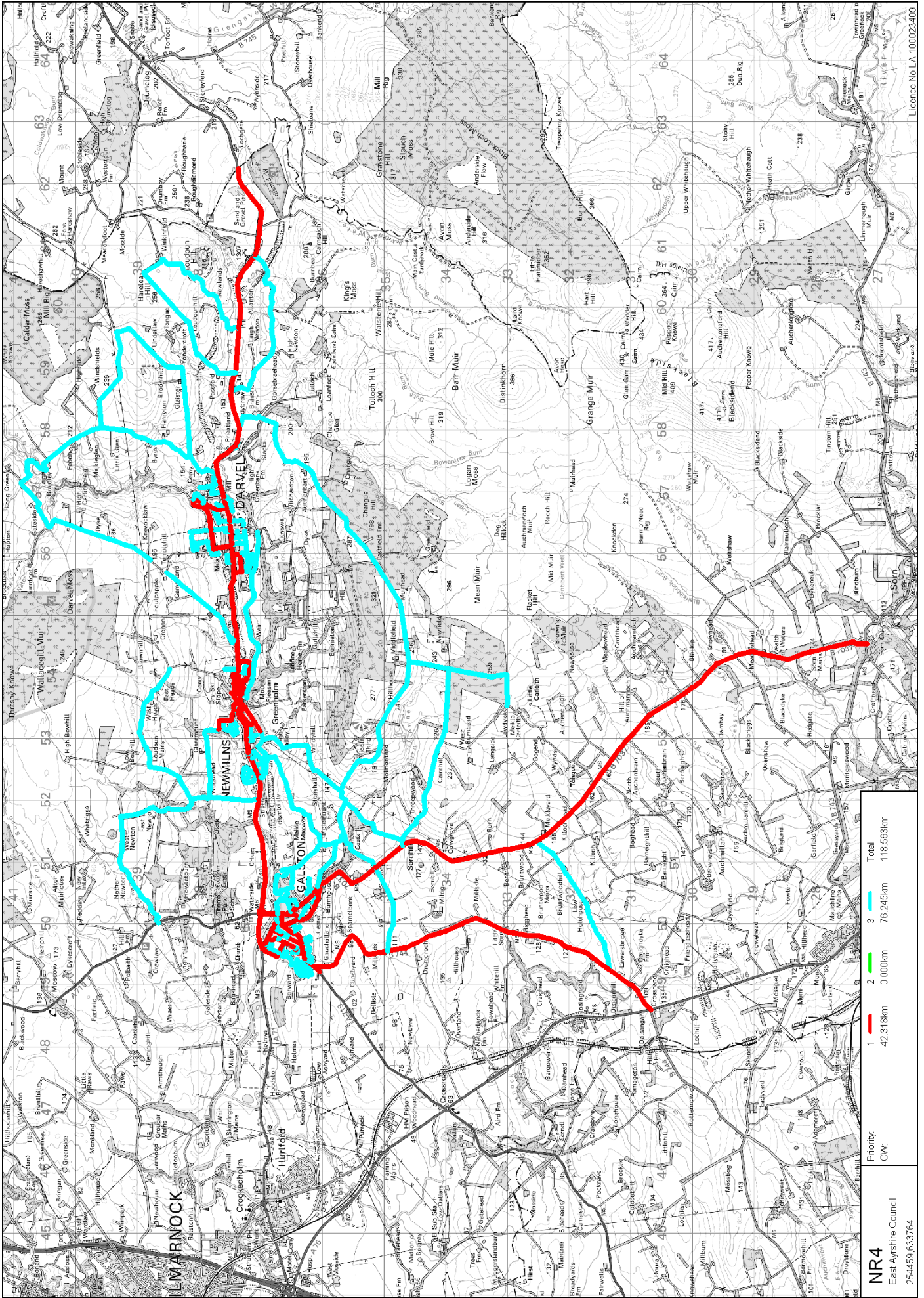


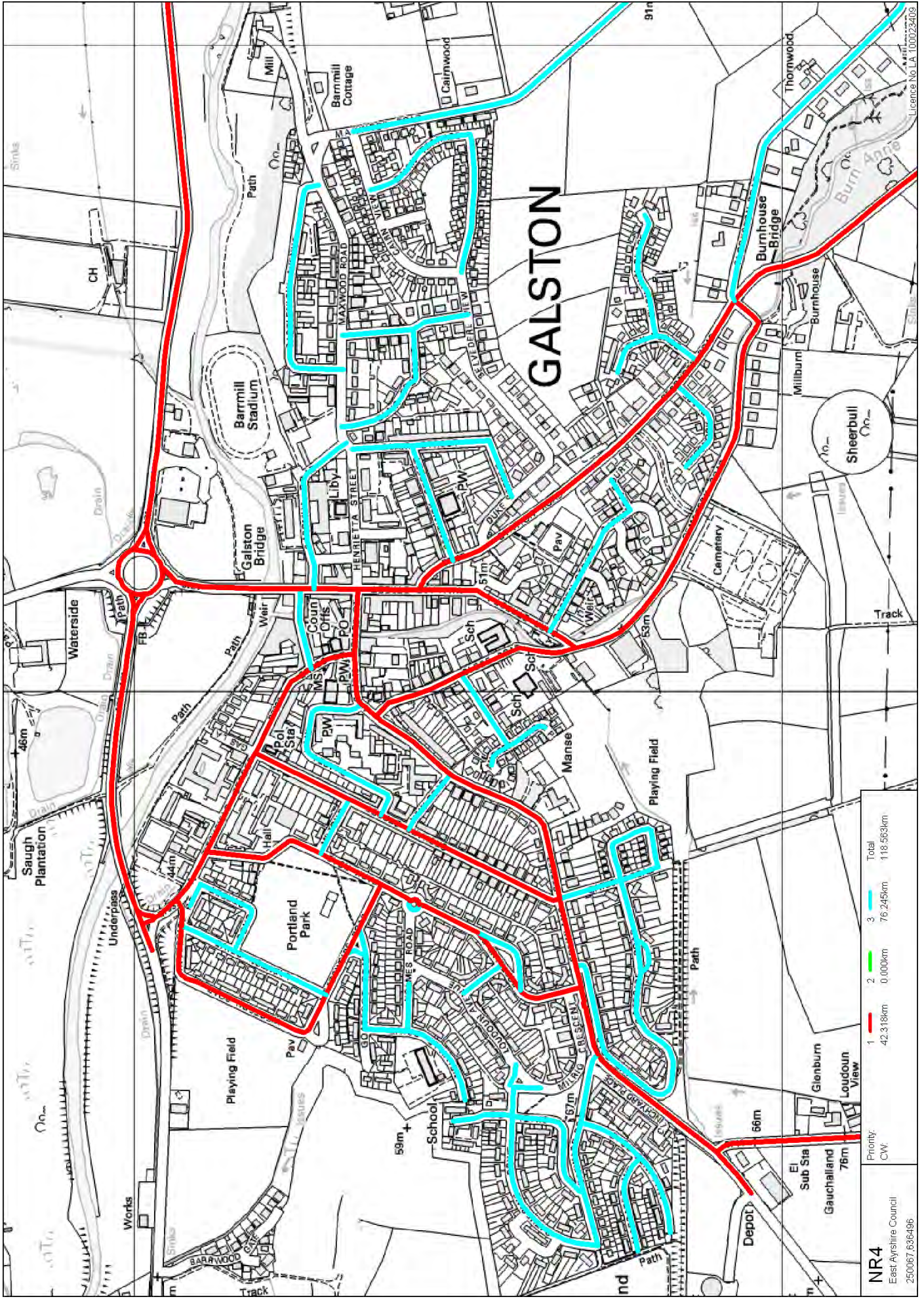
**NR3**  
East Ayrshire Council  
246398 643453

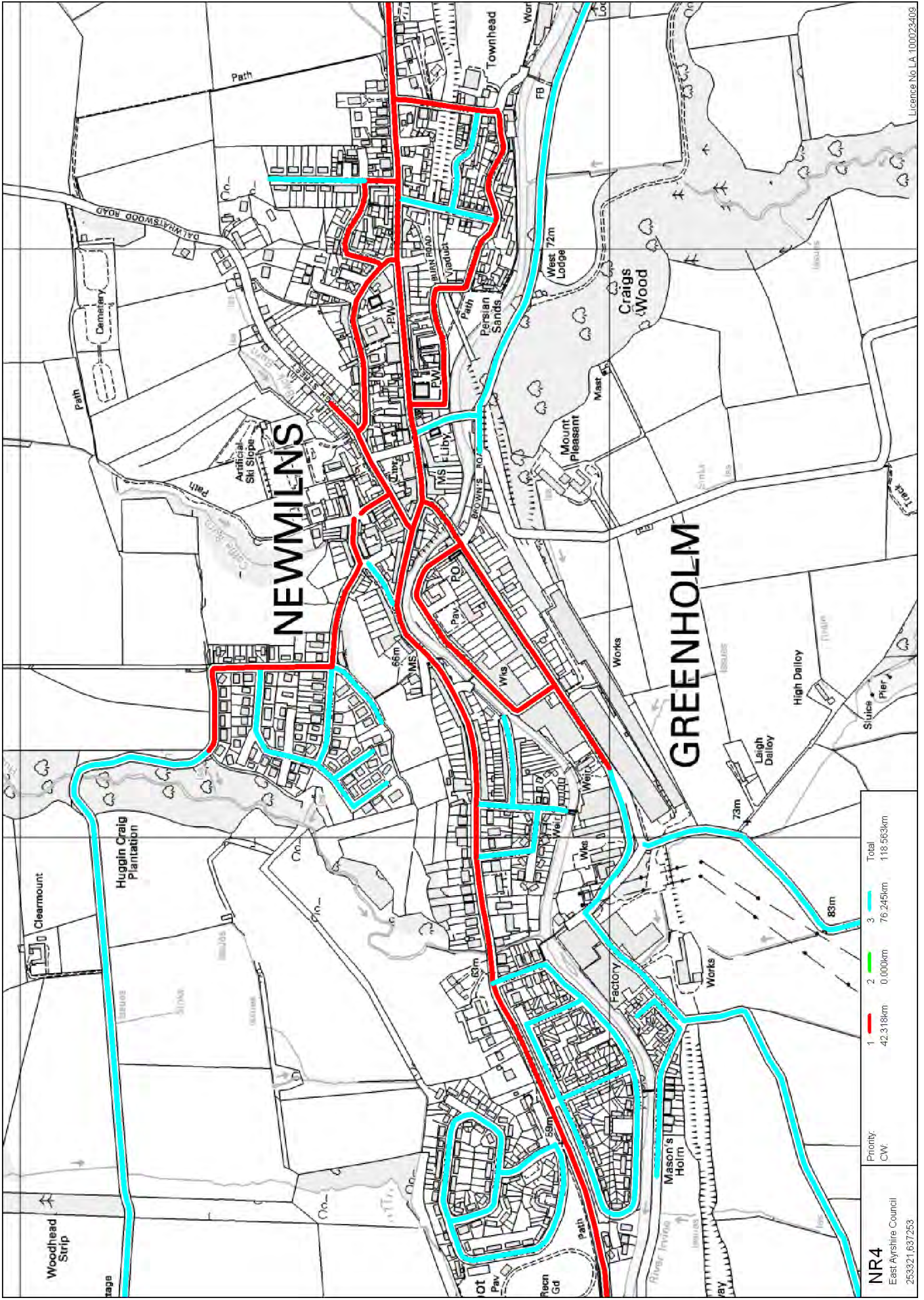
Priority:  
CW  
1 35.464km  
2 0.000km  
3 38.539km  
Total 74.003km

Licence No LA 100023409



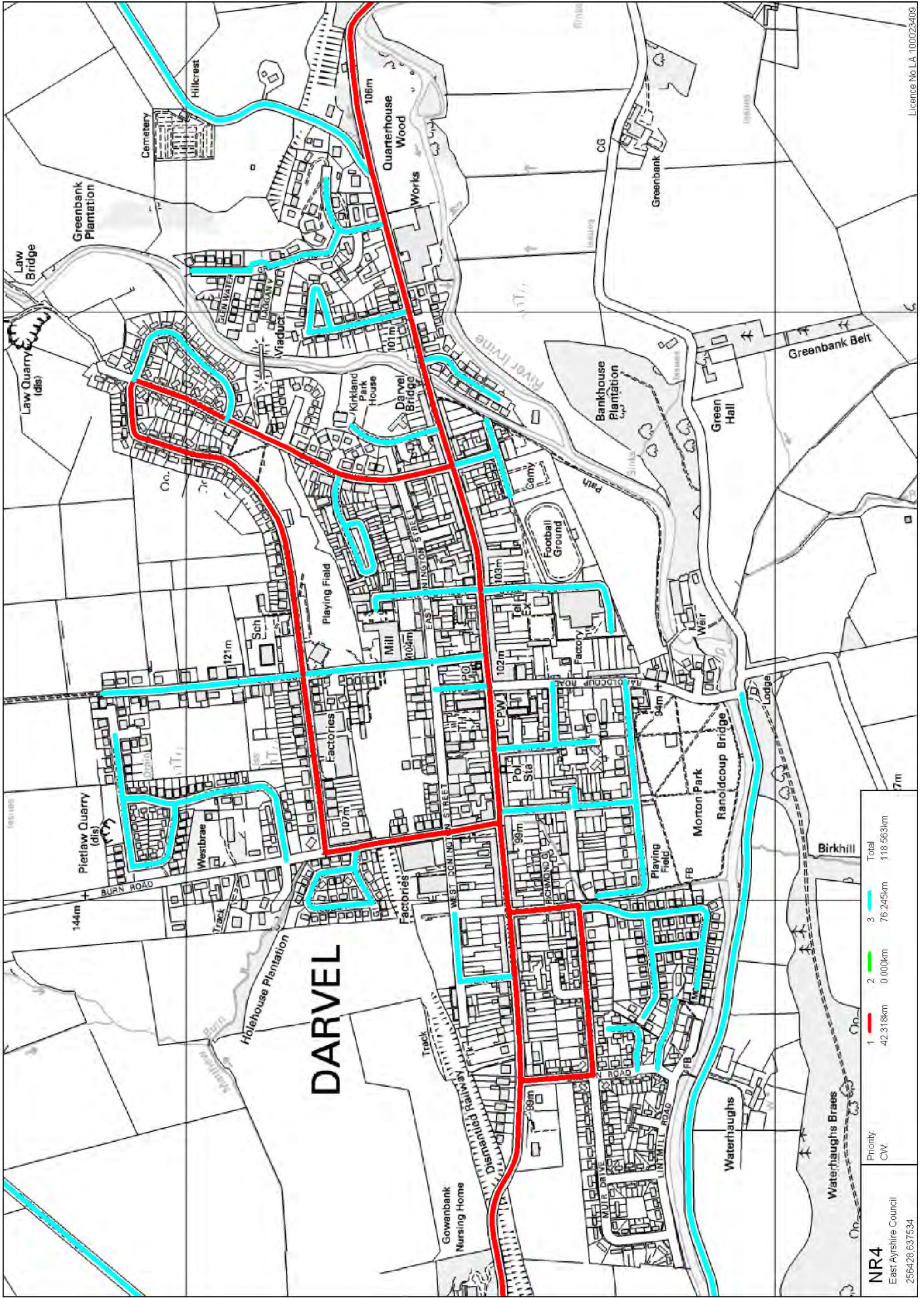


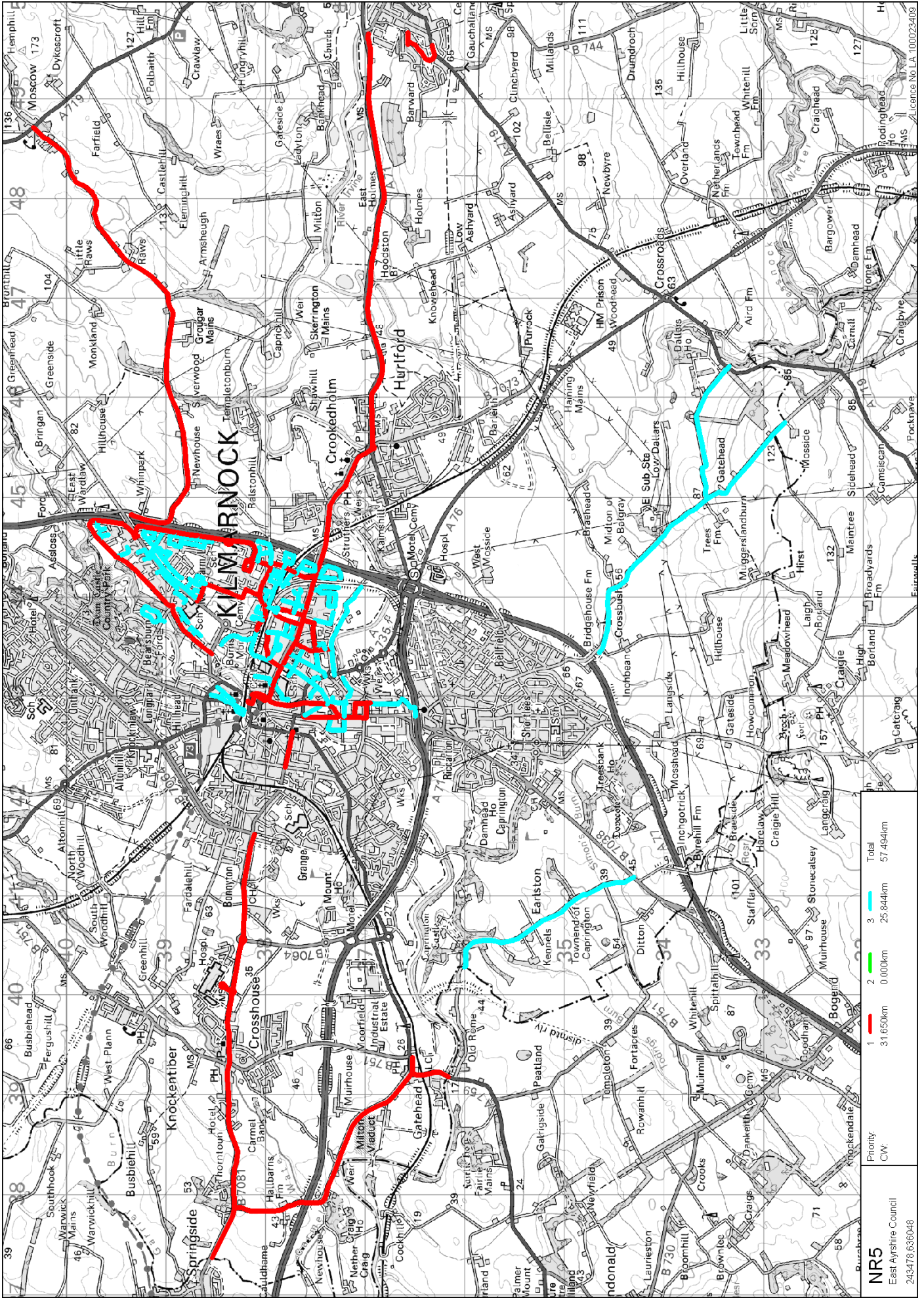




Priority	Route	Distance (km)	Total
1	Red	42.318	118.563
2	Cyan	76.245	
3	Green	0.000	
Total			118.563

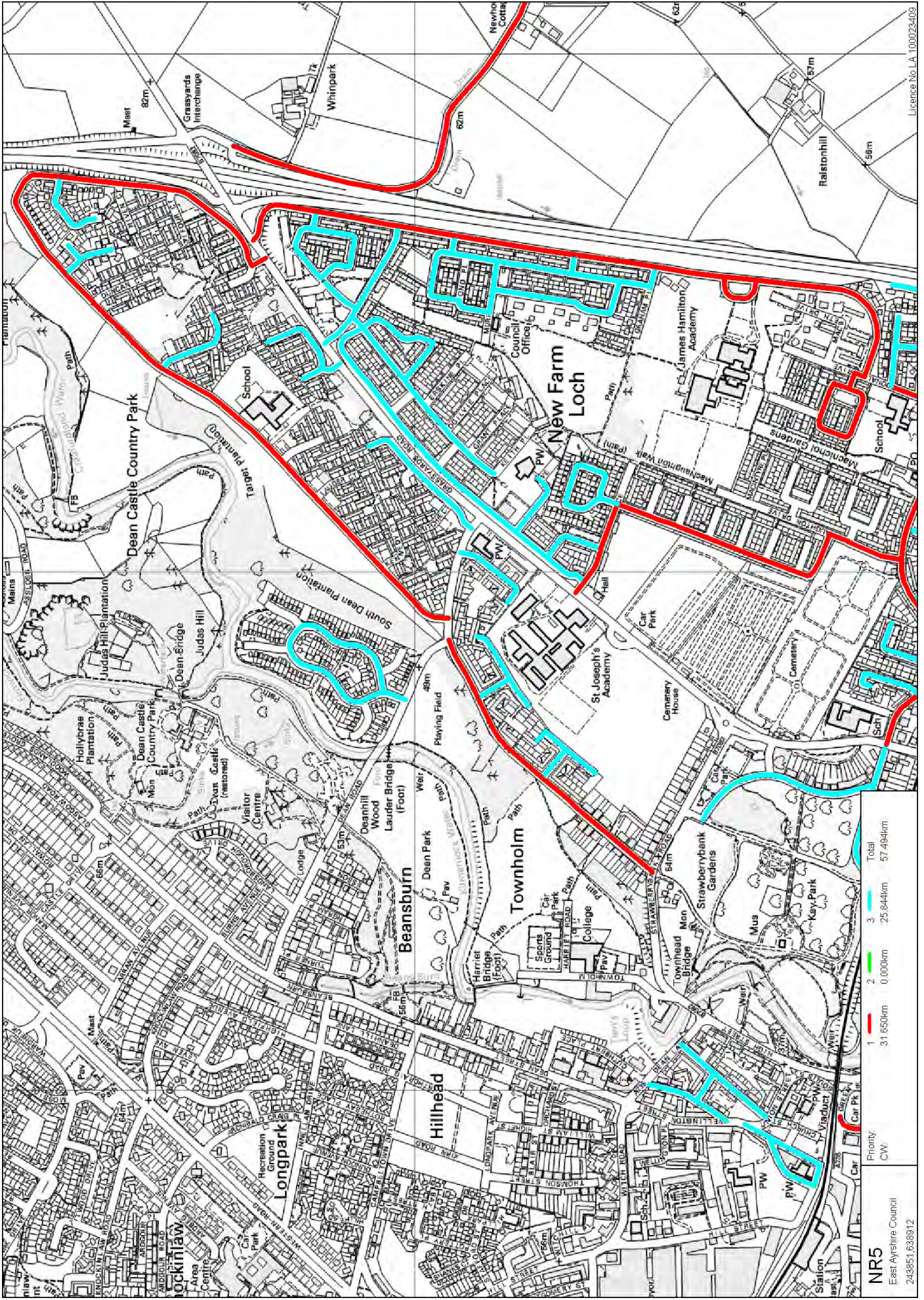
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 East Ayrshire Council  
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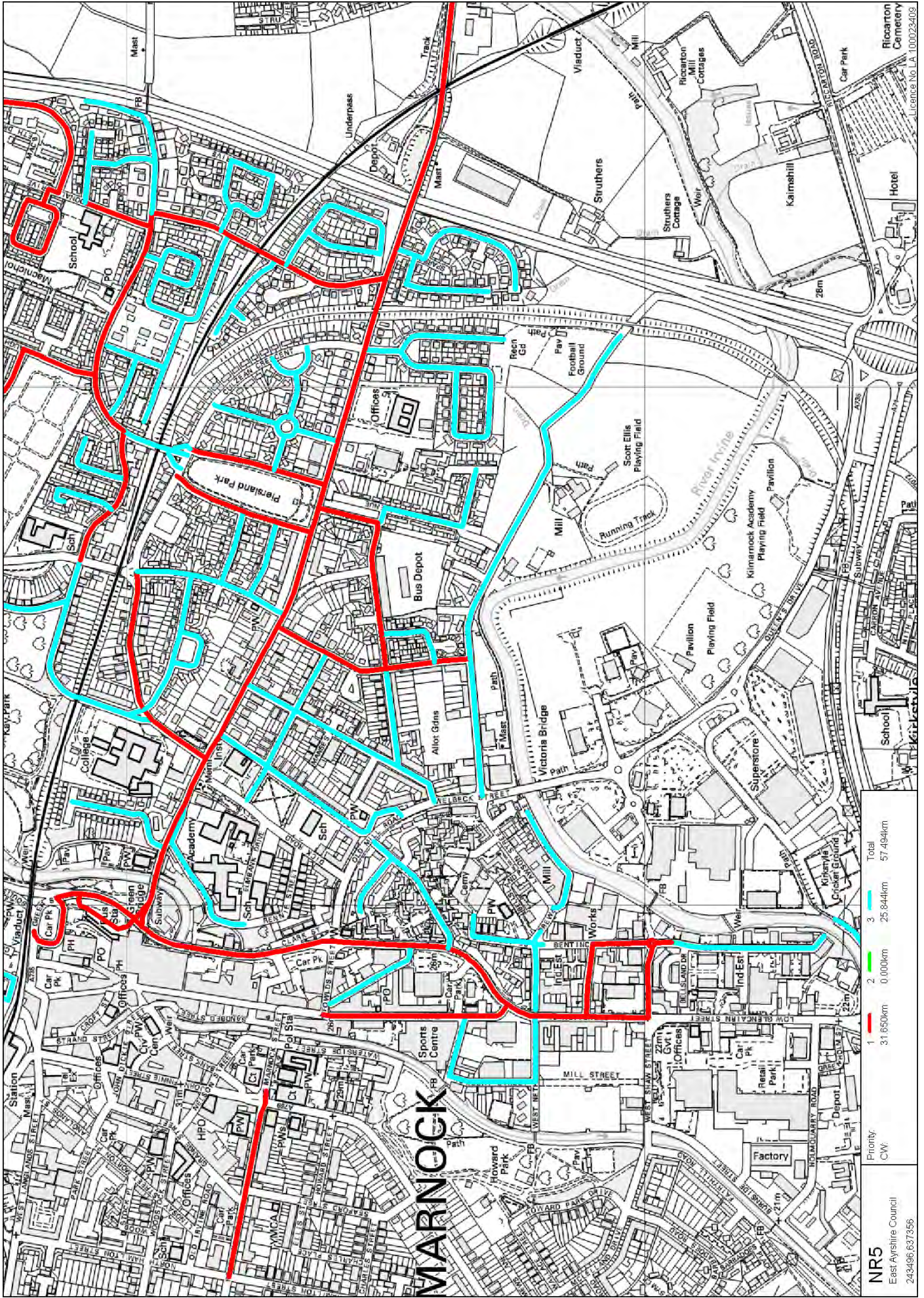
**NR5**  
 East Ayrshire Council  
 243478.636048

Priority	Length (km)	Total
1	31.650km	57.494km
2	0.000km	
3	25.644km	



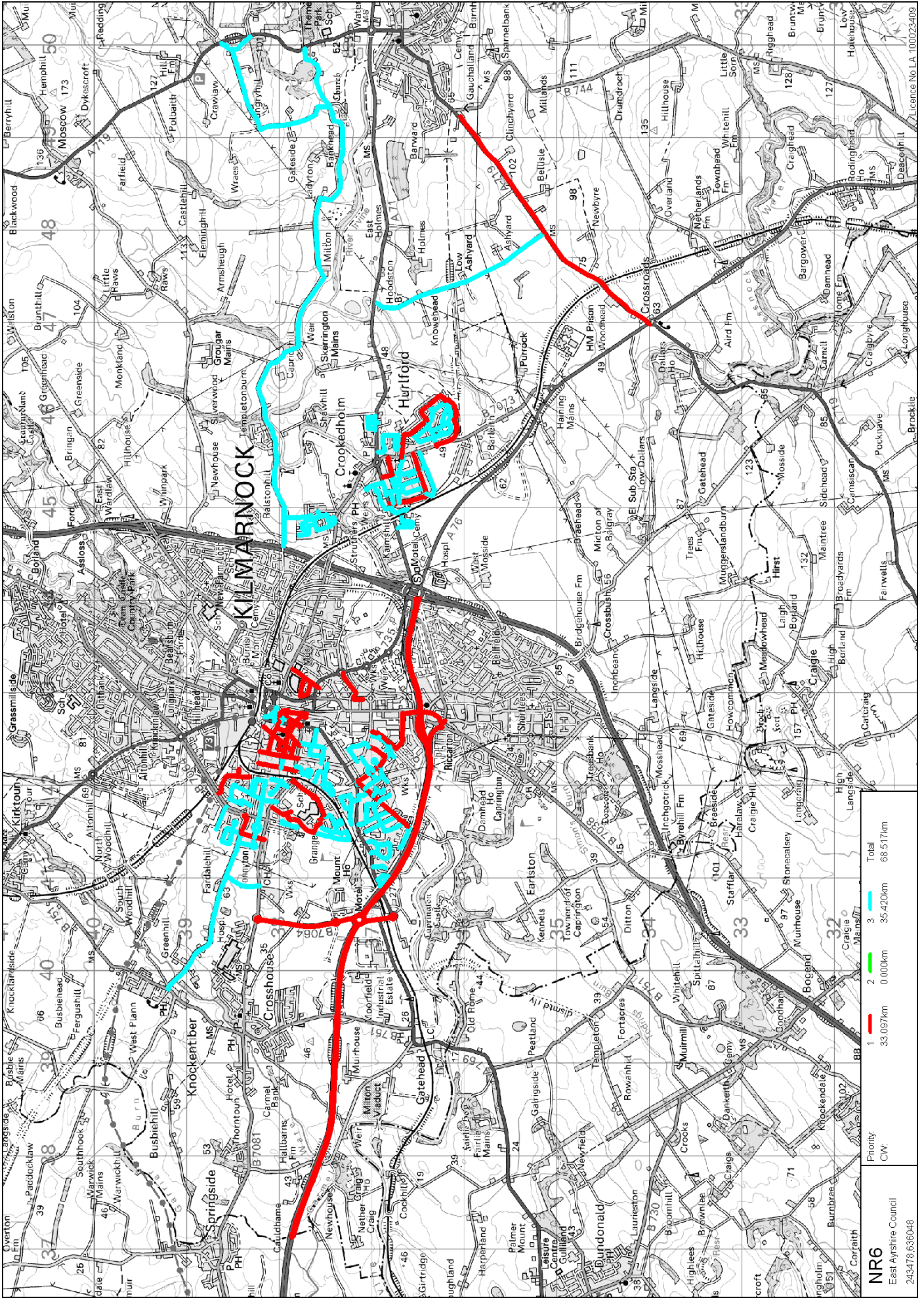
Priority	Length (km)	Total Length (km)
1	31.650	57.494
2	0.000	
3	25.844	
<b>Total</b>		<b>57.494</b>

**NR5**  
 East Ayrshire Council  
 243851.638912



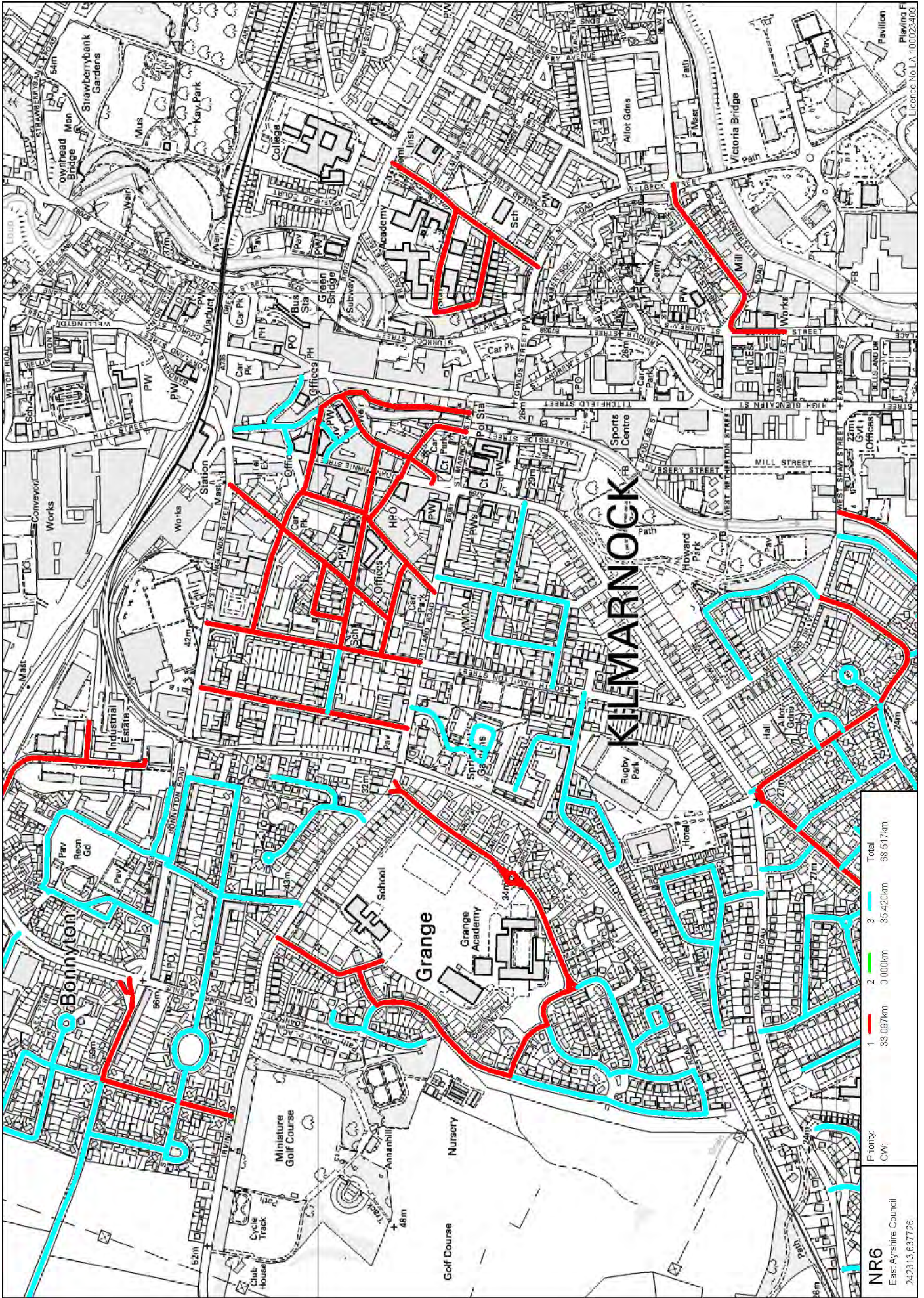
Priority	Length (km)	Total
1	31.850km	57.494km
2	0.000km	
3	25.644km	
<b>Total</b>		<b>57.494km</b>

CW  
 East Ayrshire Council  
 243496 637356  
 Licence No LA 100023409



**NR6**  
East Ayrshire Council  
243478.636048

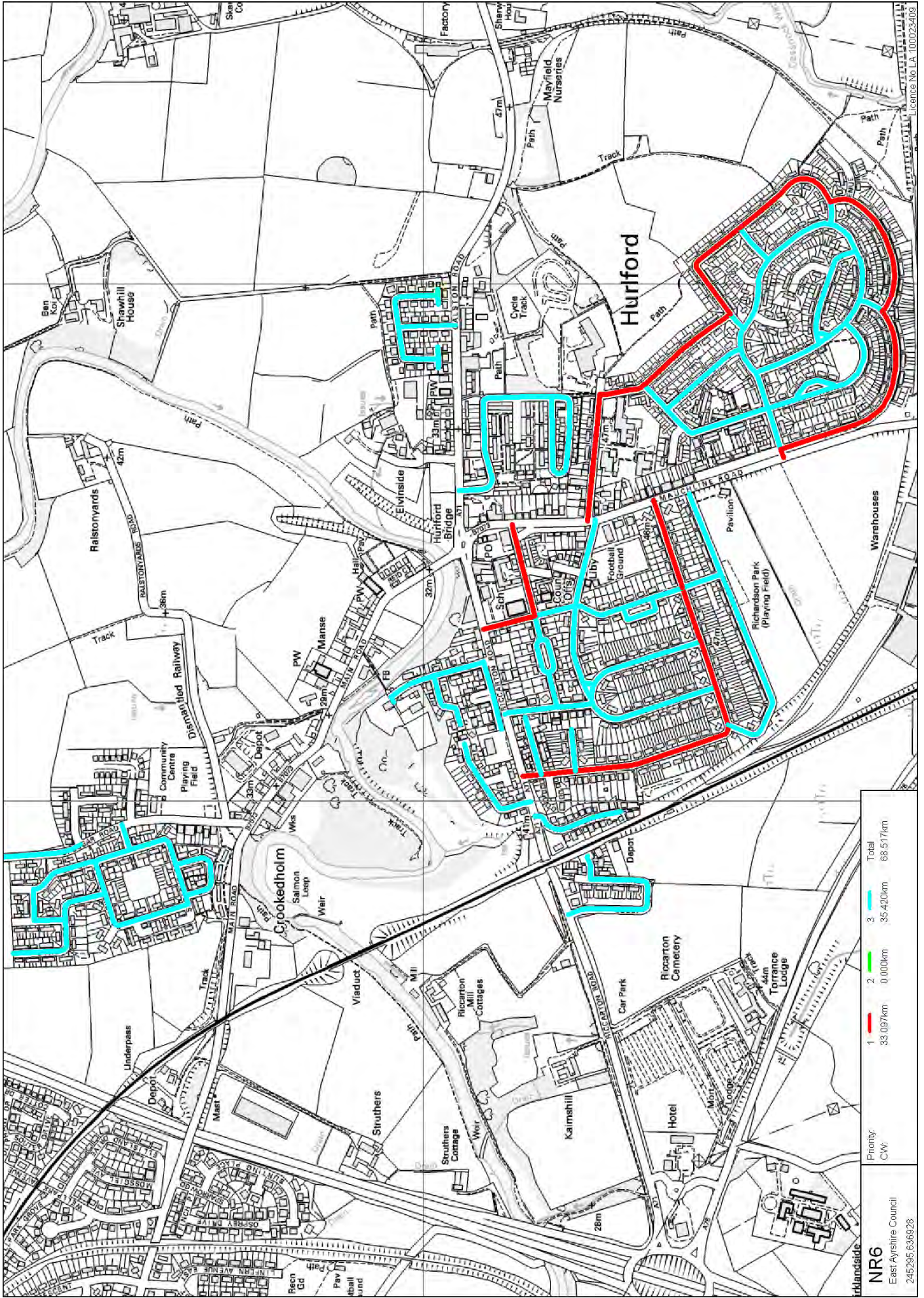
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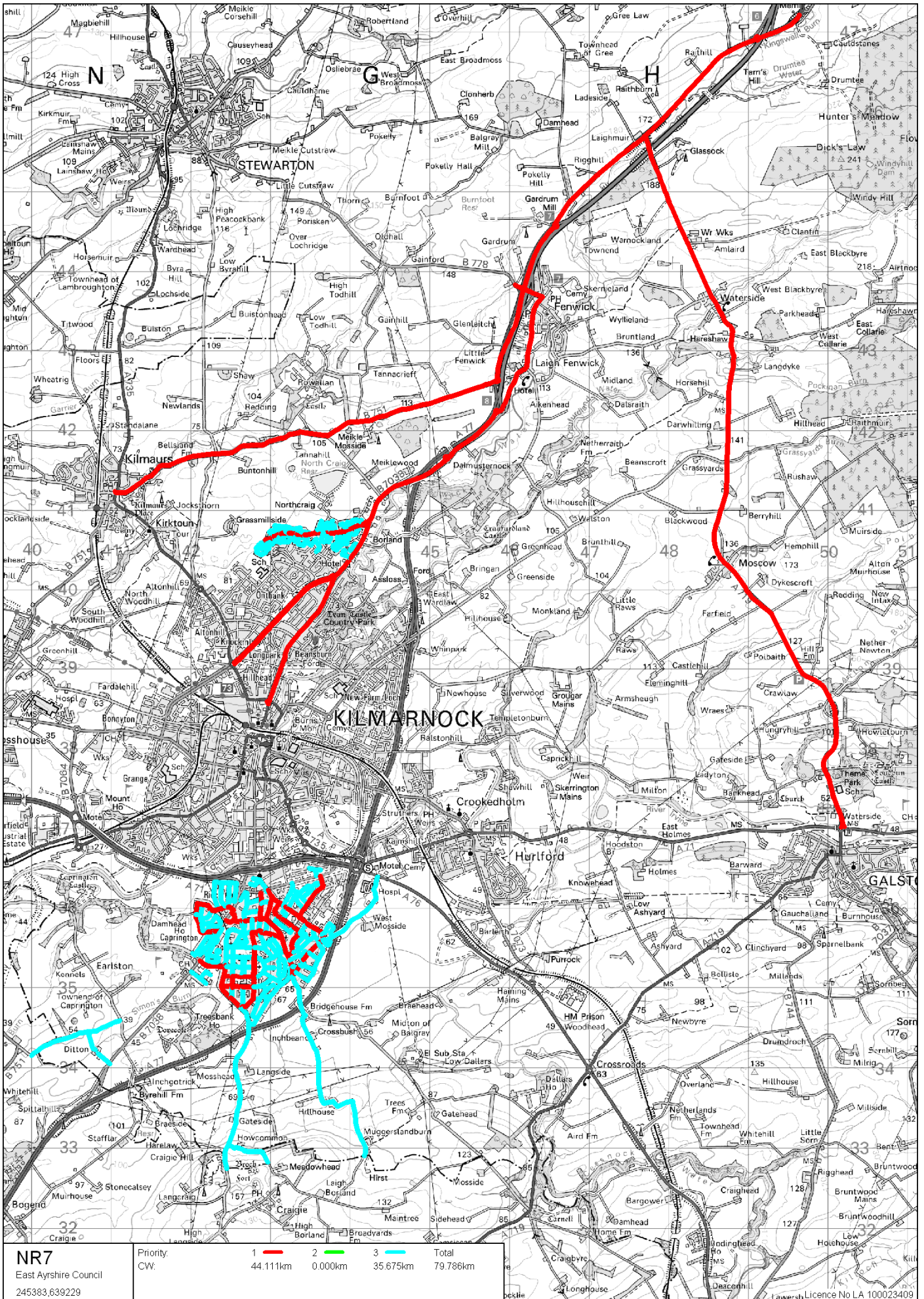


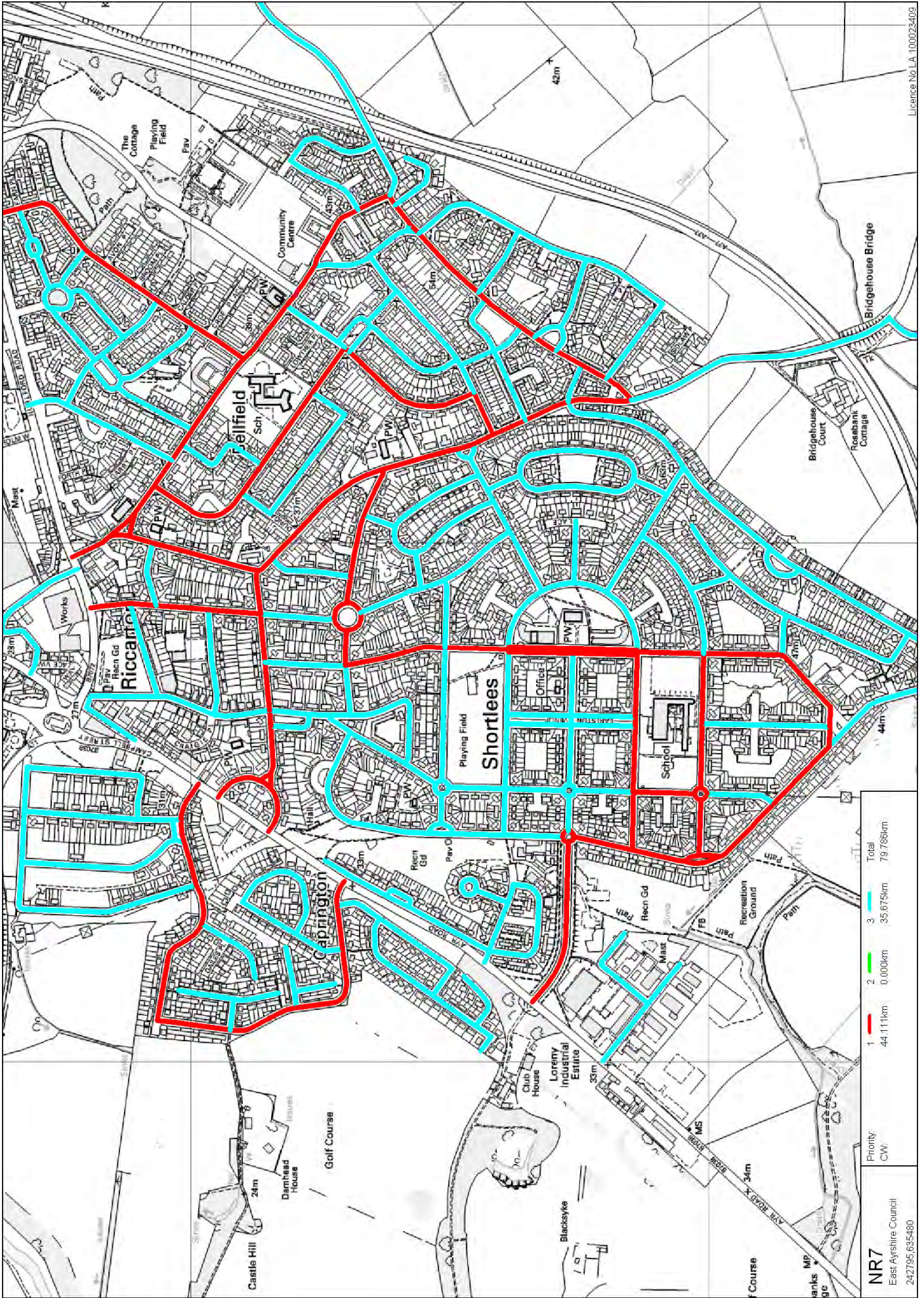
**NR6**  
 East Ayrshire Council  
 242313.637726

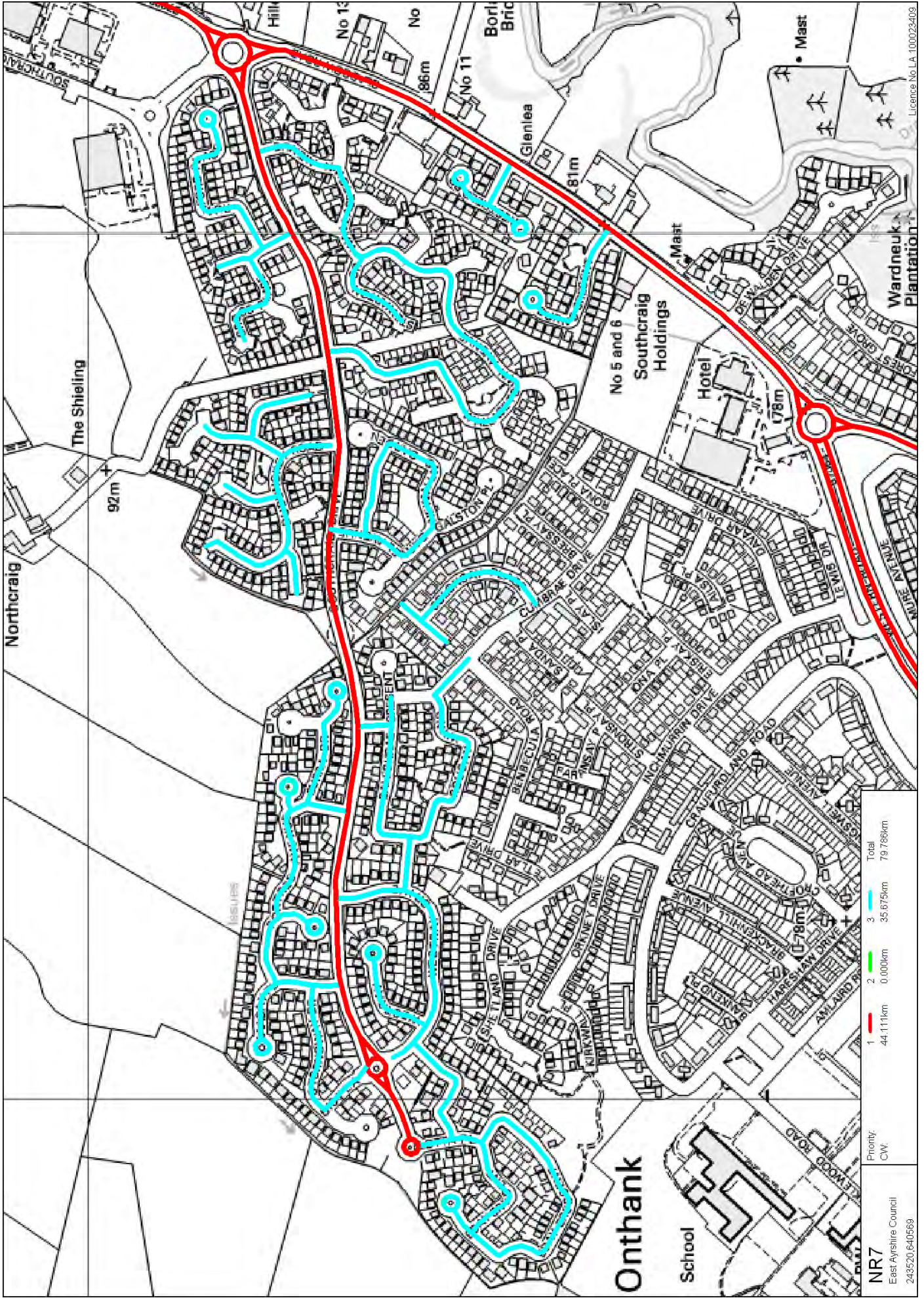
Priority	Length (km)	Total
1	33.097	68.517
2	35.420	
3	0.000	
<b>CW</b>		<b>Total</b>
		<b>68.517</b>

Playing Pavillion  
 Licence No LA 100023409







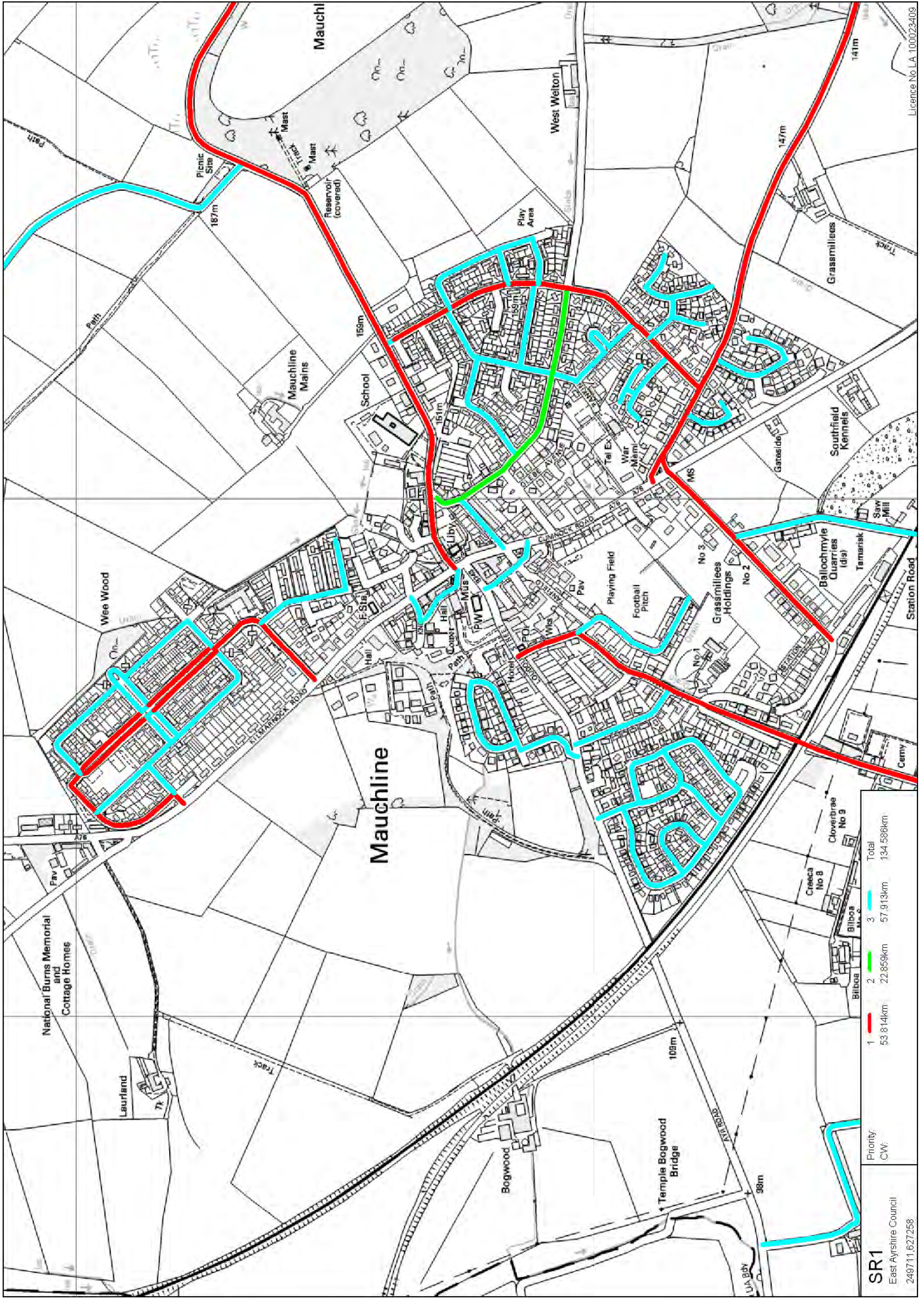


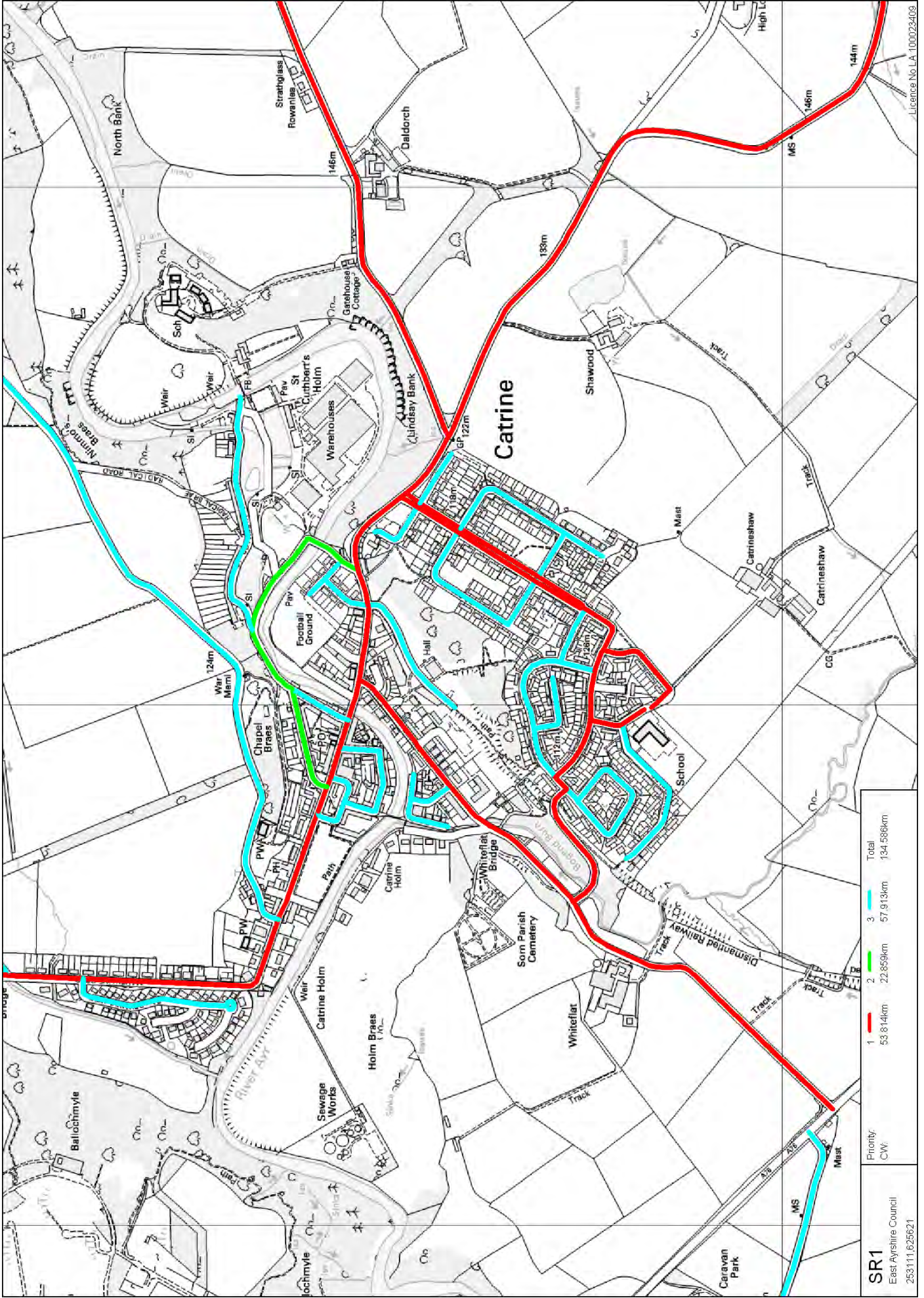
NR7

East Ayrshire Council  
243520/640569

Licence No LA 100023409

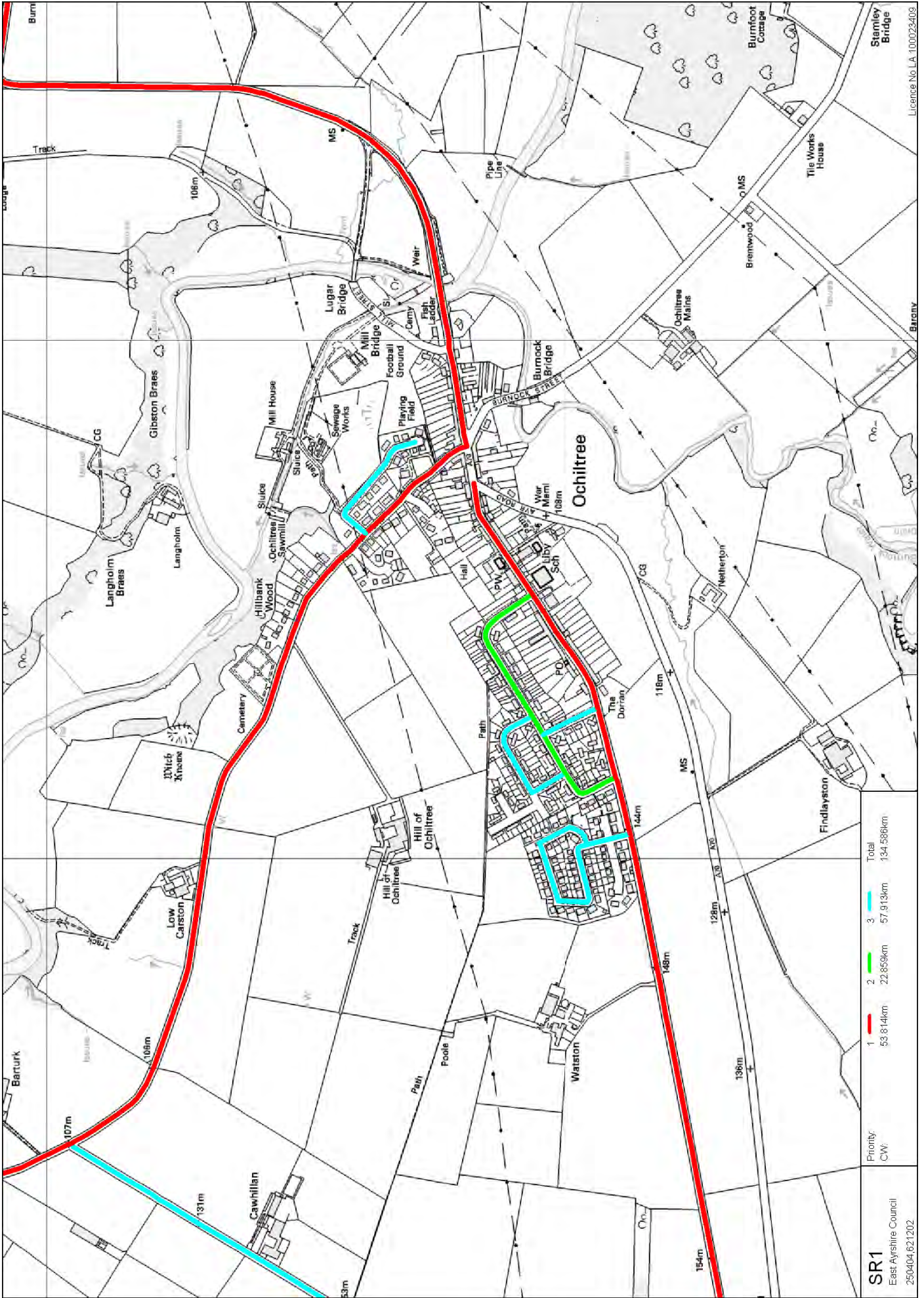






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 East Ayrshire Council  
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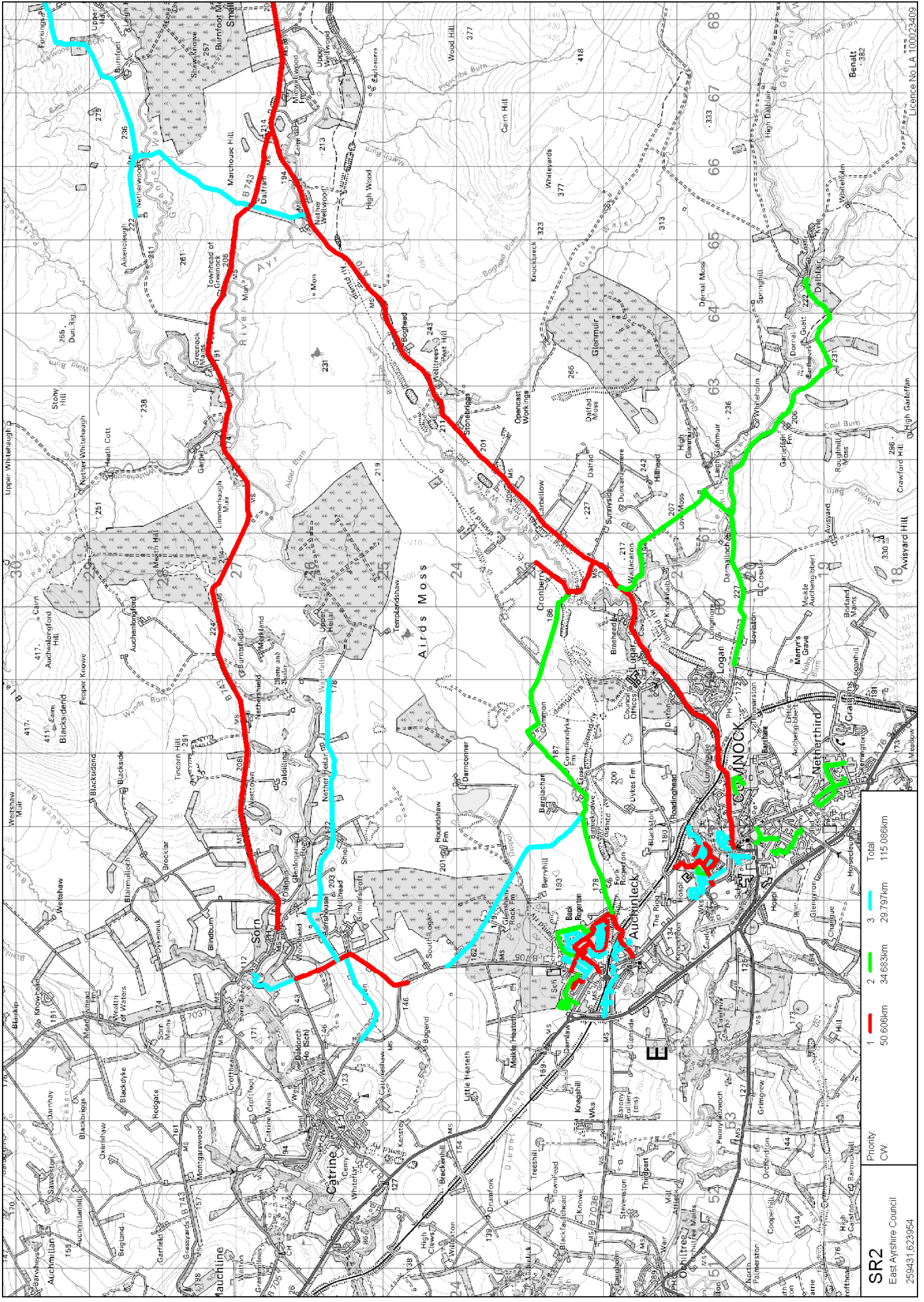
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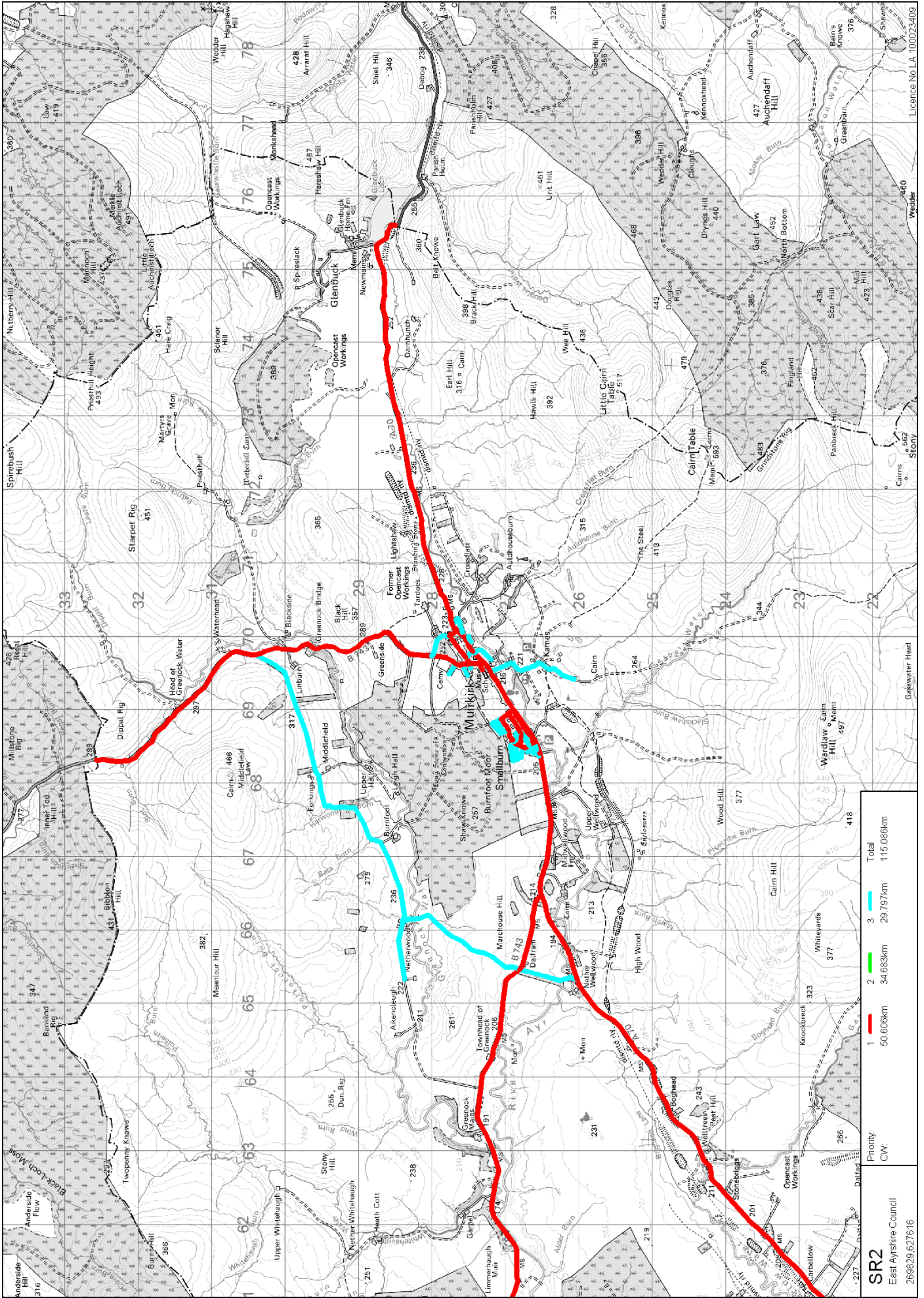


**SR1**  
 East Ayrshire Council  
 2504041621202

Priority	Distance (km)	Total
1	53.814	134.586
2	22.859	
3	57.913	
<b>Total</b>		<b>134.586</b>

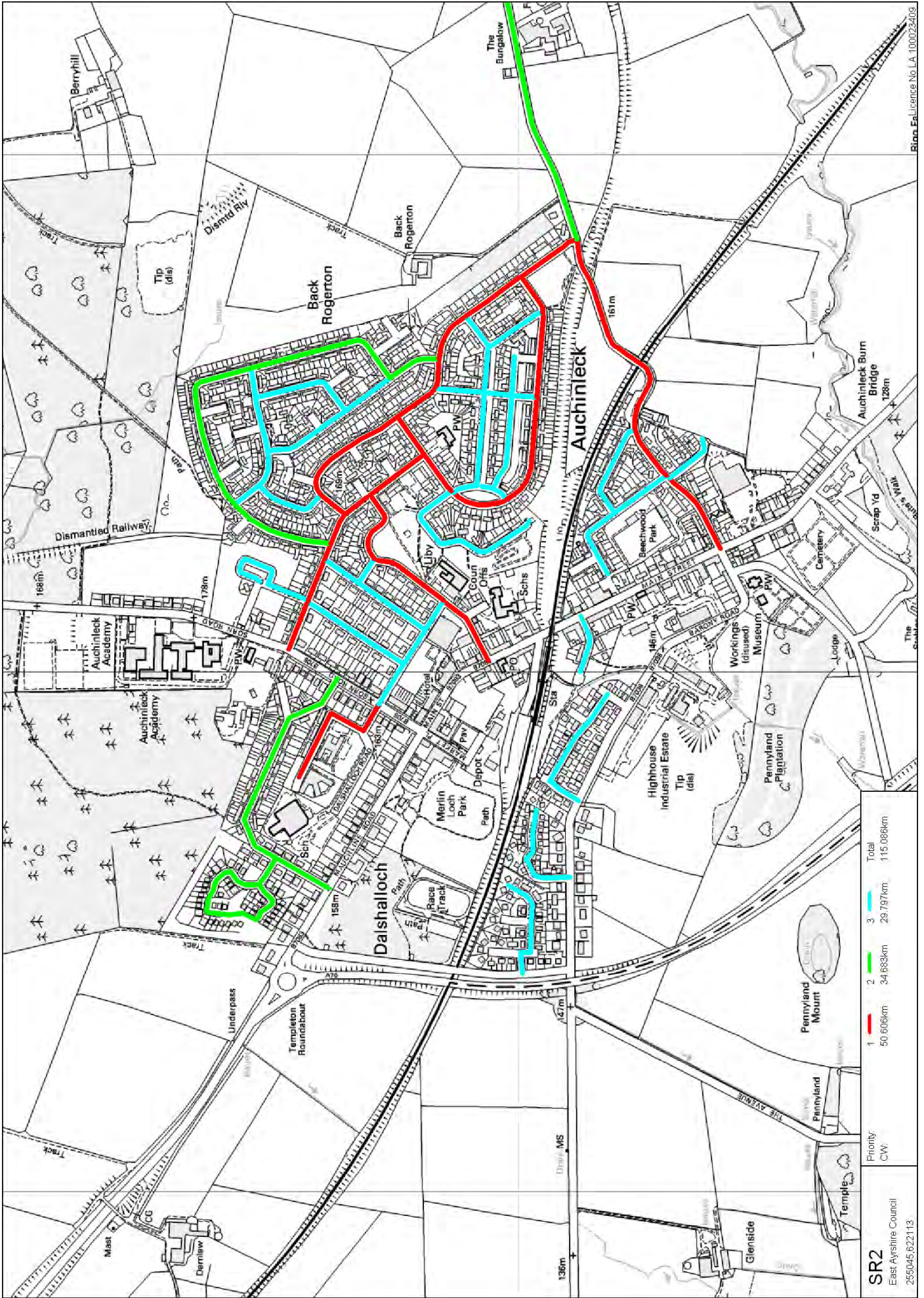






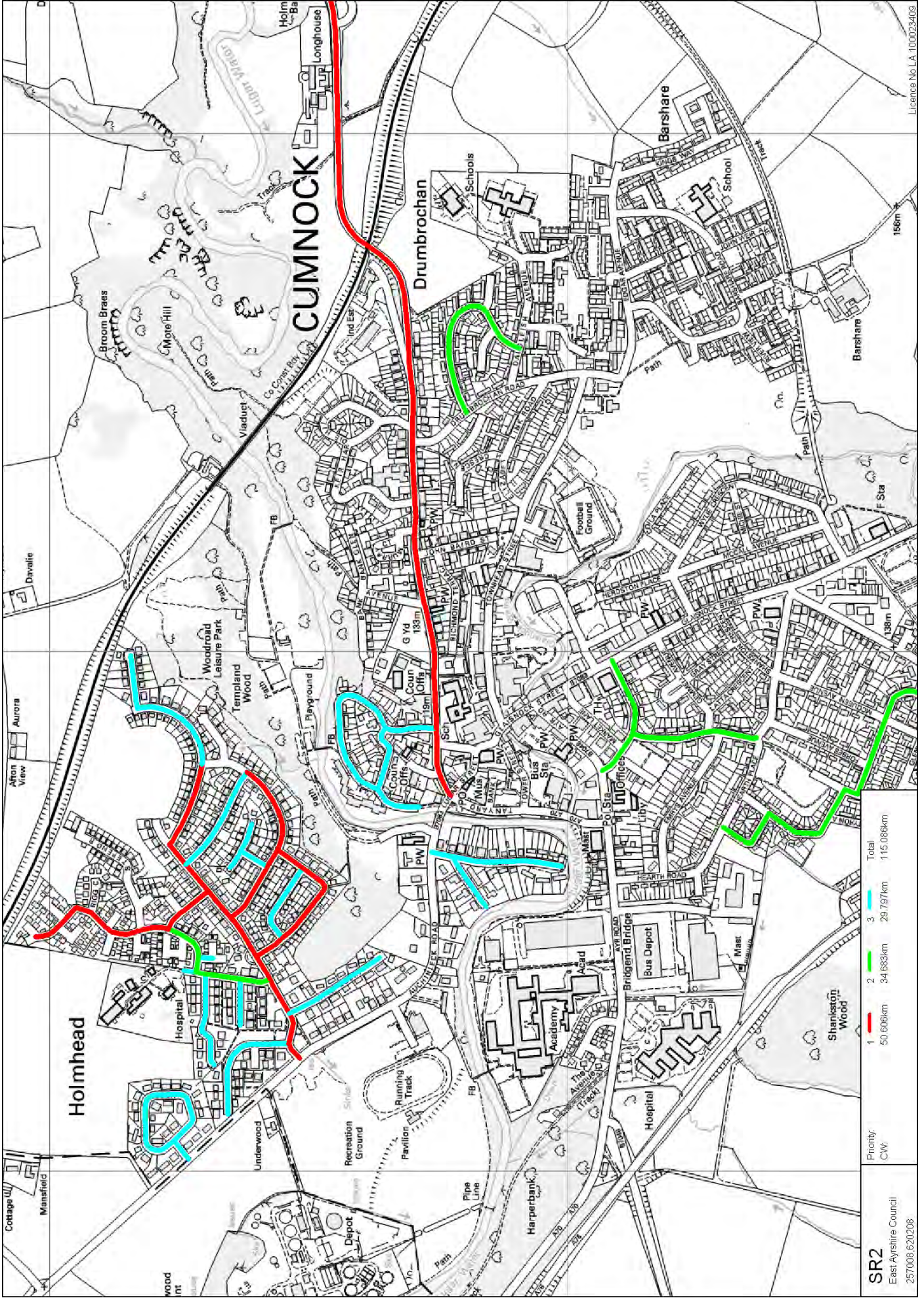
**SR2**  
 East Ayrshire Council  
 269629.627616

Priority	CW	Length (km)	Total Length (km)
1	Red	50.806	115.086
2	Green	34.883	
3	Cyan	29.797	
<b>Total</b>			<b>115.086</b>



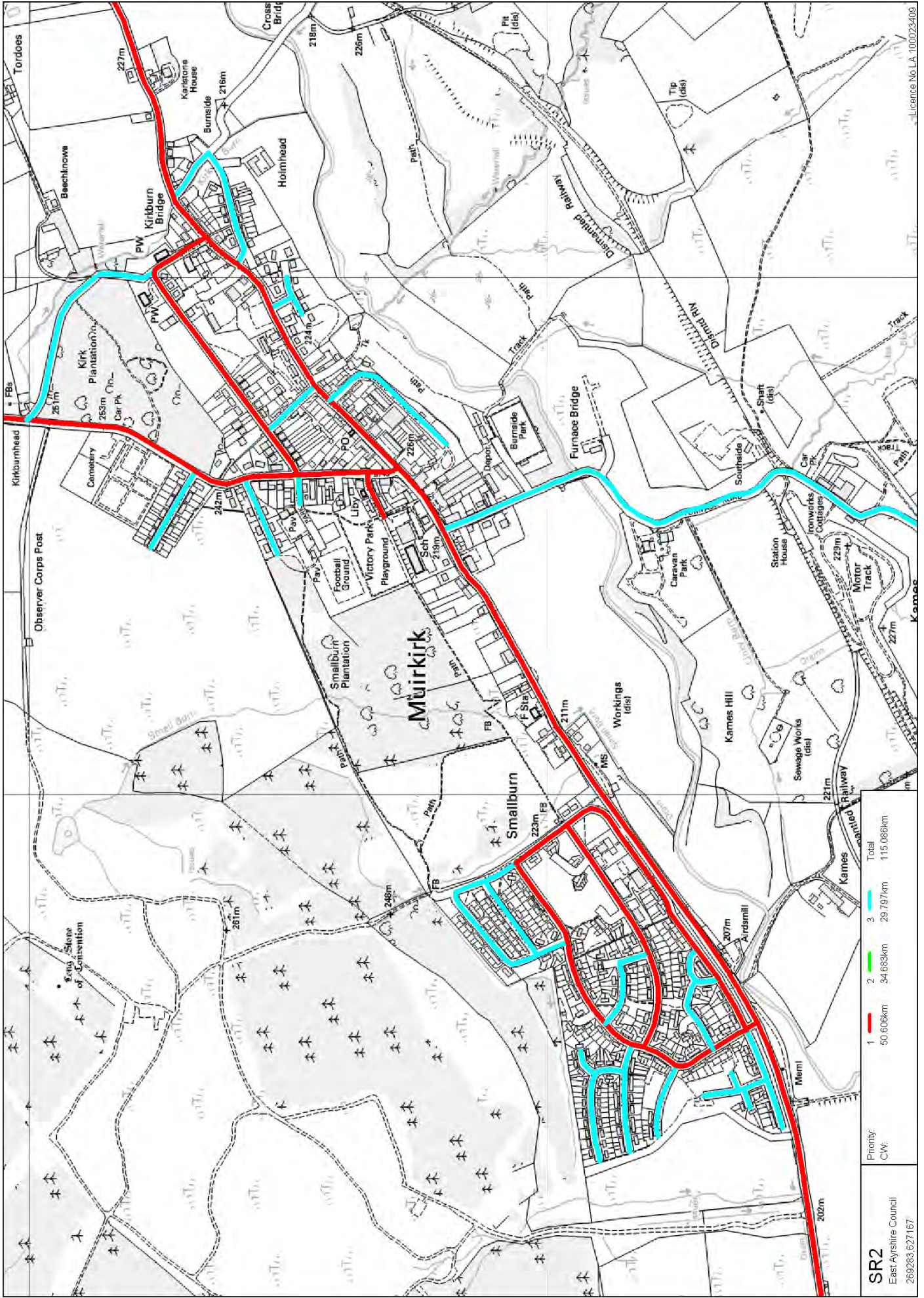
Priority	1	2	3	Total
CW	50.606km	34.883km	29.797km	115.086km

**SR2**  
 East Ayrshire Council  
 255045/622113

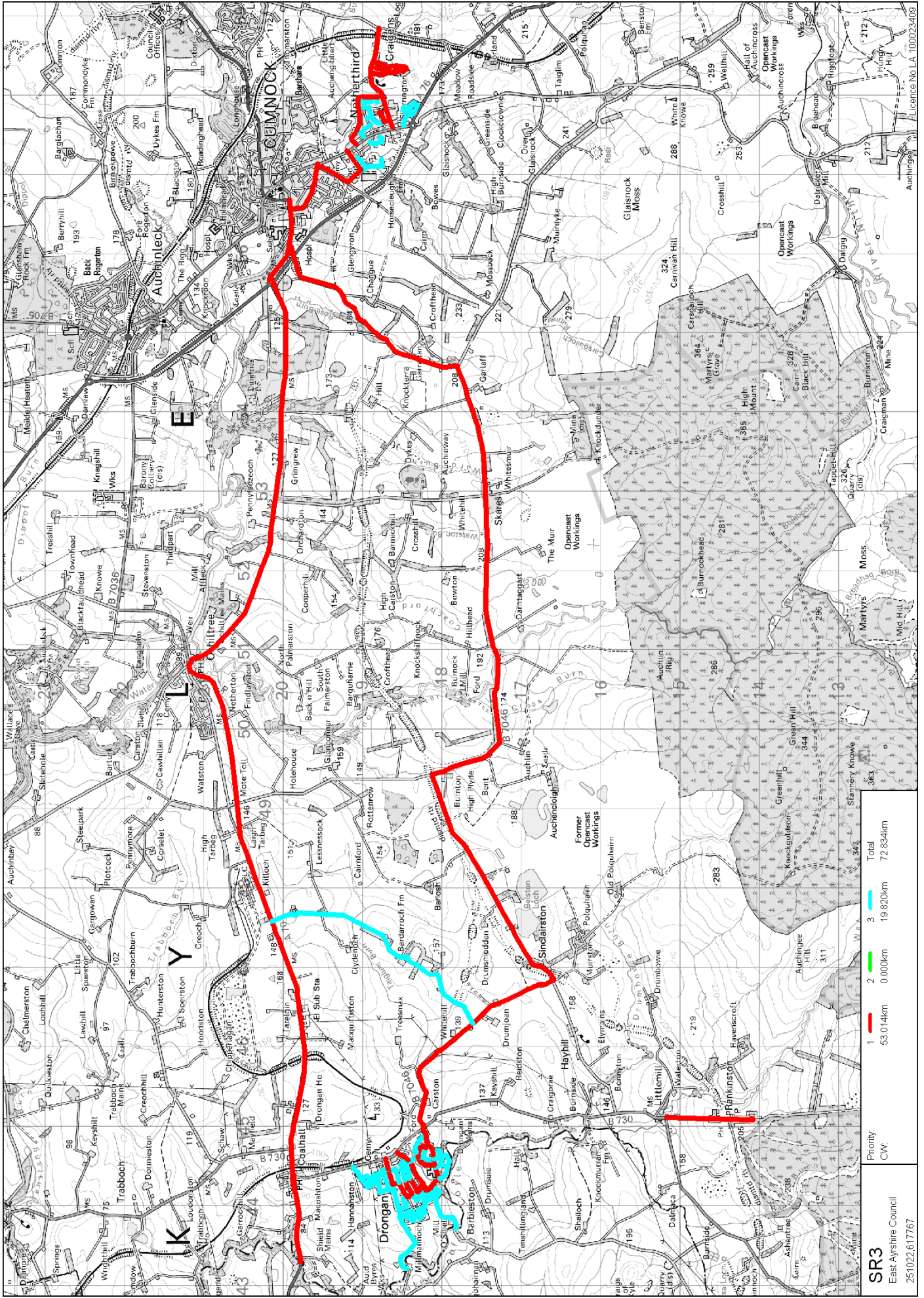


Priority	1	2	3	Total
CW	50.606km	34.883km	29.797km	115.086km

**SR2**  
 East Ayrshire Council  
 257008.620.208



**SR2**  
 East Ayrshire Council  
 269283.627167

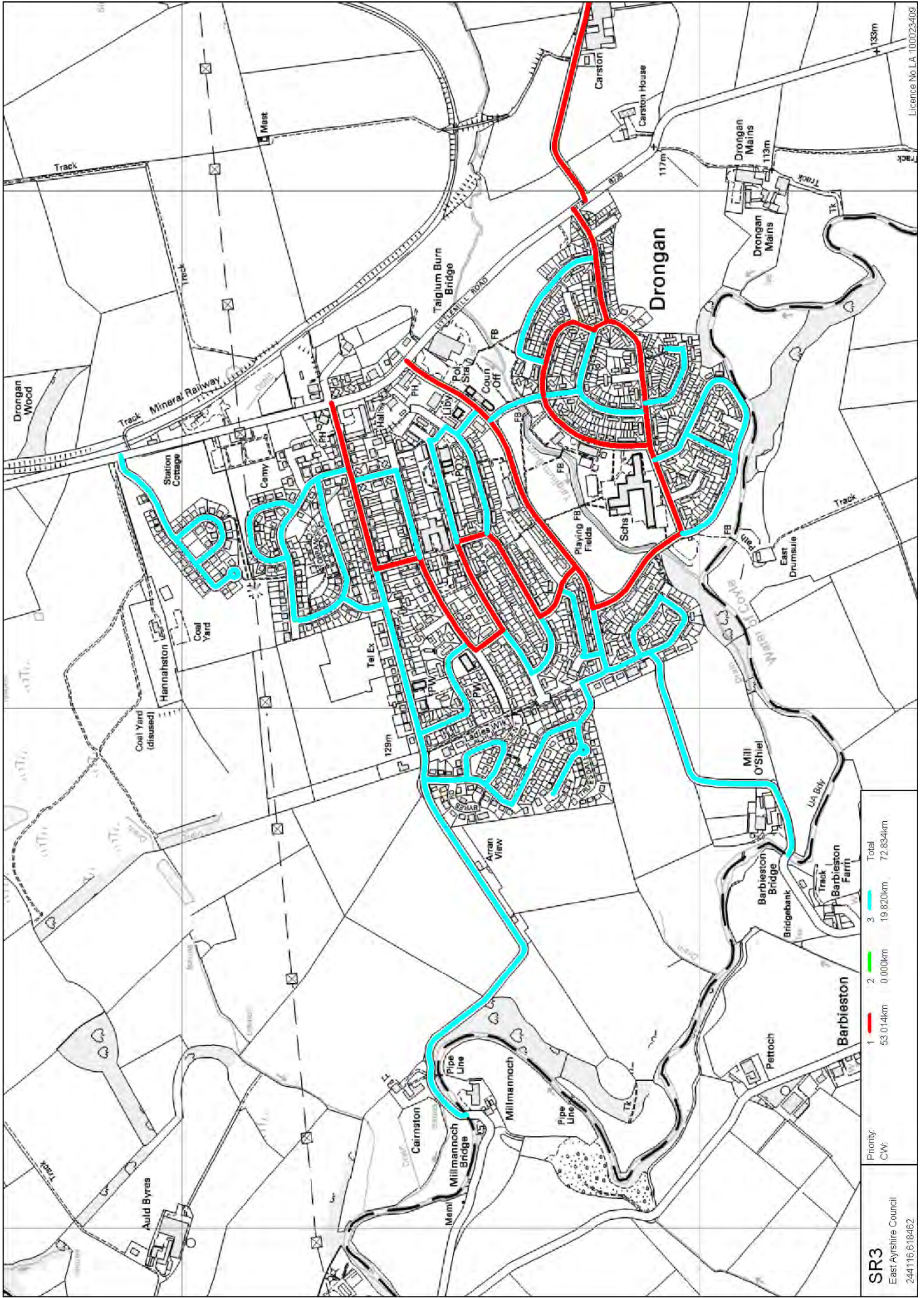


**SR3**

East Ayrshire Council  
251022.617767



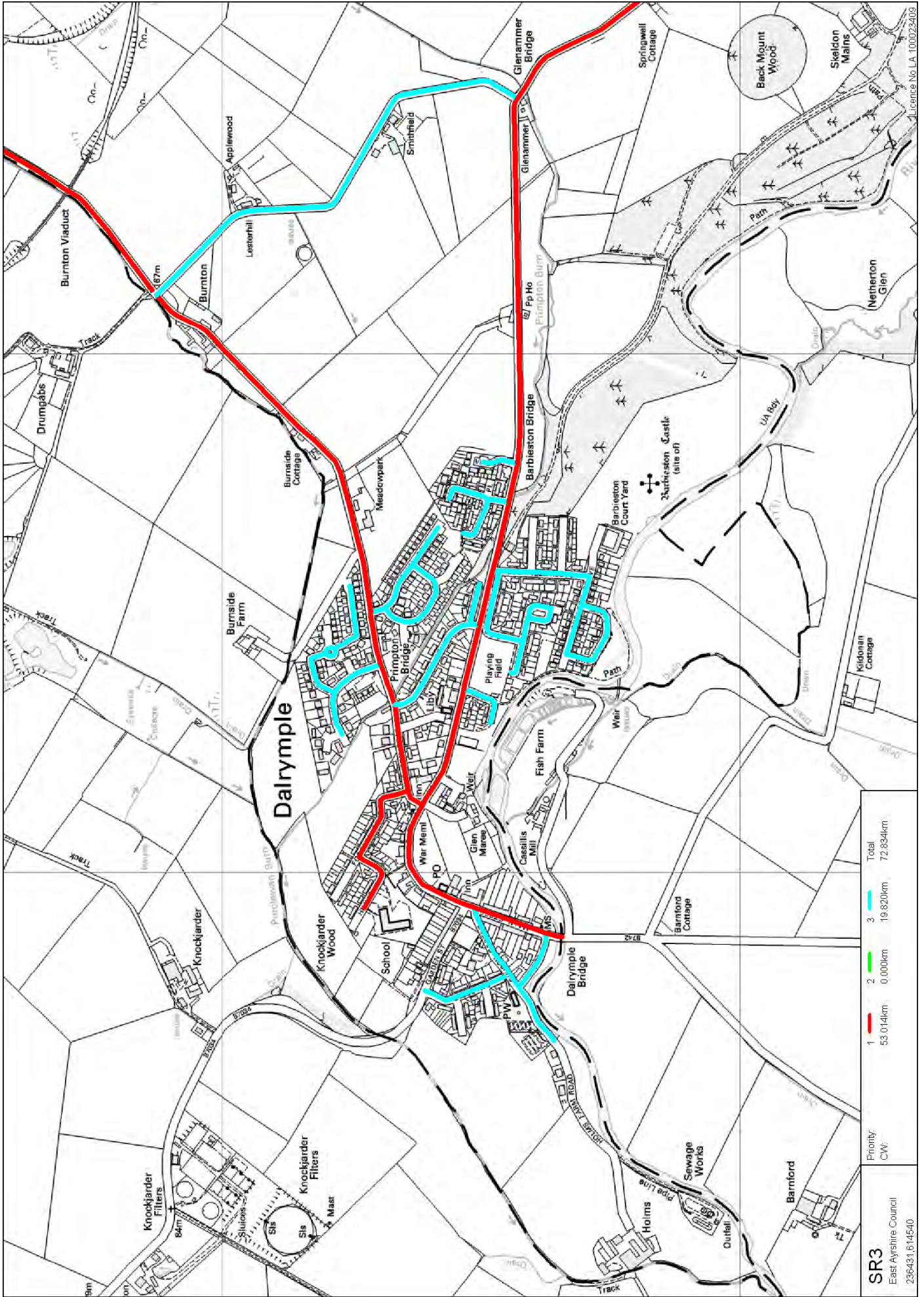




Priority	Length (km)	Total
1	53.014	72.834
2	0.000	
3	19.820	
<b>Total</b>		<b>72.834</b>

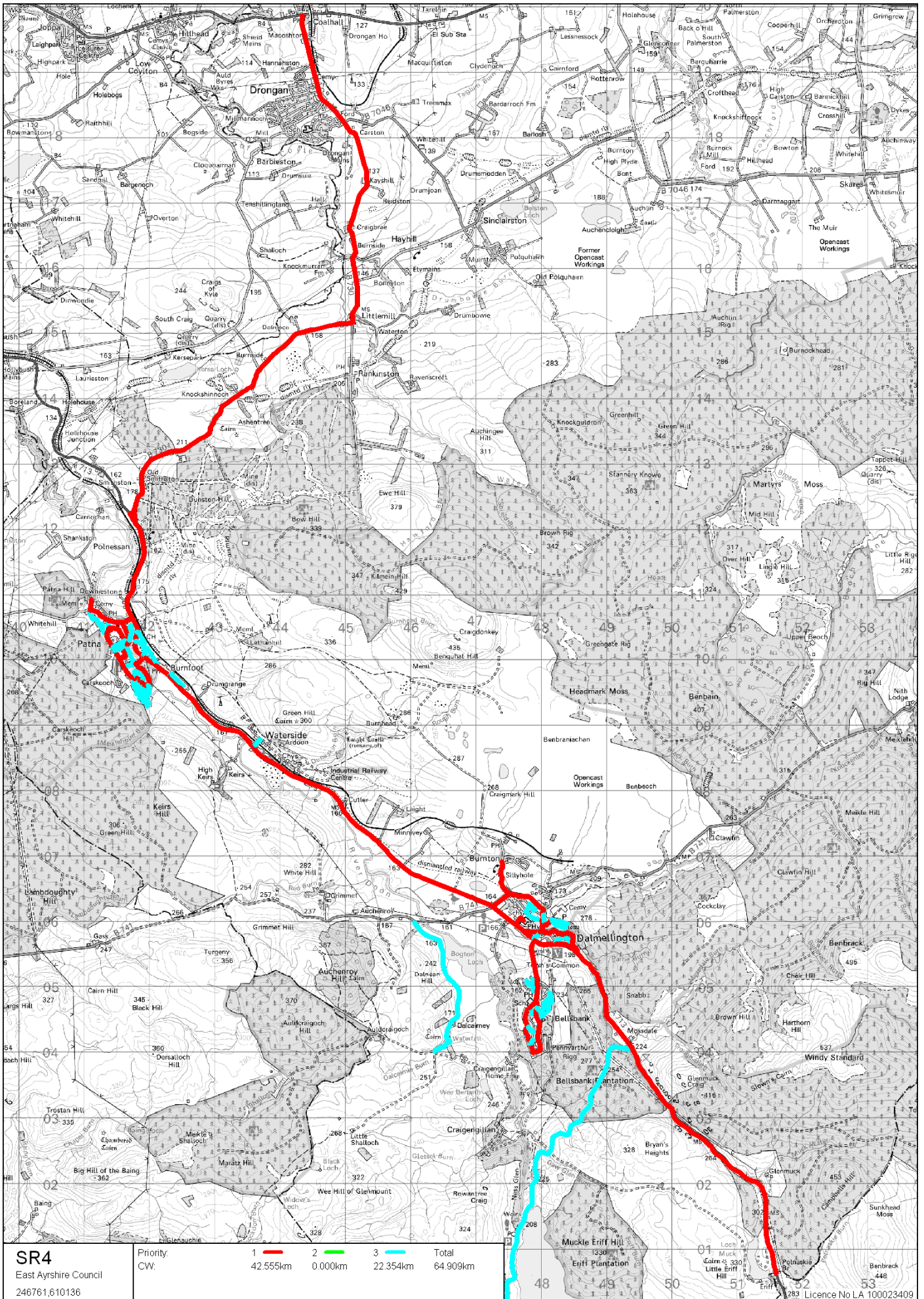
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 East Ayrshire Council  
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Licence No LA 100023409



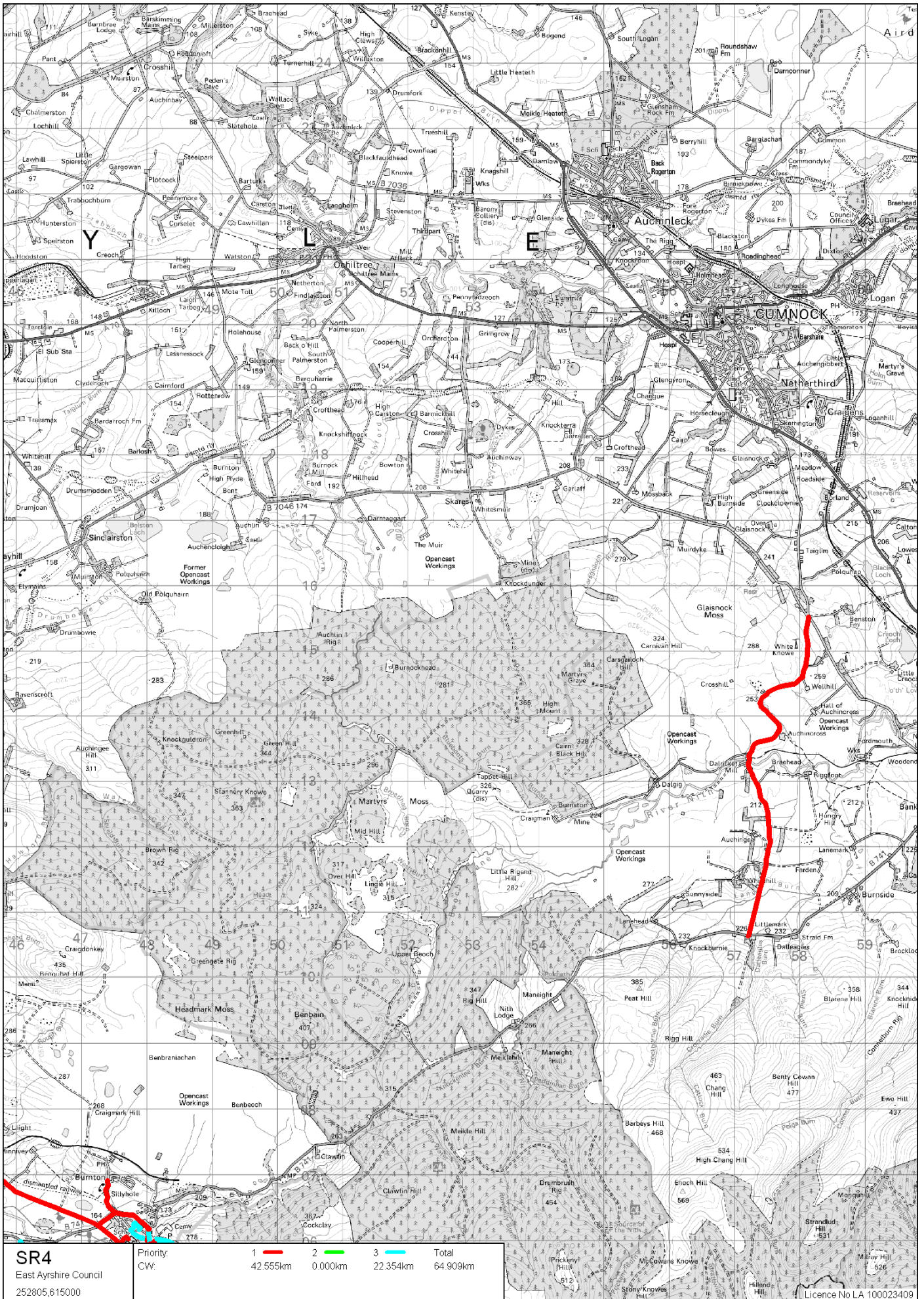
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 East Ayrshire Council  
 2386431,614540

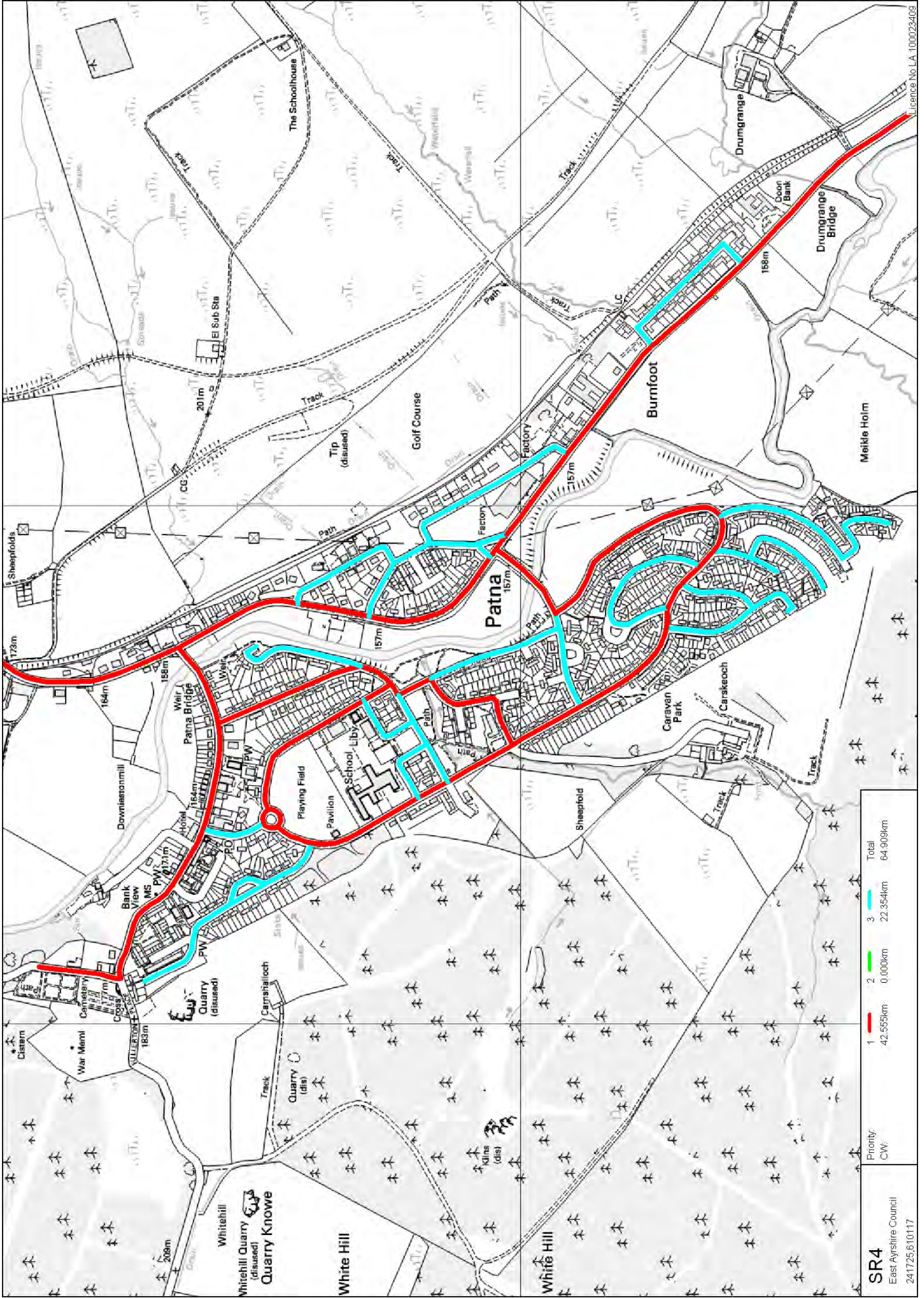
Priority	Length (km)	Total Length (km)
1	53.014	72.834
2	0.000	
3	19.820	



SR4  
East Ayrshire Council  
246761,610136

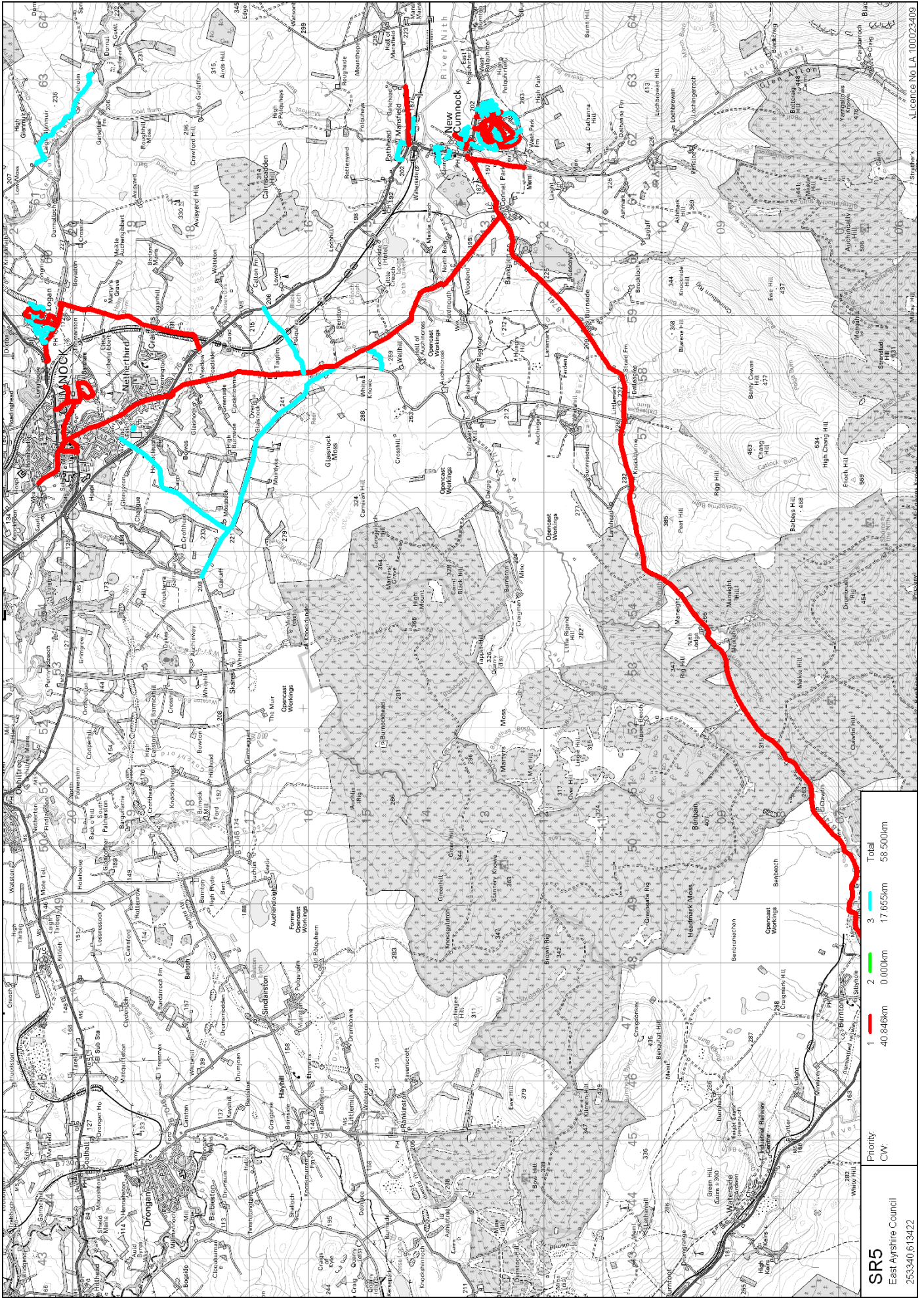
Priority:  
CW: 1 2 3 Total  
42.555km 0.000km 22.354km 64.909km

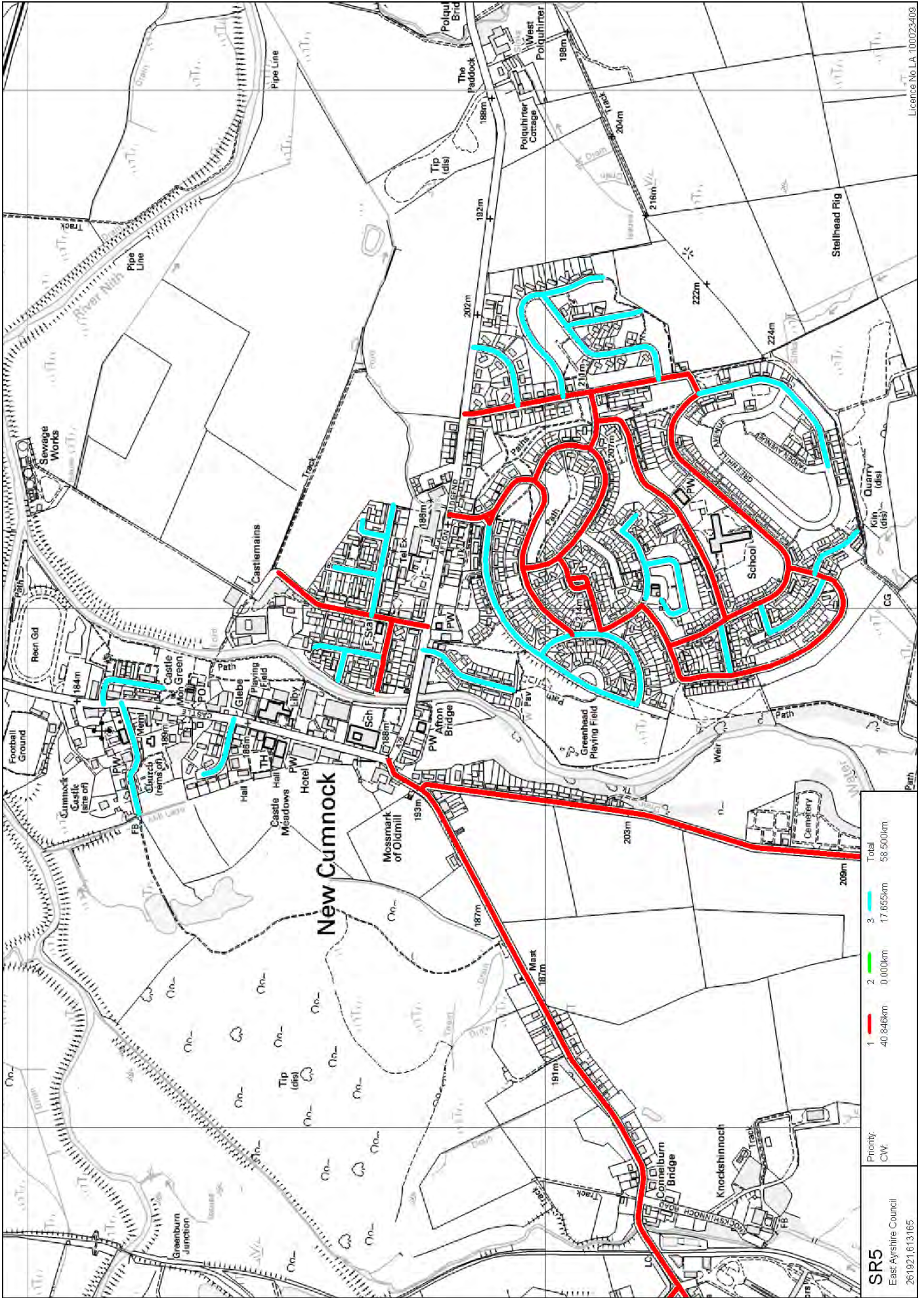












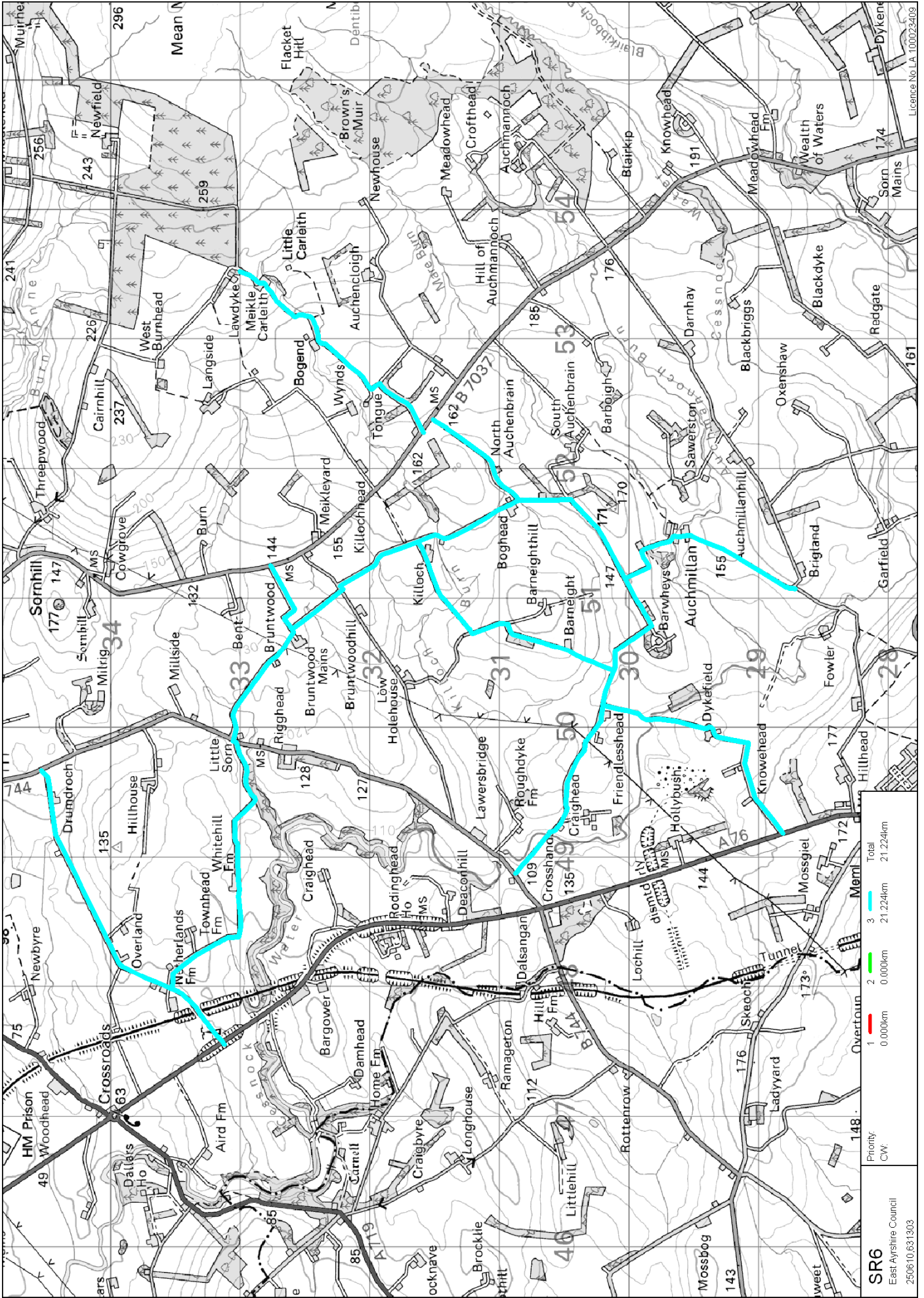
**SR5**  
 East Ayrshire Council  
 261921.613165

Priority:  
 CW

1 40.846km  
 2 0.000km  
 3 17.655km

Total  
 58.500km





**SR6**  
 East Ayrshire Council  
 250610.631303