



# Winter Service Handbook

## 2016/17 Shepway District



## 1. KHS policy statement and plan

This handbook supplements Kent County Council Highways and Transportation's Winter Service Policy Statement which was endorsed and adopted by Kent County Council's (KCC) Environment, Highways and Waste Policy Overview and Scrutiny Committee (EHW POSC). This is available on the KCC website at the following address

<https://shareweb.kent.gov.uk/Documents/roads-and-transport/roads-and-pavements/winter-service/Winter%20policy%202010-11.pdf>

HTW prepares an annual Winter Service policy and plan which are used to determine actions that will be taken to manage its winter service operations. The policy was discussed at the Environment, Highways and Waste Cabinet Committee on the XXXXXXXXXXXX

## 2. Winter service procedure

**During normal working hours the District Manager will deal with all winter service matters, including managing local action in snow/ice emergencies. The Duty Officer (DO) will assume control out of hours. District Manager (DM) will also ensure that adequate support is provided to DO out of hours in emergency situations and that a suitable handover briefing takes place at the start and end of the normal working day.**

- 2.1 The Duty Officer will commence duty at 17.00 hours on Friday until 09.00 the following Friday and will be responsible for all the actions below. The DO may be required to become involved before 17:00 hrs to enable proper hand over of information. This will be dependant on the severity of the conditions. Assistance will be given but the ultimate responsibility will be with the DO.
- 2.2 Immediately after 1400 hours daily the weather forecast/information will be available on email/telephone on 03000 413111. (Update forecasts may be available at 21.30 hours each day, or when issued.)
- 2.3 **Instructing and recording actions** – Any initial standard actions will be passed to Amey by the WDO. For normal in hours (09:00-17:00) The District team will record add hoc actions taken on the Winter Service action sheet. This will instruct Enterprise of the action that is needed. Provide as much detail as possible on the form. This is then sent by email to Amey advance of the work.

Out of hours (17:00 -09:00) and in the event that additional actions are needed also use the winter Service action Sheet, recording as much information as possible and pass this information by phone to the Amey Duty Supervisor. If, in the opinion of the duty officer, or on a site check, different action is taken to that recommended by the Winter Duty Officer (WDO), please inform the WDO. Amey will be informed directly of the main action. Duty Officer will decide and instruct on any other action needed.

The winter service action sheet should also be copied by email to the relevant Priority Response Officer, District Manager and Highway Manager. The PRO officer will

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ensure that a WAMS order is raised as soon as practicable. The PRO will save the form in the designated folder on the KHS IT system.

- 2.4 At weekends/bank holidays the winter forecast/action will be sent out at 14.00 hours or soon thereafter. In the event that a forecast is not received the DO will phone the KCC forecast on 03000 413111 to receive forecast and instructions.
- 2.5 If there are any changes, i.e. rain, contact the Amey Winter Duty Supervisor as soon as possible to cancel/ amend the instruction and inform the WDO
- 2.5 A snow/ice emergency can only be declared by a Highway Manager (HM). In the event of a snow/ice emergency being declared by the CDM, strategic action should be considered, i.e. opening an Emergency Room and calling in other staff etc.
- 2.6 In a declared snow emergency the priorities are primary routes, secondary routes, recorded snow clearance priorities and finally anything reported by the public etc. All public reports are to be logged on the CSM system.

### 3. Useful Phone numbers/sites

#### Weather

KCC Weather 03000 413111

#### Personnel

Carol Valentine	
Toby Howe	
Kirsty Williams	
Andrew Loosemore	
Roger Wilkins	

#### Winter Duty Officers 2012-13

WDO	Office telephone	Home telephone	Mobile
Toby Howe			
Earl Bourner			
Richard Emmett			
Carol Valentine			

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### District Managers

Name	Position	District	Telephone number
Chris Maw	District Manager	Canterbury	
Steve Rivers		Dover	
Pauline Rockett		Shepway	
Alan Blackburn		Swale	
Paul Valek		Thanet	
Lisa Willoughby		Ashford	
Julian Cook		Sevenoaks	
Lisa Gillham		Gravesend	
Earl Bourner		Tunbridge wells	
Sue Laporte		Maidstone	
Mark Simmons		Tonbridge and Malling	
Denise Sutton			Dartford

### Engineers

Name	Position	District	Telephone number
James Bowen	Engineers	Shepway	
Darren Hickman		Swale	
Stephanie Wadhams		Dover	
Paul Valek		Thanet	
Lee Goodman		Ashford	
Kevin Abel		Canterbury	
Mike Payton		Sevenoaks	
Andy Walters		Dartford	
John Reynolds		Tunbridge Wells	
Jamie Cunningham		Maidstone	
Jez Massey		Tonbridge and Malling	
Tony Atherton			Gravesend

### Other

Name	Telephone number
KCC contact centre	
Traffic Link (informs all radio stations)	

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### Amey

District	Name	Phone	Mobile	email
Ashford				
Ashford				
Sandwich				
Preston				
Swanley				
Haysden				
Aylesford				

### Other numbers specific to area.

**Police Force Control** switch board (24/7)

**Police Station** - Folkestone –

**Highway Agency** –

### SDC Contacts

Andy Blaszkowicz SDC (SDC Winter assistance link)  
Mike Razzell (Veolia)

Shepway DC - Standby Controller (Lifeline)

### KCC H&T Highway Inspectors/ Stewards / HUB

Debbie Watkins  
Clive Lofting  
Officer X

PRO Nicky Harrison  
Ben Croucher  
Chris Neat

### Useful live CCT for Folkestone area

This website can be used to view the trunk road network and obtain an idea of the extent of snowfall within the area, or track predicted snowfall movement across the County.

[www.trafficengland.com](http://www.trafficengland.com)

This is a Highways Agency website.



## **Winter Service District/Team Handbook 2016-17**

These will be periodically checked and restocked. The Winter Service Policy Statement and Plan sets out the procedures for deploying additional salt bins. During the Winter period, no additional salt bins will be deployed (unless funded through the Members' Highways Fund). Any other requests/locations will be considered during the following Summer.

### **10. Salt bags**

We are offering parish councils the opportunity to have a salt bag delivered again for the winter 2016/17. We will provide one salt bag per parish and this will be a one tonne bag of salt/sand mix. The salt bags will be placed at the start of the winter season for use in the local area, throughout the winter. However, due to the mild winters we have had, there should not be a need for new salt bags.