

**KENT COUNTY COUNCIL  
HIGHWAYS AND  
TRANSPORTATION**

**Thanet  
Local Winter Service  
Plan**

**2015/16**

11/12/15



## 1. 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. See Appendix 1 for personnel roles in winter service.

- 1.1 The DO will commence duty at 1700 hours on Friday until 1700 the following Friday and will be responsible for all the actions below. Assistance will be given but the ultimate responsibility will be with the DO.
- 1.2 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.)

- 1.3 **Instructing and recording actions** –The DO will record action taken on the Winter Service action sheet (attached as Appendix 2). The District team will record all Ad Hoc actions on the winter service action sheet. Email to Enterprise; this will instruct them of the action that is needed. Provide as much detail as possible on the form. In the event that additional actions are needed, confirm by phone with the Enterprise 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. Enterprise will be informed directly of the main action. DO 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 (PRO), DO and Highways Manager (HM). The PRO will ensure that a WAMS order is raised as soon as practicable. The PRO will save the form in the designated folder on the H&T IT system.

- 1.4 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.
- 1.5 If there are any changes, i.e. rain, contact the Enterprise Winter Duty Supervisor as soon as possible to cancel/ amend the instruction and inform the WDO
- 1.6 A snow/ice emergency can be declared by a HM or in exceptional circumstances by the WDO. In the event of a snow/ice emergency being declared, strategic action should be considered, i.e. opening an Emergency Room and calling in other staff etc.
- 1.7 In a declared snow emergency the treatment priorities are primary routes and secondary routes followed by recorded snow clearance priorities when resource allows and finally anything reported by the public etc. All urgent public reports will be entered as enquiries into the WAMS system and followed up accordingly.  
Sections of primary and secondary routes that we are unable to clear using lorry mounted ploughs, due to on street parking, will be attended to as resources permit.

## 2. Useful Phone numbers/sites

### Weather

KCC Weather

Metdesk

### Senior Management - Operations


### Winter Service Manager

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### Winter Duty Officers 2014/15

WDO	Office telephone	Home telephone	Mobile

### District Managers

Name	District	Telephone number

## Engineers

Name	District	Telephone number

## Other

Name	Position	District	Telephone number
KCC contact centre			03000 418181
KCC contact centre priority nos			03000 419292

**Police Force Control** switch board (24/7) 01622 690690

**Highway England** 0300 123 5000

**Other numbers specific to your area.**

## KCC Highway & Transportation Inspectors/ Stewards / HUB

### Stewards

### PRO

#### 3. Team duty officer rota

See Appendix 4.

#### 4. Senior duty officer rota

See Appendix 5.

#### 5. Amey depot staff rota

See Appendix 6

**6. Farmer snow plough**

See Appendix 7.

**7. Traffic calming features on routes**

See Appendix 8.

**8. Snow clearance priorities, with details by town/area in priority order**

See Appendix 9.

**9. Plans of primary and secondary routes**

See Appendix 10

**10. Spot salt list i.e. wet spots on and off precautionary routes.**

See Appendix 11

**11. Emergency primary actions**

See Appendix 12

**12. Salt bin locations**

See Appendix 13

**Parish salt bag locations**

See Appendix 14

**13. Local agreements/actions with Districts/others**

**Pavements**

During snow days arrangements will be made to clear pavements in key town centre and other areas as identified and agreed by district council and H&T staff. The prioritised pavements/footways are identified in this document.

#### **14. Emergency local control centres**

KCC Highway Depot  
Ash Road  
Sandwich  
CT13 9HZ

Thanet District Council Offices  
Cecil Street  
Margate

### **Appendix 1**

#### **Personnel Roles**

Duty Officer (DO), is the DO who assumes responsibility for winter service out of hours and is usually the same DO that would deal with all out of hours calls.

Winter Duty Officer (WDO) is the H&T officer who receives weather forecasts and decides the appropriate salting actions.

Enterprise Winter Duty Supervisor (EWDS) is the Enterprise officer who arranges the Enterprise out of hours winter service actions

Highway Manager (HM) will declare a snow/ice emergency when appropriate

District Managers will co-ordinate action during normal office hours in conjunction with the WDO and where necessary the relevant HM

Appendix 2

# ENGINEER'S INSTRUCTION

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**Contract:** Winter Service 2015/16

**Contractor:** Amey

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The Contractor is instructed to act on or carry out work in accordance with the undernoted instruction.

Instruction Number .....

Date ..... Time .....

**Issued under the authority of Clause 7(1)  
of the conditions**

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Action

..... for (evening/morning of ..... 2015/16

(other .....

Engineer's Representative .....

### Appendix 3

WINTER SALTING REQUEST FOR:						
Parish - Road	C/W, F/W, Salt Bin Fill	CSM Log	Suitability for gritter or hand salt	Route Priority Primary, Secondary, Other	Inspector knowledge if needed	Budget Code
Shoreham -	CW	1000000000	HS	S		
Shoreham Rd	CW	1000000000	HS	S		
London Road	FW	1000000001	Gritter	O		
Richards Close	SBF	1000000002	Gritter	S		

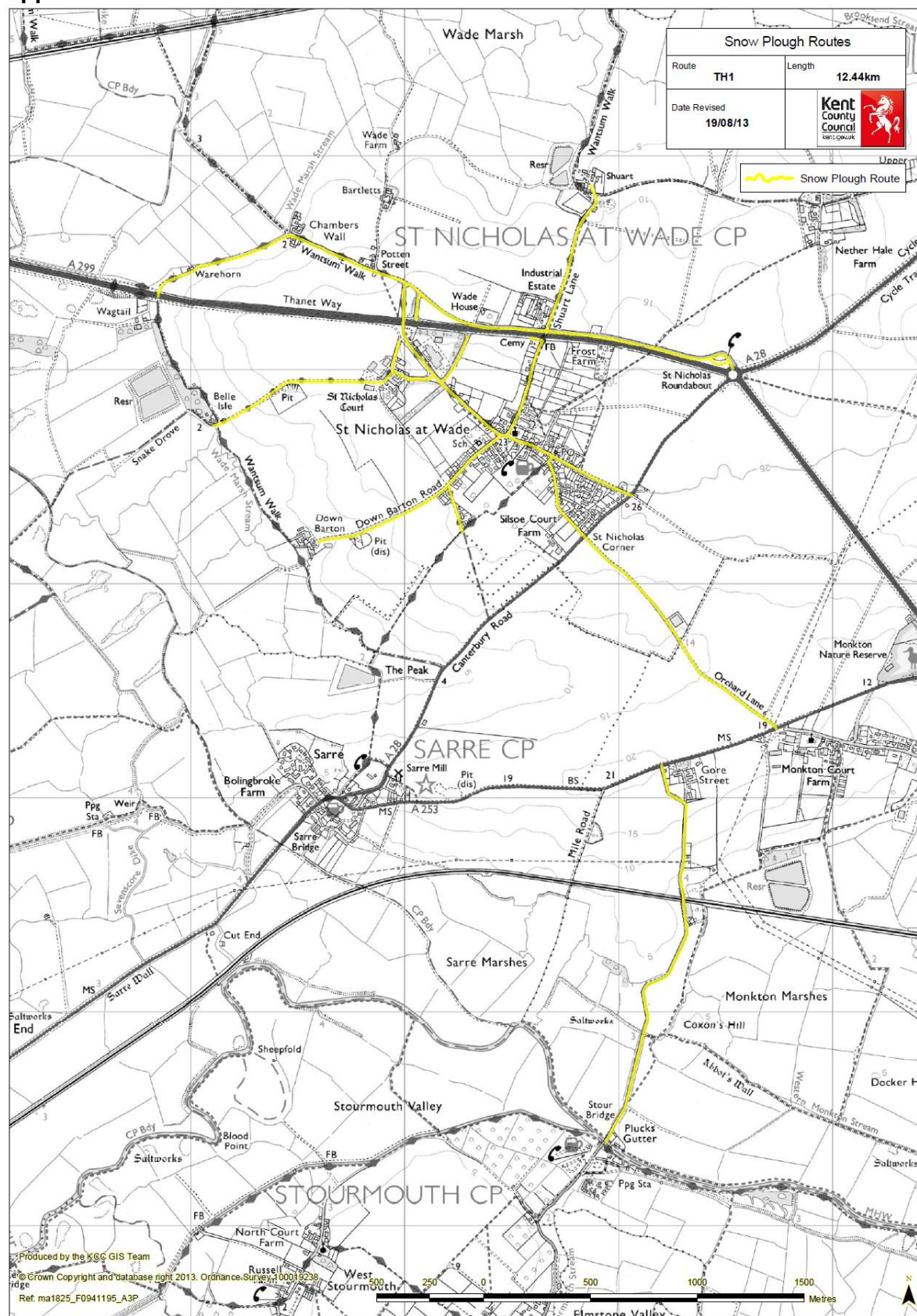


**Appendix 4 - Redacted**

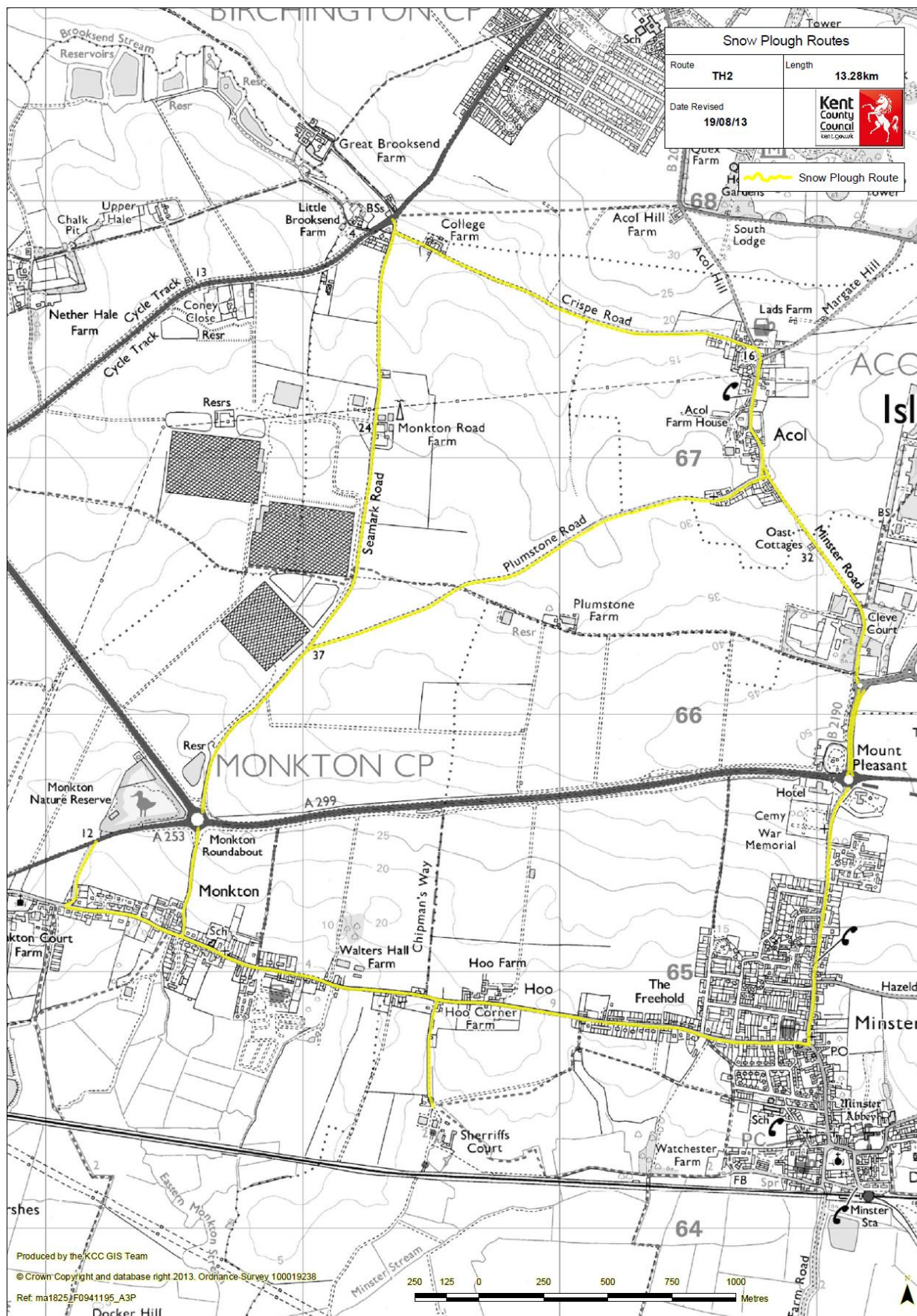
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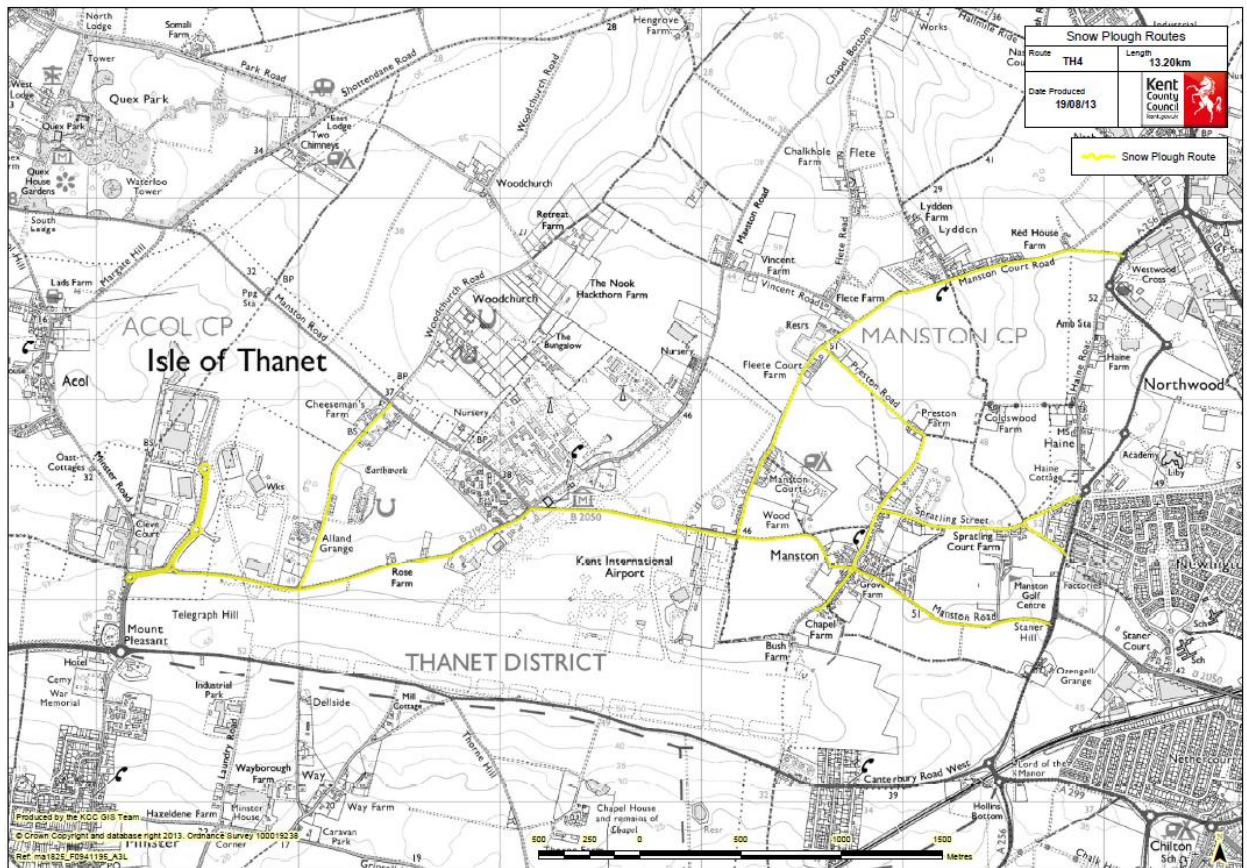
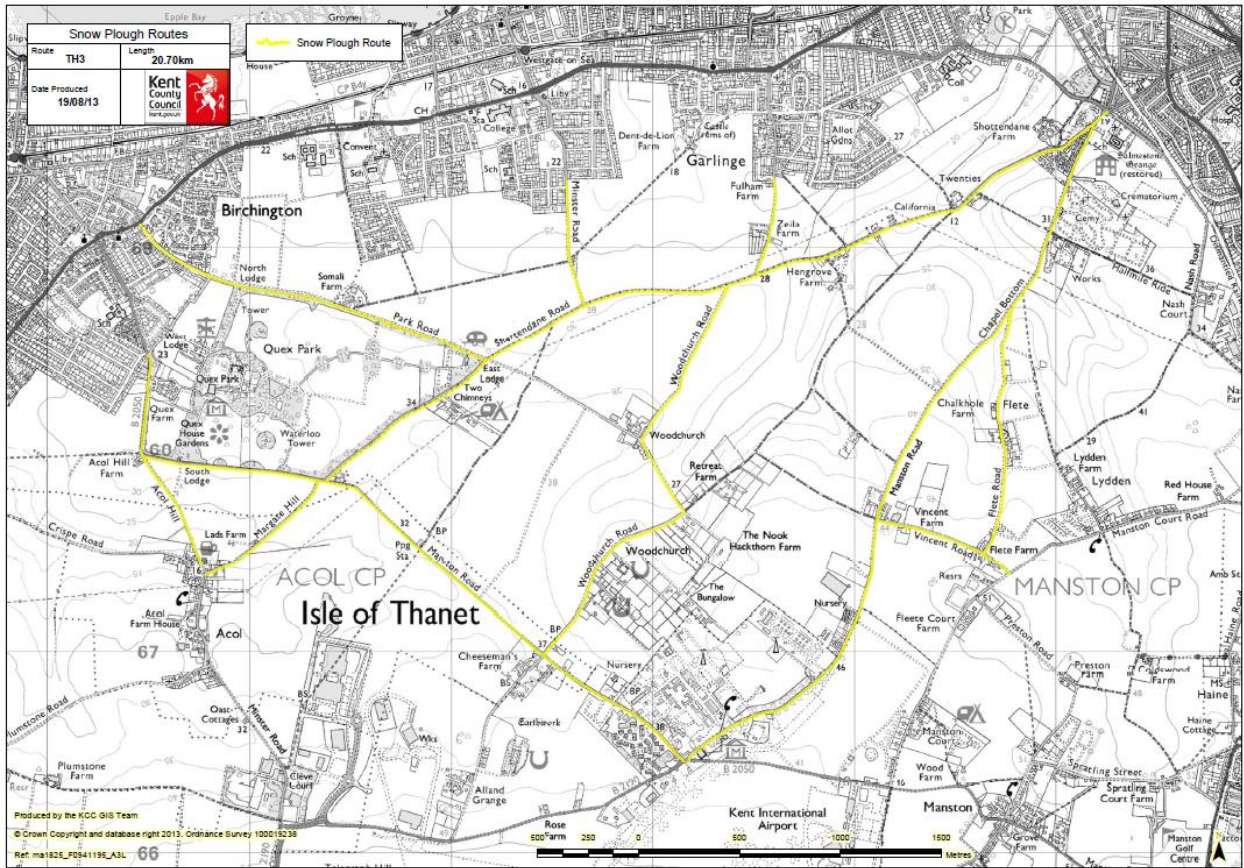
## Appendix 7



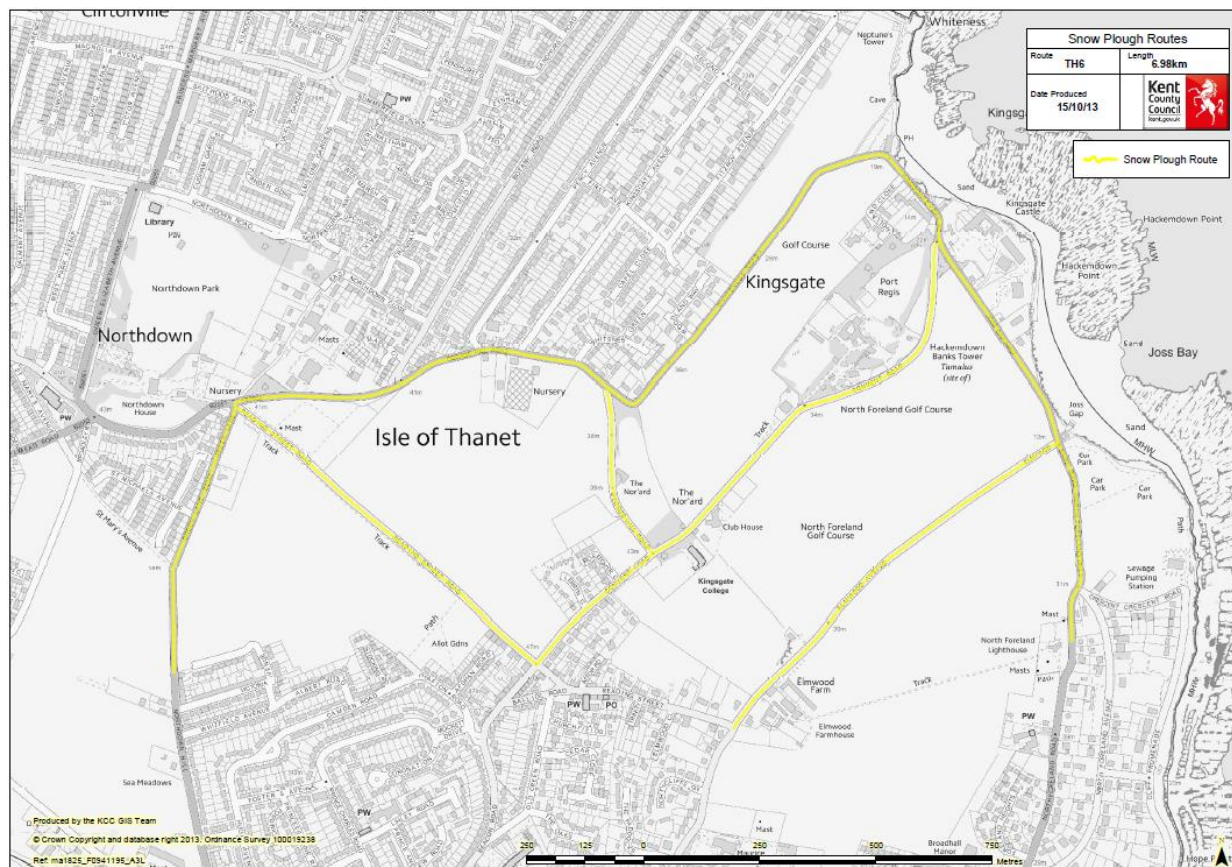
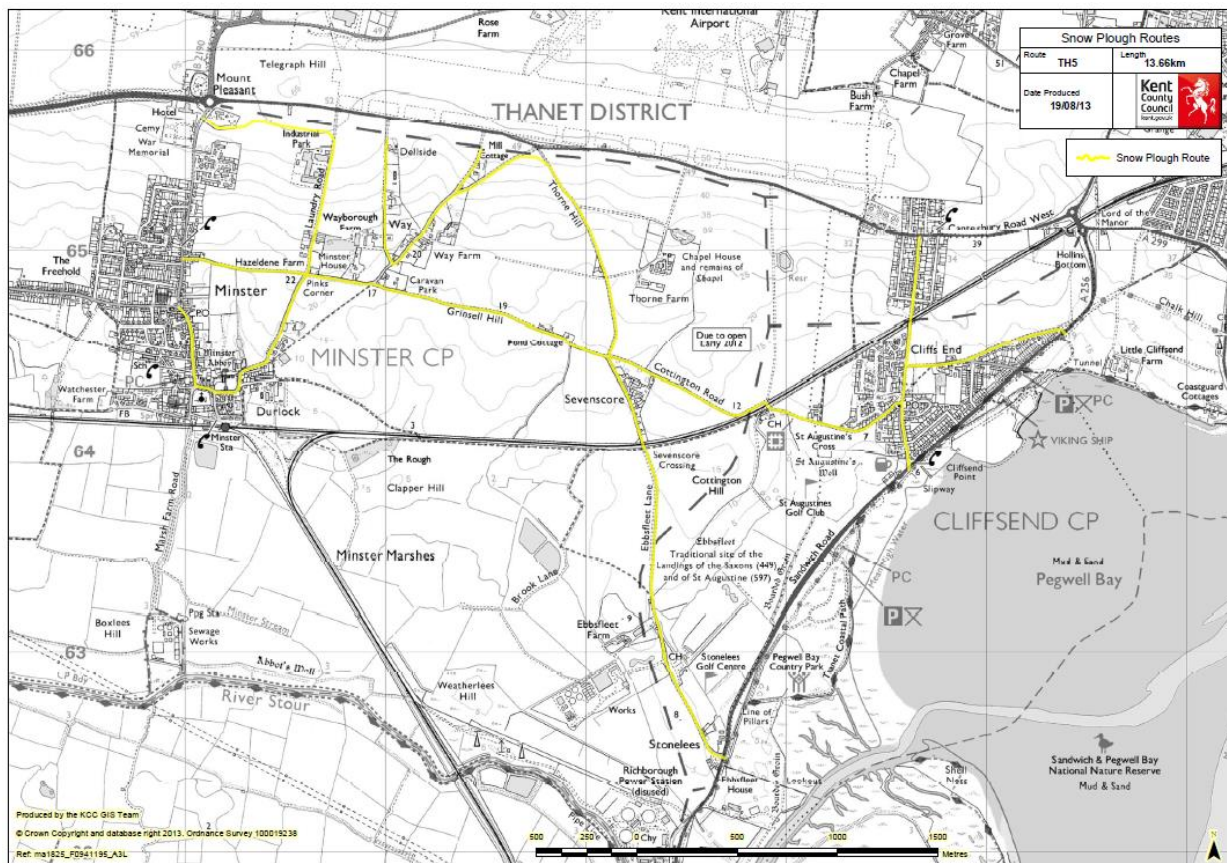















## Appendix 9

**Snow clearance priorities, with details by town/area.**

### **Schools.**

St Nicholas Primary	Down Barton Road, St Nicholas
Monkton Primary	Monkton Street, Monkton
Minster Primary	Molinuex Road, Minster
Birchington Primary	Park Lane, Birchington
King Ethelberts	Canterbury Road, Birchington
Ursuline College	Canterbury Road, Westgate
St Saviours	Elm Grove, Westgate
St Crispins	St Crispins Road, Westgate
Chartfield	Minster Road
St Gregorys	Shottendane Road, Margate
Hartsdown	Hartsdown Road Margate
Salmestone	College Road, Margate
Drapers Mills	St Peters Footpath, Margate
Holy Trinity	St Johns Road and Addington Street Margate
Garlinge Infants and Juniors	Westfield and Caxton Road Margate
Cliffonville	Northumberland Avenue Margate
Northdown	Tenterden Way
St Anthonys	St Anthonys Way Margate
Laleham	Northdown Park Road Margate.
Palm Bay	Palm Bay Avenue
School for the Deaf	Victoria Road Margate.
St Peters	Grange Road Broadstairs
Callis Grange	Beacon Road& Old Green Rd Broadstairs.
St Josephs	St Peters Park Road Broadstairs
Upton	Edge End Road Broadstairs
Bromstone	Rumfileds Road.
St Mildreds	St Mildreds Road
Haddon Dene	Gladstone Road Broadstairs
Stone Bay	Park Road Broadstairs
Wellesley House	Ramsgate Road Broadstairs
Laleham Gap	Southcliffe Parade Broadstairs
Thanet College	Ramsgate Road Broadstairs
Dane Court	Broadstairs Road Broadstairs
Charles Dickens	Broadstairs Road Broadstairs
St Georges	Westwood Road Broadstairs

Christchurch University	Northwood Road Broadstairs
Holy Trinity	Dumpton Park Drive Ramsgate
St Ethelberts	Dumpton Park Road Ramsgate
Newlands	Dumpton Lane Ramsgate
Priory	Cannon Road Ramsgate
Christchurch	London Road and St Mildreds Rd Ramsgate
Chilton	Chilton Lane Ramsgate
Ellington	High St St Lawrence Ramsgate
St Lawrence	Newington Road Ramsgate
Dame Janet	Newington Road Ramsgate
Newington	Princess Margaret Avenue Ramsgate
Ellington & Hereson	Newlands Lane and Pysons Rd Ramsgate
Marlowe Acadamy	Stirling Way Ramsgate
Chatham House	Chatham Street Ramsgate
Clarendon House	Clarendon Gardens Ramsgate

### **Town centre, shopping and other busy areas.**

The Square	Birchington
Station Road	Birchington
Station Road	Westgate
St Mildreds Road	Westgate
Canterbury Road j/w High St Garlinge	Margate
Canterbury Road, Rancorn Road to Hatfield Road	Margate
Cecil Square, Cecil Street, Queen Street, Hawley Street, Hawley Square, Churchfield Place, Mill Lane High Street, Marine Gardens, Marine Terrace, Marine Drive, Albert Terrace, New Street, Old town area around Market Place.	Margate
Northdown Road (Trinity Sq to Holly Lane) & Trinity Square	Margate
Ramsgate Road j/w College Road	Margate
Albion Road j/w Church Street, Church Street, Hopeville Avenue into Church Grove, The Broadway, High Street, St Peters Park Road, Albion Street, Nelson Place, Harbour Street, Yorks St, John Street, Charlotte Street, Victoria Parade	Broadstairs
High Street, Chatham Street, Harbour Street, Royal Parade, Harbour Parade, York Street, King Street, Queen Street, Turner Street, Broad Street, Steps to the side of Rooks, Leopold Street, links to car parks.	Ramsgate
Grange Road, High Street St Lawrence, Newington Road j/w Bush Avenue, Newington Road j/w Margate Road.	Ramsgate
Westwood Cross area.	
High Street, Church Street, Monkton Road	Minster



**Hospitals & Doctors**

QEQM	St Peters Road Margate
QEQM	Ramsgate Road Margate
Birchington Health Clinic	Minnis Road Birchington
Westgate Doctors	Westgate Bay Avenue Westgate
Garlinge /Westbrook House	150 Canterbury Road Margate
The Limes Medical Centre	Trinity Square Margate
Northdown Surgery	St Anthonys Way / Northdown Park Road Margate
Bethesda Medical Centre	Palm bay Avenue Margate
Montefiore Medical Centre	Dumpton Park Drive Ramsgate
Dashwood House	South Eastern Road Ramsgate
Summerhill Medical Centre	Margate Road Ramsgate
Newington Road Doctors	Newington Road Ramsgate
St Peters Surgery	Oaklands Ave Broadstairs
Mocketts Wood Surgery	Hopeville Avenue Broadstairs
The Broadway	The Broadway Broadstairs
Minster	High Street Minster
Union Row	Union Row Margate

**Important services.**

Police Station	Fort Hill Margate
Sorting offices	Addington Road margate Wilfred Road Ramsgate The Broadway Broadstairs
Fire Stations	Effingham St Ramsgate, Margate Road, Grosvenor Gardens Margate and Osbourne Road Westgate.
Ambulance Station	Old Haine Road Ramsgate
Train Stations	Ramsgate, Margate, Birchington, Westgate and Broadstairs
Council Offices	Cecil Street Margate
Margate Crematorium	Manston Road Margate
Ramsgate Cemetery	Cecilia Road Ramsgate
Ramsgate Library	Guildford Lawn
Margate Library	Cecil Square
Westgate Library	Minster Road
Broadstairs Library	The Broadway
Cliftonville Library	Northdown Road
Birchington Library	Alpha Road
Six Bells Childrens Centre	High Street Margate
Dane  Valley Childrens Centre	Dane Valley Road
St Pauls Community Centre	St Pauls Road Margate
Tivoli Day Centre	Tivoli Road & Tivoli Brooks
Sheltered housing and retirement homes	As resource allows

**Tertiary carriageway sites as resource allow when primary and secondary routes are clear:**

Nethercourt Estate	Ramsgate
Newington Estate	Ramsgate
Whitehall Estate	Ramsgate
Dumpton Estate	Ramsgate
Gradients Westcliff area	Ramsgate
Gradients Eastcliff area	Ramsgate

Gradients around Ramsgate Station and St Lukes area.	Ramsgate
Dumpton Gap Estate	Ramsgate
Gradients working from Broadstairs town centre outwards.	Broadstairs
Dane Court Gardens	Broadstairs
Chessboard Estate	Broadstairs
St Peters Estate	Broadstairs
Gradients Dane Valley Through to Town centre	Margate
Kingsgate and Palm Bay gradients	Margate
Gardients in Minster area	Minster
Tivoli and Pysons Road Ind. Estates	

# WINTER CLEARANCE PROCEDURES ON BUS ROUTES IN EAST KENT

## FINAL VERSION – DECEMBER 2011

- 1 During adverse winter weather conditions the local Stagecoach Operations Manager (or Deputy Manager) will contact his or her local counterpart in KCC to identify any particular sections of bus route which need attention.
- 2 Close liaison between each local Operations Manager and local KCC District Highway Manager will ensure that as much as possible of the main bus routes are kept clear.
- 3 Kent Road and Shakespeare Road in Folkestone, and Menzies Road in Dover, are both a high priority for snow clearance, and are now included in the secondary route snow clearance list as these roads provide essential access to Cheriton and Dover bus depots respectively.
- 4 Contact details for both parties must not be made public, and are given here solely for internal use and for use between each party. Please use the different KCC contact numbers depending on whether the call is made inside or outside operating hours.
- 5 The **Out of Hours** numbers should be used as follows:

### **Out of Hours**

Monday 1700 - 0900 Tuesday

Tuesday 1700 - 0900 Wednesday

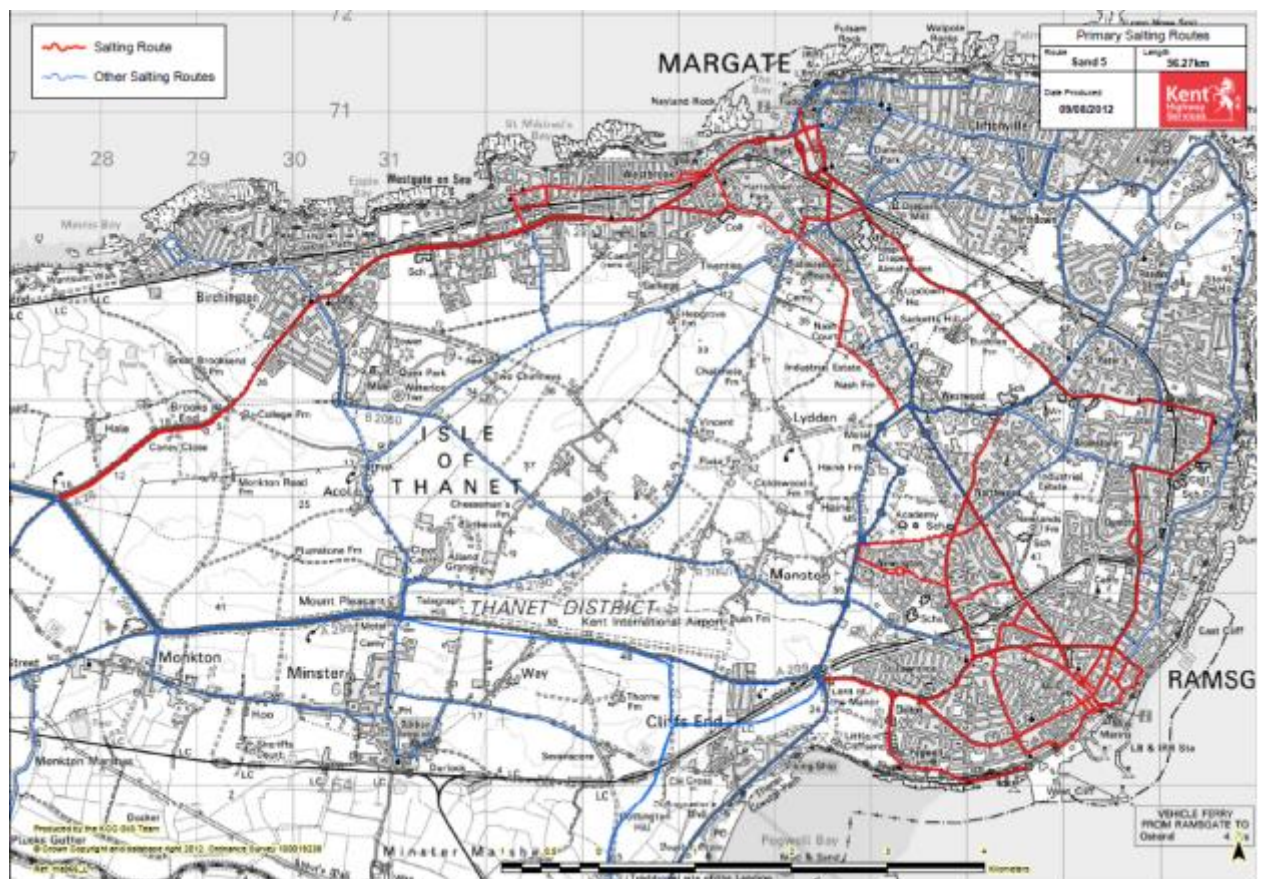
Wednesday 1700 - 0900 Thursday

Thursday 1700 - 0900 Friday

Friday 1700 – 0900 Monday (inc. all day Saturday and Sunday and  
Public Holidays)

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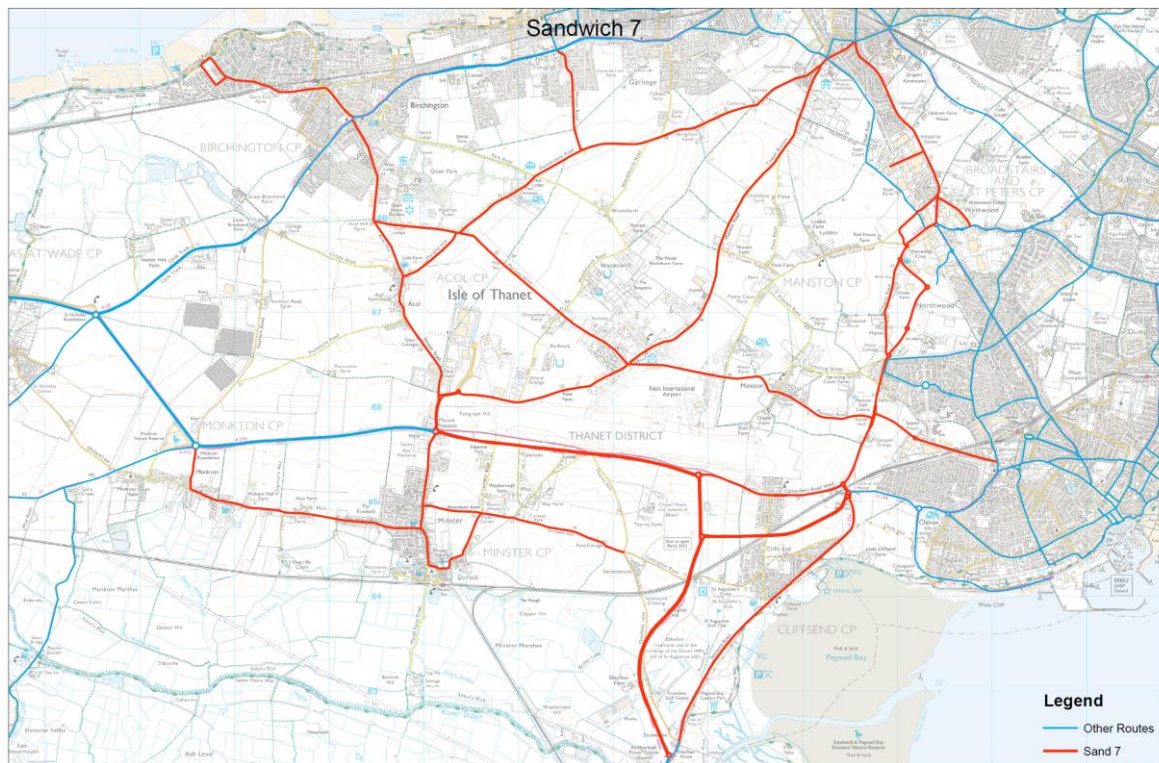
## Appendix 10 Plans of primary and secondary routes



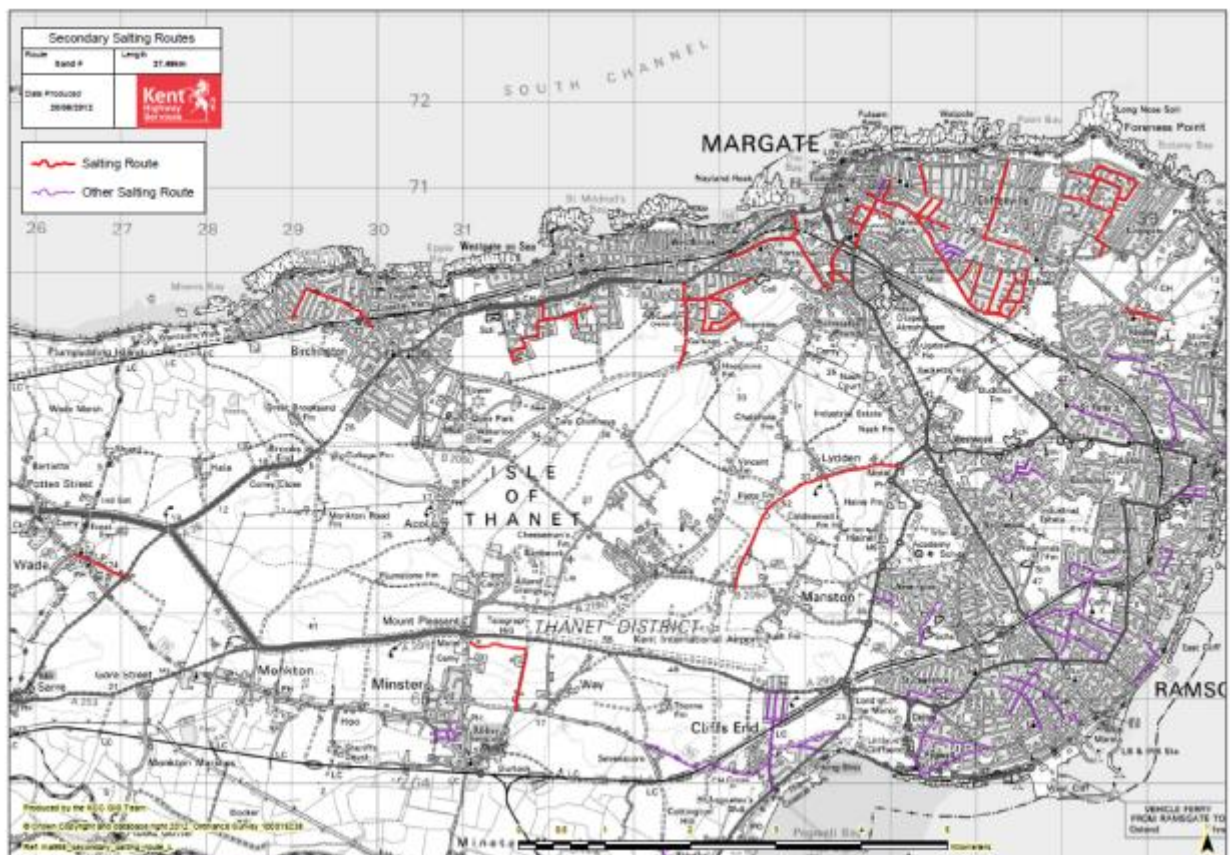








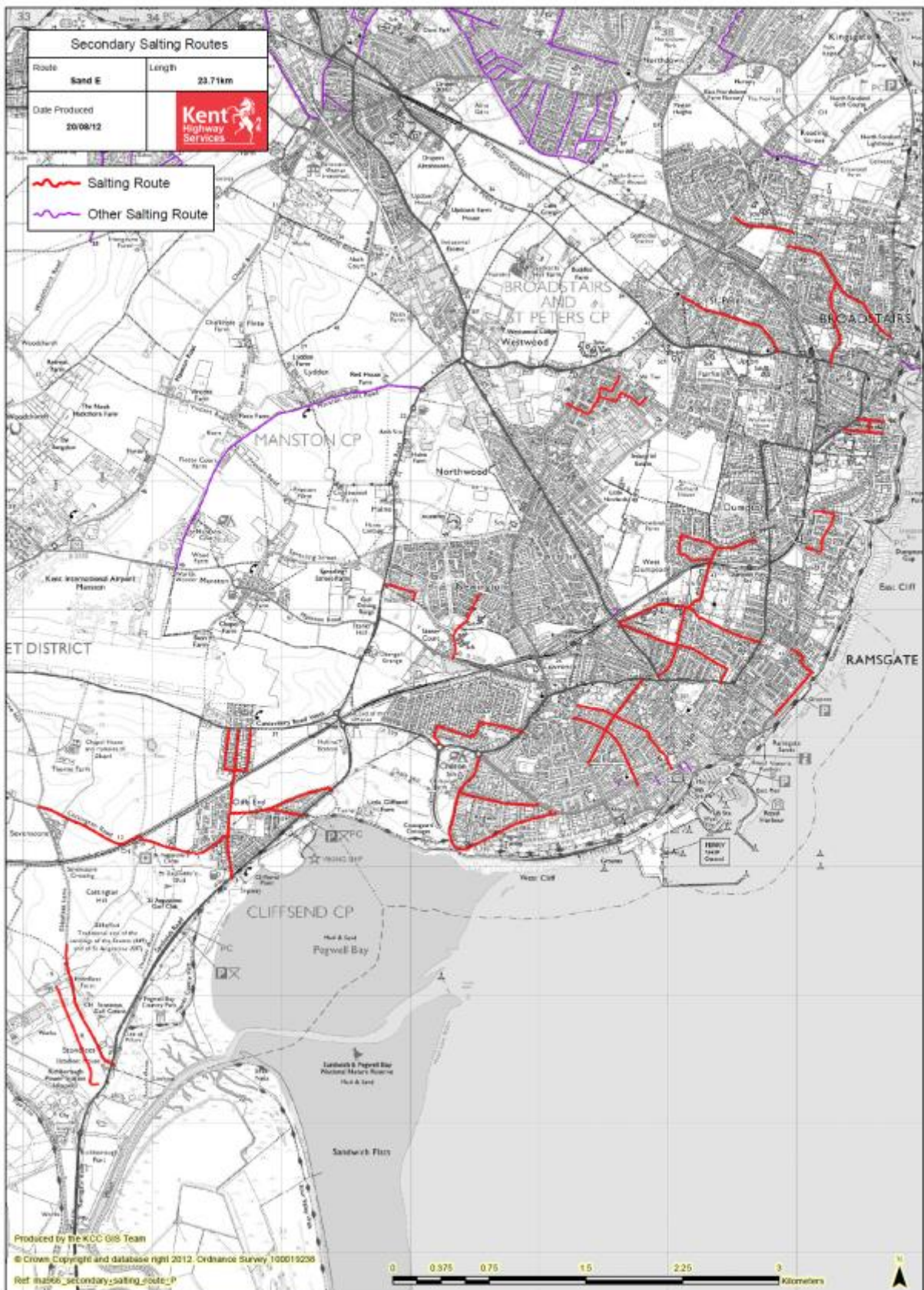
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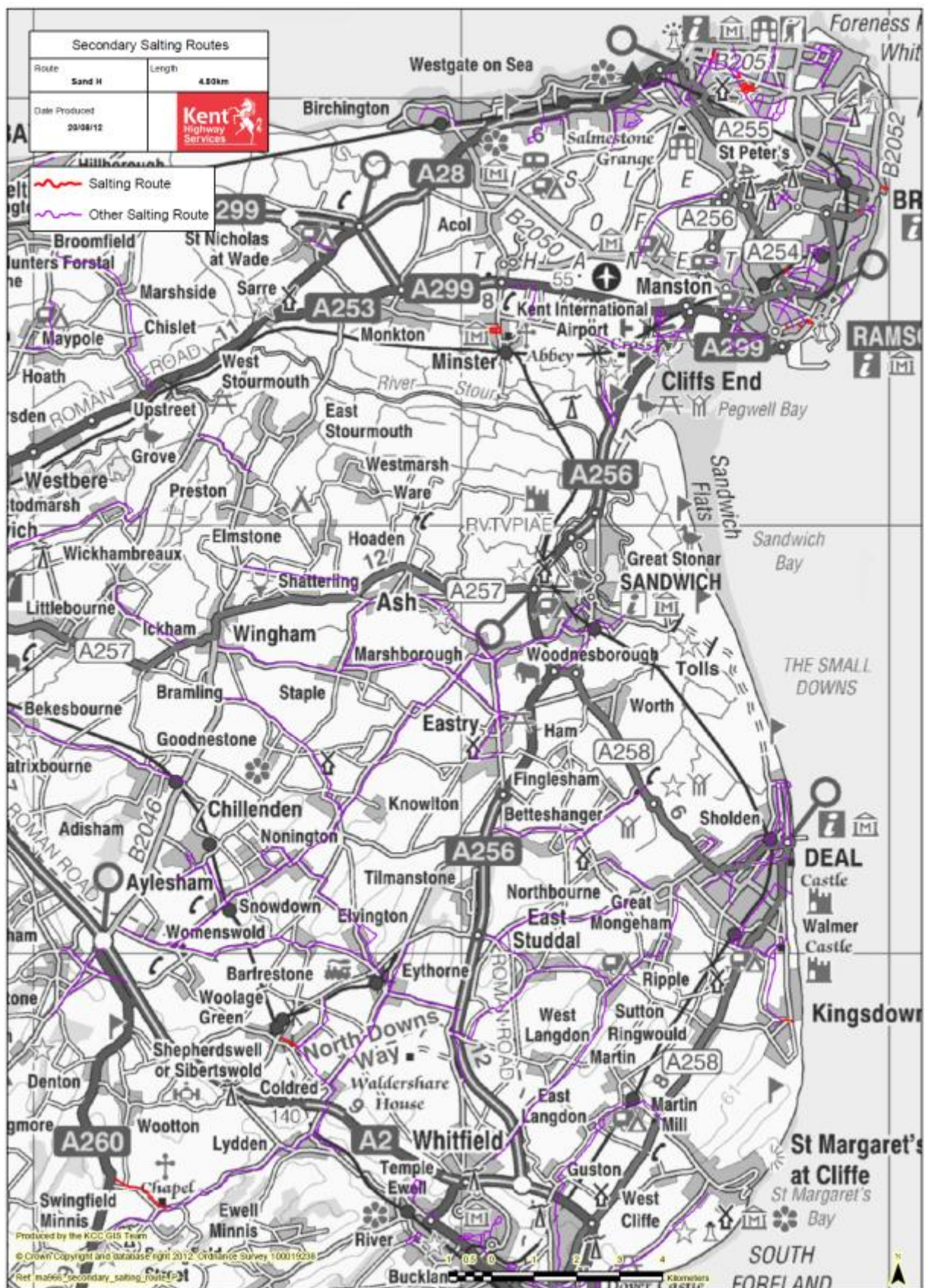
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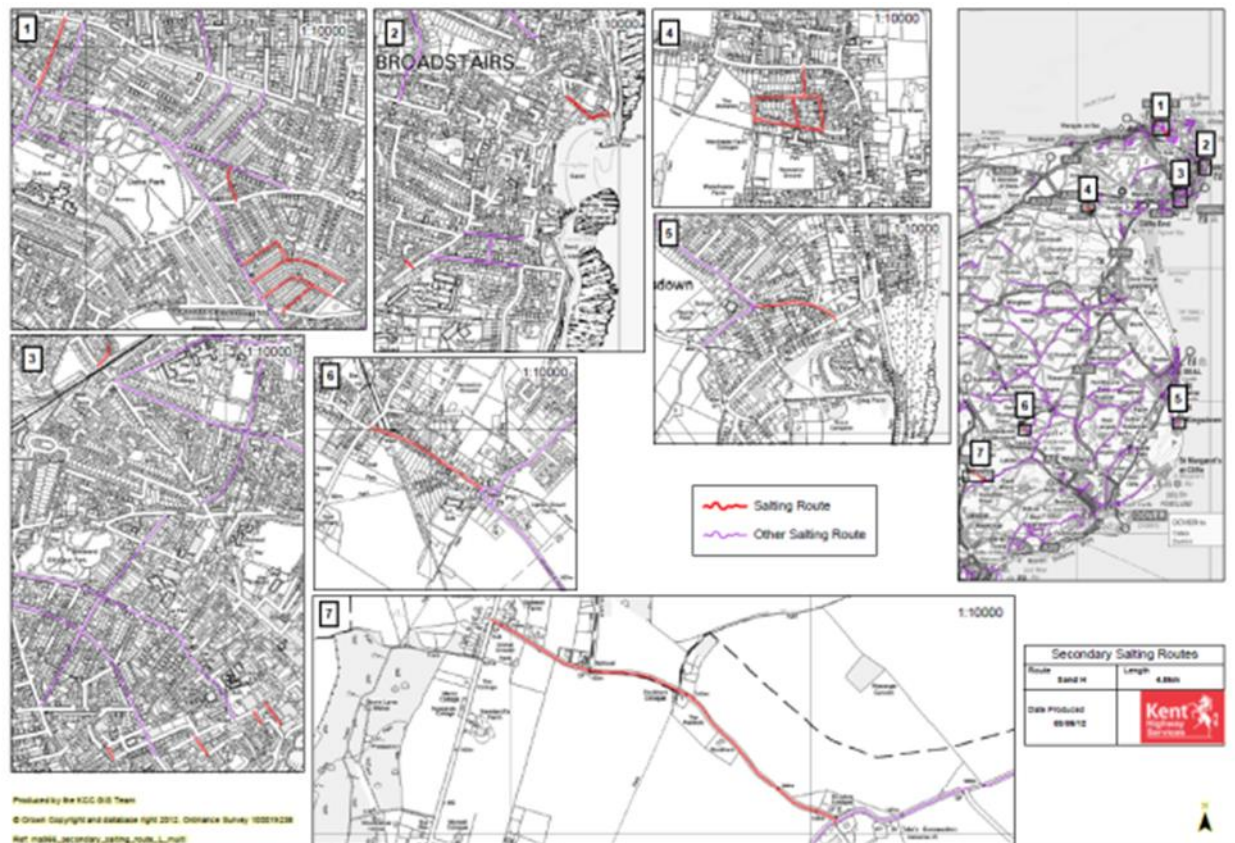












## Appendix 11

Spot salt list i.e. wet spots on and off precautionary routes.

## Appendix 12

### Emergency Primary Actions

In severe conditions consider:-

A28 Canterbury Road Brooksend Hill

## Appendix 13

### Salt bin locations

	Birchington	Brooksend Hill
	Birchington	Lyell Road footbridge
	Birchington	Alpha Road railway bridge
	Margate	Approach Road jw Dane Raod
	Westgate	Westbury Road / The Grove
	Margate	Bath Road
	Margate	Dane Hill/King St
	Margate	Park Crescent Road
	Margate	Trinity Hill
	Margate	Wilderness Hill
	Minster	Bedlam Court Lane
	Ramsgate	Albion Hill
	Ramsgate	Chalk Hill/Downs Road
	Ramsgate	Dumpton Lane
	Ramsgate	Pegwell Road j/w Pegwell Close
	Ramsgate	Pegwell Road j/w Lauriston Close
	Ramsgate	Thanet Road j/w Hereson Road
	Westgate	Station Road j/w Roxburgh Road
	Margate	Holly Lane j/w Old Green Road
	Minster	Greenhill Gardens
	Ramsgate	Saxon Road
	Margate	Wharfedale Road
	Broadstairs	Yarrow Close
	Ramsgate	Abbots Hill
	Margate	Alfred Road
	Broadstairs	Approach Road
	Broadstairs	Boughton Avenue
	Broadstairs	Gladstone Road
	Broadstairs	Dane Court Gardens
	Margate	Firbank Gardens
	Margate	Fitzroy Avenue
	Ramsgate	Florence Road
	Margate	Grotto Hill
	Margate	Hengist Avenue
	Broadstairs	Linden Avenue x 2
	Minster	Prospect Gardens
	Margate	St Mildreds Road
	Margate	Victoria Avenue
	Ramsgate	Woodford Avenue

## Appendix 14

### Bulk bag locations

Old Road Sarre
St Nicholas Village Hall
St Nicholas at Court Road junction with Down Barton Road
Minster cemetery
Acol rear of Chapel of rest Plumstone Road
Cliffsend Old Hall Drive and Foads Lane

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