Croydon Council
Winter Service Plan
2026 to 2027

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Document Control

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The owner is responsible for maintenance, upkeep and amendment.

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1 Introduction

1.1 Background Information

The Councils Winter Service Plan (Plan) outlines the scope of the services provided, details the extent of the network on which the service is provided, identifies responsibilities for provision of those services; and details the operational activities undertaken when delivering the service.

The Service Provider has ensured that the operational activities contained in their systems dovetail with the Council's plan.

In conjunction with the Councils Highways Management Plans, this Plan describes the policy, objectives, procedures and operational arrangements for the delivery of winter service and details the alert procedures and actions in the event of severe weather on the London Borough of Croydon (Council) network.

1.2 Document Purpose

The document serves a number of more specific purposes as outlined below.

1.2.2 Policy Document

The Plan sets out the Council's policy and objectives in the context of local service delivery.

1.2.3 Contract Document

The Plan outlines the key contractual responsibilities of the Council and its Service Provider including the monitoring and reporting of salt stock levels.

1.2.4 Quality Plan

The Plan forms part of the Service Provider's quality management plan for the project.

1.2.5 Contingency Plan

The Plan is linked with the Council's wider contingency arrangements.

1.2.6 Operations

The Plan describes the processes, procedures and operational arrangements for those responsible for delivering winter services and details the alert procedures and actions in the event of severe weather.

1.2.7 Definitions and Reference Documents

The definition of terms and reference documents used within this Plan are included in Appendix A.1.

2 Policy Framework

2.1 Background Information

In July 2001 the Code of Practice for Maintenance Management was published. It is founded on a key principle of delivering best value in highway maintenance and includes guidance for the Winter Service. In 2018, the Well Managed Highways Infrastructure Code of Practice came into effect. This winter's Service Policy Statement is based on the Code's recommendations.

Under Section 41 of the Highways Act 1980 highway authorities are under a statutory duty to maintain the highway. However, prior to 2003 this duty did not include a duty to prevent or treat ice or snow on the highway. In October 2003 a new clause, Section 41.1A, was inserted into the Highways Act introducing a duty to ensure, so far as is reasonably practicable, that safe passage along a highway is not endangered by snow or ice. The plan takes into account the recommendations of the Well Maintained Highways, (18th Sept 2013 update) - Appendix H – Winter Service and the Well Managed Highway Infrastructure Oct 2016.

It is in the context of what is reasonably practicable that this winter service policy attempts to ensure the safe movement of all highway users as well as enabling everyday life to continue.

2.2 Policy Statement

The Council's policy is to provide a Winter Service that, so far as reasonably practicable, will allow for pre-defined routes of carriageways to be treated in accordance with their priority on the highway network and prevailing weather conditions. This is to prevent the formation of ice and snow (pre-treatment) and also to facilitate the removal of ice and snow from pre-defined routes/areas of carriageways, footways and cycle ways (post-treatment). By determining this policy it is the intention to minimise the risk to safety that highways users confront in winter conditions and minimise the non-availability of the highway network through ice and snow. However, this policy recognises that given the scale of financial and other resources involved in delivering the Winter Service, it is not practically possible to provide the service on all parts of the highway network, neither is it possible to satisfy the requirements of all those wishing to use the highway.

2.3 Budgets

A budget for Winter Service will be provided in addition to other highway maintenance needs. The amount provided will cover all fixed costs and variable costs for an average winter. Budget provision will be reviewed if there is substantial modal shift, particularly to walking and cycling. It may be necessary for the cost of dealing with exceptionally adverse conditions to be met by additional funding.

3 Service Delivery and Performance

3.1 Winter Service Response and Treatment Times

It is the Council's objective to keep pre-defined routes clear of snow and ice[1]. This is achieved by undertaking precautionary treatments and/or reactive treatments to prevent the formation of ice or accumulation of snow.

Treatment is based on the following response and treatment times:

(a) Response time is [1 hour]. Response time is defined as the maximum time taken from the decision to treat until the winter service vehicles are loaded, manned and ready to leave the compound. Where the decision is taken more than one hour before the planned treatment time, the response time is no longer applicable.

(b) Treatment time is [3 hours]. Treatment time is defined as the maximum time taken from leaving the compound through to returning to the compound after completion of the treatment route.

3.2 Winter Service Periods

Three (3) winter service periods are defined, for planning and operational purposes only, as follows:

(a) High risk, - December, January and February;

(b) Medium risk, - November and March;

(c) Low risk, - October and April.

The winter service period shall start and end on the dates instructed by the Council.

3.3 Service Delivery Arrangements

The roles and responsibilities for delivery of the Winter Service is as outlined below.

3.3.2 Council Responsibilities

The following is the Council's responsibility:

(a) Setting the overall policy on the provision of winter services on the highway network;

(b) Provision of winter service compounds;

Provision of ice prediction services;

(c) Liaison with the media;

(d) Procurement of weather forecasting services;

(e) Day to day decision making;

(f) Monitoring and reviewing performance;

(g) Purchase of salt stock.

3.3.3 Service Provider Responsibilities

The following is the Service Provider's responsibility:

(a) Winter service duties including precautionary salting, reactive salting, snow clearance and the monitoring and reporting of sufficient salt stock levels;

(b) Operational resource (including additional resource when required);

(c) Overseeing operation management and performance;

(d) Provision of winter service vehicles and equipment (including fuel);

(e) Provision of reserve and specialist plant and equipment;

(f) Supply of plant, labour and materials;

(g) Maintenance and operation of winter service vehicles, compounds and equipment;

(h) Reporting performance the Council.

3.3.4 Shared Responsibilities

The following is the responsibility of Council with Service Provider input:

(a) Severe weather duties including operational considerations, alert procedures and actions;

(b) Co-ordination of operations at a regional level with other Councils and agencies at times of severe weather;

(c) Development of the Plan;

(d) Implementation of the Plan and delivery of service as defined in the Plan;

(e) Design of winter service treatment routes.

4 Highway Network Coverage

4.1 Description of Network

The area covered by this Plan is the London Borough of Croydon (Council) highway network, see link http://www.croydon.gov.uk/gis/maps .

4.1.2 Extent of Network

The extent of highway network covered by this Plan is shown in the Area Map detailed in Appendix A.2.

4.1.3 Route Hierarchy

The Council has determined priority winter service routes from a hierarchy of roads, footways and footpaths, the hierarchy defined as being:

(a) Primary Distributor Roads;

(b) Secondary Distributor Roads;

(c) Main bus routes;

(d) Main approach routes to transport interchanges;

(e) Roads leading to hospitals, ambulance, fire stations;

(f) Other hazardous locations such as steep gradients; and

(g) Footways and dedicated footpaths in or around:

(h) major town centres;

(i) local shopping areas;

(j) main approach routes to transport interchanges;

(k) Hospitals, medical centres, schools other heavily used footways.

(l) Cycleways that share part of the priority road and footway network.

4.1.4 Route Classification

Each priority winter service route has then been classified as being one of the following types:

(a) Primary Routes;

(b) Secondary Routes; or

(c) Other.

When gritting is required Primary routes are subjected to precautionary salting before the secondary routes.

4.1.5 Route Details

The route details for each route classification are as detailed in Appendix A.2 & A.3.

5 Liaison and Communication

5.1 External Body Contact Lists

A comprehensive external contact list can be found in Appendix A.7.

5.2 Service Provider Communications

Internal communication will be by radio and/or cellular telephone.

The arrangements for backup communications are [Service Provider to provide details].

A comprehensive Service Provider contact list can be found in Appendix A.6.

5.2.2 Operational Communication

5.2.2.1 *Treatment Notifications*

The Service Provider will notify the Duty Officer when route treatments are complete on any given route.

The Service Provider will notify the Duty Officer if route treatments are incomplete and details of other actions including changes to planned treatments, reactive treatments and snow clearance.

Communication will be given verbally by radio and/or cellular telephone and in writing by email.

5.2.2.2 *Road Traffic Accidents*

Any road traffic accident involving the Council's own vehicles or any Service Provider vehicle will be reported to the Council and relevant Duty Manager. The report must be submitted as soon as possible but no later than before 9am the following working day. Where the accident involves a fatality or serious injury report must be made immediately.

5.2.2.3 *Hourly Updates*

When weather conditions on the network are such that the flow of traffic is hindered the Council will provide the Duty Officer with hourly updates describing the current condition of the network and detailing the ongoing and proposed winter service operations.

5.2.2.4 *Daily Reports*

Before 11:00 each day the Service Provider will provide a daily operational report to the Council, detailing the treatments carried out over the last 24 hours and any relevant issues that have arisen during that period.

5.3 Media Liaison

In order to facilitate media liaison Service Provider will make available to the Council and/or Council press officers such information as requested.

Direct liaison with the media will only take place between the Service Provider and when directed by the Council.

5.4 Liaison with Major Highway Schemes

The Council and Service Provider will identify major schemes that may impact on winter maintenance operations. Scheme details and contact information will be maintained to maintain continuity with all winter service treatment routes.

5.5 Weather Forecasting and Road Weather Information

An efficient and effective Winter Service is only possible with information about weather conditions that is reliable, accurate and provided in a timely manner. The Council will continue to utilise cost effective technology to ensure that decisions can be made with the advantage of having the best weather information available.

The Council obtains weather forecasting service from DTN (formerly Meteo Group) (https://www.dtn.com). The services provided by the forecaster are described within this link – Transportation - DTN

6 Operations

6.1 Winter Service Timetable

The winter service period shall start and end on the dates instructed by the Overseeing Organisation by issue of a Task Order for the basic winter facility.

The basic winter service facility described within the Highways Term Service Contract will be available from the week before the first (1st) of November.

Full standby facilities will be available, after the winter service facility has been established, within one (1) hour of the Service Provider receiving an instruction.

6.2 Decision Making and Actions

Decisions are made primarily in the interest of service delivery and continuity and takes account of weather and decision information provided by weather forecasts, staff, Service Providers and other local highway authorities.

All decisions are subject to continuous monitoring, recording & review.

All winter decisions are evidence based and are made in accordance with the guidance contained within this document.

When the decision is made to act the Service Provider is responsible for delivery of the works specified by the Councils Duty Officer[2].

6.3 Decision Making Procedure

All planned call outs shall be instructed by the Duty Officer.

During the periods of forecast severe weather the Duty Officer will remain in contact with Forecast Provider(s) and will also take account of information from staff and Service Providers out on the network and from CCTV when making decisions.

The procedure followed by the Duty Officer as the Decision Maker is outlined as follows:

(a) The Duty Officer monitors the weather forecast seven (7) days a week by reference to data provided by the Forecast Provider(s);

(b) The Duty Officer determines that weather condition code status applicable to the ongoing conditions;

(c) The Duty Officer will make a decision on the required action by application of the Decision Matrix Guide below.

Decision Making Matrix

[2] For duty officer details see Appendix A.5.

Code	Weather Condition	Duty Officer Status	Duty Officer Required Actions[3]
Green	Road surface temperatures are expected to remain above freezing with no ice and /or snow accumulations possible.	No action required	ALPHA - Continue to monitor forecast.
Amber	Road surface temperatures are expected to fall close to or below freezing with ice and/or snow accumulations possible.	Action may be required	Review forecast(s) and identify potential issue(s). Discuss forecast with forecaster(s). BRAVO - Duty Officer may instruct Precautionary Route treatment as local conditions dictate.
Red	Road surface temperatures are expected to fall below freezing with ice and/or snow accumulations.	Action will be required	Duty Officer may instruct one or more of the following: BRAVO - Treatment of Precautionary Route treatment as local conditions dictate; CHARLIE - Precautionary Route treatment of all routes; DELTA - Full shift status (see below); SNOW - Full shift status (see below).

6.4 Action Procedures

6.4.1 Precautionary Route Treatment

When the Duty Office instructs the Service Provider to initiate treatment of Precautionary Routes the Service Provider shall apply treatment to the pre-defined routes in accordance with the instruction given.

6.4.2 Full Shift Status

When the Duty Office instructs the Service Provider to operate at full shift status, the full shift instruction shall consist of the following:

(a) Treatment of all Primary Routes until such time that the roads have received treatment sufficient for clearance of the snow and/or ice; and

[3] See Appendix A.1 for definitions

(b) If directed by the Duty Officer:

(i) Treatment of all Secondary Routes until such time that the roads have received treatment sufficient for clearance of the snow and/or ice;

(ii) Additional highway network treatment at hazardous locations specified by the Duty Officer;

(iii) Treatment of footways at locations specified by the Duty Officer;

(iv) Distribution of salt bags.

The Service Provider shall continue to operate at full shift status until directed to stand-down by the Duty Officer.

If conditions persist the Duty Officer may call upon additional resource to support that provided by its highways Service Provider.

6.4.3 Stand Down Guidance

The guidance provided within this section will be applied by the Councils Duty Officers when making the decision to stand-down winter service operations.

Part 1 - Considerations

(a) The key considerations for stand down are as follows:

(i) Has the event ended, therefore the emergency response is no longer needed?

(ii) Has the emergency response been taken over by another department?

(iii) Can the emergency response be placed back into business as normal processes?

(iv) Is there any threat of the response being reactivated shortly after stand down?

(v) Is support required from the Emergency Plan whilst mitigating action is taking place?

(vi) Are other key stakeholders in agreement that the department may consider standing down from their emergency plan?

(vii) Once satisfactory answers have been provided for these questions, a stand down plan may be considered.

Part 2 – Planning to Stand Down

(a) Assessment must be made of how to best return to business as normal. This will require:

(i) examination of current requirements or actions and how:

They may be ceased;

They may be taken on elsewhere;

They may be placed into normal processes.

(ii) Consideration must also be given to:

Obtaining agreement for stand down;

Communicating the stand down procedure or plan;

Carrying out suitable stand down actions;

Once this action plan has been decided, the process of standing down may commence.

Part 3 – Standing Down

(a) The following actions must be taken when standing down your response:

(i) Notification of all stakeholders of stand down.

(ii) Monitor stand down actions through to completion.

(iii) Notification that stand down is complete.

Part 4 – Remedial Actions

(a) The following remedial actions are required once stand down is complete:

(i) All records and logs are retained by the Head of Highways and should be submitted or surrendered upon request to CEMS.

(ii) All emergency equipment and facilities are returned to a state of readiness for any subsequent emergencies.

(iii) A debriefing session is arranged, either individually or collectively, so that feedback may be generated and recorded for continuous improvement.

6.4.4 Abandoned Vehicles

Where an abandoned vehicle is hampering snow clearing or clear up operations the removal from the road, or removal to another part of the road, may be required. Wherever possible the owner will be contacted and requested to remove the vehicle directly but in certain circumstances it may not be appropriate, or possible, for the owner to attend to the vehicle.

6.5 Other Operational Aspects

6.5.1 Salt Bin Maintenance

There are approximately six hundred (600) salt bins in the Borough for use by the public on the footways and carriageways. In the early autumn all bins are checked, repaired and refilled with grit. After snow fall when resources allow all bins are refilled. The number of bins and their locations are reviewed every year.

6.5.2 Health and Safety

Driver/operators must take all possible precautions to protect their own safety and that of other road users at all times. FM Conway Site Specific Risk Assessment and Risk Focus briefing for Winter Maintenance will be briefed to all drivers/operators ahead of the winter season and periodically throughout. Individuals will assess their working environment and stop work if anything changes. Changes are to be recorded on the rear of the risk focus briefing sheet. All winter maintenance operatives must wear high visibility clothing incorporating retro-reflective markings (EN471 Class 3) at all ties while on duty both in and out of vehicles. Drivers will not operate hand held radios telephones whilst driving.

Risk assessments must be undertaken by Service Providers to ensure the practices expected of operatives and other members of staff on the Network in such conditions as freezing rain are adequately recognised.

FM Conway will provide and maintain an effective telecommunications system between the Service Manager, the Service Provider's supervisory staff and operational vehicles. Mobile telephone communication should not be relied upon since these can become overloaded particularly during extreme conditions, or in the event of an incident causing major congestion. The communication system for all Winter Service Vehicles and the back-up communication system for all Winter Service Vehicles include.

Internal communication is by standard BT land line, used as the first method of communication between FM Conway's Main Office – Conway House Vestry Road Sevenoaks and the depot. Internal communication is by cellular telephone

The arrangements for backup communications are mobile phone network – all key personnel have been issued with mobile phones and each spreader has a designated mobile phone as a means of the primary form of communication.

SITE NAME	London Borough of Croydon
CLIENT	F M Conway
ASSESSOR	T J McConnell
POSITION	Contract Manager
DATE	31/08/18
DESCRIPTION OF ACTIVITIES	Winter Maintenance
RELATED DOCUMENTS	

Please refer to table below for explanation of 'Degree of Risk' and Residual Risk' computations. Determined values are at the discretion of the assessor.

Severity ➢ Likelihood ⩛	1 Negligible	2 Minor	3 Major	4 Critical	5 Catastrophic
1 Improbable	1 LOW	2 LOW	3 LOW	4 LOW	5 LOW
2 Remote	2 LOW	4 LOW	6 LOW	8 MEDIUM	10 MEDIUM
3 Occasional	3 LOW	6 LOW	9 MEDIUM	12 MEDIUM	15 HIGH
4 Regular	4 LOW	8 MEDIUM	12 MEDIUM	16 HIGH	20 HIGH
5 Probable	5 LOW	10 MEDIUM	15 HIGH	20 HIGH	25 HIGH

	HAZARD	CONSEQUENCE(S)	PERSONS AT RISK	DEGREE OF RISK L	S	R	CONTROL MEASURE(S)	RESIDUAL RISK L	S	R	PERSON RESPONSIBLE FOR CONTROL MEASURES
	Preparation for winter duties	Slips, trips and falls, personal injury and vehicle damage	Operative	3	3	9	• Ensure all walkways, doorways and working platforms are suitably cleared for safe access around the depot/working area. This is to include vehicle steps, rear of working vehicles and fire escapes. • Ensure adequate lighting at all times especially for night working or period of low light.	3	1	3	Depot Manager, All
	Lone working	Personal Injury Vehicle collision	Operative	3	3	9	• All must know and comply with FM Conway lone working procedure • Always carry two forms of communication • Radio and phone • Always know what is in and around your immediate working area if in doubt STOP and check. • Keep reversing operations to a minimum	3	1	3	Depot Manager, All

FMC SHEQ – (Non-site specific) Risk Assessment WINTER MAINTENANCE

	Depot Vehicle Movements	Collision with production staff, subcontractor and third parties Collision with buildings or other vehicles	Operatives, third party	4	2	8	• All personnel within the depot are to wear clean high visibility clothing • Minimise reversing operations • Reversing alarm to be fitted on all vehicles • Operation of cameras and audible warning alarms to be checked during daily vehicle checks • Vehicle Marshalls are to be used for all reversing operations unless lone working procedure has been assessed and implemented.	4	1	4	Depot Manager, All
	Fitting demountable units	Physical injury/trapping of hands/feet and limbs	operatives	3	3	9	• Only trained personnel are to fit demount bodies • Ensure adequate lighting is available when fitting dismount bodies • Use mechanical lifting equipment where possible for all lifting operations • Once the demount is on the vehicle and in place ensure the unit is correctly positioned and secured.	3	1	3	Depot Manager, All
	Snow on sloping roofs	Snow sliding off roofs	Operatives	2	3	6	• Cordon off areas adjacent to or directly below sloping roofs during or after snowfall	2	1	2	Depot Manager, All
	Production of Brine	Spillages from over filling with water or salt	Operatives, Third Party	1	1	1	• Brine not used on this contract	1	1	1	Depot Manager, All
	Extreme Weather	Vehicle accident/breakdown Becoming stranded Hypothermia	Operatives	3	3	9	• Ensure vehicle service schedules are met • Carry two forms of communication • Radio and phone • Use trained and experienced personnel • Give regular feedback to control • Ensure fully fuelled vehicle at start of route/shift • Carry shovel on vehicle • Carry additional warm clothing/winter drivers park and warm drink in flask	3	1	3	Depot Manager, All

	Collision with third party vehicles and pedestrians	Abandoned or parked vehicles Loss of control by a third party Pedestrians in road due to breakdown etc	operatives	5	3	15	• Be aware of your own vehicle width especially when plough is fitted • Be and remain vigilant for other vehicles and pedestrians	5	1	5	Depot Manager, All
	Delivery and collection of plant	Collision with third party pedestrians or vehicle	operatives	4	2	8	• Ensure that delivery vehicles are safely positioned and visible • Ensure beacons are visible to all parties • Ensure vehicles are correctly marked for type and speed of road and that all markings are clean and visible. • Advanced warning signs and cones are to be used and placed as necessary	4	1	4	Depot Manager, All
	Use of hand tools	Cuts and Bruises Eye injury	operatives	3	3	9	• Use correct tools for the job • Always inspect tools before use • Knife blades are to be retracted or guarded when not in use • Always cut away from you • Always wear traffic green gut level 5 gloves when using sharps • Do not use defective tools (example, loose heads defective handles)	3	1	3	Depot Manager, All
	Clearing out and refilling salt bins	Used syringes and sharp objects causing needle stick, injury and infection	Operatives	2	2	4	• Do not touch needles unless you are trained to do so and have the correct tools and PPE • If you are trained, then follow the method statement for litter picking (sharps) • Report all needle finds to the Senior Supervisor	2	1	2	Depot Manager, All
	Materials	Environmental pollution, prosecution	Operative	1	3	3	• Always stick to recommended and prescribed spread rate detailed in your briefing • Only over spread when required or when requested by Winter Service Officer • Return all unused salt back to the depot	1	1	1	Depot Manager, All

FMC SHEQ – (Non-site specific) Risk Assessment WINTER MAINTENANCE

	General Health	Skin irritation and eye injuries	Operative	2	3	6	• Correct PPE as dictated by COSHH assessment • Use barrier and moisturising creams • Good standard of personal hygiene.	1	1	1	All
	Environmental noise	Nuisance and disturbance to animals, third parties. Subcontractors and production staff prosecution.	Operative	1	2	2	• Shut down all vehicles and plant when not in use • Observe highway code rule 92. Do not use horn whilst stationary on the road or when driving in a built up area between the hours of 23:30 and 07:00 only in the case of emergency	1	1	1	Depot Manager
	Salt Water Run off	Pollution of water courses and ground contamination, prosecution	Operative	2	3	6	• Ensure interceptor maintenance is carried out periodically • Only wash down in dedicated wash down bays • Clear up any spills immediately	2	1	2	Depot Manager, All
	Litter	Nuisance and environmental damage, prosecution	Operatives	1	2	2	• Remove all personal rubbish and dispose of correctly in the correct bins	1	1	1	Depot Manager, All
	Waste Disposal	Environmental damage including damage to rare flora and fauna Ground contamination, prosecution	operatives	2	2	4	• Use correct skips • Used licensed waste carriers • Carry out waste contractor audits regularly	2	1	2	Depot Manager, All
	Poor quality of work and failure to complete routes	Contractual failure, commercial loss, prosecution	Operatives	3	3	9	• Drivers and operators are to ensure compliance with the route requirements • Ensure all operatives are correctly trained, competent and are familiar with their routes • Carry out regular audits to ensure route compliance • Monitor all route timings to ensure compliance with winter decision	3	1	3	Depot Manager, All

ENVIRONMENTAL RISK ASSESSMENT

	ASPECT	IMPACT	PERSONS AT RISK	DEGREE OF RISK			CONTROL MEASURE(S)	RESIDUAL RISK			PERSON RESPONSIBLE FOR CONTROL MEASURES
				L	S	R		L	S	R	
1.	Operational Process – Noise	Statutory Nuisance	General Public.	3	3	9	Operational restrictions when applicable	1	3	3	Management, Supervisor, Operatives.
2.	Operational Process – Spillages	Contamination of Controlled Waters	General Public	3	4	12	Daily Defect Checking Environmental Spill Kit (Small – for minor fuel, engine oil and hydraulic oil spillages or leaks) Basic Environmental Awareness Training	2	4	8	Management, Supervisor, Operatives.
3.	Operational Process – Spillages	Land Contamination	General Public.	3	4	12	Daily Defect Checking Environmental Spill Kit (Small – for minor fuel, engine oil and hydraulic oil spillages or leaks) Basic Environmental Awareness Training	1	3	3	Management, Supervisor, Operatives.
4.	Operational Process – Fuel Usage	CO^2 Emissions – Climate Change	General Public.	4	2	8	No idling when equipment not I in use Route planning efficiency of Daily Work Tasks Fuel conserving driving techniques	2	2	4	Management, Supervisor, Operatives.

GENERAL:

All Operatives to participate in FMC General Induction.

All Drivers to participate in FMC Drivers Induction.

ID Cards provided at General Induction to be available at all times. ID Cards to confirm authorisation to drive appropriate category of vehicle.

All Operatives to be conversant with this Risk Assessment and Method Statement.

WELFARE:

Due to the nature of the works, it is not feasible to provide the operatives with specific welfare facilities.

Hand Wipes should be available at all times on the vehicle.

A list of FMC Depots should be made available to the operatives for use of full welfare facilities.

All FMC working sites with welfare facilities shall also be available for use by the operatives.

A list of local amenities should be provided to the operatives as a last resort for welfare facilities.

FMC SHEQ – (Non-site specific) Risk Assessment WINTER MAINTENANCE

PERSONAL PROTECTIVE EQUIPMENT:

Standard PPE to be worn at all times. This shall consist of: -

- High Visibility Clothing
- Safety Helmet
- Safety Glasses
- Gloves (long sleeved gauntlets & general)
- Safety Boots (Ankle Protection)

FIRE AND EMERGENCY:

First Aid Kit to be kept within the cab of the vehicle and maintained to minimum quantities as identified in the First Aid Kit inventory.

Fire Extinguisher to be kept inside vehicle cab, and at accessible points of the vehicles body.

The Fire Extinguisher should be checked weekly by the Driver and inspected annually by an external sub-contractor via the workshops.

COMPETENCY AND TRAINING:

Appropriate operatives to be identified and trained in the following disciplines (SC = Safety Critical): -

- FMC Induction and Drivers Induction (SC)
- CSCS card (SC)
- Conflict Management Training
- Winter NVQ
- Emergency First Aid
- Reverse Assistant
- Manual Handling Training
- Environmental Awareness

The above competencies and authorisations should be included within the Appointed Persons Register for the activity.

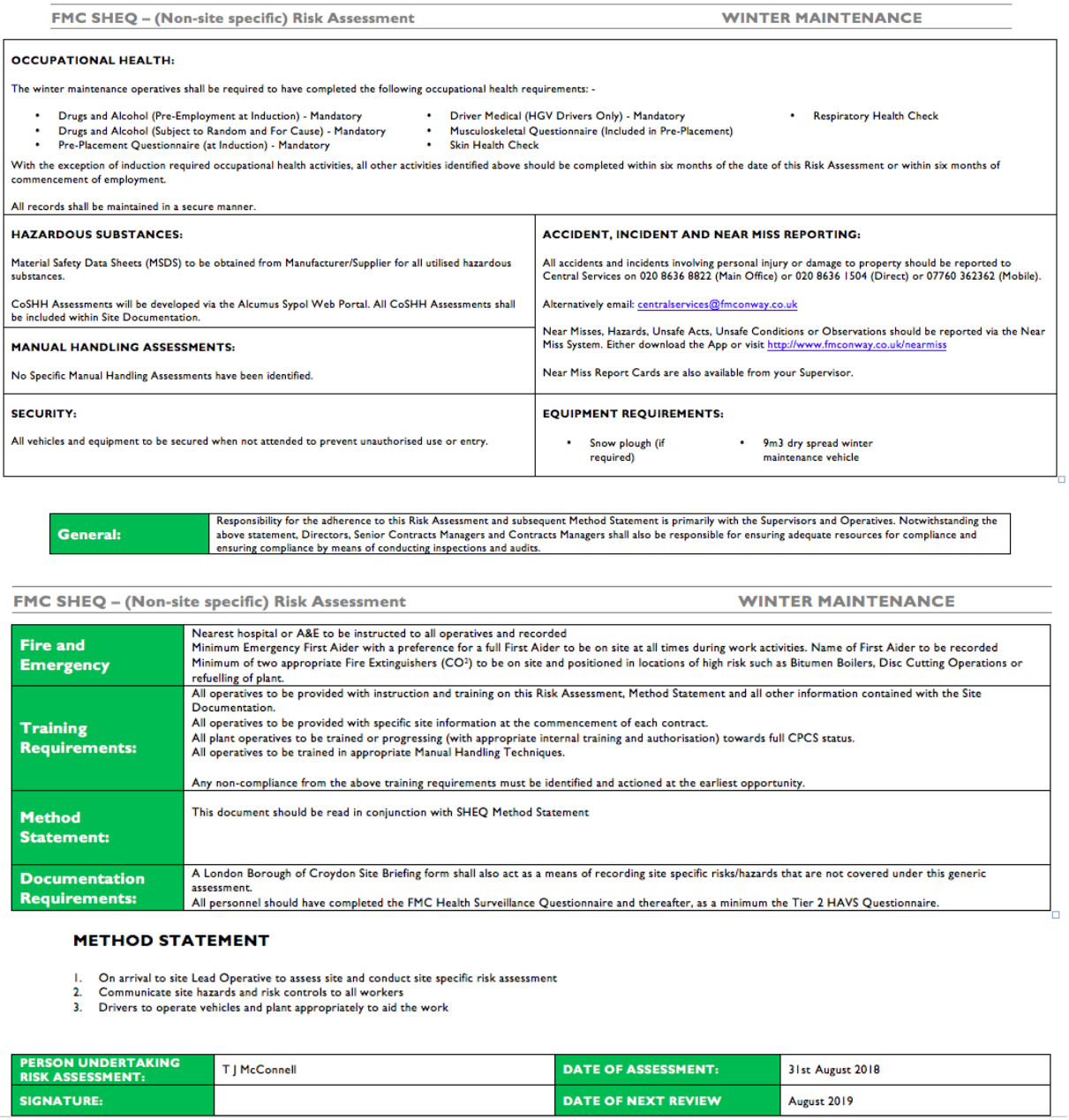
All operatives should be provided with Tool Box Talks on relevant subjects, these should be acknowledged on the CITB Short Duration Training Course and acknowledgements provided to the Training Department monthly.

Where training is identified as a Safety Critical (SC) requirement, this should be achieved prior to unsupervised conducting of the activity. Where training is identified as a generic requirement, this should be achieved within 6 months of this Risk Assessment or within 6 months of commencement of employment.

SITE DOCUMENTATION:

The Site Documentation should include but not necessarily restricted to:-

- This Risk Assessment and Method Statement
- CoSHH Assessments (Applicable Hazardous Substances)
- Appointed Persons Register
- Environmental Spill Response
- Thorough Examination Certificates (Including Accessories)
- Competency and Training Records
- Welfare Facility Options
- Work Task Requests
- DRS/Time Sheets
- Tool Box Talk Records



FMC SHEQ – (Non-site specific) Risk Assessment WINTER MAINTENANCE

OCCUPATIONAL HEALTH:

The winter maintenance operatives shall be required to have completed the following occupational health requirements: -

- Drugs and Alcohol (Pre-Employment at Induction) - Mandatory
- Drugs and Alcohol (Subject to Random and For Cause) - Mandatory
- Pre-Placement Questionnaire (at Induction) - Mandatory
- Driver Medical (HGV Drivers Only) - Mandatory
- Musculoskeletal Questionnaire (Included in Pre-Placement)
- Skin Health Check
- Respiratory Health Check

With the exception of induction required occupational health activities, all other activities identified above should be completed within six months of the date of this Risk Assessment or within six months of commencement of employment.

All records shall be maintained in a secure manner.

HAZARDOUS SUBSTANCES:

Material Safety Data Sheets (MSDS) to be obtained from Manufacturer/Supplier for all utilised hazardous substances.

CoSHH Assessments will be developed via the Alcumus Sypol Web Portal. All CoSHH Assessments shall be included within Site Documentation.

MANUAL HANDLING ASSESSMENTS:

No Specific Manual Handling Assessments have been identified.

ACCIDENT, INCIDENT AND NEAR MISS REPORTING:

All accidents and incidents involving personal injury or damage to property should be reported to Central Services on 020 8636 8822 (Main Office) or 020 8636 1504 (Direct) or 07760 362362 (Mobile).

Alternatively email: centralservices@fmconway.co.uk

Near Misses, Hazards, Unsafe Acts, Unsafe Conditions or Observations should be reported via the Near Miss System. Either download the App or visit http://www.fmconway.co.uk/nearmiss

Near Miss Report Cards are also available from your Supervisor.

SECURITY:

All vehicles and equipment to be secured when not attended to prevent unauthorised use or entry.

EQUIPMENT REQUIREMENTS:

- Snow plough (if required)
- 9m3 dry spread winter maintenance vehicle

General:	Responsibility for the adherence to this Risk Assessment and subsequent Method Statement is primarily with the Supervisors and Operatives. Notwithstanding the above statement, Directors, Senior Contracts Managers and Contracts Managers shall also be responsible for ensuring adequate resources for compliance and ensuring compliance by means of conducting inspections and audits.

FMC SHEQ – (Non-site specific) Risk Assessment WINTER MAINTENANCE

Fire and Emergency	Nearest hospital or A&E to be instructed to all operatives and recorded Minimum Emergency First Aider with a preference for a full First Aider to be on site at all times during work activities. Name of First Aider to be recorded Minimum of two appropriate Fire Extinguishers (CO^2) to be on site and positioned in locations of high risk such as Bitumen Boilers, Disc Cutting Operations or refuelling of plant.
Training Requirements:	All operatives to be provided with instruction and training on this Risk Assessment, Method Statement and all other information contained with the Site Documentation. All operatives to be provided with specific site information at the commencement of each contract. All plant operatives to be trained or progressing (with appropriate internal training and authorisation) towards full CPCS status. All operatives to be trained in appropriate Manual Handling Techniques. Any non-compliance from the above training requirements must be identified and actioned at the earliest opportunity.
Method Statement:	This document should be read in conjunction with SHEQ Method Statement
Documentation Requirements:	A London Borough of Croydon Site Briefing form shall also act as a means of recording site specific risks/hazards that are not covered under this generic assessment. All personnel should have completed the FMC Health Surveillance Questionnaire and thereafter, as a minimum the Tier 2 HAVS Questionnaire.

METHOD STATEMENT

1. On arrival to site Lead Operative to assess site and conduct site specific risk assessment
2. Communicate site hazards and risk controls to all workers
3. Drivers to operate vehicles and plant appropriately to aid the work

PERSON UNDERTAKING RISK ASSESSMENT:	T J McConnell	**DATE OF ASSESSMENT:**	31st August 2018
SIGNATURE:		**DATE OF NEXT REVIEW**	August 2019

6.5.3 System Review Procedures

Prior to the commencement of the winter service period, a readiness meeting will be held between the Council and the Service Provider to discuss and review all winter related operations. The meeting will include a section to discuss any potential risks and opportunities for both parties.

During the monthly "Contract Performance meeting" a section will be committed to Winter Service. In addition, monthly KPIs will be measured against winter service. This meeting will be utilised to monitor winter service delivery and capture any actions and initiatives as required.

All Service Provider gritting vehicles are fitted with “ExactTrak” technology. This allows the Service Provider and the Council to monitor the performance of each gritting vehicle. Direct access to “ExactTrak” is provided to the Council to allow monitoring of each gritting activity.

On completion of the winter service period, a “Winter End of Season Report” will be produced by the Service summarising the winter period. The report will form the subject of the winter end of season meeting which will be carried out within two (2) weeks of the season end date. During this meeting the Service Provider and the Council will analyse the report and identify any improvements that could be captured for the next winter service period.

7 De-icing Treatment

7.1 Treatment Application Methods

7.1.1 Salting

Pre-Salting, - Precautionary treatment on Precautionary, Primary and Secondary Routes shall comprise of pre-salting at a spread rate of approximately eight (8) grams per square metre.

Post-salting, - Already formed ice and snow treatment on Precautionary, Primary and Secondary Routes comprising of:

(a) In light snow conditions salting at a spread rate of approximately fifteen (15) to thirty (30) grams per square metre.

(b) In hard packed snow / ice conditions salting at a spread rate of approximately forty (40) grams per square metre.

Where snow has been forecast all vehicles will be fitted with slush blades / snow ploughs prior to shift commencement.

7.1.2 Snow / Ice Conditions

If snow/ice remains in its frozen state and the forecast is for it to remain for the next two (2) to five (5) days additional resources will be mobilised for snow/ice clearance.

The process followed when additional resource is deployed for snow/ice clearance shall be prioritised by application of the same principles applied in section 6.

7.2 De-Icing Materials

7.2.1 Type and Specification

All de-icing materials are procured by the Council and handled and stored by the Service in Council facilities.

7.2.2 Storage Details

The salt storage locations and facilities within the London Borough of Croydon are located as described in Appendix A.4.

7.2.3 Monitoring and Reporting

De-icing material stock levels are monitored by the Service Provider and reported to the Council.

7.2.4 Supply Arrangements

The Council is responsible for the procurement of all de-icing materials based on monitoring and reporting information provided by the Service Provider.

7.2.5 Reserve and Contingency Arrangements

The Council has alternative suppliers and mutual aid arrangements in place with other local highway authorities.

7.3 Salt Bins

Salt bins, as a self-help facility, are provided at locations where difficulties are likely to be experienced. This allows local residents or passing motorists to treat the carriageway and footway within the locality, should difficulties be experienced.

Salt bins are replenished prior to commencement of the gritting season and replenished as necessary throughout the season.

8 Resource Provision

8.1 Council Personnel

An organogram and list of Councils staff employed on winter service duties is included in Appendix A.5.

Duty rota resource details for winter service delivery is included in Appendix A.5.

8.2 Service Provider Personnel

An organogram and list of the Service Providers staff employed on winter service duties is included in Appendix A.6.

Duty rota resource details for winter service delivery is included in Appendix A.6.

8.3 Vehicles and Plant

A detailed schedule of vehicles and plant including operational spreaders, ploughs, loading shovels and reserve vehicles can be found in Appendix A.8.

8.4 Vehicle Maintenance Arrangements

Winter service vehicle maintenance arrangements for Service Provider vehicles is included in Appendix A.8.

8.5 Compound and Depot Facilities

The compounds, depots and facilities used for delivery of the winter service are detailed in Appendix A.4.

A.1 Definitions and Reference Documents

Definitions

Council means the London Borough of Croydon

Decision Maker means Council Duty Officer appointed to make decisions on winter service requirements.

Duty Officer Actions Required means instruction of one or more of the following:

ALPHA - Monitor weather reports to check that frost or ice is not forecast.

BRAVO - Treatment of Precautionary Route treatment as local conditions dictate;

CHARLIE - Precautionary Route treatment of all routes;

DELTA - Full shift status (see below);

SNOW - Full shift status (see below).

Forecast Provider(s) means the London Weather Centre.

Precautionary Routes means the four (4) pre-defined precautionary routes within the Borough, details can be found in Appendix A.3.

Primary Routes means the seven (7) pre-defined primary routes within the Borough, details can be found in Appendix A.3. NB. 9 original routes shown, 7 route maps to be updated with no loss of coverage.

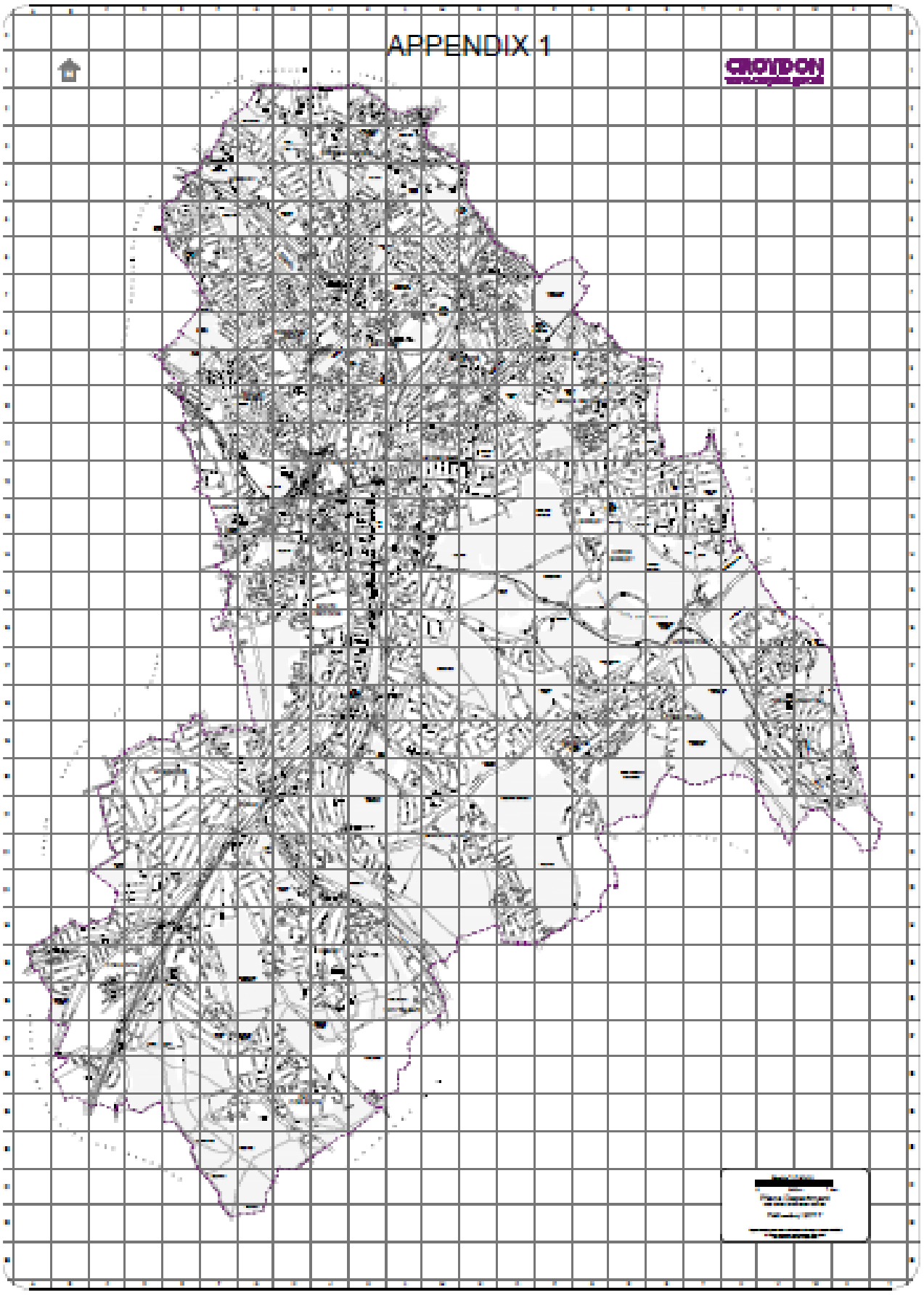
Secondary Routes means the seven (7) pre-defined secondary routes within the Borough, details can be found in Appendix A.3. NB. 9 original routes shown, 7 route maps to be updated with no loss of coverage.

Service Provider means the Term Service Contract Contractor appointed by the Council to deliver Highway Maintenance and Winter Service.

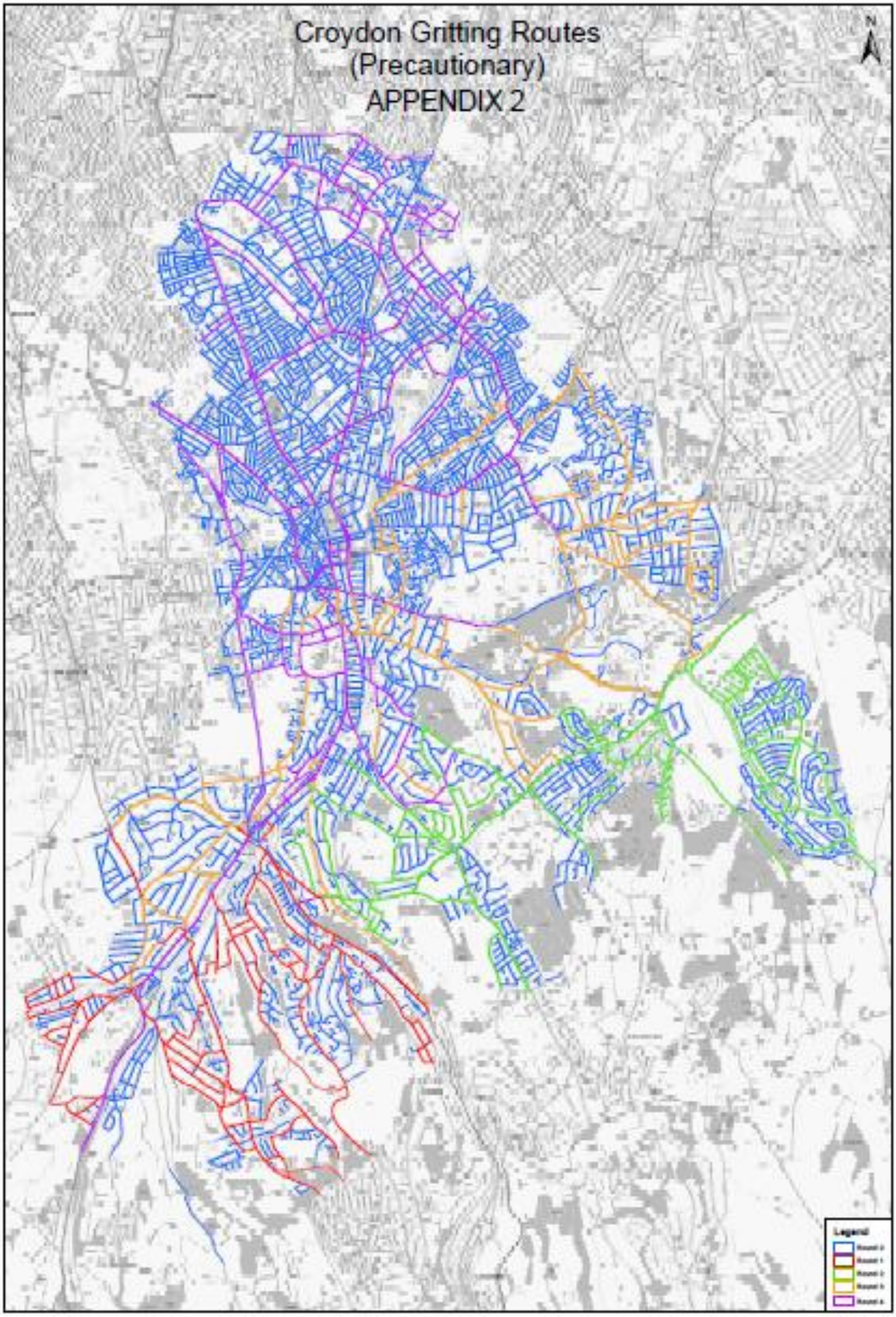
Reference Documents

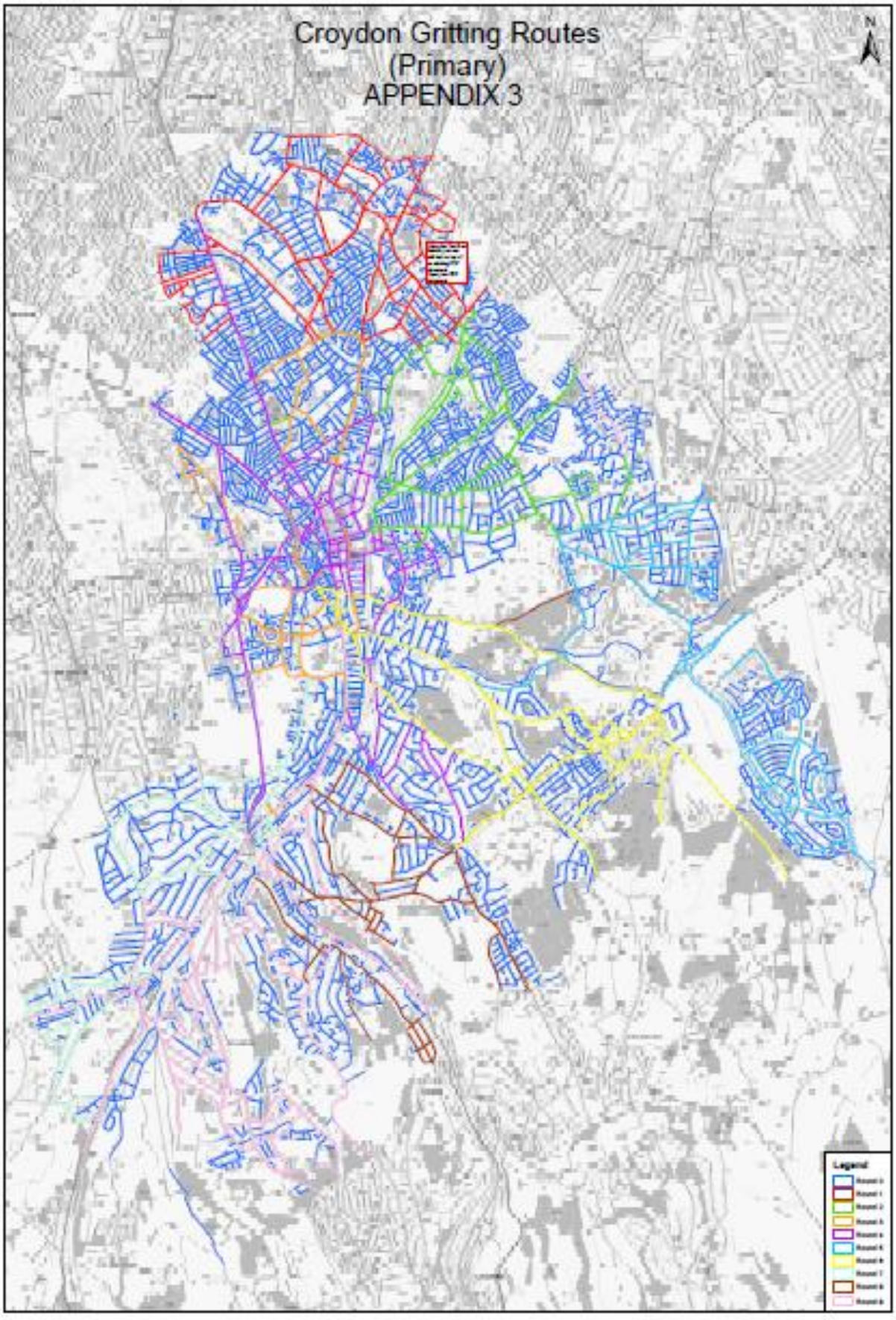
Next Generation Highways Contract, Volume 4 Specification.

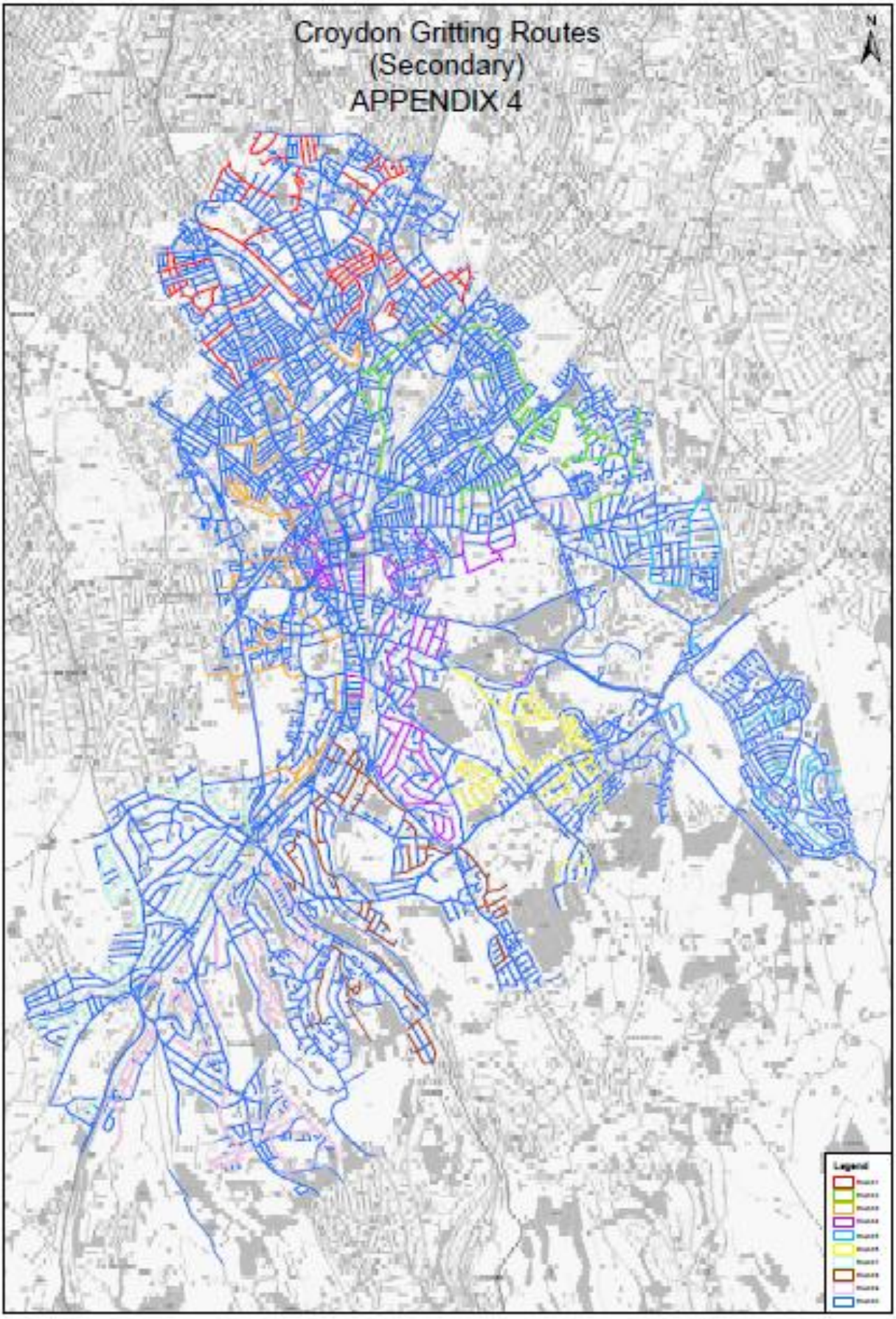
A.2 Area Map



A.3 Route Drawings & Schedules


Croydon Gritting Routes
(Precautionary)
APPENDIX 2
N


Croydon Gritting Routes
(Primary)
APPENDIX 3
N
Legend


Croydon Gritting Routes
(Secondary)
APPENDIX 4
N

A.4 Compounds, Depots and Facilities Schedule

Purley Oaks Depot, Purley Oaks, Brighton Road, South Croydon, CR8 2BG.

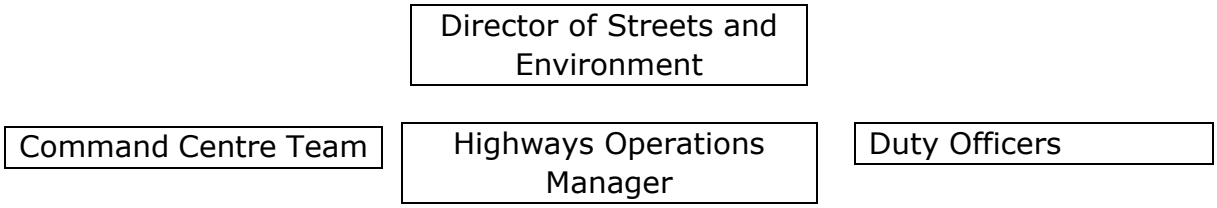
Operational management, welfare, wash-down of vehicles.

Factory Lane Depot, Factory Lane, West Croydon, CR0 3RL.

Used for storage of vehicles and main salt storage and loading. loading shovel storage, 3rd party salt storage

A.5 Council Personnel

Team Structure



Director of Streets and Environment	Approve and champion the plan. Invoke and stand down this plan in the event of severe weather event and notify department heads and members. Take ultimate responsibility for the plan and its implementation. Provide post-emergency debriefing or delegate to a member of CCT (depending on the severity of weather). Maintain records and logs on emergency incident response by the section. Participate in appropriate training and exercise activities when required.
Command Centre Team	Invoke and stand down this plan in the event of severe weather event in the absence of the Director and notify department heads and members. Invoke and stand down this plan in the event of severe weather event in the absence of the Director and notify department heads and members. Ensure Duty officers actively contribute to the plan's development and revision. Participate in appropriate training and exercise activities when required. Provide post-emergency debriefing or delegate to a member of Command Centre Team (depending on the severity of weather).
Duty Officers	Request the invoking of the plan by a member of Command Centre Team in the event of becoming aware of a Level 1 incident (or if a smaller incident reaches this level). Ensure any facilities identified in the plan are maintained in an operational state as specified in the plan. Ensure that staff named in this plan are aware of their roles and that these are included in role profiles and person specifications.

Participate in appropriate training and exercise activities when required.

Ensure staff are released to attend any necessary training required for them to perform their roles in an emergency.

Provide post-emergency debriefing on request by a member of DMT.

Ensure staff are provided with the PPE required for their roles in this plan.

Notify the Departmental Emergency Planning Liaison Officer (DEPLO) of any changes to the deliverables in their service areas and changes in contacts and/or their details.

LBC Duty Officers

LBC Winter Decision Making Rota - Officer and Superintendents 2025/26

Week No	Dates		Ad-Hoc FMC Call-Out/ Full Duty FMC Call-Out	Duty Officer
1	05/10/2026	11/10/2026	Ad-Hoc FMC Call-Out	Bryan Foreman
2	12/10/2026	18/10/2026	Ad-Hoc FMC Call-Out	Brent Harvey
3	19/10/2026	25/10/2026	Ad-Hoc FMC Call-Out	Nathan Evans
4	26/10/2026	01/11/2026	Full Duty FMC Call-Out	Bryan Foreman
5	02/11/2026	08/11/2026	Full Duty FMC Call-Out	Bryan Foreman
6	09/11/2026	15/11/2026	Full Duty FMC Call-Out	Brent Harvey
7	16/11/2026	22/11/2026	Full Duty FMC Call-Out	Nathan Evans
8	23/11/2026	29/11/2026	Full Duty FMC Call-Out	Bryan Foreman
9	30/11/2026	06/12/2026	Full Duty FMC Call-Out	Bryan Foreman
10	07/12/2026	13/12/2026	Full Duty FMC Call-Out	Nathan Evans
11	14/12/2026	20/12/2026	Full Duty FMC Call-Out	Brent Harvey
12	21/12/2026	27/12/2026	Full Duty FMC Call-Out	Bryan Foreman
13	28/12/2026	03/01/2027	Full Duty FMC Call-Out	Bryan Foreman
14	04/01/2027	10/01/2027	Full Duty FMC Call-Out	Brent Harvey
15	11/01/2027	17/01/2027	Full Duty FMC Call-Out	Nathan Evans
16	18/01/2027	24/01/2027	Full Duty FMC Call-Out	Bryan Foreman
17	25/01/2027	31/01/2027	Full Duty FMC Call-Out	Nathan Evans
18	01/02/2027	07/02/2027	Full Duty FMC Call-Out	Bryan Foreman
19	08/02/2027	14/02/2027	Full Duty FMC Call-Out	Nathan Evans
20	15/02/2027	21/02/2027	Full Duty FMC Call-Out	Bryan Foreman
21	22/02/2027	28/02/2027	Full Duty FMC Call-Out	Nathan Evans
22	01/03/2027	07/03/2027	Full Duty FMC Call-Out	Bryan Foreman
23	08/03/2027	14/03/2027	Full Duty FMC Call-Out	Nathan Evans
24	15/03/2027	21/03/2027	Full Duty FMC Call-Out	Bryan Foreman
25	22/03/2027	28/03/2027	Full Duty FMC Call-Out	Nathan Evans
26	29/03/2027	04/04/2027	Full Duty FMC Call-Out	Bryan Foreman
27	05/04/2027	11/04/2027	Full Duty FMC Call-Out	Nathan Evans
28	12/04/2027	18/04/2027	Ad-Hoc FMC Call-Out	Bryan Foreman

Notes

1. **FMC full duty winter operational service cover to commence 26/10/2026 to 11/4/2027**
2. **Winter Service monitoring to cover the period 05/10/2026 to 18/04/27**
3. **FMC's outside winter operational service rates will apply for the period weeks 1 to 3 and weeks 28 if required**

A.6 Service Provider Personnel

Team Structure

Grant Curtis

Ian Casbon Ben Skelton

7 GRITTER DRIVERS 1 LOADER OPERATOR 7 GRITTER DRIVERS 1 LOADER OPERATOR

Personnel (Names and Contact Details)

Grant Curtis Project Manager	Mobile
Ian Casbon Winter Supervisor	Mobile
Ben Skelton Winter Supervisor	Mobile

Supervisors On-Call

Week No	W/C	Supervisor on Call	Team on call
1	27/10/2025	Ben Skelton	TEAM 1
2	01/11/2025	Ben Skelton	TEAM 2
3	08/11/2025	Ben Skelton	TEAM 1
4	15/11/2025	Ben Skelton	TEAM 2
5	22/11/2025	Ben Skelton	TEAM 1
6	29/11/2025	Ben Skelton	TEAM 2
7	06/12/2025	Ben Skelton	TEAM 1
8	13/12/2025	Ben Skelton	TEAM 2
9	20/12/2025	Ben Skelton	TEAM 1
10	27/12/2025	Ben Skelton	TEAM 2
11	03/01/2026	Ian Casbon	TEAM 1
12	10/01/2026	Ben Skelton	TEAM 2
13	17/01/2026	Ian Casbon	TEAM 1
14	24/01/2026	Ben Skelton	TEAM 2
15	31/02/2026	Ian Casbon	TEAM 1
16	07/02/2026	Ben Skelton	TEAM 2
17	14/02/2026	Ian Casbon	TEAM 1
18	21/02/2026	Ben Skelton	TEAM 2
19	28/02/2026	Ian Casbon	TEAM 1
20	07/03/2026	Ben Skelton	TEAM 2
21	14/03/2026	Ian Casbon	TEAM 1
22	21/03/2026	Ben Skelton	TEAM 2
23	28/03/2026	Ian Casbon	TEAM 1
24	04/04/2026	Ben Skelton	TEAM 2
25	11/04/2026	Ian Casbon	TEAM 1

Operative Team Details

Team 1	
Driver 1	Hughie McGowan
Driver 2	Stuart Jones
Driver 3	Liam Cummins
Driver 4	Michael Hoare
Driver 5	Rob Hequett
Driver 6	Joel Rooke
Driver 7	Bobby Saunders
Loader	Liam Tobin/Ian Casbon/Mark Toomey layne

Team 2	
Driver 1	Jason Booth
Driver 2	Gary McGoldrick
Driver 3	Tony Richardson
Driver 4	Jay Peachey
Driver 5	Michael Dawes
Driver 6	Mark Toomey-Lane
Driver 7	Kaner Ibrahim
Driver 8	Charlie Cooper
Loader	Liam Tobin/Ben Skelton/Mark Toomey layne

The above rota is for use during the winter service period for precautionary salting. In the event of a severe weather event the rota for week one and two will be combined to enable twenty-four (24) hour operation. Drivers mates will be provided if snow ploughing operations are required.

Operative Training Records

Available from Service Provider on request.

A.7 External Contact List

lexanderStanton@tfl.gov.uk

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Bryan.Foreman@croydon.gov.uk

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Charles.Baker@croydon.gov.uk

CharlotteKing@tfl.gov.uk

Chris.Thompson@croydon.gov.uk

Communications@croydon.gov.uk

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Roger.Copeland@tube.tfl.gov.uk

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Wintermaintenance@merton.gov.uk

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sean.blackwell@veolia.com

Footway gritting notification list

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Charles.Baker@croydon.gov.uk

Hailey.Cluff@croydon.gov.uk

Richard.Kidd@veolia.com

timothy.burles@veolia.com

clint.charles@veolia.com

huzaifa.ashraf@veolia.com

A.8 Vehicles and Plant Schedule

Gritter Vehicles

Vehicle ID	Location	Type	Capacity	VRN	Plough No	Route
1	Factory Lane	Mercedes Actros 18t	6m3	YJ19 SWN	1	1
2	Factory Lane	Mercedes Actros 18t	6m3	YJ19 SUO	2	2
3	Factory Lane	Mercedes Actros 18t	6m3	YJ19 SWO	3	3
4	Factory Lane	Mercedes Actros 18t	6m3	YJ19 SWF	4	4
5	Factory Lane	Mercedes Actros 18t 4X4	6m3	YJ19 SUV	5	5
6	Factory Lane	Mercedes Actros 18t	6m3	YJ19 SWK	6	6
7	Factory Lane	Mercedes Actros 18t 4X4	6m3	YJ19 SWU	7	7

Reserve Vehicle Details

Vehicle ID	Location	Type	Capacity	VRN or ID	Plough No	Route
8	Factory Lane	Leyland DAF 18t	6m3	PN69 AXF	8	SPARE

Plant Schedule

Plant ID	Location	Type	Description
1	Factory Lane	JCB 7m Telehandler	Loading Shovel

All gritting vehicles on hire from Econ with 24hr maintenance call out and replacement vehicle if repair cannot be executed for next working day.