

# Winter Maintenance: Communications and Technology

**Mike Hansford**  
**Infrastructure Manager**  
**Dorset County Council**

# APSE Service Awards

Best Service Team: Highways, Winter Maintenance & Street Lighting



# HMEP Peer Review

## Key themes :

- Are we Delivering a Value for Money Service?
- Are we Communicating Effectively?

## 3 day visit

- Critical friends NOT Inspectors
- Team of five, including senior officers and members
- Scope of review determined by authority
- Action plan produced
- Review workshop to monitor progress

# Dorset Highways Communications

- Communications Officer embedded in highways
- Communications strategy
- Making best use of channels available
- Empowering staff
- ‘Campaign’ approach



# Dorset Highways Communications

## Communications Plan

- Setting out clear objectives
- Identifying stakeholders
- Promoting two-way communications
- How we communicate different work streams; eg minor works, major schemes
- Evaluating effectiveness

# Dorsetforyou.com - Travel Dorset



dorsetforyou.com

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A-Z of services: A B C D E F G H I J K L M N O P R S T V W Y Z

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|--------------|------------|--------------|-------------|-------------|-------------|------------|

**Roadworks**

**Parking**

**Report problem**

**Bus timetables**

### Live departure times

Bus stops  Rail stations

[Use my location](#)

### Journey planner

From:

To:

Journey planning using Google maps

### Live travel alerts for Dorset

-  B3091 closed due to bridge maintenance work at Hosey Bridge.
-  Reports of A31 Poulner Hill Eastbound partially blocked, slow traffic due to accident between A31 / Service Road (Picket Post Services / Burley Turn Off, Picket Post) and Stoney Cross (Firtham / Emery Down Turn Off, Stoney Cross).
-  Amended weekday timetable across some routes on Southern between Brighton and Ashford International, and between Southampton Central and Brighton due to staff shortage.
-  Temporary traffic lights and electricity work on B3073 Bargates both ways between A35 and Stour Road.
-  A349 Gravel Hill both ways closed due to major roadworks between A341

**LIVE**

Alerts updated at 12:43 Powered by 

9,882 followers

### Live travel alerts on the go...

follow us on Twitter  
**@TravelDorset** 

Over 9,800 followers, and counting...

#### Dorset transport news

-  Dorset ready for return of IRONMAN  
6-Sep-2016
- A35 junction set for safety improvements  
5-Sep-2016
-  Purbeck school buses open up  
26-Aug-2016
-  Blandford and Dorchester school buses opened to public  
26-Aug-2016

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Socitm **Better connected 2014**   
measuring quality of council services



Dorset County Council

# Gritting maps

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**Road gritting and salting in Dorset**

**Which roads are salted and gritted during winter and the latest gritting updates**  
During winter, we make daily decisions about when and where to salt based on local forecasts for the planned altitude (snowfall) shown on the map below. We will decide whether to salt each domain on the whole salting network.  
If you want to know more about our winter road services, read our [FAQs, FAQs, FAQs](#).

**Salting/gritting updates**  
See when we will treat the main network (red routes) and when we are scheduled to treat them again.  
These routes are not gritting (blue routes) previous and next treatments are not shown for these routes. You can find out when we do, by following us on Twitter: [@TravelDorset](#).

**Last treatment of main network**

- North Dorset: not treated in the last 7 days
- Central Dorset: not treated in the last 7 days
- Christchurch Dorset: not treated in the last 7 days
- Coastal Dorset: not treated in the last 7 days
- Purbeck and East Dorset: not treated in the last 7 days

**Next treatment of main network**

- North Dorset: to action planned
- Central Dorset: to action planned
- Christchurch Dorset: to action planned
- Coastal Dorset: to action planned
- Purbeck and East Dorset: to action planned

**Salting/gritting map**  
Use the map below to see the network of roads we will treat and plough during the winter. Use the Layer Control panel (on the right of the map) with the icon of two overlapping circles to turn layers on and off, including Ploughing Routes and more.

**Travel Dorset**  
Travel Information and Road News

**Map of Dorset showing salting/gritting routes**


**Guides to the Map**

- Salting Network**  
We will treat the main salting network, consisting of 380 miles of roads, when conditions are damp and road temperatures are forecast near-freezing or below zero. The A31, A30 (east of Bore Regis) and B303 (west) routes are treated by the Highway Agency.
- Community Links**  
A network of community links will also be salted when snow is forecast to connect more isolated communities to the main salting network. After snow has fallen we will plough and continue to salt grit these roads.
- Ploughing Routes**  
During severe snow we may need to fall back to priority ploughing routes to keep the main network and east coast roads open.

Bureau interface automatically updates this page

# E-newsletter

- Monthly
- Over 13,000 subscribers
- Prompts feedback




## Travel and transport newsletter


### A338 – final phase

There'll be a week of [night closures in March](#) in preparation for the final phase of works – to rebuild the main stretch of the northbound carriageway.

Work is currently on schedule to finish at the end of May. Keep up to date with the latest progress by following [the blog](#).



### Night work





We're resurfacing a stretch of the A37 at Picketts Cross near Frampton, Dorchester. The road will be closed from 7pm until 6am on 15, 16, 17, 18 and 19 March.

Check out our [roadworks map](#) for other works happening in March. Remember to select the dates in the top right-hand box on the map.

### Gritting update

We've had an average winter so far with our gritters being sent out 30 times so far. The lowest temperature recorded on our icelert stations was -5°C in the [Sherborne/Toller Down domain](#).

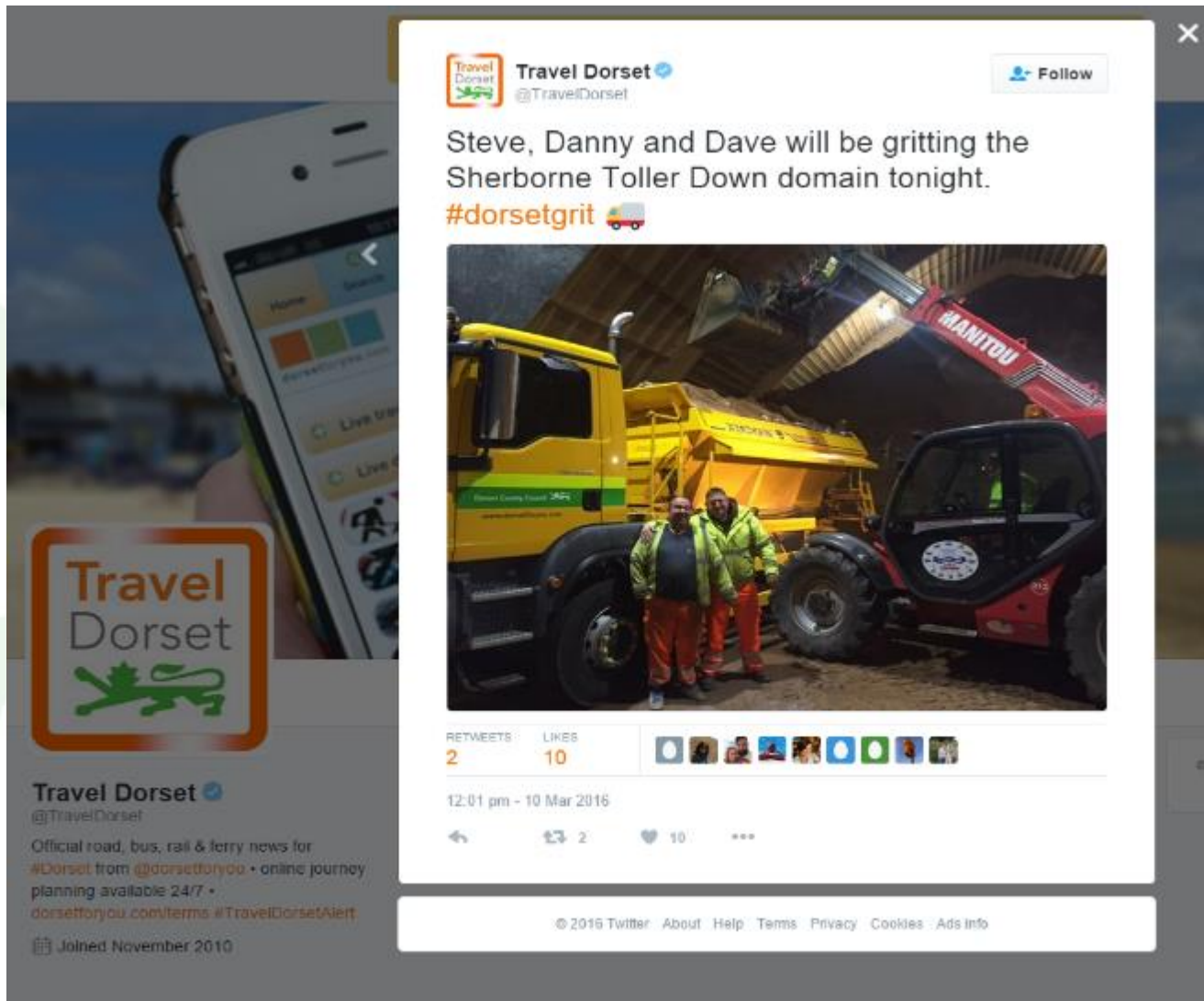
Remember to follow the last month our gritting action on [@TravelDorset](#) #dorsetgrit




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# Twitter - @TravelDorset



**Travel Dorset**  **Travel Dorset**   
@TravelDorset

Follow


Steve, Danny and Dave will be gritting the Sherborne Toller Down domain tonight.  
[#dorsetgrit](#) 🚛



RETWEETS 2 LIKES 10

12:01 pm - 10 Mar 2016




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Official road, bus, rail & ferry news for #Dorset from @dorsetforyou • online journey planning available 24/7 • [dorsetforyou.com/terms](http://dorsetforyou.com/terms) #TravelDorsetAlert


Joined November 2010

# Top tweets for winter 2015/16

 **Dorset Councils** @dorsetforyou  

🕒 Jan 16 12:02 by  Jack Wiltshire

*Community links gritted. Helping maintain links to communities during the cold snap. #dorsetgrit #keepdorsetmoving*



📣 70.9K    🔄 4    👍 3    💬 3

 **Travel Dorset** @TravelDorset  

🕒 Mar 6 19:36 by  Stuart Allen

*This is Ben. He has worked at DCC for 16 years. He will be gritting #Dorchester tonight at 20g/m<sup>2</sup>. #DorsetGrit*



📣 67.0K    🔄 6    👍 19    💬 5

# Winter service infographic

## A Dorset winter

@TravelDorset

#dorsetgrit

www.dorsetforyou.com/gritting



Over **80** farmers and other specialist contractors on standby for snow ploughing



**650** miles of Dorset's roads make up the gritting network



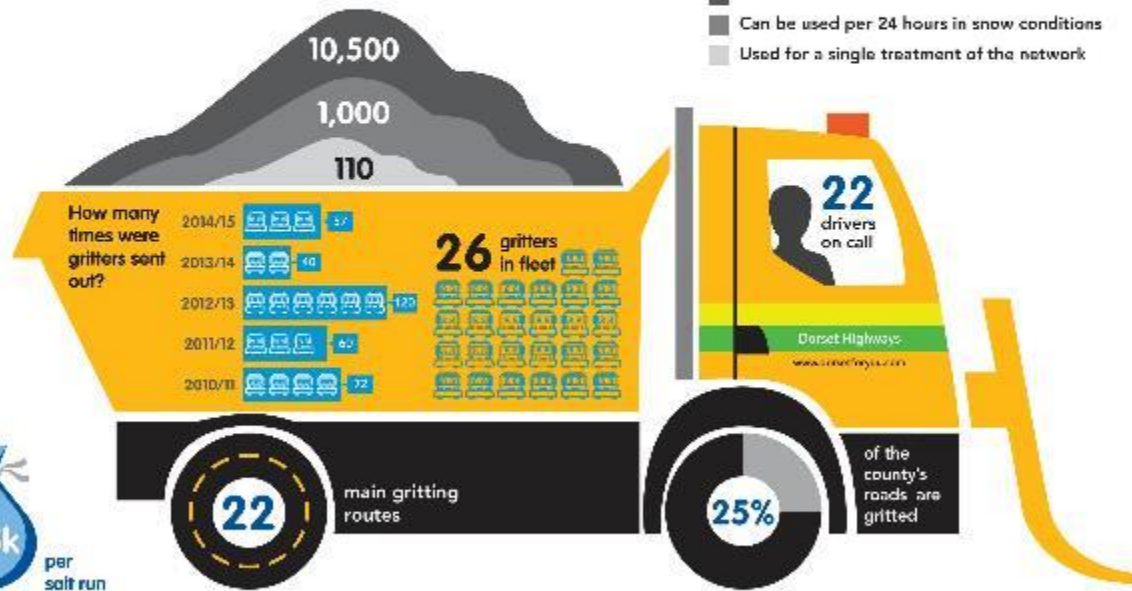
**12** weather stations



**£6.5k** per salt run

### Tonnes

- Salt in stock for the start of this winter
- Can be used per 24 hours in snow conditions
- Used for a single treatment of the network



Working together for a strong and successful Dorset

  
Dorset County Council

  
Dorset County Council

# Facebook

 **dorsetforyou.com**  
7 January · 🌐

We're ready for colder weather!  
Another delivery of salt today to the new dome in Charminster, Dorchester.  
We're out tonight across many parts of the county, only our fourth run of the season!

[dorsetforyou.com/gritting](https://dorsetforyou.com/gritting)



468 Views  
6 Likes · 2 Comments · 1 Share

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# Policies & Processes

## Dorset Highways Maintenance Plan 2015/16

### KEEPING DORSET MOVING



Dorset County Council



Highway Maintenance Plan

#### Activity - Winter Service

This refers to the preparations and treatment of ice and snow on the public highway to facilitate the safe movement of vehicles and maintain important links within the County, during adverse winter weather conditions.

This operates from 1<sup>st</sup> October – 30<sup>th</sup> April.

#### Activities

Decision making and subsequent salting actions, based on daily winter weather forecasts.

Salting and ploughing during periods of snow.

#### Levels of Service

| Network                 | Level of Service |
|-------------------------|------------------|
| Priority salting routes | 2                |
| Community link roads    | 2                |
| All other routes        | 1                |

#### Policy

Dorset's policy and approach is documented in the Winter Service Plan which is based on the guidance documented in Appendix H (amended

2014). This document is produced annually to reflect any updates or amendments.



The road network is divided into three priorities for the purpose of winter service treatment:

**Priority salting routes** – These provide important links both within the County and neighbouring authorities to facilitate movement of vehicles within the south west region.

**Community link roads** – These routes link the priority salting routes to communities. These routes are treated in the event of prolonged icy conditions or snow fall.

**All other routes** – These receive no planned treatment.

Details of routes and actions can be found on the attached link.

<http://map.dorset.gov.uk/travel/dorset/severe-weather/salting>

Arrangements with farmers are in place with snow ploughs for clearance of local roads during snow conditions.

#### Activity - Highway Emergencies

Responding to emergencies; including road traffic collisions, highway flooding, fallen trees, landslips, and anything else causing an obstruction of the highway.

It also consists of managerial, technical, equipment and manpower assistance in wide scale emergencies such as a chemical spill, major pollution or other civil emergency.

#### Current Policy

Dorset Highways staff will respond to an emergency situation, as far as is practicable, within one hour of receiving notification of the emergency to either make safe, effect a repair or otherwise deal with the emergency.

Dorset Co

# Systems Thinking Review

- Community Highways Officers – providing direct link to parish/town councils, members and the public
- Involving members in the development of key policies and associated documents
- Intranet (Sharepoint) – discussions and sharing of key documents with parish and town councils
- Self help – flood wardens (boards/road closures), grit bins (strategic locations) and dumpy bags salt, volunteer schemes (sign cleaning/gully clearing)



# Internal Communications

- Corporate Plan - Service Plan – Team Plan – Individual targets / development (PDRs)

## Corporate Plan 2015-2016

Dorset County Council

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## Dorset Highways Service Plan 2016/17

"Keeping Dorset Moving"

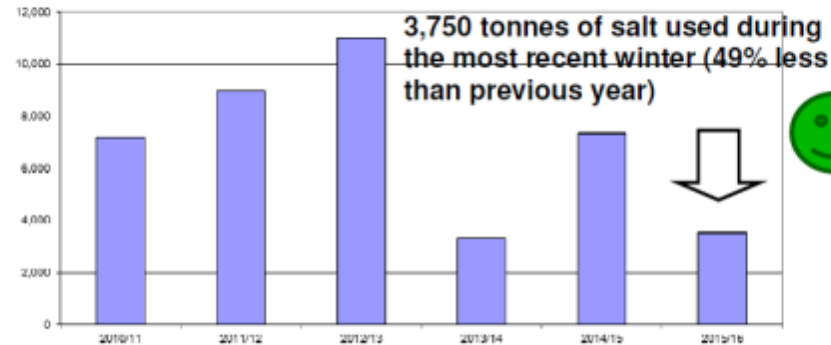
### Asset & Performance

| No. | Issue   | Lead Officer                                  | Business Outcomes   | Completion Date  | Link to Corporate Priorities   |
|-----|---|---|---|--|--|
| 1   | Maximize funding to Dorset Highways through Department for Transport (DfT) contract funds                     | Dorset Highways Area Director                 | Achieve best 3 status in submission of DfT Soft Roadworks   | 30/09/2017   | Enabling Economic Growth<br>Climate Resilience<br>Health, Wellbeing and Sustainability |
| 2   | Project management of Capital Highways Maintenance Programme  | Dorset Highways Area Director<br>DfT, 2016/17 | Capital Works Programme delivered on time and on budget against budget cost and project timetable   | 30/09/2017   | Enabling Economic Growth<br>Health, Wellbeing and Sustainability                       |
| 3   | Continue the implementation of the Road Management Strategy   | Dorset Highways Area Director<br>Highways     | Production of 2 year programmes for major highway road works  | End December 2016 and monthly thereafter<br>30/09/2017 | Enabling Economic Growth<br>Health, Wellbeing and Sustainability                       |
| 4   | Meet Quality Network accreditation  | Dorset Highways Area Director                 | Achieve transition to ISO 9001:2015 Quality Management and working towards transition to ISO 14001:2015 Environmental Management System           | 30/09/2017   | Enabling Economic Growth<br>Health, Wellbeing and Sustainability                       |
| 5   | Maximize effectiveness of Highways  | Dorset Highways Area Director                 | Improve transition to ISO 9001:2015 Quality Management and working towards transition to ISO 14001:2015 Environmental Management System           | 30/09/2017   | Enabling Economic Growth<br>Health, Wellbeing and Sustainability                       |
| 6   | Secure good health and safety in the workplace  | Dorset Highways Area Director                 | Complete HSE compliance<br>Complete Health and Safety<br>Complete environmental compliance<br>Complete implementation of communication strategies | 30/09/2017   | Enabling Economic Growth<br>Health, Wellbeing and Sustainability                       |
| 7   | Maximize and create budget opportunities to ensure all roads are managed, maintained and at income to maximum | Dorset Highways Area Director                 | Maximize the number of completed road works in 2016/17  | 30/09/2017   | Enabling Economic Growth<br>Health, Wellbeing and Sustainability                       |
| 8   | Maximize and create budget opportunities to ensure all roads are managed, maintained and at income to maximum | Dorset Highways Area Director                 | Maximize the number of completed road works in 2016/17  | 30/09/2017   | Enabling Economic Growth<br>Health, Wellbeing and Sustainability                       |
| 9   | Resource Management   | Dorset Highways Area Director                 | Maximize the number of completed road works in 2016/17  | 30/09/2017   | Enabling Economic Growth<br>Health, Wellbeing and Sustainability                       |

- Staff briefing days
- Management blogs

# Performance Framework

## Winter Service (Q3 & Q4 Only)



**100% of salting routes were completed within 2.5 hours**

It was proven to be another difficult winter regarding decision making. The unsettled weather conditions meant a larger number of marginal nights where temperatures fluctuated around freezing.

Due to a wetter than average period we also had problems with "salt run off". This meant salt was rushed off the road, due to the amount of seepage from verges and banks. This often instigated extra salting actions.

Thanks to the new salt dome at Charminster Depot, all left over salt stock is fully covered and can be stored for next winter.

For more information please contact the Asset & Performance team:  
Mike O'Donovan 710-8690 or Sheila Crouch 710-5362



# Outcomes - Performance

- 9% increase in website hits
- 13% reduction in highway defects
- 20% reduction in public enquiries / service demands
- Public liability claims reduced by 40% compared to last five year average
- NHT survey – customer satisfaction in road condition up 11% since 2015
- £1.75 million efficiency savings

# Thank you for listening

**Mike Hansford**  
**Dorset County Council**