

Scottish Borders Council Winter Service Plan 2021/22



October 2021

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1. INTRODUCTION

The Winter Service Plan explains the arrangements for dealing with ice and snow on the region's roads and outlines the efforts that will be made to inform the public of these interventions.

Winter weather can impact on the safety of the travelling public as well as the availability and reliability of the road network.

As such the successful delivery of the winter service is a key factor in supporting the economic and social well-being of the Scottish Borders.

The Council's winter service is generally defined to begin on 1 November and end on 31 March. The actual period can however obviously change from one year to the next.

The unpredictability of winter weather can have a significant impact on communities and tests the resilience of all services. Typically Scottish Borders Council's road service copes well, which has been recognised by our customers, but it is recognised that there is always potential for improvement.

The Council's website carries a variety of information pertaining to the winter service and should be referred to for information on gritting routes, self-help, etc.

www.scotborders.gov.uk

In recent years the Council has undertaken a number of reviews into the impact of winter weather and the Council's response to it. The Roads & Infrastructure section contributed to these reviews and has considered the findings along with its own assessment of the best practice that exists both within Scottish Borders and elsewhere.

The Council works with a number of partners over the winter period; in particular:

- * Transport Scotland
- * BEAR as trunk roads operator
- * Police Scotland
- * Public transport operators
- * Local media outlets
- * ELBF and other local authorities

ELBF is a joint working partnership consisting of Edinburgh, Lothians, Borders and Fife Councils that meet regularly to maintain a dialogue on best practice, opportunities for collaboration and knowledge sharing.

The overarching aim of this Winter Service Plan is to allow the safe passage of pedestrians and vehicles on priority routes; to control delays due to winter weather; and to carry out operations safely.

It should be noted that, although the term 'gritting' continues to be widely used, it is naturally occurring rock-salt that Scottish Borders Council uses in both its road and footway treatments.

1.1 Legal requirement and standards

Under Section 34 of the **Roads (Scotland) Act 1984**, the Council has a duty to *"take such steps as they consider reasonable to prevent snow and ice endangering the safe passage of pedestrians and vehicles over public roads."*

The Code of Practice for Well-Managed Highway Infrastructure 2016 recommends that local authorities should demonstrate that they are taking reasonable steps to keep the public safe during winter periods. Section B7 of this code suggests a framework for local authorities to follow.

The management of the winter service is audited against the Council's registration to BS EN ISO 9001:2015.

1.2 Weather, climate and forecasting

To provide a reliable, secure and robust winter service the Council have a number of forecasting tools at their disposal to plan the best possible treatment regime throughout the winter period.

The Council now subscribes to MetDesk weather services during the months of October to April and receive the following via the Vaisala Bureau Service:

- * 24 hour forecasts
- * 5 day forecasts
- * Ice prediction graphs
- * Road surface condition information
- * 24 hour consultancy service from the Met Office
- * Ice prediction web page

The forecasts are based on global and national information supplemented by six roadside weather stations strategically placed at sites throughout the Scottish Borders.

The Council will continue using this domain based forecasting as the basis for decision making throughout the season.

Flood sensors are located throughout the region and can be monitored remotely by the Council's Flood Management Team to check water levels at weirs and grills. Bordercare receive activated alarm calls from these sensors during periods of unpredicted weather which are passed to operational resources for attention.

1.3 Communications

Winter service information is provided to the general public through the Council's Corporate Communications Team.

Information will be supplied on an 'as required' basis by Roads & Infrastructure to provide frequent communications during periods of severe winter weather.

Communications will detail:

- * Road closures
- * Driving advice
- * Gritting routes
- * Snow clearance

The Council's website has a Winter Service section that provides a wealth of relevant information for the public to view and is updated regularly

Twitter, Facebook, SBAAlert and local media outlets are also used to help spread relevant winter information and advice to the public with the aim of creating as close a 'real time' situation as practicable to assist the public in making informed decisions on travel.

1.4 Resilient communities

Whilst the legal obligations of the Council as a roads authority focus on the safe passage of traffic it is recognised that prolonged and severe winter conditions can lead to significant issues in other service areas including health and wellbeing.

Scottish Border Council continues to lead a Resilient Communities Initiative to enable communities to better prepare, organise and respond to emergency situations such as severe weather, fire, power failure or other major incidents; working along with partner agencies, communities and third sector organisations.

1.5 Financial resources

It should be noted that it is not possible to provide the winter service on all parts of the network nor to ensure running surfaces are kept free of ice or snow at all times. Even on recently treated parts of the network ice can return and drivers must play their part by adhering to road safety messages and only travelling when it is essential and safe to do so

In the current financial climate all public sector services are facing cuts in the available funding and the Council's approach to the delivery of winter service is not immune to this challenge. However, the Council continues to plan so that it can cope with a severe winter by ensuring that it addresses the core requirements of the winter service.

To carry out the core requirements of winter service the Council will continue to:

- * focus on a clear set of priorities
- * make prudent and timely investments that will best ensure the resilience of the service
- * introduce efficiencies where appropriate
- * deliver a safe and reliable road network for our customers

1.6 Informing future plans

It is noted that changes in the extent and scope of winter treatments can have significant implications for the service, and may require significant investment to facilitate the desired change, for example the addition of a road to the priority gritting routes may lead to the need for an additional gritter, driver and salt.

The importance of the winter service to local communities is recognised. As is the need for further an understanding of what the public wants from that service. With this in mind the Council have previously sought the views of customers through the Household Survey and the National Highways & Transport (NHT) Network public subcontractor survey which inform the development of the future service. In addition to this, the Council welcomes comment; requests for service; or inquiry through its customer services feedback.



2. POLICY

COUNCIL POLICY FOR WINTER SERVICE

“Scottish Borders Council aims to assist road users in adverse winter conditions by providing a service which it considers reasonable to prevent snow and ice endangering the safe passage of pedestrians and vehicles, using available financial and operational resources”

2.1 Policy introduction

The Winter Service Plan contributes to the delivery of the four core aims of the Road Maintenance Plan:

- * Safety
- * Serviceability
- * Sustainability
- * Customer Services

These aims support delivery of the Council's Local Access and Transport Strategy, the key priorities of the Council and our many partner organisations.

There are three principle activities when considering the winter service:

- * Pre-treatment-precautionary salting
- * Post-treatment – continuing salting following the formation of ice
- * Clearance of snow

The Council's website should be consulted for the most up to date route information with regard to roads and footways.

2.2 Delivery

The winter service has developed over time combining established practices for the clearance of snow and ice with developments in:

- * salt products
- * forecasting technology
- * automated salting

The Council aims to deliver a service that is efficient, timely and supports our environmental objectives.

It is committed to minimising pollution from the leaching of dissolved salt and to make most effective use of salt by using it only when conditions require.

To ensure timely delivery the aim is that all planned early morning roads treatments are completed before 9:00 am

This aim is subject to the severity of prevailing weather conditions and safety considerations.

2.3 Primary network (roads)

The Council is responsible for the maintenance of 1913 miles (3081 km) of roads throughout the region.

Approximately 717 miles (1154 km or 37.5% of all roads) have been identified as primary routes for treatment whenever carriageway surfaces become, or may become, dangerous through frost, ice and snow.

These routes are those where traffic volumes and speed are likely to be higher and as such the risk to the safety of road users is similarly high if they were to remain untreated.

The rural routes have been established using the following criteria

- * routes of importance to the emergency services
- * topography
- * strategic A class roads
- * main commuter and school routes
- * regular rural public transport routes with weekday frequencies of 2 hours or better
- * other heavily trafficked routes

The urban routes have been established using the following criteria

- * routes around town centres
- * routes leading to town centres
- * routes leading to town buildings, public buildings, schools, hospitals and community centres

2.4 Secondary network (roads)

During severe winter periods treatment may extend to other routes. Traffic volumes and speeds on these routes are typically lower than on the primary routes, and as such the risk to the safety of road users is less.

However in times of prolonged severe weather failure to treat these routes will compromise accessibility and heighten the risk of isolation; particularly in rural communities.

Approximately 293 miles (472 km or 15% of all roads) have been identified as secondary routes, which should be deployed to during prolonged periods of ice and snow.

Treatment of these routes will only be carried out if after completion of the primary routes there is adequate time and resources to cover them and that the freezing conditions are forecast to continue. Recognising that constraints on the level of service may exist in the future the rural routes are prioritised using the following criteria

- * sections removed from the primary route list during 2012 winter
- * remaining school bus routes with vehicles over 16 seats
- * timber transport routes
- * remaining 'A' and 'B' roads

The urban secondary routes were established in consultations with Communities and Local Members. In finalising the urban secondary routes consideration was also given to:

- * main distributor routes
- * links to industrial zones
- * large housing estates

2.5 All other routes (roads and car parks)

The remaining roads, i.e. those which are neither primary nor secondary routes but are on the list of public roads are classified as the 'Tertiary network'

The 'Tertiary network' will only be treated when extended weather conditions persist, all primary routes have been treated, resources have been committed to treat secondary routes, and resources have become available.

2.6 Primary network (footways)

The Council is responsible for the maintenance of 780 miles (1255 Km) of footways throughout the region.

The following classifications of footways and cycleways to receive treatment has been identified; and this is undertaken through the current 20 primary routes in our larger towns and villages:

- * town centre & shopping areas
- * footways leading to town centres
- * footways serving – public buildings, schools, hospitals, medical centres

The experience gained through previous winter reviews indicates a clear need to consider the needs of pedestrians and cyclists separately to the needs of motorists and other road users. The risk to public safety posed by untreated footways heightens as freezing conditions become very severe or prolonged.

As such footways will not automatically be treated each time the Council treats its primary road network, but in line with the criteria set out below at 2.9 Post Treatment (roads and footways).

2.7 All other routes (footways)

If severe conditions persist, then treatment of other footway locations not covered by the primary network may be carried out as needed, subject to the availability of resources. The Council will also consider the ad-hoc treatment of other location in

support of a particular emergency or medical access need as identified through partner agencies. It will also work with Community Councils and others to identify any reasonably practicable opportunities for self-help.

2.8 Precautionary Treatment

When forecast that road surface temperatures will fall below freezing – **Readiness Colour: Red** - the primary routes (roads) will be treated at the discretion of the Winter Service Duty Managers.

The timing of any treatment will be so that it allows the route to be treated prior to the predicted forecast time that road surface temperatures will fall below freezing. Salt spread rates will be applied in accordance with Treatment Matrix A. Only in exceptional circumstances, i.e. where roads have remained dry for long periods and there is a high degree of confidence in the level of residual salt, will consideration be given to the non-treatment of first priority routes. Weather and information from sensors located in the road surface are monitored to enable plans to be adjusted accordingly.

When forecast that road surface temperatures are to be below +2°C and there is uncertainty regarding surface hazards – **Readiness Colour: Amber** - the primary routes (roads) may be treated at the discretion of the Winter Service Duty Manager.

The use of patrols may also be used at the discretion of the Winter Service Duty Manager, with the extent being varied according to the conditions. If the patrol crews find areas of icy conditions they will inform their duty foreman who may initiate further action. Weather and information from sensors located in the road surface are monitored to enable plans to be adjusted accordingly.

During the above conditions, footways are not treated at Precautionary Treatment level but are treated at Post Treatment level.

2.9 Post treatment (roads and footways)

Post treatment salting to carriageways will be carried out when the conditions are:

- * extreme and severe and predicted to last for a prolonged period.
- * icy with formations on surfaces expected to remain after 09:00 hours
- * where snow has been cleared and where conditions are extreme and severe and predicted to last for a prolonged period.

When forecast that surface temperatures will fall below freezing – **Readiness Colour: Red** – the primary routes (footways) will be treated at the discretion of the Winter Service Duty Manager. The timing of any treatment will be between 07.30 and 15.30.

When forecast that road surface temperatures are to be below +2°C and there is uncertainty regarding surface hazards – **Readiness Colour: Amber** – the primary routes (footways) may be treated at the discretion of the Winter Services Duty Manager or Duty Foreman. The timing of any treatment under these conditions may vary depending upon the timing of the decision and available resources.

2.10 School transport routes

Unfortunately, it is impracticable to extend winter service treatments to include all school transport routes. In severe and prolonged winter conditions treatment coverage will extend to include the access to all schools in the region.

The Council will continue to work with bus operators, where appropriate, to ensure buses reach essential routes.

Through proposals for self-help in the community and with better communications with the education service the Council may be able to facilitate the treatment of identified problem sites in times when accessibility and isolation become a significant risk.

All treatment will be subject to the availability of resources and the prevailing conditions.

2.11 Provision of grit bins

Grit bins can be provided and maintained with stocks of salt where they improve road safety and benefit the community.

Grit bins will generally be provided when determined through a risk based assessment.

Maintaining salt stock in the grit bins will be dependent on the available resources and the prevailing conditions. In severe and prolonged winter weather it may not always be possible to carry out re-stocking, as staff resources will have to be directed towards treating roads and footways in line with the priorities set out in this plan.

The Council, as part of its asset inventory, maintain details of all our grit bin locations.

Grit bins will **not** usually be provided:

- * on roads that form part of a primary route.
- * where they attract anti-social behaviour or cause nuisance to nearby residents.
- * where their provision would create a further proliferation of street furniture to the detriment of disabled or visually impaired people and/or the community.
- * on unadopted roads whether subject to future adoption or not.

The salt provided in these bins is for spreading on public roads only, and unauthorised use of this salt to treat other premises will be considered as an act of theft.

The Council aims to have all its grit bins full in advance of winter and will seek to maintain these stocks throughout the winter season. Where usage is high and it is confirmed that the salt is being used on the road, it may supplement the existing grit bin provision following assessment.

2.12 Diversion routes

Diversion routes shall be treated to at least the standard in place for the route that traffic has been diverted from. When selecting diversion routes during the winter season consideration shall be given

to the extent of the priority routes and for the potential need for a proposed diversion route to be inspected to ascertain its suitability for gritting prior to being used.

2.13 The trunk roads in the Scottish Borders

Transport Scotland is the authority responsible for the management of the Trunk Roads in the Scottish Borders. The A1, A68, A6091, A7 south of Galashiels and A702 fall within their South East Unit area and the services for this area are delivered through their agents BEAR.

2.14 Contingency planning – Route rationalisation

Recent winters have seen the nation experience difficulties with the supply of road salt. Where there is a requirement to constrain gritting operations to less than primary routes then the decision to rationalise the extent of treatment in this way may be taken by the Chief Executive in consultation with Police Scotland.

This option shall only be actioned if all other contingency options such as the use of alternative salt supplies and reduced or variable spread rates have been exhausted.

If taken, the communication of this decision to all road users will be critical to the management of the consequential risk.

2.15 Community self help

Whilst the legal obligations of the Council as a road authority focus on the safe passage of traffic it is recognised that prolonged and severe winter conditions can lead to isolation being experienced in both rural and urban situations. The issue of isolation can be most acute in rural communities where the distance to a treated road may prevent access and egress for significant periods.

Scottish Borders Council has developed the existing Resilient Communities scheme to enable a winter service capability in those communities that:

- * are at risk of isolation
- * the risk cannot be realistically managed through the provision of grit bins and
- * the community have the capacity to respond to that risk through self-help.

2.16 Winter Operation file

The Winter Operation File will be maintained centrally by Roads & Infrastructure at the Reiver Complex, Council Headquarters, Newtown St. Boswells. It will consist of the following:

- * Daily Decision Records
- * Operational Log
- * Plant and equipment records
- * Hard copy of this plan and other relevant documentation



3. ORGANISATION - STAFF RESOURCES

3.1 Overall responsibility

As the Roads Authority, Scottish Borders Council has the overall responsibility to provide an effective Winter Service in accordance with its duties.

The responsibility for the efficient and effective delivery of winter service operations sits with the Infrastructure & Environment Department.

3.2 Prevention

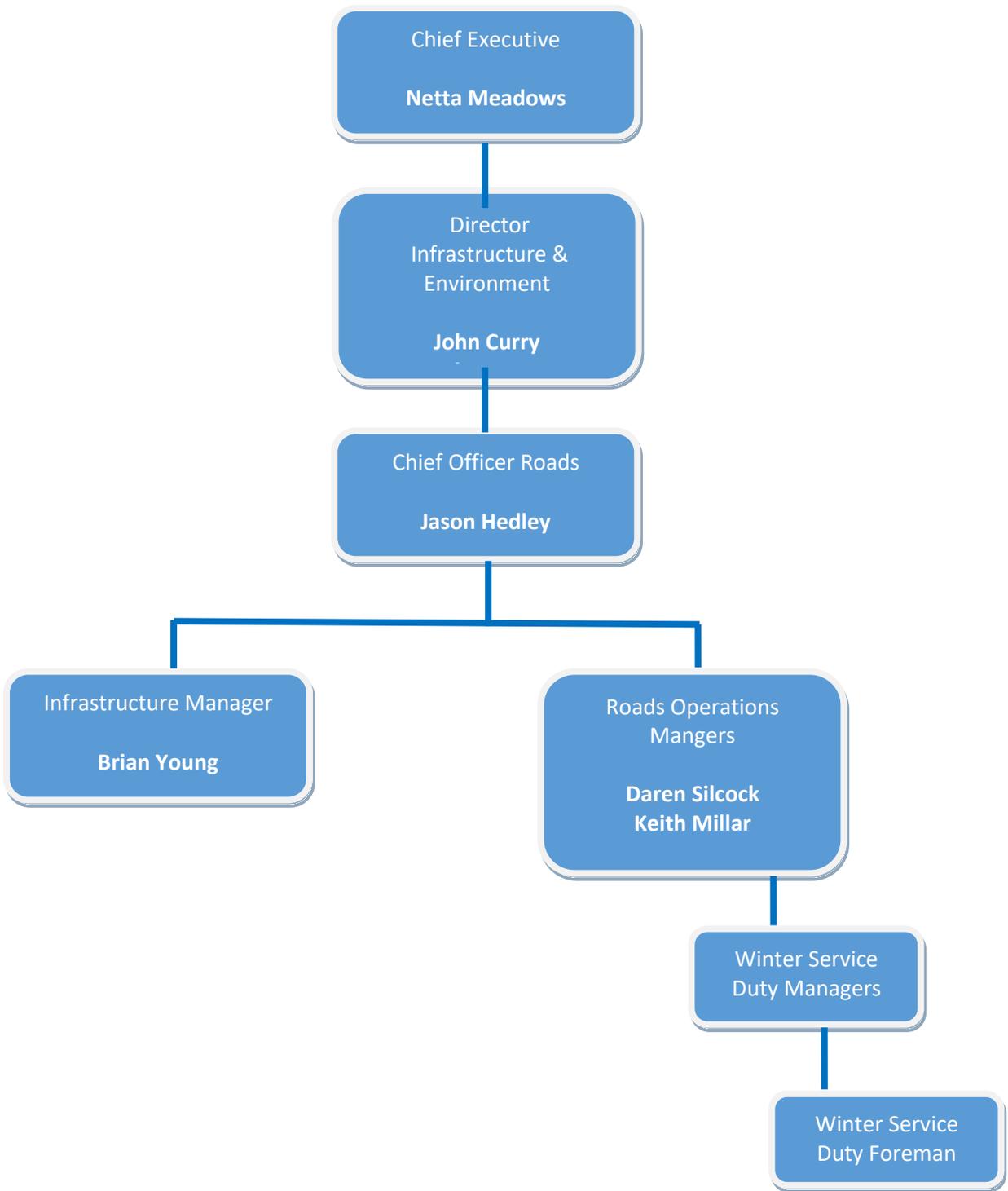
The Council keeps the road network operating safely through precautionary treatment – by pre-salting roads to reduce the effect of frost and frozen conditions, taken forward on a routine, planned basis. The road network is currently split into Primary, Secondary and Tertiary Networks. Planned “pre-salting” is only undertaken on the Primary Network.

The remaining road network will then come under the “post-treatment” of secondary and Tertiary networks. The Secondary network is treated after the primary routes, where there is time and resources to cover them, and it is believed that the freezing conditions will continue. The Tertiary network will only be treated when extended weather conditions persist, all primary routes have been treated, resources have been committed to treat secondary routes, and resources have become available.

3.3 Intervention

The Council’s Chief Executive has responsibility for Emergency Planning, and will oversee the winter at a strategic level. During large scale snow clearance following extreme winter conditions, the winter service will be taken forward on a more ad hoc basis, involving emergency actions and community resilience.

The Council’s overall response in such circumstances is coordinated through its Emergency Planning team who will lead on responding and recovering from the impact of any severe weather event. Infrastructure & Environment staff will however still play a key role in that process



3.4 Liaison arrangements with other authorities

The following Road Authorities adjoin Scottish Borders:

- * Northumberland
- * Cumbria
- * Dumfries & Galloway
- * South Lanarkshire
- * West Lothian
- * Midlothian
- * East Lothian

Where there is a cross border working arrangement with adjacent authorities, the Council shall seek to confirm the commitment to treat each other's routes in formal agreements.

Transport Scotland, through their agents BEAR are responsible for treatment of Trunk Roads and Footways within the area.

At times of particularly severe winter weather, the availability of additional resources may need to be considered.

Any other cross boundary allocation of resources, other than those in existing agreements, should be authorised by the Director.



4. RESOURCES - PLANT, MATERIALS & FINANCES

4.1 Vehicles and equipment - Gritting vehicles

The Council's salting fleet consists of both dedicated gritter vehicles as well as other lorries that have quick change bodies to convert them to gritters.

To ensure correct salt spreading takes place winter equipment and machinery is calibrated and certified to 6mm salting standards.

The majority of Council lorries are fitted with GPS technology with accompanying software to allow real-time tracking and updates on salt spreading.

Snow blowers, propelled spreaders and footpath tractors are also available during inclement weather.

4.2 Depots and salt barns

There are a number of depots and salt barns strategically located across the region. The Council is also taking forward arrangements for self-help in the community by building upon its Community Resilience planning scheme.

Through these arrangements there may be additional salt stored throughout the region, which will improve our overall resilience levels during times of severe or prolonged winter weather

4.3 Salt

Salt usage is recorded at each depot by Infrastructure & Environment staff and the levels of salt available are monitored. By carefully managing salt levels accurate reports can be transmitted to Transport Scotland.

A national 'Salt Cell' was activated for the winter of 2009/10, run by Transport Scotland. Scottish Borders Council participated fully in these arrangements and through doing so has assisted in the appropriate distribution of salt stocks on a regional and national basis.

4.4 Additional resources

During periods of prolonged snowfall a network of registered local contractors and the Borders Machinery Ring are used to supplement the Councils' own resources. These clearance contractors are coordinated through the Infrastructure and Environment Department

however helped to establish greater resilience and flexibility within the winter service response.

In recent winters it has proved increasingly difficult to provide sufficient resource in-house to maintain the prescribed winter service. As such it has been necessary to engage with external employers to make up the shortfall on specific routes. This has

Scottish Borders has proven to be resilient as a community when dealing with winter issues and it is hoped to harness this community support and, where possible, enable communities to help themselves through times when isolation becomes a real issue. In such circumstances self-help can be an important factor in mitigating severe winter conditions.



5. DECISION MAKING

5.1 Operational decision making

Operational decisions will normally be made by the designated Winter Service Duty Manager. On occasion however, weather conditions can change unexpectedly and decisions require to be made at a more immediate level. If instructions have changed due to such circumstances, the Duty Foreman should inform the Winter Service Duty Manager of the change and

the reasons for it at the earliest possible opportunity.

The decision for ordering treatment will be based on a combination of weather forecasts, consultation and previous treatments.

5.2 Decision process

The decision will usually be based on interpretation of the weather forecast by the Duty Manager. This will normally be undertaken between 11:00 and 12:00, if the available forecast information allows, and will result in one of the following:

1. Operatives placed on standby.
2. Treatment at specified times.
3. No Action.

The Duty Manager will be responsible for:

- * Organising action based on the forecast received
- * Informing the duty supervisors of the decision.
- * Liaising with others as necessary.

- * Updating the 'Decision Making' form following a change of circumstances.

5.3 Action required

Operational staff will be informed that action is required by text, email or phone call. The following day, or as soon as possible, paperwork will be filed with the actual time that each gritter left the depot and the time each route was completed, and returned to Infrastructure & Environment administration team.

5.4 Major snow storms

During severe and prolonged snowstorms, when resources can no longer keep main traffic routes open, clearance will be attempted on the basis of the Police Snow Emergency Scheme including snow gate operation.

In this event, the Chief Executive, in consultation with the Police will decide that conditions are abnormal and will ensure that resources are deployed appropriately throughout this period. Consideration will be given to locating a Police Officer within the Winter Operations Team to enable them to liaise over operational matters and have a direct link to the local radio station.

A register will be maintained of all road condition reports received. It is essential that this Winter Operations Team is supplied with up-to-date information from area offices so that the Chief Executive and the police can be kept properly informed.

Outwith office hours the Duty Managers will ensure that operations are properly controlled. Foremen will normally be on duty during the day and early evening. As far as possible they will not be disturbed at night. Night staff will contact the Duty Managers or standby foremen for instruction when required.

Snow Gates are located on the A68 at Soutra and the A7 Falahill to facilitate safe road closures and a system of variable message signs have been developed for the diversion of traffic. Police Scotland control overall strategic traffic routing, making use of both trunk and council roads. Snow clearance operations can be seriously hampered by the presence of abandoned vehicles and to prevent this situation as far as possible snowplough drivers are reminded of the need to pass information quickly to their area offices and Winter Operations Team.

5.5 Salt spread rates

Salt spread rates have been revised following new guidance provided by the UK Road Liaison Group and in consultation with Edinburgh, Lothians, Borders and Fife Councils (ELBF).

This revision followed research undertaken by TRL on behalf of the Transport Scotland and the National Winter Research Group into the possibility of reducing spread rates; taking into account the new guidance whilst utilising best practice gained from local knowledge and experience of past winters. Rates of spread will be 10 g/m² unless conditions dictate otherwise.

ELBF Councils agreed a common matrix for salt spread rates that relate to:

- * surface conditions
- * road temperatures
- * salt condition

This agreed matrix has been developed from the **Code of Practice for Well-Managed Highway Maintenance** 2016 and takes account of recommendations by the SCOTS Winter Group following a review of the Code of Practice and consultation with the National Winter Service research Group (NWSRG).

TREATMENT MATRIX A - DRY SALTING MEDIUM / LOW TRAFFIC ONLY

Frost or forecast frost Road Surface Temperature and Road Surface Wetness	C Poor Cover (salt stored uncovered) Medium Traffic Normal Loss	K Good Cover (salt stored under cover) Medium Traffic Normal Loss	Comments
RST at or above -2 deg and dry or damp road conditions	10	10	
RST at or above -2 deg and wet road conditions	15	10	
RST below -2 deg and above -5 deg and dry or damp road conditions	(15 or 20) ₁	(10 or 15) ₁	1Spread rate dependent on residual salt on road surface
RST below -2 deg and above -5 deg and wet road conditions	1 x 20 & monitor & treat as required)	20	
RST at or below -5 deg and above -10 deg and dry or damp road conditions	(1 x 20 & monitor & treat as required) ₁	20	1Spread rate dependent on residual salt on road surface
RST at or below -5 deg and above -10 deg and wet road conditions	(1 x 20 & monitor & treat as required)	(1 x 20 & monitor & treat as required)	
Precautionary treatment before snow / freezing rain			
Light snow forecast (light snow is defined as <10mm)	20 to 40	Dependent on capability to complete route within reasonable time and monitor for further action.	
Moderate / Heavy Snow forecast (defined as ≥10mm)	20 to 40	Dependent on capability to complete route within reasonable time and monitor for further action	
Freezing Rain forecast	2 x 20	Spreading salt before freezing rain can have a limited benefit and follow up treatments will be delivered on any ice that has formed	
Treatment when ice formed			
Ice formed up to 1mm RST higher than -5 deg C Medium / Light traffic	20	Winter Officer to monitor for further treatment	
Ice formed up to 1mm RST lower than -5 deg C Medium / Light traffic	20	Winter Officer to consider and seek approval for 1:1 mixture and further assess spread rate	
Treatment during snowfall			
Continuous snow falling	20	Winter Officer to monitor for further treatment	
Snow forecast for during the night	Patrol	Winter Officer to monitor for further treatment	
Treatment for slush when freezing conditions are forecast			
Plough to remove as much slush as possible before treating	2 x 20	Winter Officer to monitor for further treatment	
Treatment for thicker layers of compacted snow and ice			
Medium layer 1 to 5 mm initial treatment	20 to 40	Dependent on capability to complete route within reasonable time and monitor for further action. Winter Officer to consider and seek approval for 1:1 mixture	
High Layer Thickness greater than 5mm Initial treatment	20 to 40	Dependent on capability to complete route within reasonable time and monitor for further action. Winter Officer to consider and seek approval for 1:1 mixture For successive treatments spread abrasives only After traffic has started breaking up the layer spread at 20g/m ² of salt / abrasive mixture	



6. PERFORMANCE & BENCHMARKING

6.1 Performance & benchmarking

The Council benchmarks the performance of its service and seeks to identify areas for further improvement in efficiency and effectiveness through active participation in the APSE and SCOTS Benchmarking and Performance groups. Monitoring and reporting of local indicators through the ELBF group is also undertaken together with a review of customer response to the Household Survey and the National Highways & Transport (NHT) Network public subcontractor survey. This will inform the development of the future service. In addition to this, as for all road services, comments; requests for service; or inquiries are welcomed.

Performance is measure using the following KPI's agreed with APSE/SCOTS:

- * actual number of planned actions
- * total cost of winter maintenance
- * cost per km treated (planned routes)



7. CONTACT INFORMATION

The main point of information and contact is via Scottish Borders Council's website www.scotborders.gov.uk

During periods of severe weather the Council will also use Facebook and Twitter to provide frequent updates to the public.

The Council also works closely with local radio stations to inform listeners of road conditions throughout the region.

During office hours (08:45 to 17:00) queries should be directed via the Council website or through the helpline:

* 0300 100 1800.

In the case of an **emergency** out of normal office hours an agreement is in place with Bordercare who can be contacted on:

* 01896 752 111

BEAR, the trunk road manager can be contacted on:

* 0800 587 1107

You can get this document on tape, in large print, and various other formats by contacting us at the address below. In addition, contact the address below for information on language translations, additional copies, or to arrange for an officer to meet with you to explain any areas of the publication that you would like clarified.

Contact – Jacqueline Whitelaw, PLACE, Business Support, Scottish Borders Council, Council Headquarters, Newtown St. Boswells TD6 0SA, Tel. No. 0300 100 1800