



OCTOBER HIGHWAYS NEWSLETTER



Welcome to the October 2018 edition of my Highways Newsletter.

This publication is distributed monthly to members, town and parish councillors and other key decision makers.

Please take a few minutes to read it through. This month's newsletter looks at forthcoming events together with a number of services.

Cllr Bridget Wayman

Cabinet Member for Highways, Transport and Waste

AWARDS
Highways
Winner

Award for the Best Use of New Technology in the Highways Industry

POTHOLE-SPOTTER

Salisbury & Amesbury parking

Free parking for shoppers and visitors after 3pm

Salisbury Park and Rides free Mon - Sat

Salisbury Christmas Market transforms the heart of this beautiful medieval cathedral city into a winter wonderland with its authentic German market-style wooden chalets and festive events.

Proudly returning to the historic Guildhall Square for the 7th consecutive year, the Salisbury Christmas market 2018 will see the return of many award-winning exhibitors and products plus an exciting calendar of seasonal events throughout the city. The market takes place from the 29 Nov 2018 to 23 Dec 2018.

Salisbury's Guildhall Square will host it's first ever real ice rink this Christmas! 29th Nov to 6th Jan

Amesbury annual Christmas market is being held on Wednesday 6th December in the High Street. There will be lots of local crafters with stalls in The George Hotel & New Inn. Santa will be there as well as various outdoor stalls and food vendors.





Remembrance Day and Sunday



Wiltshire Council, as in previous years, is providing additional service to support Remembrance Day and Remembrance Sunday. However, our resources and knowledge of events on the day are limited.

We are delighted to work with local communities in scheduling support so if you would like to take advantage of this offer, please contact Adrian who will be pleased to help. We need to be advised at the earliest opportunity as we cannot support 200 events in one day.

We will schedule resources on a priority basis which may mean that some cleaning is undertaken a week before an event with the local community addressing issues after that time.

The support will only be for recognised events and not simple requests for cleaning. If you would like our support, please email stating:

- ☐ The event and size
- ☐ The date of the event
- ☐ When you would like the cleaning to take place
- ☐ What community support is being undertaken (sweeping pavements, weed control, litter collection, washing, monument cleaning, etc.)
- ☐ Whether there is any other type of support required (collection of waste)
- ☐ Whether you require any equipment (very limited supply and you will have to collect)
- ☐ What support is required (re-scheduling of grass cutting, sweeping, litter collection etc.)

Please confirm the arrangements before 31st October 2018. The support Wiltshire Council can give is road sweeping (not pavement), litter collection, special grass cutting arrangements; waste collection from the highway (not private land) and removal of offensive graffiti.

I have also been asked to provide more details that may help event organisers and explain the processes for signage and road closures.

Whilst we approve the design of the traffic management layouts through the street works team at County Hall, we do not provide signage for events, including Remembrance Day Parades, or the on-site provision. Historically, our contractors have provided advice, support, signs and the provision on the highway at their own cost.

Whilst we encourage this provision by our contractors, it is not a contractual requirement. The decision whether to undertake this service free of charge is at their good will.

I know many event organisers are often surprised by the cost of road closures and the provision on the day. I do understand the issues, and I regret we cannot provide this service for you.

I am also aware of the time it takes to obtain approval of the layouts and the identification of the final cost of the provision, so if you are going to require a road closure, my advice is:

- ☐ Start the planning process at the earliest opportunity. If complex, you may wish to seek professional assistance from a recognised signage company.
- ☐ Get the plans to our street works team for an early decision.
- ☐ If a small event, see what local highway workers you have in your area. To place signs on the highway you need to be qualified. However, many more people than you think have the qualification and your area is likely to have several eligible people.
- ☐ Ask your neighbouring councils or the Community Area Board if you can share signs. Odds are there are many local councils that need to organise traffic management and you can use their equipment or share the costs of provision.
- ☐ For larger events, contact local highway businesses or the Council's contractors to see if they are prepared to support the event or provide services at cost.
- ☐ Remember, this is not a council requirement but the law. With ever increasing traffic movements, the requirement to have a correctly planned event is vital. I know it may not always seem to be the case but the law is there to protect you and users of the highway.

Autumn gully emptying service

As we move into autumn, I am reminding everyone of the gully emptying policy so we all know what to expect and can plan for the wetter months.

As a priority, we empty blocked gullies that are causing house flooding or road safety issues.

If the gully is not causing an immediate issue but could cause future house or road safety flooding, a visit will be arranged at soon as resources permit. This means that where water can run to the next available blocked gully allowing the protection of that area, the blocked gully will be left to the scheduled visit and will not receive an additional empty as this is not warranted.

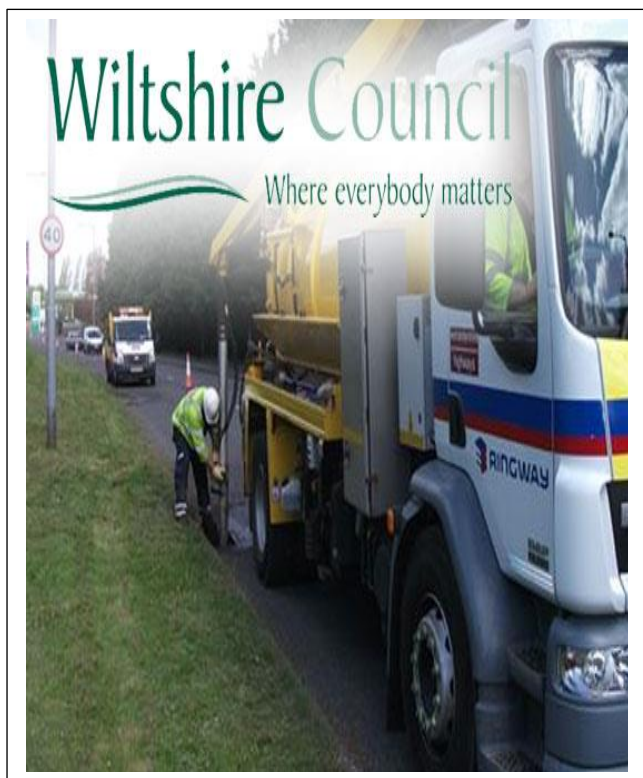


We have been working extremely hard with our partners all summer to make sure the county is as prepared as it can be for the autumn and winter months. However, we have to be realistic about what we can do so now is the time for residents to consider the impact of winter weather and for everyone to do their bit to keep gullies and drains clear so that water flows without obstruction. Consideration should also be given to stocking up on sandbags which are available for personal property protection from local builders' merchants.

Although we offer support to help tackle sudden extreme weather, the responsibility for protecting private property rests with the owners. Residents can clear gullies blocked with debris but if the problem is more serious or people have other concerns, this can be reported to Wiltshire Council:

- ☐ Online at <http://www.wiltshire.gov.uk/mywiltshire-online-reporting> where people will be able to leave their email address and receive updates
- ☐ Using the MyWilts app on a smart phone - again people will receive updates
- ☐ By telephone on 0300 456 0105 where our customer services team will provide a log number
- ☐ During severe weather updates will be available on Twitter @wiltshireroads

Many parishes have already completed their snow and flood plans. As we move into a period of unsettled weather, now is the time to check your plans and refresh contact details.



Autumn supporting service news

Leaf clearance – hot spots

The removal of leaves is a discretionary service and Wiltshire Council schedules areas with known issues for extra attention. We will shortly commence our leaf clearance hot spot programme. When leaves become detritus, they will be cleared and if you have a particular detritus issue please report this on the MyWiltshire system before the end of October 2018.

Parish steward winter maintenance

As we are now rapidly approaching autumn and winter, can I ask that parishes and towns consider activities that will assist their communities:

- ☐ Gullies which can be cleared by hand are addressed
- ☐ Minor highway maintenance issues for Remembrance Day and Remembrance Sunday are attended to
- ☐ Checking the highway asset in case we get a white Christmas and ensure readiness
- ☐ Cleaning signs
- ☐ And so on.....

It is worth remembering that, at this time of year, the weather will impact on the availability of the parish steward. Whilst we always try to deliver to the schedule, emergencies and snow clearance/ gritting will always take priority for which I apologise in advance, but trust you understand.

Winter grounds

Thank you to those local councils that give feedback on the priority hedges and shrubs in their area. We are currently programming these for maintenance this winter. Please note, the hedges on the link below are all the hedges that we have recorded as being under consideration for maintenance. We will now prioritise those hedges and shrubs which will receive maintenance following the feedback from officers, MyWiltshire reports and local councils.

<http://www.realitygeo.com/explorer.aspx?cfg=wiltsgsr>

Festive Lighting and attachments to lighting columns

It is the time of year when town and parish councils think about providing Christmas lighting and other decorations. It is important that any festive lighting, hanging baskets or banners attached to street lighting columns are safe and that the columns can take the loading, especially severe wind loading at this time of year.



Autumn Parish Steward Work

What they do:

- hand clearing, and cutting of growth from drainage grips and drain gully covers
- hand clearing of blocked gullies
- rodding of drainage systems
- clearing of small culverts, pipes and pits
- clearing storm debris
- trimming encroaching hedges and vegetation from around road signs and railings
- cleaning and straightening small road signs
- hand cutting small visibility areas
- removal of ragwort (hand pulling or strimming of defined areas)
- treatment/removal of weeds
- sanding and painting barriers
- graffiti and fly posting removal
- siding out of footways and carriageways

What needs to be reported on MyWiltshire, and not through the Parish Steward Scheme

- Blocked gullies that are likely to cause house flooding and road safety issues
- Any work off of the highway, including: rights of way; council amenity land etc.
- Any works that are greater than one operative can manage, including: road sweeping; main ditch clearing; large highway defects etc.
- Any specialised works, including: working at heights; in water course; where traffic management is required etc.
- Any highway defects that are likely to cause a safety issue.
- Litter collection

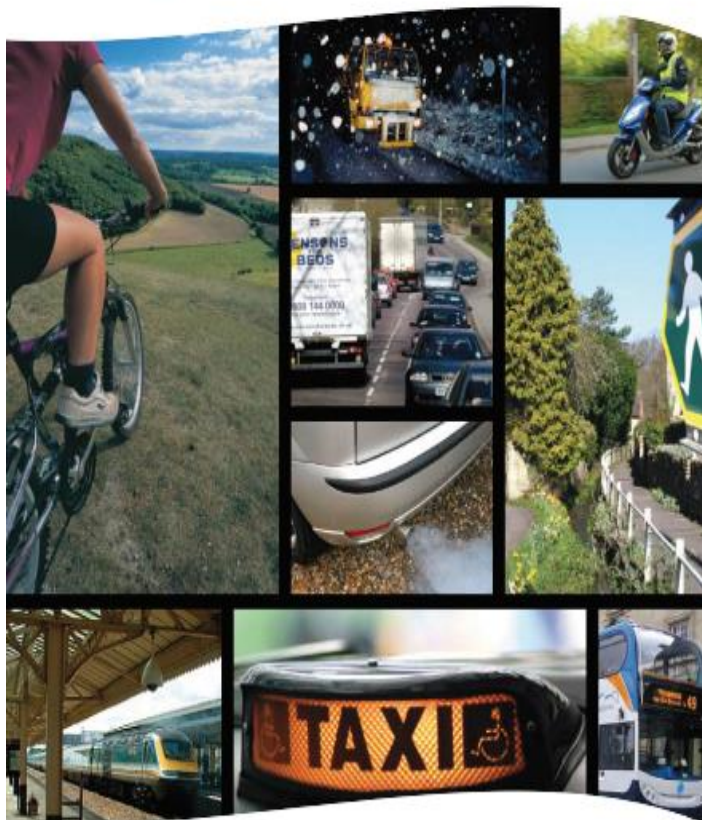


New parking arrangements commence the 19th November

The new parking arrangements come into force on the 19th November 2018.

Below I detail the changes:

Wiltshire Local Transport Plan 2011 – 2026 Strategy



- *Sunday and Bank / Public Holiday parking will become chargeable, unless there are agreements in place with the local town councils for a free parking scheme, these are funded locally.*
- *The council's current public (provided by the council's Parking Services Section) free of use car parks will become chargeable. However, the management of the majority of these free car parks are being transferred to local providers (town/ community groups etc.). Hence, unless these providers decide to pass the management back to the council at a future date, there will be little change on the ground and they will remain free to use.*
- *Season Ticket charges will rise. However, following feedback from the Traffic Regulation Order consultation this will be phased over two years, so mitigate a 'one off' increase. New charges will not be made until the expiry date on season tickets after November. Hence customers purchasing annual season tickets in October 2018 will not see an increase until October 2019. With that increase being the lower phased charge for a first year season ticket.*
- *Residential Permits are changing, but not at the 2017 consulted charges. I have decided to reduce the proposed charge to the below:*
 - *£50 for the first permit and £70 for the second permit (at the same address) in limited waiting zones; and*
 - *£80 for the first permit and £100 for the second permit (at the same address) in residents' only zones.*

Environment Agency's Flood Action Campaign

Last year, campaign supporters helped to ensure that more people signed up to flood warnings and found out what to do in a flood – helping to keep them, their homes and their families safe.

But there is always more to be done.

So the EA plan to target those between 18 and 34 this winter because:

- People aged 18-34 are the least likely to know if the area where they live is at risk of flooding.
- They are least likely to know how to protect their property, or where to go for information.
- They are most likely to take life endangering risks during flooding – and most at risk of dying during a flood.
- The mental health impacts of flooding can last for two years or more after flooding has happened. Depression, anxiety and PTSD can affect up to a third of people who have been flooded.
- BUT – taking steps to prepare for flooding, and knowing what to do in a flood can significantly reduce the damages to your home and possessions, and reduce the likelihood of suffering from these mental health impacts in the future.

Launch

The EA will run the campaign for a week during the winter when rain or flooding is on the news agenda, as this is when people are most likely to take notice of the information and take flooding seriously.

The campaign is ready to go from now but can be deployed during any suitable wet week. **We'll let everyone know when we're going live.**



How you can get involved

Make a short film: Please see the attached information on how to support the campaign this year via social media. We would like to invite key figures to record a video or take a photograph to share on your social media channels, telling us **#JustOneThing** they would save in a flood and why.

Share our social media messages: Please help us to spread the word by liking and sharing our social media posts from our **national** accounts on [Twitter](#), [Instagram](#) and [Facebook](#).

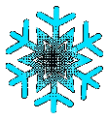
Circulate our campaign materials: Follow [this link to all our campaign materials](#), including facts and figures, template articles for young families and tenants, email signatures, images and posters.

Thank you

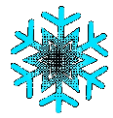


Winter Service





Highway emergency team



Bill Parks

Head of Local Highways and Highway Emergency

In charge of all major highway incidents, including snow events

Simon Rowe

Operations Manager -

In charge of all operations when an highway incident occurs



Chris Clark



Paul Bollen



Matt Perrott

Duty Engineers

Manage day to day highway operations

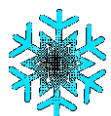
On call 24hrs a day seven days a week

When the control room opens during major highway incidents

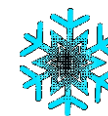
Highway and Transport Officers

Decision to call a major highway event and team make up will depend on the highway emergency as defined by Head of Local Highways and Highway Emergency (Bill Parks)





What is maintained and when?



Wiltshire Council's gritting and winter maintenance routes are undertaken in compliance with the national guidance with priority given to the strategic and primary network.

Advice to travellers is given before and during weather events to allow them to first consider the importance of their journey and then, if needed, plan their routes.

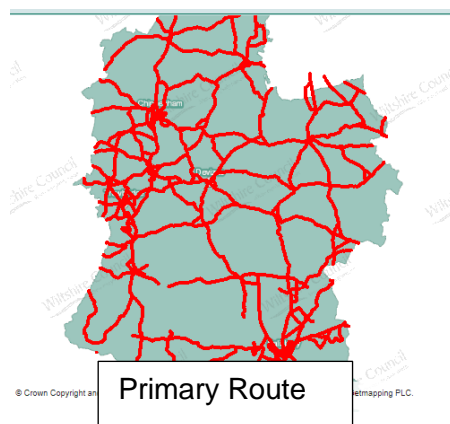
In the snow event at the beginning of March, the authorities responsible for travel safety (Wiltshire Council, Highways England, police etc.) advised "only to travel if critical", with critical being a life threatening event. We stated that we would focus on our strategic network for critically required traffic movements.

Once we were confident we were in control of the strategic network, we then expanded the maintenance area to the primary network. When the primary network was open, the advice was then given that drivers could now commence driving with care on the network, but with a warning that non-maintained areas may still be inaccessible.

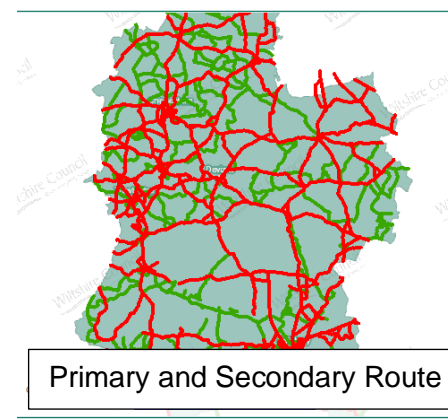
Only after the primary and secondary networks are under control can we look at other areas. This is the reason why we work with many partners throughout the county to address those areas we are unable to cover when adverse weather is occurring.



Strategic Route



Primary Route



Primary and Secondary Route

Gritting and Snow Clearance Priority Routes

Self Help Options?



There are approximately 1600 salt bins located across the county of Wiltshire in strategic locations.

The bins are filled by Wiltshire Council in preparation for the start of the winter season and are for the use of the local communities to assist with snow and ice clear on the public highway.

Using salt bins effectively:

- Salt is most effective when spread before the snow falls
- Clear snow before spreading salt. Adding a small amount of grit/sand to the salt is more effective during snow fall
- Spread salt thinly; just one tablespoon is enough to treat 1 square metre
- Attempt to create a safe route through a path/ street, rather than clearing the full width of a road
- Beware of traffic, wear bright clothes and work with neighbours
- Do not spread salt in the rain - it will only wash away
- If a bin is empty, use table salt instead

PEAS Scheme 2018/19 (Parish Emergency Assistance Scheme)

Wiltshire Council will once again be running the PEAS scheme this year. The scheme gives local parish councils the opportunity to pick up materials and items that will assist during a weather emergency situation. Any parishes who are not already part of the scheme should contact the weather team for further information. The kit that is currently available is as follows:

- 25kg Bags of Salt
- Gel Sacs
- 'Flood' Signs
- 'Drive Slowly Through Flood Water' Signs
- Flood Warden Tabards
- Snow Warden Tabards

The dates for collection are currently as follows
Warminster Depot – 18th / 19th / 20th October
Highpost Depot – 8th November
Marlborough Depot – 9th November

If you would like to request equipment or rearrange delivery to a closer depot please contact Weather Team / 01225 718340 / weather.team@wiltshire.gov.uk





Other action

Neighbouring authorities and partner organisations

Wiltshire Council works in partnership with its neighbouring authorities to maximise the use of shared resources. Hence where roads cross boundaries, authorities will continue to grit the length of road to ensure there are no sudden changes in maintenance on that length of road.

We work with authorities such as Highways England to ensure plans are in place for disruption at any time of the year.

There is regular contact with all the emergency services, public protection and supporting services to ensure all services are co-ordinated.

Local farmers

We have contractual arrangements with several local farmers across the county to call upon when there are adverse weather conditions to assist with snow clearance and other important activities.

Local communities and services

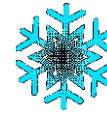
Many town and parish councils also have a snow warden and we can give advance notice to them about severe weather. In addition, salt is supplied to many schools to maintain the car parks and keep their facilities open.

Parish stewards and other services

The scheduled parish steward service to town and parish councils will be suspended during times of adverse weather. Resources from other services that cannot operate in adverse weather conditions (road sweeper/ litter collection/ grounds maintenance/ highway services etc.) are diverted to reactive works.

Keeping people updated

During winter, people can receive updates on both the weather and road conditions on Twitter by following @WiltshireWinter and @WiltshireRoads with regular updates also being given on the radio and other media outlets.



Remember

- Never assume a road has been salted or is free of ice
- Do not use salt from salt bins to treat private property
- In extreme cold temperatures salting will not prevent the formation of ice
- It takes time and movement of traffic to activate salt to melt snow or ice
- Rain or melting snow washes salt off the road, meaning ice can form again
- Help yourself and others by clearing snow and ice outside of your property

Self help

Helping yourself and others

There's no law stopping you from clearing snow and ice on the pavement outside your home or from public spaces. It is unlikely you will be held legally responsible for any injuries sustained on the path if you have cleared it carefully.

Tips for clearing snow and ice:

- Use the correct tools: warm clothing, shovel and salt
- Clear the snow or ice early in the day
- Use salt or sand - not water
- Take care where you move or shovel the snow
- Look after yourself
- Be a good neighbour
- Keep it tidy

Driving in winter conditions

Driving in adverse weather conditions is more difficult if you and your vehicle are not prepared.

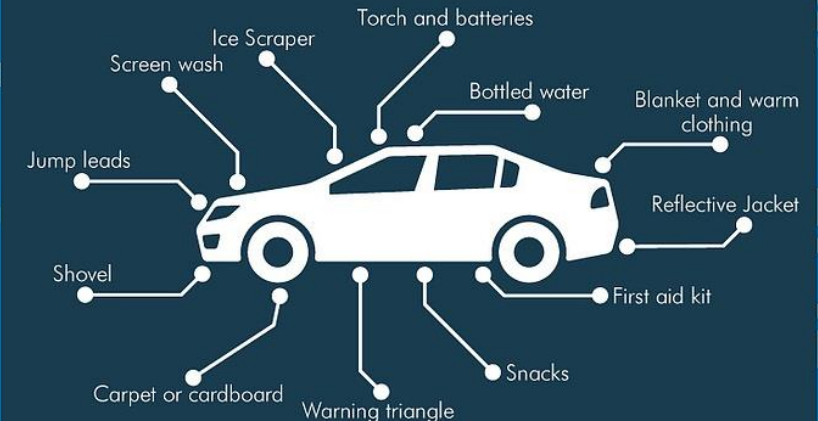
Is your journey absolutely necessary?

- Plan your journey on main roads, as these will be salted and avoid short cuts
- Listen to local radio for weather and traffic information
- Always carry spare warm, waterproof clothing in case you breakdown.

How to prepare your car for winter

Winter Survival Kit

Hope for the best but prepare for the worst with a few essential items to keep in your boot this winter



Prepare your vehicle



- ☒ Check your anti-freeze levels



- ☒ Check tyre pressure



- ☒ Add de-icer to screenwash



- ☒ Refill gas tank when 1/2 empty



- ☒ Keep jump leads in boot



- ☒ Carry an emergency kit

Useful sources of info:

Highways & Streetscene:

Report a highway issue:

<http://www.wiltshire.gov.uk/mywiltshire-online-reporting>

Road work notices on Wiltshire Council roads:

<http://streetworks.wiltshire.gov.uk/map.aspx>

Road work notices on Highways England roads:

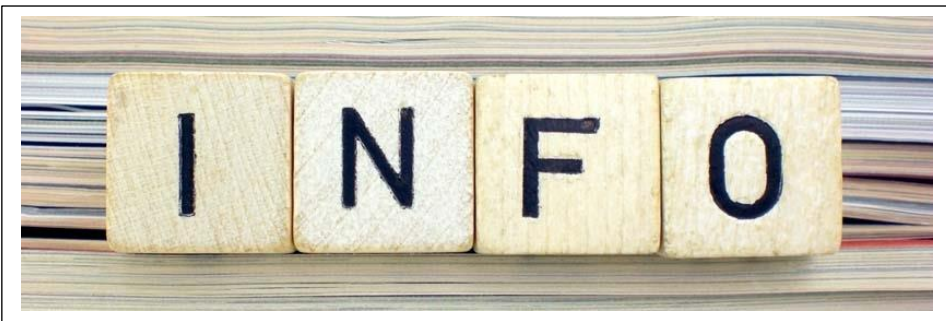
<http://www.trafficengland.com/>

For areas on amenity grounds we maintain:

<http://www.realitygeo.com/explorer.aspx?cfg=wiltsg>

Winter Maintenance advice:

<http://www.wiltshire.gov.uk/highways-gritting-snow-clearance>



Parking

Find a car park:

<http://www.wiltshire.gov.uk/parking-car-parks>

Apply for a Blue Badge

<https://www.gov.uk/apply-blue-badge>

Buy a permit:

<http://www.wiltshire.gov.uk/parking-permits>

Car Park Info:

<http://www.wiltshire.gov.uk/parking-information>

Local Highway Service

Skips & Scaffolding

- On-street licencing

Cyclic Maintenance

- Statutory reactive masonry repairs (footways etc.)

Drainage Works

- Gulley emptying

Verge Maintenance

- Rural verge cutting

Tractors

- Safety and statutory cutting maintenance

Mechanical Large Sweeping

- Safety and statutory sweeping

Line & Signs

- Safety and statutory provision

Parish Stewards

- Local highway priority services

Sewerage Works

- Commercial emptying service

Streetscene Service

Skips & Scaffolding

- On-street licencing

Amenity Street Cleansing

- Grass cutting and grounds
- Street Cleansing

Public Conveniences

- Park and Rides etc.

Play Park Inspection

- Safety inspections only

What Do The Services Cover?



Parking Services

Maintenance of car parks

- Hard area maintenance and machines

Enforcement

- On and off street

Processing and appeals

- Relating to enforcement

Permit Schemes

- Season, resident, staff etc.

Event Parking

- Bay suspensions

Free Parking Schemes

- Incentive schemes





Cllr Bridget Wayman
Cabinet Member



Parvis Khansari



Cllr Atiqul Hogue
Portfolio Holder



Bill Parks

LOCAL HIGHWAYS



Adrian Hampton



Simon Rowe -
Operations Manager



Malcolm Beaven
Area Highway Manager
Northern



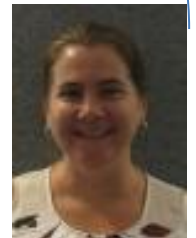
Chris Clark
Area Highway Manager
Central



Lisa Lowton
Streetscene
Manager



Tim Woolford
Area Highway Manager
South



Jo Pattison
Parking
Manager

YOUR ENGINEER



Warminster/ Westbury
and Trowbridge CAB
Pat Whyte



Devizes and
Pewsey CAB
Richard Dobson



Bradford on Avon &
Melksham CAB
Andy Cadwallader



Chippenham and
Corsham CAB
David Arnup



Malmesbury and
Calne CAB
Matt Perrot



Royal Wootton Bassett/
Cricklade and Marlborough
CAB
Martin Cook



South West CAB
David Button



Salisbury and
Southern CAB
Graham Axtell



Tidworth and
Amesbury CAB
Andy Cole



Denise Nott
Countywide Technical

LOCAL HIGHWAYS



Western and Southern
Craig Campbell

STREETSCENE



Northern and Eastern
Fiona Waind

Local Highway Contact Details

Highway – Email	Community Area Board
centralhighways@wiltshire.gov.uk	Warminster
centralhighways@wiltshire.gov.uk	Trowbridge
centralhighways@wiltshire.gov.uk	Westbury
centralhighways@wiltshire.gov.uk	Corsham
centralhighways@wiltshire.gov.uk	Bradford on Avon
centralhighways@wiltshire.gov.uk	Chippenham
centralhighways@wiltshire.gov.uk	Melksham
Highway – Email	Community Area Board
NorthernHighways@wiltshire.gov.uk	Malmesbury
NorthernHighways@wiltshire.gov.uk	Malborough
NorthernHighways@wiltshire.gov.uk	Devizes
NorthernHighways@wiltshire.gov.uk	Pewsey
NorthernHighways@wiltshire.gov.uk	Calne
NorthernHighways@wiltshire.gov.uk	Royal Wootton Bassett & Cricklade
Highway – Email	Community Area Board
southernhighways@wiltshire.gov.uk	Southern
southernhighways@wiltshire.gov.uk	South West
southernhighways@wiltshire.gov.uk	Salisbury
southernhighways@wiltshire.gov.uk	Amesbury
southernhighways@wiltshire.gov.uk	Tidworth
Street Cleaning & Amenity – Email	Community Area Board
streetscene@wiltshire.gov.uk	Whole County
Parking – Email	Community Area Board
ParkingServices@wiltshire.gov.uk	Whole County