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Director : Sam Ralph

Please ask for: Claire Sullivan  
Contact Number: 01603 222060

Your Ref: TSB1281/TE/CS  
My Ref:

4 June 2004

Dear Sir,

**Winter Maintenance Questionnaire**

Please find attached some background information and a questionnaire to obtain your views on our winter gritting regime. We need to know whether we grit enough and if it is in the right places. The questionnaire can be sent back to me with the Freepost envelope provided.

If you have any more queries please contact me on the above number or email me if you prefer.

Yours faithfully,

A handwritten signature in black ink that reads "Claire Sullivan". The script is cursive and fluid, with the first letters of the first and last names being capitalized and prominent.

Transportation Assistant

## Winter Maintenance Policy Review

**H** Norfolk County Council has a Winter Maintenance Policy to carry out salting on a priority network whenever ice is forecast. This covers 1,920 miles of the county's 5,920-mile road network, at a cost of £1,500,000.

Norfolk County Council uses a fleet of 56 gritters to spread salt from seven depots across the county. During the snow at the end of January, 3,400 tonnes of salt were used in just three days, at a cost of nearly £500,000.

The policy was last reviewed in 1999. Norfolk County Council is taking this opportunity to look at it again in the wake of the latest winter season. The County Council also has a new duty as far as "reasonably practicable to ensure that a safe passage is not endangered by snow and ice". We are consulting user groups to obtain views on priorities for gritting treatment.

Roads are currently treated in an order of priority based on the county route hierarchy network, which complies with the 2001 National Code of Practice. When ice is predicted the Highways Agency salts all 143 miles of the county's trunk roads, namely the A11, A47 and A12

Ice forming on the highway is normally a temporary hazard lasting a few hours during the evening or early morning, on most occasions clearing by 8.30am. In line with existing policy and previous consultation, we have concentrated treatment on those strategic roads, which carry most traffic.

Norfolk County Council and Norwich City Council treat priority 1 and 2 routes (32% of all surfaced roads). These routes include Norfolk's main strategic routes (25%) and a further 7% of roads, which serve important bus or commuter, routes and access to services including some schools.

We treat our priority 1 and 2 routes whenever frost is predicted and aim to complete treatment within three hours of gritters leaving the depots. During the 2002/3 winter season we managed this in 99% of turnouts.

Following prolonged frost or snowfall we treat additional roads and some footways, as resources become available, depending on the importance of the route and public safety.

Details of gritting routes can be found at [www.norfolk.gov.uk](http://www.norfolk.gov.uk) (click on Transport and Streets then Gritting) or by calling the Department of Planning and Transportation on 01603-222143 and asking for a gritting leaflet. Information on gritting routes is also widely distributed and published annually in the Eastern Daily Press prior to the winter season.



If you would like this document in large print, audio, Braille, alternative format or in a different language please contact (name) on (number) minicom 01603 223833.

## H Review Process

1. General consultation via questionnaire (attached). Ends 28 July 2004.
2. Report findings to County Council Review Panel November 2004.
3. Report to Cabinet January 2005 recommending policy for approval.
4. Following guidance from Cabinet, Norwich City, borough, town and parish councils will be consulted regarding possible specific changes to treatment priorities for the 2005/6 winter season.

### Winter gritting questionnaire

We would like your views on whether we grit enough and whether it is in the right places.

Estimated costs shown below are annual figures based on 2003/4.

Any significant increase in gritting would also add a further £300,000 - £400,000 in salt storage per site.

***Every extra £500,000 would add £1.78 (0.19%) to the average council tax bill.***

Return the questionnaire in the **FREEPOST** envelope provided by **28 July 2004**.

Please tick one box for questions 1-3.

#### 1. Roads

**We currently treat 32% (1,920 miles) of our surfaced roads every time frost is forecast, at a cost of £1,500,000.**

**a) Do we treat enough of the road network whenever frost is predicted?**

Yes ☐  
No ☐

**b) If no, how much should we treat?**

More 40%	<input type="checkbox"/>	Expected additional cost	£ 375,000
More 50%	<input type="checkbox"/>	Expected additional cost	£ 843,750
More 60%	<input type="checkbox"/>	Expected additional cost	£ 1,312,500

**c) Pedestrianised and traffic restricted roads in the centres of Great Yarmouth, King's Lynn, Norwich and market towns**

We currently treat 56%. Should we treat:

Less	<input type="checkbox"/>	
Same 56%	<input type="checkbox"/>	
All 100%	<input type="checkbox"/>	Expected additional cost £ 5,000

**d) Roads used by service buses**

We currently treat 73% of routes running before 8.30am. Should we treat:

Less	<input type="checkbox"/>	
Same 73%	<input type="checkbox"/>	
More 85%	<input type="checkbox"/>	Expected additional cost £370,000
All 100%	<input type="checkbox"/>	Expected additional cost 435,000

**e) Roads to schools**

48% of schools (223 out of 463) can currently be accessed by a gritted road.

Should we treat:

Less	<input type="checkbox"/>	
Same 48%	<input type="checkbox"/>	
More 75%	<input type="checkbox"/>	Expected additional cost £82,500
All 100%	<input type="checkbox"/>	Expected additional cost £110,000

**f) Doctors**

53% of surgeries (85 out of 160) can currently be accessed by a gritted road.

Should we treat:

Less			
Same	53%		
More	75%		Expected additional cost £ 30,000
All	100%		Expected additional cost £ 40,000

**g) Post offices**

69% of post offices (260 out of 375) can currently be accessed by a gritted road.

Should we treat:

Less			
Same	69%		
More	85%		Expected additional cost £ 73,000
All	100%		Expected additional cost £ 86,000

**Every extra £500,000 would add £1.78 (0.19%) to the average council tax bill.**

**2. Footways**

**We only treat footways after significant snowfall or when ice is expected to remain throughout the day. Should we treat footways when ice is forecast?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

**a) Should we treat footways linking the bus and rail stations/interchanges in Great Yarmouth, King's Lynn and Norwich when ice is forecast?**

Yes	<input type="checkbox"/>	Expected additional cost £ 28,000
No	<input type="checkbox"/>	

**b) Should we treat footways in the centres of Great Yarmouth, King's Lynn Norwich when ice is forecast?**

Yes	<input type="checkbox"/>	Expected additional cost £ 463,000
No	<input type="checkbox"/>	

**c) Should we treat footways in the centres of Norfolk's market towns when ice is forecast?**

Yes	<input type="checkbox"/>	Expected additional cost £ 202,000
No	<input type="checkbox"/>	

**d) Should we treat footways outside schools when ice is forecast?**

Yes	<input type="checkbox"/>	Expected additional cost £ 395,000
No	<input type="checkbox"/>	

**e) Should we treat footways outside doctors when ice is forecast?**

Yes	<input type="checkbox"/>	Expected additional cost £ 297,000
No	<input type="checkbox"/>	

**f) Should we treat footways outside post offices when ice is forecast?**

Yes	<input type="checkbox"/>	Expected additional cost £ 247,000
No	<input type="checkbox"/>	

**Every extra £500,000 would add £1.78 (0.19%) to the average council tax bill.**

### 3. Cycleways

a) 52% of roads with cycle lanes in Great Yarmouth, King's Lynn, Norwich and immediate suburbs are currently on a gritted route. Should we treat?

Same	52%	<input type="checkbox"/>
More	75%	<input type="checkbox"/>
All	100%	<input type="checkbox"/>

Expected additional cost £ 9,000

Expected additional cost £ 12,000

b) No off-road cycleways (which can also be used by pedestrians) are currently on a gritted route. Should we treat off-road cycleways when ice is forecast?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

c) If yes, how many cycleways should we treat?

More	10%	<input type="checkbox"/>
More	25%	<input type="checkbox"/>
All	100%	<input type="checkbox"/>

Expected additional cost £ 8,000

Expected additional cost £ 25,000

Expected additional cost £ 84,000

### 4. Please rank the following service priorities in order of importance, with 1 as the most important and 13 as the least important:

Pedestrianised and traffic restricted roads in the centres of Great Yarmouth, King's Lynn, Norwich and market towns	<input type="checkbox"/>
Roads used by service buses	<input type="checkbox"/>
Roads to schools	<input type="checkbox"/>
Roads to doctors	<input type="checkbox"/>
Roads to post offices	<input type="checkbox"/>
Footways linking the bus and rail stations/interchanges in Great Yarmouth, King's Lynn and Norwich	<input type="checkbox"/>
Footways in the centres of Great Yarmouth, King's Lynn Norwich	<input type="checkbox"/>
Footways in the centres of Norfolk's market towns	<input type="checkbox"/>
Footways outside schools	<input type="checkbox"/>
Footways outside doctors	<input type="checkbox"/>
Footways outside post offices	<input type="checkbox"/>
On-road cycleways in Great Yarmouth, King's Lynn, Norwich and suburbs	<input type="checkbox"/>
Off-road cycleways (which can also be used by pedestrians)	<input type="checkbox"/>

### 5. Communication

a) Which methods do you use to find out about gritting? b) Please rank them in order of usefulness, with 1 as the least and 6 as the most important.

Contacting the council	a) <input type="checkbox"/>	b) <input type="checkbox"/>
Leaflets	a) <input type="checkbox"/>	b) <input type="checkbox"/>
NCC website	a) <input type="checkbox"/>	b) <input type="checkbox"/>
Newspapers	a) <input type="checkbox"/>	b) <input type="checkbox"/>
Radio	a) <input type="checkbox"/>	b) <input type="checkbox"/>
Television	a) <input type="checkbox"/>	b) <input type="checkbox"/>

Thank you for taking the time to complete this questionnaire.

Please return it in the **FREEPOST** envelope provided by **28 July 2004**.

**You do not need a stamp.**