

# Using the Guide



# USING THE GUIDE

## KEY MESSAGE

This Guide provides clear and practical advice on how to plan and carry out winter service operations.

The guide provides answers to the questions that practitioners might ask themselves when carrying out their duties.

### **What is the aim of this Guide?**

- The main purpose of this Guide is to answer the question:  
***"What do I need to know to provide a safe, efficient, sustainable and cost effective winter service?"***

Rather than setting out a list of high level legislation, policy requirements and aspirations, the Guide will provide practical 'hands on' guidance for staff who have to deliver the service.

## What form does the guidance take?

- The guide is set out in a form that provides clear and concise answers to the questions that practitioners might ask themselves when carrying out their duties.
- The Guide uses a Frequently Asked Questions (FAQ) format, and the reader simply has to look down the list of questions to find guidance they are looking for.
- Each chapter starts with the 'key message'. This is a clear summary of the theme of the chapter, and the most important points to understand.
- This is followed by a series of 'question-and-answer' boxes.
- The questions are set out at the top of each box (in blue text on an orange background as above)
- Any recommendations for best practice resulting from a particular section of guidance are highlighted in blue boxes and are located immediately after the relevant question. An example for salt storage is shown below:

### Recommendations

- The preferred method for storing salt is in a salt barn
- When it is necessary to store salt outside, stockpiles should be covered by waterproof sheeting or a spray-on waterproofing system
- There are key areas of good practice (covered in this guidance) that should be followed whatever storage method is used

- Answers are given by the bullet pointed text.
- Any essential background and supplementary information is provided within a question box, these are not in bullet point format and include tables/matrices/flowcharts/diagrams and photos.
- Where essential actions are required to avoid risk or poor performance, these are highlighted in red 'Warning' boxes. An example is shown below:



### Warning

**For salt with higher than 4.5% moisture content, there is a risk of tunnelling occurring in the hopper. This can result in large areas of road being left untreated.**

## How should I navigate the guide?

- The early sections deal with the fundamental issues – such as the supply and storage of de-icer – that have to be right if an authority is to maximise benefit from the guidance.
- Later sections build on the fundamental guidance, with the recommended order in which issues are addressed shown below:



- There is no need to read this guide cover-to-cover. The text has been written in a way that allows the reader to look at specific guidance to particular questions.
- Cross-referencing to other sections is made only where necessary.
- If an authority wishes to carry out a thorough review of its winter service operations, the guidance should be read in full.
- A glossary that explains the terminology used throughout the document is provided. This allows readers to easily familiarise themselves with the terminology used.

For readers who want to delve a little deeper into the science and technology behind winter service delivery, a bibliography is included.

## Who should read the Guide?

- The guide has been developed for staff with responsibility for providing winter service, but is particularly relevant to:
  - Managers and staff responsible for planning and procuring winter service operations.
  - Managers and staff responsible for planning and optimising route selection, arranging de-icer supplies and storage.
  - Managers and staff responsible for decision making – when to spread and determining appropriate spread rates
  - Technicians responsible calibrating and operating the spreader vehicles etc
- It also provides information to directors and high level managers wishing to review and improve their winter service operations, develop business cases for renewal, investment, etc.