

**Winter maintenance Issues and Improvements**

In addition to the salt/gritting routes additional areas are covered by winter maintenance activities when there prolonged periods of heavy snow and wintery conditions.

Cleansing and Grounds maintenance Operatives during normal working hours are disseminated to clear snow on footways on a priority basis. The Priority Areas are Stockton High Street, Norton High Street, Yarm High Street and main shopping precincts as determined in the Winter Maintenance Plan.

In addition to the main priority areas, Grounds Maintenance clear snow from a number of OAP residential areas and have a number of Service Level Agreements in place with schools, a full list of known hotspots and priority areas (main routes, OAP residential areas) are also cleared when possible. The areas covered by operational areas are on the attached.

From 1<sup>st</sup> December 2009 to 5<sup>th</sup> January 2010 there have been a total of 1679 Winter Maintenance request and enquiries, this includes 220 requests for a new salt bin (of which 22 have been approved), compared to the same period in 2008/09 where we received 516 requests in total.

There have also been 51 complaints/comments through the corporate route, of which none were classed as a justified complaint.

From analysis of the enquiries and complaints a total of 31 areas had requests of 3 or more for gritting and require further action and have been identified as follows: -

Location/Route	No. of Complaints	Detail	Issues	Recommendations
Ancroft Gardens	3	General – grit road		None
Bath Lane	3	Grit road and car park o/s CAB	Lots of black ice	Hot spot area already identified to be added to grit route
Billingham - all estates roads	3	Grit all estate roads	Request from Cllr Womphrey	As with Secondary Routes
Bowesfield Lane	6	General - grit road	Ent near car wash very slippy	Hot spot area to be added to grit route
Braemar Road	3	Grit required on hill and nr Glamis Rd	Oap unable to get out for 4 days	Hot spot area to be added to grit route & provide salt heap
Brundall Close	3	Grit road especially on the slope	Resident fell and broke hip – ambulance struggled to gain access	Hot spot area to be added to grit route & provide salt heap
Calf Fallow Lane	4	General – grit road	Residents unable to leave properties	Secondary route

Cornfield Road	3	Grit road especially on bank	Police cordoned off road 29/12	Hot spot area already identified to be added to grit route
Dunmail Road	3	Grit road especially on steep hill	Leads to Whitehouse Primary lots of black ice	Hot spot area to be added to grit route & provide salt heap
Green Lane	4	General - grit road	Care home concerned re ambulance access. Also school.	Hot spot area to be added to grit route & provide salt heap
Ingleby Barwick Estate	5	General – grit all primary and secondary routes	Dissatisfied with gritting to date..	Secondary routes
Kinloss Walk	3	General – grit road	Very dangerous – mainly oap residents	Hot spot area already identified to be added to grit route
Lax Terrace	5	General – grit road	Resident wheelchair user	Grounds SLA in place see below
Lunedale Road + pavements	4	General – grit road		Secondary routes
Manor Walk	3	General – grit road	Main road into Stillington, residents unable to leave properties	Hot spot area to be added to grit route
Marlborough Road	3	General – grit road	Cars keep slipping off road	Hot spot area to be added to grit route
Millfield Close	3	General – grit road	Elderly residents	Hot spot area to be added to grit route
Moorhouse Estate	3	Grit road and snow plough required	Cars keep slipping off road into field.	Hot spot area already identified to be added to grit route
Musgrave Terrace	3	General - grit road	Wheelchair users	Hot spot area to be added to grit route
Redcar Road	3	General – grit road	Very icy	Hot spot area to be added to grit route
Rosedale Gardens	3	General – grit road	Very dangerous	Provide salt heap
Seymour Crescent	4	Grit road especially bank		Hot spot area already identified to be added to grit route
Seymour Drive	3	Grit road especially bank	Disabled residents unable to leave road	Hot spot area already identified to be added to grit route

Seymour Grove	3	General – grit road		Hot spot area already identified to be added to grit route
Shetland Avenue	3	Grit road especially bank	Cars unable to get up the bank	Hot spot area already identified to be added to grit route
Stanford Close	6	General – grit road	Elderly residents	Hot spot area already identified to be added to grit route
Stockton High Street - pavements	6	Grit pavements	Very icy – no. of accidents	Already included in priority 1 shopping areas
Thornaby Place	5	Grit road especially bank	Cars getting stuck	Hot spot area to be added to grit route
Valley Drive	5	Grit road very steep		Hot spot area already identified to be added to grit route
Watson Grove	5	General – grit road	All elderly residents unable to leave properties	Hot spot area already identified to be added to grit route
White House Croft + pavements	3	General – grit road		No action

In addition to the public enquiries the Asset Technician's have built up a database of hot spot areas in their own wards which also require further action as follows: -

Location/Route	Detail	Issues	Recommendations
Cornfield Rd - Thornaby	Salt Bin already in place	Known Hotspot – banked area	To be added to gritting route due to steep incline
Shetland Avenue – Thornaby	Salt Bin already in place	Known Hotspot	To be added to gritting route
Lindisfarne Ave – Thornaby	Salt Bin already in place only partly adopted	Known Hotspot	To be added to gritting route & allow access to nearest slat bin for un-adopted areas
Pickering Rd – Thornaby	No salt bin not on gritting route	Known Hotspot, large flow traffic since MLP development	Install Salt-bin
Stanford Close – Thornaby	No Salt Bin, complaints received from residents	Known Hotspot and complaints received	Add to gritting route
Rochester Court – Thornaby	Not adopted area but complaints received from residents	Complaints known hot spot	Allow usage of slat bins in nearby locations

Orkney Way - Thornaby	Not adopted area but complaints received from residents	Known Hot Spot	Allow usage of slat bins in nearby locations
Lansdown Road – Thornaby	No salt Bin but gradient to area/steep incline	Known Hot Spot	Add salt heap & to grit route
Bramfield Way – Ingleby	Salt Bin already in place	Known Hot Spot	Add to gritting route
Stonebridge Crescent– Ingleby	Salt Bin already in place	Known Hot Spot	Add to gritting route
Keeps Lane– Ingleby	Salt Bin already in place	Known Hot Spot	Add to gritting route
Brendon Grove– Ingleby	Salt Bin already in place	Known Hot Spot	Add to gritting route
High Lane (Rodger Lane to Boundary) - Maltby	No Salt Bin but salt heap nearby	Known Hot Spot	Add salt heap at top of steep incline
Grove Bank - Kirklevington	Salt Bin already in place	Known Hot Spot	Add to gritting route
Grove Bank - Kirklevington	Salt Bin already in place	Known Hot Spot	Add to gritting route
Ash Grove – Kirklevington	Salt Bin already in place	Known Hot Spot	Add to gritting route
Woodlands - Kirklevington	Salt Bin already in place	Known Hot Spot	Add to gritting route
Jasmine fields - Kirklevington	Salt Bin already in place	Known Hot Spot	Add to gritting route
Sheepfoote Hill – Yarm	Salt Bin already in place	Known Hot Spot	Add to gritting route
Goose Pastures - Yarm	Salt Bin already in place and on a secondary route	Known Hot Spot	Add to primary route or additional grit wagon as salt gets emptied immediately and major problems
Valley Drive - Yarm	Salt Bin already in place and on a secondary route	Known Hot Spot	Add to primary route or additional grit wagon as salt gets emptied immediately and major problems
Mount Leven Road – Yarm	Salt Bin already in place and on a secondary route	Known Hot Spot	Add to primary route or additional grit wagon as salt gets emptied immediately and major problems
Bentley Wynd - Yarm	Salt Bin already in place and on a secondary route	Known Hot Spot	Add to primary route or additional grit wagon as salt gets emptied immediately and major problems
Leicester Way – Eaglescliffe	Salt Bin already in place	Known Hot Spot	Add to gritting route
Seymour Grove - Eaglescliffe	Salt Bin already in place and on a secondary route	Known Hot Spot	Add to primary route or additional grit wagon as salt gets emptied immediately and major problems
Seymour Drive - Eaglescliffe	Salt Bin already in place and on a	Known Hot Spot	Add to primary route or additional grit wagon as salt gets emptied

	secondary route		immediately and major problems
Seymour Crescent - Eaglescliffe	Salt Bin already in place and on a secondary route	Known Hot Spot	Add to primary route or additional grit wagon as salt gets emptied immediately and major problems
Coatham Vale - Eaglescliffe	Salt Bin already in place	Known Hot Spot	Add to gritting route
Valley Gardens - Eaglescliffe	Salt Bin already in place	Known Hot Spot	Add to gritting route
Moorhouse Estate - Preston	Salt Bin already in place	Known Hot Spot	Add to gritting route
Bromley Road - Oxbridge	Salt Bin already in place and on a secondary route	Known Hot Spot	Add to primary route or additional grit wagon as salt gets emptied immediately and major problems
Harper Terrace – Hartburn	No Salt Bin	Known Hot Spot, Moderate bends with incline and traffic flow	Add to Gritting Route & salt heap to top of incline
Adelaide Grove – Hartburn	No Salt Bin	Known Hot Spot with tight bends also on school route	Add to Gritting Route
Brisbane Grove – Hartburn	No Salt Bin	Known Hot Spot with tight bends also on school route	Add to Gritting Route
Canberra Grove – Hartburn	No Salt Bin	Known Hot Spot with tight bends also on school route	Add to Gritting Route
Ellerton Road – Hartburn	Salt Bin already in place	Known Hot Spot with tight bends and moderate traffic flow	Add to Gritting Route
Langthorne Grove – Hartburn	Salt Bin already in place	Known Hot Spot with tight bends and moderate traffic flow	Add to Gritting Route
Killinghall Grove - Hartburn	Salt Bin already in place	Known Hot Spot with tight bends and moderate traffic flow	Add to Gritting Route
Laneside Rd – Grangefield	Salt Bin already in place	Known Hot Spot with tight bends	Add to Gritting Route
Silton Grove – Grangefield	Salt Bin already in place	Known Hot Spot with moderate incline and tight bends	Add to Gritting Route
Ingleby Grove – Grangefield	Salt Bin already in place	Known Hot Spot with tight bends	Add to Gritting Route
Seamer Grove – Grangefield	Salt Bin already in place	Known Hot Spot with moderate incline and tight bends	Add to Gritting Route
Hillcrest Avenue – Grangefield	Salt Bin already in place	Known Hot Spot with steep incline and tight bends	Add to Gritting Route
Askrigg Road – Grangefield	Salt Bin already in place	Known Hot Spot with steep incline and tight bends	Add to Gritting Route
Loweswater Crescent – Grangefield	Salt Bin already in place	Known Hot Spot with	Add to Gritting Route

		moderate incline and tight bends	
Bath Lane – Central Stockton	Salt Bin already in place	Known Hot Spot busy pedestrian areas to main town centre	Add to Gritting Route & to operatives schedules
Old Portrack Lane – Central Stockton	Salt Bin already in place	Known Hot Spot busy pedestrian areas to main town centre	Add to Gritting Route
Ross Road - Portrack	No Salt Bin	Known Hot Spot with slight incline	Place salt heap at top of incline/add to gritting route
Holme House Rd – Portrack	Salt Bin already in place	Known Hot Spot with slight incline	Add to Gritting Route
Teesway – Portrack	No Salt Bin	Known Hot Spot with moderate traffic flow and bends	Add to Gritting Route
Bowron Street – Portrack	Salt Bin already in place	Known Hot Spot with tight bends and moderate traffic flow	Add to Gritting Route
Walton Street – Portrack	Salt Bin already in place	Known Hot Spot with tight bends	Add to Gritting Route
Devonport Rd – Portrack	No Salt Bin	Known Hot Spot with tight bends	Add to Gritting Route
Eastport Rd – Portrack	No Salt Bin	Known Hot Spot with tight bends	Add to Gritting Route
Dunelm Road – Elm tree	No Salt Bin	Known Hot Spot, Close to school with tight bends	Add to Gritting Route
Markse Lane - Bishopsgarth	Salt Bin already in place	Known hot spot with a moderate incline and tight bends	Add to Gritting Route
Leam Lane - Bishopsgarth	No Salt Bin	Known hot spot with a slight incline and moderate traffic flow	Place salt heap at top of incline/add to gritting route
Felton Lane - Bishopsgarth	No Salt Bin	Known hot spot with a slight incline and moderate traffic flow	Place salt heap at top of incline/add to gritting route
Morrison Street – Stillington	No Salt Bin	Known hot spot with a moderate incline and tight bends with a moderate traffic flow also	Place salt heap at top of incline/add to gritting route
South rd to Old Stillington – Stillington	Salt Bin already in place	Known hot spot with a moderate incline and tight bends with a moderate traffic flow also	Add to Gritting Route
Piperknowle Rd – Hardwick rd – Ketton Rd – Hardwick	No Salt Bin	Known Hot Spot with moderate traffic flow and on school route	Add to Gritting Route & provide salt heap
Ketton Rd – Hardwick	No Salt Bin	Known Hot Spot with tight bends and moderate traffic	Add to Gritting Route

		flow	
Rudston Ave - Billingham	No Salt Bin	Known Hot Spot with tight bends near to a school	Add to Gritting Route & salt heap near to school
Clifton Ave – Billingham	Salt Bin already in place	Known Hot Spot with tight bends near to a school	Add to Gritting Route
Wallington Rd - Billingham	No Salt Bin	Known Hot Spot with slight bends and moderate traffic flow	Add to Gritting Route

Asset Technician's have also built up a list of known OAP residential areas to be covered when prolonged weather persist in addition to the areas already covered by cleansing and grounds maintenance staff and to clear access from properties to the roadside by Highways operational staff

Location/Route	Detail	Issues	Recommendations
Ragworth/Norton	Dorchester Close Doncaster Crescent (67-85) St Johns Way Argyle Road/Millfield Rd Thistle Rd Northumberland Grove	OAP Areas	To be covered operational staff when possible to clear footpaths outside of OAP property and clear access to road
Hardwick	Elstob Close Elwick Close Embleton Close Easington Rd Egglecliffe Close Escomb Close Dipton Rd Cockerton Walk	OAP Areas	To be covered operational staff when possible to clear footpaths outside of OAP property and clear access to road
Roseworth	Ripon Close Reepham Close Rillington Close Rutland Close	OAP Areas	To be covered operational staff when possible to clear footpaths outside of OAP property and clear access to road
Newham Grange	Comondale Ave Newham Grange Ave	OAP Areas	To be covered operational staff when possible to clear footpaths outside of OAP property and clear access to road
Longnewton	Castlereagh Close	OAP Areas	To be covered operational staff when possible to clear footpaths outside of OAP property and clear access to road
Stillington	The Crofts Manor Drive	OAP Areas	To be covered operational staff when possible to clear footpaths outside of OAP property and clear access to road
Thornaby	Millfield Close	OAP Areas	To be covered operational staff

	Watson Grove Darby Close Kinloss Walk Sherwood Rd (1-15, 2-16, 68-78) Wychwood Close (2-8, 7-11) Redcar Rd Beechwood Road area		when possible to clear footpaths outside of OAP property and clear access to road
Oxbridge	Wren Close Oxbridge Court	OAP Areas	To be covered operational staff when possible to clear footpaths outside of OAP property and clear access to road
Tilery/Town Centre	Princess Ave (Social Services) Campbell Court Nolan House Hume House	OAP Areas	To be covered operational staff when possible to clear footpaths outside of OAP property and clear access to road
Bishopsgarth & Elm tree	Beech Court Pine Court Maple Court The larches Cedar House Lanark Close Lauder House Medina Close Maplin View Madison Sq Woodbrough Lane towards Sainsburys Linton Close	OAP Areas	To be covered operational staff when possible to clear footpaths outside of OAP property and clear access to road
Hartburn	Hartburn Lodge (Harlsey Rd) Ellerton Rd (18-34) Emma Simpson Court	OAP Areas	To be covered operational staff when possible to clear footpaths outside of OAP property and clear access to road
Parkfield	Ellicott Walk North Green	OAP Areas	To be covered operational staff when possible to clear footpaths outside of OAP property and clear access to road
Eaglescliffe	Larch Crescent Panmore Walk Formby Walk Pannal Walk Millfield Close Esk Green Elmwood Road Wear crescent Abbeyfield Drive Butterfield Drive Sycamore Road Yarm Road side of Timothy Hackworth Ct	OAP Areas	To be covered operational staff when possible to clear footpaths outside of OAP property and clear access to road
Yarm	The Meadowings/Sheepfoot Hill (adopted areas)	OAP Areas	To be covered operational staff when possible to clear footpaths



	Skirlaw Rd Challoner Rd Conyers Close Maynells Walk		outside of OAP property and clear access to road
Billingham	Thirlmere Court Keswick Rd Yenton Close Roseberry Rd Flats Hexham Walk Casson Way Vincent Rd Kenilworth Rd Nesham Ave Lincoln Crescent Hereford Tce Lunedale Rd The Linkway	OAP Areas	To be covered operational staff when possible to clear footpaths outside of OAP property and clear access to road

Areas Covered By Grounds Maintenance Staff including SLA agreements where salt/grit is added to grounds and snow removed from frontages

OAP /Sheltered Accommodation	Schools	Parks & Cemeteries
Lax Terrace - Wolviston	Bewley Infant School	Ropner Park
72 Marsh House Ave - Billingham	Billingham Nursery	Preston park
Lunedale Rd - Billingham	Bewley Junior School	Newham Grange Park
Casson Court - Billingham	Billingham South Community Primary School	Primrose Hill Park
Bedale Rd - Billingham	Norton Primary School	John Whitehead Park
The Linkway - Billingham	Our Lady of the Most Holy Rosary RC	Grangefield Park
Naisby Court - Billingham	Prior's Mill CE Primary School	Romano Park
Rochester Road - Billingham	St John The Evangelist RC Primary	Egglecliffe Church Yard - Butts Lane
Churchend Close - Billingham	St Josephs RC Primary School	St Mary's – Norton
Wolviston High Street (bungalows)	St Paul's RC Primary	St Cuthbert's – Billingham
Chapel Rd - Billingham	The Glebe	Wolviston Village Church
Bracknell rd - Thornaby	Billingham Campus	Long Newton Cemetery
Cumbernauld Rd - Thornaby	Northfield	Redmarshall Cemetery
Millfield Close - Thornaby	The Norton School Humanities	Stillington Cemetery
Elizabeth Street - Thornaby	King Edwin	Haverton Hill Cemetery
Rochdale Court - Thornaby	Crooksbar Primary	Durham Road Cemetery
Kinloss Close - Thornaby	Frederick Natrass	Oxbridge Cemetery
Kinloss Walk - Thornaby	High Clarence Primary	Thornaby Cemetery

Derby Close - Thornaby	Oakdene Primary	Billingham Cemetery
Hackworth Court – Bishopton Lane	Roseberry Primary	Egglescliffe Cemetery
Blackburn Close – Fairfield	St Josephs RC Primary	
Stewart Road – Stockton	Wolviston Primary	
Renville Avenue – Roseworth	St Michael's RC	
Salters Lane – Stockton	Ash Trees School	
Retford Road - Stockton	Bader primary	
	Christ the King RC Primary	
	Egglescliffe C of E Primary	
	Junction Farm Primary	
	Layfield Primary	
	Levendale Primary	
	Mandale Mill Primary	
	Myton Park Primary	
	The Links Primary	
	The Village Primary	
	All Saints C of E	
	Conyers School	
	St Patricks RC	
	Westlands	
	Barley Fields Primary	
	Durham Lane Primary	
	Ingleby Mill Primary	
	Kirklevington Primary	
	Preston Primary	
	St Francis of Assisi	
	St Patricks RC Primary	
	St Therese of Lisieux RC Primary	
	Thornaby CE Primary	
	Whinstone Primary	
	Egglescliffe School	
	Thornaby Community	
	Bowesfield Primary	
	Fairfield Primary	
	Hardwick Primary	
	Harrowgate Primary	
	Hartburn primary	
	Holy Trinity Rosehill CE	
	Mill Lane Primary	
	Redbrook Primary	
	St Cuthbert's RC Primary	
	St John the Baptist CE Primary	
	St Mark's Elm Tree CE Primary	
	St Mary's CE Primary	

	St Patricks RC Primary	
	Tilery Primary	
	Whitehouse Primary	
	William Cassidi Primary	
	Oxbridge Lane Primary	
	St Bede Catholic Primary	
	St Gregory's Catholic Primary	

Areas Covered By Cleansing Staff where salt/grit is added to grounds and snow removed from frontages in order of

<b>Priority 1 (A1) Shopping Areas</b>	<b>Secondary Shopping Areas</b>	<b>Secondary Footpath Routes</b>
Stockton Town centre	Beckfields Avenue Shops	The Causeway Billingham
Glebe Shopping Parade	Lowfields Avenue Shops	Norton Road Norton
Elmtree Shopping Parade	Grangefield Road Shops	Oxbridge Lane Stockton
Roseworth Shopping Parade	Grays Road Shops	Durham Rd Stockton
Norton High Street	Windsor Road Fish Shop	High Newham Rd Stockton
Yarm High Street	Bedford Street Shops	Westbury Street Thornaby
Hartburn Village Shops	Redmarshall Street Shops	Thorntree Ave Thornaby
Station Road Shops, Billingham	Marske Lane Shops	Mitchell Ave Thornaby
Wolviston Village Shops	Shannon Crescent Shops	
Rimswell Road Shops	Portrack Shops	
Whitehouse Road Shops	Bishopton rd Shops	
Casson Way Shops	Samuel Street (corner) off licence/take away	
	Brinkburn Rd Shops	
	Scurfield Shops	
	Bishopsgarth Shops	
	Grassholme Rd	
	Somerset rd	
	Ragworth Shops	
	Orchards Shops	
	Oak Road	
	Preston Shops	
	Spennithorne Shops	
	Harper Tce/Parade	
	Lyttleton Drive	
	Birkdale Rd	
	Aiskew Grove	
	Upsall Grove	

	Fairfield Shops	
	Low Grange	
	Tunstall Ave	
	Windlestone Rd	
	Neasham Ave	
	Kenilworth rd	
	Ochil tce	
	Thorntree Rd	
	Newton Drive	
	Vulcan Way	
	Peel Street	
	Diamond Rd	
	Cumbernauld Rd	
	Holbeck Walk	
	Brookfield Rd	
	Geltnfield rd	
	Roseberry Rd	
	Teesdale Ave	
	Port Clarence	
	Bells Stores, Whitehouse Rd	
	Wynyard Village	
	Clifton Ave	
	Norton Ave	
	Mount Leven Rd	
	Turton Rd	
	Sunningdale Drive	