



Winter on Somerset's roads: Key facts and guidance for reporting safety issues

Quick and effective reporting

The channels outlined below are the quickest and most effective way to report problems directly to those who can take action, should you spot a potentially dangerous issue on the highway.

Please use these routes, rather than contacting senior managers at Somerset Council, or the Executive Lead Member, as these individuals may not always be available – especially out of hours.

Online

A quick and simple online reporting service is available 24/7 for our communities, residents and businesses to use. It's the best way to report any problems spotted on our county's roads – including snow and ice issues.

[Report a problem on the road network](#)

You can also report a hazard on the road using this online form, including items or obstructions such as rubbish, tyres or blown/displaced traffic cones.

[Report a hazard on the road network](#)

NON URGENT:

How do I report a non-urgent incident at the weekend, or outside normal working hours (8.30am-5pm)?

Please use the online portal for all issues at any time of day and at weekends, *unless the problem is urgent and a risk to public safety.*

[Report a problem on the road network](#)

URGENT

How do I report an urgent incident that's a safety risk at the weekend, or outside normal working hours?

To report an urgent out-of-hours highways issue that's a risk to public safety, please call **Somerset Lifeline 0300 123 2224**.

We have a dedicated call centre resource to deal with out-of-hours highways matters. Operators will notify the highways duty officer if appropriate, and they will take any necessary action.

IMPORTANT NOTE:

If the hazard is on the M5, A303 or A36 please contact **National Highways 0300 123 5000**.

Gritting/salt spreading

The county's winter service is delivered by our contractors Kier, and it includes the treatment and prevention of ice and snow on the highway by gritting/salt spreading.

We treat over a fifth of Somerset's roads, marked on the map [HERE](#).

We can't treat every road, as there aren't enough gritters, drivers and depot staff to make this cost-efficient. Our main priority is to keep the busiest routes clear whenever ice or snow is expected, and we work to ensure the following are treated:

- roads that link major towns
- villages and communities on high ground
- important routes across the county (used for long distance travel)

Parish provision

Parishes interested in additional winter service provision should contact the Kier Community Engagement Manager direct.

Email: somersetehm@kier.co.uk

Call: 07526 508023

Gritting/salt spreading | Key facts

- Gritting involves spreading treated rock salt on roads to prevent ice and snow buildup, giving car tires better grip. This helps keep roads safe and reduces weather-related travel disruptions.
- Ice can still form on gritted roads and part of Somerset Council's communication strategy during winter is to remind road users of this, and to be prepared for adverse conditions.

You can find out more on driving in adverse weather conditions [HERE](#).

- The preparation of the Council's depots and filling of salt barns takes place during the summer months.
- Throughout the winter period, which commences on 15 October, the winter service team monitors and reports on weather conditions and road surface temperatures twice a day.
- When road temperatures drop below 1°C the gritting fleet treats Somerset's precautionary network of about 900 miles. In a cold it is common for the gritters to go out twice a day – possibly more, if conditions require it.
- Precautionary gritting occurs before ice forms, which often means our teams are out in the evening or early morning.
- When it snows, we have pre-established plans and work alongside emergency services and partners to clear the roads as quickly as possible. Our gritters can be fitted with snowploughs, and we also have agreements in place with farmers and snowplough operators to remove snow on our behalf. We give priority to our primary network and then move on to clear secondary and minor networks as resources permit.

Daily gritting updates are posted on social media. If there is the possibility of ice or snow our social media team post a series of warning messages, urging people to take care on the roads and respect the conditions.

Visit Travel Somerset's channels on [X](#) and [Facebook](#) throughout the winter.

- The Council's winter team will also be topping-up gritting bins in communities across Somerset. If parishes wish to top up winter service delivery in their locality, they can do so by using the Councils' innovative and collaborative Enhanced Highways Maintenance Pilot.

More details on the pilot are published on our dedicated parish pages on the Council's website [HERE](#).
