



EAST AYRSHIRE COUNCIL
GOVERNANCE AND SCRUTINY COMMITTEE

**Review of the Council's
Winter Emergency Response Policy**

**Report by the Members of the
Governance & Scrutiny Committee**

AUGUST 2009

EAST AYRSHIRE COUNCIL

REPORT ON THE REVIEW OF THE COUNCIL'S WINTER EMERGENCY RESPONSE POLICY

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6 August 2009
SN/SR

EAST AYRSHIRE COUNCIL

REVIEW OF THE COUNCIL'S WINTER EMERGENCY RESPONSE POLICY

Report by Governance and Scrutiny Committee

1. BACKGROUND

- 1.1** The Governance and Scrutiny Committee at its Annual Workshop held on 29 January 2009, agreed to review the Council's Winter Emergency Response Policy. Subsequently, the Committee on 13 March and 3 April 2009 approved the scoping paper and the review programme.
- 1.2** In agreeing to undertake this review, the Committee had regard to the exceptional freezing conditions which prevailed during week commencing 1 December 2008 and resulted in an unusually high level of requests from the public for the gritting of roads and footpaths.
- 1.3** The Committee recognised that the severe weather conditions experienced during the week commencing 1 December 2008 had been responded to within the terms of the Council's Winter Emergency Response Policy, but agreed that the policy should be subject to review on the basis that (a) it is important to review the position to ensure that every available effort is made to maximise the resources of the Council to deal with such an event; and (b) the current policy had been in place since 1995/1996 and recognising the changing operational environment within which the service is delivered.

2. THE REVIEW

2.1 The Review Process

- 2.1.1** Following the decision to proceed with this review, the Committee received an awareness raising presentation by the Head of Roads and Transportation on 1 May 2009, which provided an overview of the policy and its implementation.
- 2.1.2** The Head of Roads and Transportation set out the statutory basis for the Council's service provision in this area, by virtue of Section 34 of the Roads (Scotland) Act 1984; outlined the nature of the policy, procedures and priorities in place and the objectives of Winter Maintenance; provided information on the resources available - financial, manpower and vehicle plant and equipment, and the extent of service delivery achieved with these resources; gave an overview of the operation of the weather forecasting arrangements which are critical to the effective operation of the service, and of cross-boundary working arrangements with other Roads Authorities/Agencies.
- 2.1.3** The Head of Roads and Transportation also highlighted the cost of the winter maintenance service over the past five years, in particular the significant increase in costs during 2008/2009, as detailed below:

Year	Winter Maintenance £	Materials £	Total £
2008/09	1,158,295	392,927	1,551,222
2007/08	950,933	158,173	1,109,106
2006/07	760,960	150,960	911,920
2005/06	942,973	164,507	1,107,480
2004/05	762,643	175,208	937,851

2.2 Terms of Reference

2.2.1 The Terms of Reference for this review were:-

- to evaluate the existing policy;
- to consider complaints/areas of concern raised regarding the winter emergency response arrangements arising from the severe cold weather conditions experienced during the winter of 2008/2009; and
- to consider joint working arrangements between Council Departments and other Agencies/Authorities.

2.3 Desired Outcomes

2.3.1 The desired outcomes of the review were:-

- to be confident that all actions that can be taken are utilised to ensure the safety of the residents of East Ayrshire during periods of cold weather; and
- to ensure that the Winter Emergency Response Policy delivers a robust and cost effective service.

3. CURRENT EAST AYRSHIRE COUNCIL POSITION

3.1 The current arrangements for delivery of the Winter Maintenance Services are set out in the 'Winter Maintenance Procedures 2008-2009'. The procedures are informed by a range of legislation and adhere to the Code of Practice for Highway Maintenance (Section 13 – Winter Service). Section 13.2.4 of the Code advises:

'Given the scale of financial and other resources involved in delivering the Winter Service and the obvious difficulties in maintaining high levels of plant utilisation for specialist equipment, it is not practically possible either to :

- Provide the service on all parts of the network:
- Ensure running surfaces are kept free of ice or snow at all times, even on the treated parts of the network. '

The priorities for the treatment of carriageways, footways, footpaths and cycleways are summarised below and provided in full at Appendix 1.

Carriageway priorities:

- Priority 1 – Council strategic routes.
- Priority 2 – Access to main hospitals, police and fire stations.
- Priority 3 – ‘B’ Class roads not included above.
- Priority 4 – Local concentrations of employment, such as industrial estates.
- Priority 5 – Other ‘C’ class and unclassified roads (minor rural, minor residential roads etc).
- Priority 6 – Prospectively maintainable roads and private roads.

Footway, Footpath and Cycleway priorities:

- Priority 1 - Urban shopping areas and precincts.
- Priority 2 - Other areas of high pedestrian concentration (e.g. major hospitals and factories with large numbers of employees who walk to work).
- Priority 3 - Steep hills in housing areas and in the vicinity of Old People’s Homes.

The two priority categories are implemented separately, within the terms of the winter maintenance policy, with action taken in respect of the footway, footpath and cycleway category where the Roads Section consider this to be necessary.

4. METHODOLOGY

4.1 Documents/Evidence

4.1.1 Following the awareness raising presentation on 1 May 2009, Members were issued with the following documentation, namely:-

- relevant legislation (extract from the Roads (Scotland) Act 1984 - Section 34);
- current policy (Winter Maintenance Procedures and Resources 2008/2009);
- statistics on falls (NHS Ayrshire and Arran statistics);
- time comparative weather patterns since 2005/2006 (winter nights - roads surface temperature);
- bench-marking information (CIPFA & APSE Performance Indicators);
- bench-marking information (South Lanarkshire Council questionnaire);
- winter public liability claims - Roads Division and RALF faults relating to winter;
- Local Transport Strategy - (Chapter 17 - Winter Maintenance);
- Well Maintained Highways - Code of Practice for Highway Maintenance (Section 13 - Winter Service);
- Winter Maintenance Costs 2004-2009;
- Winter Maintenance Works Instruction and Recorded Procedures; and

- population statistics showing changing profiles with regard to the ageing population (sources: General Register Office for Scotland 2004, Age Population Projections and Scottish Neighbourhood Statistics 2009).

4.2 Consultation

4.2.1 Consultation took place with the following key consultees, namely:-

- (i) North Ayrshire Council;
- (ii) South Ayrshire Council;
- (iii) East Renfrewshire Council;
- (iv) Dumfries & Galloway Council;
- (v) Amey;
- (vi) Federations of Community Groups; and
- (vii) Business Representatives.

4.2.2 An updated “Summary of Responses Received” document setting out the various consultation responses received is provided at Appendix 2.

5. SITE VISIT

5.1 A site visit took place to the Gauchalland Roads Depot, Ayr Road, Galston, on Wednesday 13 May 2009, and a note of the site visit is provided at Appendix 3.

6. WITNESSES

6.1 An informal meeting with external witnesses took place on Thursday 28 May 2009, the witnesses in question being Shiona Johnston, Rehabilitation Co-ordinator and Georgie Garrick, Lead Falls Practitioner, both NHS Ayrshire and Arran; Andy Johnston and Sandy Phillips, Strathclyde Police Traffic Management Unit; and Katie Kelly, Partnership Facilitator. A note of the issues discussed is provided at Appendix 4.

6.2 Furthermore, the internal witnesses, being the Executive Director of Neighbourhood Services, and the Head of Roads and Transportation had the opportunity to input directly to the Committee’s considerations at a further informal meeting held on Friday 14 August 2009.

7. CONSIDERATION OF EVIDENCE

7.1 Members of the Governance & Scrutiny Committee at an informal meeting held on Friday 26 June 2009 gave initial consideration to consolidating the key issues for the review; and subsequently on Friday 14 August 2009, a further informal meeting was held during which Members of the Committee had the opportunity to consider all of the evidence gathered and to formulate conclusions and recommendations in respect of the review which would then be presented to Members of the Governance & Scrutiny Committee at their next meeting. To assist in their considerations, Members were provided with

a Briefing Note identifying the issues raised relative to the review during the preceding stages, to supplement the range of other documents/evidence, consultation responses etc as referred to above.

8. CONCLUSIONS

- 8.1 The Committee recognised the level and quality of work being carried out by Roads and Transportation in respect of policy and procedures; operational activity and joint working in respect of winter maintenance. During the review the Committee considered a full range of information as detailed above. The overall conclusions are summarised below with recommendations, where appropriate, detailed at section 9.
- 8.2 **Priority Routes – Carriageways.** As identified at paragraph 3.1, Roads and Transportation have an agreed prioritisation for the winter maintenance of carriageways. Currently 57% of the East Ayrshire network is covered compared to the Scottish average of 44%. The Committee recognised the above average coverage carried out, however, noted that a full review of the priority routes had not been undertaken since 1996 and as a result the Committee recommends that the Head of Roads and Transportation carry out a review of the current priority routes to ensure currency and continued efficiency. Due to the significant work in carrying out such a review it is anticipated that the completion date would be summer 2010.
- 8.3 **Priority Routes – Footways/footpaths and cycleways.** As identified at paragraph 3.1, Roads and Transportation have an agreed prioritisation for the winter maintenance of footways, footpaths and cycleways. The Committee recognised that the continuing priority required to be with the maintenance of roads, however, considered that a review of the current priority routes for footways and footpaths would be desirable, in particular to take cognisance of weather patterns in rural areas and the need to be flexible to local circumstances. In addition, the Committee recommends that consideration be given to the gritting of footways around areas identified by NHS Ayrshire and Arran as having a significant elderly population. Again, due to the significant work in carrying out such a review it is anticipated that the completion date would be summer 2010.
- 8.4 **Salt store in the Doon Valley.** The Head of Roads and Transportation advised as part of his presentation to Committee that salt was currently stored in two salt domes, located at Gauchalland Roads Depot in Galston and Underwood Roads Depot in Cumnock. The Committee acknowledged the improved storage and effectiveness of salt stored within the domes however expressed a desire for the Head of Roads and Transportation to explore the possibility of a storage site in the Doon Valley area. The Head of Roads and Transportation advised Committee of current investigations into the options for a temporary site at Scottish Coal's Chalmerston Open Cast Coal site which would be used during extreme/adverse weather conditions. Due to the fact that the salt would be stored outdoors the supply would be used for the treatment of footways only. The Committee endorsed this proposal however recognised that a number of factors would require to be resolved, for example,

insurance issues, welfare facilities and would ultimately be dependent on the good will of Scottish Coal.

8.5 Grit bins. After detailed consideration of the use, storage and maintenance of grit bins, the Committee, identified the need for the following action:

- removing litter from grit bins before refilling;
- keeping grit bins topped up with grit, as available;
- reviewing the position of grit bins across East Ayrshire; and
- exploring the possibility of purchasing lockable grit bins when purchasing new stock.

The Committee recommends that the Head of Roads and Transportation takes forward these actions.

8.6 Effectiveness of Salt. The Committee acknowledged the significantly greater levels of gritting which was required, and carried out, during the winter of 2008/09 compared to recent years, particularly during the severe weather which occurred during early December 2008. As a consequence of the severe weather conditions of December 2008, the Committee investigated the appropriateness and effectiveness of the salt/grit compound being used.

A number of alternative materials are available to the market with cost and environmental characteristics varying considerably. The Committee agreed that the current salt/grit compound being used accords with the relevant British Standard, is fit for purpose and as such provides Best Value.

8.7 Duty of Care to Staff and wider Public. The Committee noted Roads and Transportation's responsibilities in respect of the treatment of carriageways, footpaths, footways and cycleways. The Committee was however keen to ensure that appropriate systems were in place to ensure that all Council premises have appropriate arrangements in place to ensure a duty of care of staff and the general public in relation to the gritting of car parks, roads and related footpaths; consideration should also be given to the operational arrangements at the co-location facilities and PPP school campuses, in this regard.

As this sits outwith the responsibility of Roads and Transportation section, the Committee recommends that the Executive Head of Finance and Asset Management review the current arrangements to ensure that appropriate systems are in place.

The Committee further recommends that the Community Planning and Partnership Manager raise with Community Planning Partners the need to ensure, that similar systems are in place for all public premises for which they have responsibility.

8.8 Media and Communication. During the course of the review the Committee recognised the need to look at the potential to utilise the media to inform members of the public on the winter maintenance policy and the

arrangements to provide appropriate timeous warnings and guidance regarding freezing weather and hazards.

In addition, Committee highlighted the need to raise awareness, particularly with elderly residents, of the hazards associated with severe weather. Committee highlighted, in particular, the important role that Social Work had to play in supporting vulnerable residents and the wider elderly population during periods of severe weather.

As a consequence of the above discussions, Committee agreed that work was required to:

- ensure effective communication with the general public, particularly during severe winter conditions, and that a joint approach should be explored with Strathclyde Police;
- include information on winter gritting priorities on the Council's website;
- implement an information/communication campaign providing information on winter gritting; staying safe during severe spells of cold weather and falls prevention; and
- ensure that arrangements are in place to support vulnerable adults and elderly people during times of severe weather.

8.9 Partnership Working. As part of the review the Committee heard from the Falls Prevention Co-ordinator of NHS Ayrshire and Arran on the impact that a fall had on an individual and on the organisation. In addition, the Falls Prevention Co-ordinator provided Committee with a summary analysis of the demographics of the East Ayrshire area, highlighting areas across the authority where high levels of elderly people lived.

In addition, Strathclyde Police Road Traffic Officers provided information on the systems and procedures they utilised to ensure safety on the roads during cold weather spells.

The Community Planning and Partnership Manager also provided Committee with an overview of the range of services the Community Planning Partners had responsibility for which could have a positive impact on the review of winter gritting. The Community Planning and Partnership Manager further advised of the commitment of NHS Ayrshire and Arran to part fund a promotional leaflet around winter health and wellbeing.

8.10 Miscellaneous Freezing Hazards. During the course of the review the Committee identified a range of miscellaneous freezing hazards which had the potential to increase the risk of an accident. These included, water seepage from utilities, wheelie bin cleaners, car washes and the potential for residual water from responses to minor Fire incidents.

With regard to the latter issue, and as a result of discussions with Strathclyde Fire and Rescue a new protocol has been introduced to respond to such matters.

After further investigation, the utilities and car wash issues were deemed not to be of significant concern. The Committee however recommended that consideration be given to introducing specific licensing conditions to Street Trader licences in respect of 'Wheelie bin' cleaners to ensure all steps are taken to reduce the risk of freezing water and the impact on the environment.

- 8.11 European Working Time Directives.** During the site visit to Gauchalland it was acknowledged that the European Working Time Directive if introduced would have significant implications in terms of personnel management.

The Committee noted that this issue, if implemented, would require further consideration by Cabinet and was outwith the scope of this review.

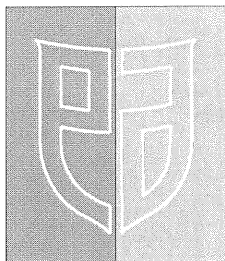
9. RECOMMENDATIONS

- 9.1** Having considered all of the information and evidence gathered during this review, the recommendations of the Governance & Scrutiny Committee are as follows, namely:-

- (i) the Head of Roads and Transportation be remitted to review the current priority routes for carriageways to ensure currency and continued efficiency; (anticipated timescale for completion Summer 2010);
- (ii) the Head of Roads and Transportation be remitted to review the current priority routes for footways, footpaths and cycleways to ensure currency and continued efficiency, consideration to be given to weather patterns in rural areas and the need to be flexible to local circumstances; in addition, consideration should be given to the gritting of footways around areas identified by NHS Ayrshire and Arran as having a significant elderly population; (anticipated timescales for completion Summer 2010);
- (iii) the Head of Roads and Transportation be remitted to explore the possibility of locating a small temporary salt store within the Doon Valley for use in emergencies for the gritting of footpaths;
- (iv) the Head of Roads and Transportation be remitted to review the system for cleaning, filling and maintaining 'grit bins';
- (v) the Executive Head of Finance and Asset Management be remitted to ensure that all Council premises have appropriate arrangements in place to ensure a duty of care of staff and the general public in relation to the gritting of carparks, roads and related footpaths; consideration should also be given to the operational arrangements at co-location facilities and PPP school campuses, in this regard;
- (vi) the Community Planning and Partnership Manager be remitted to raise with Community Planning Partners the need to ensure, that similar to recommendation (v) above, all public premises, which they have responsibility for, are appropriately gritted;
- (vii) the Council's Communication and Customer First Manager to work with colleagues across the Council and the wider Community Planning Partnership to implement an effective information/communication

- campaign on winter gritting; staying safe during severe spells of cold weather and falls prevention;
- (viii) the Head of Social Work be remitted to review the arrangements in place to support vulnerable adults and elderly people during times of severe weather, working in partnership with the Communication and Customer First Manager to ensure effective communication systems are in place;
 - (ix) the Head of Roads and Transportation work with the Communication Manager, Risk Manager and Strathclyde Police to ensure effective communication with the local press and radio, as appropriate, and information on gritting priorities are detailed on the Council's website;
 - (x) the Head of Legal, Procurement and Regulatory Services be asked to give consideration to including a section within the licence of 'Wheelie bin' cleaners to ensure all steps are taken to reduce the risk of freezing water and the impact on the environment;
 - (xi) the Chair, on behalf of the Committee, write to all external parties who have participated in, or contributed to, the review process, formally thanking them for their assistance, and providing a copy of this report; and
 - (xii) otherwise, to note the content of the report.

August 2009
GB/AN/JMCG/SN/SR



East Ayrshire COUNCIL

Roads & Transportation Division

**WINTER MAINTENANCE
PROCEDURES AND RESOURCES
2008 – 2009**

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EAST AYRSHIRE COUNCIL ROADS & TRANSPORTATION WINTER MAINTENANCE PLAN

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1.00 INTRODUCTION

- 1.01 East Ayrshire Council has a statutory obligation, under Section 34 of the Roads (Scotland) Act 1984, to take such steps as it considers reasonable to prevent snow and ice endangering the safe passage of pedestrians and vehicles over public roads which by definition includes carriageways, footways, footpaths, cycleways, pedestrian precincts, etc.
- 1.02 It is therefore the aim of East Ayrshire Council Roads & Transportation Division in respect of its maintenance service to:-
- i) provide a standard of service on public roads which will permit safe movement of vehicular and pedestrian traffic appropriate to the prevailing weather conditions and available resources.
 - ii) establish a pattern of working which will keep delays, diversions or road closures to a minimum during adverse weather conditions;
 - iii) conduct operations having regard to the requirement of the Health & Safety at Work Act 1974 and any other appropriate legislation.
- 1.03 Transport Scotland is the Roads Authority for all Trunk Roads in Scotland.
- 1.04 They have contracted Amey Infrastructure Services Ltd. to provide a maintenance service (including winter), on the A76 Trunk Road and on the A77 Trunk Road from the boundary with South Ayrshire at Spittalhill to Meiklewood Interchange at the north end of Kilmarnock.

Connect Road Operators are responsible for the M77 Motorway. Management and maintenance, including winter, is undertaken by Balfour Beatty Infrastructure Services, in a partnership arrangement with Connect.

The adjacent A77 from Fenwick to Floak at the boundary with East Renfrewshire is now the responsibility of East Ayrshire Council.

2.00 POLICY ON TREATMENT PRIORITIES

Because operational and financial resources are finite, East Ayrshire Council has defined the priorities for carriageway and footway/footpath treatment as follows:-

2.01 Carriageway Priorities

- i) Strategic Roads and Main Traffic Routes
 - A70 (Ayr/Cumnock/Muirkirk/Glenbuck)
 - A71 (Irvine/Kilmarnock/Darvel/Priestland)
 - A713 (Ayr/Dalmellington/Carsphairn)
 - A735 (Kilmarnock/Stewarton/Lugton)
 - A736 (Irvine/Lugton/Caldwell)
 - A759 (Kilmarnock/Troon)
 - A719 (Ayr/Galston/Waterside/A77)
 - A77 (Fenwick to Floak)

- ii) Access routes to Crosshouse Hospital; The Community Hospital and Holmhead Hospital, Cumnock; Main Police Stations and Fire Stations; Major Bus routes linking communities where considered appropriate by Roads Division.
- iii) 'B' class roads not included above. During term time one access route to the main gate of each secondary and primary school. Access to villages
- iv) Local concentrations of employment i.e. industrial estates.
- v) Other 'C' and unclassified public roads (minor rural, minor residential roads, etc.).
- vi) Prospectively maintainable roads and private roads.

2.01.02 The fixed gritting routes are pre-planned to ensure that during "routine" winter conditions priorities i) to iii), plus some of priority iv) & v) roads are treated in the first and second runs. However under more extreme conditions (heavy snowfalls or freeze/rain/freeze) gritters may have to concentrate on the highest priority roads until attention can be safely transferred to other roads.

2.01.03 The diversity of bus routes since deregulation, and the frequent changes and additions to the routes preclude the inclusion of all routes under priority ii).

2.01.04 The lowest category of priority v) & vi) roads would be treated during prolonged periods of adverse weather and all other routes have been treated. However resources would not permit all priority v) & vi) roads to be treated (particularly cul-de-sacs, etc.).

2.02 Footway/Footpath/ Cycleway Priorities

2.02.01 Due to the limited resources available, footways, footpaths and cycleways can only be treated when Roads Division consider this to be absolutely necessary (e.g. heavy snowfall or extensive icing), and they would normally only be treated during working hours.

2.02.02 Otherwise the following general principles would apply, for footways, cycleways and combined footway/ cycleways:

- i) Urban shopping areas and precincts.
- ii) Other areas of high pedestrian concentration.
- iii) Steep hills in housing areas and in the vicinity of old peoples' homes.

2.02.03 Cycleways remote from the public road will not normally be treated until the completion of priority footways, footpaths and combined footway/ cycleways, as prioritised above.

2.02.04 Arrangements have been made with Outdoor Amenities for treatment of some of the footways listed in paragraph 2.02.02 above during working hours when requested to do so by the Roads & Transportation Division.

3.00 ORGANISATION

- 3.01 The Head of Roads & Transportation is responsible for specifying the level of winter maintenance service and its implementation.
- 3.02 The Head of Roads and Transportation is responsible for appointing suitably qualified Winter Controllers, who undertake the day to day operational direction of the Winter Maintenance Service on a 24 hour basis.

4.00 EAST AYRSHIRE COUNCIL RESOURCES (ROADS)

4.01 General

- 4.01.01 The Business Manager (Roads Contracts) is responsible for ensuring necessary labour and plant is available to carry out winter maintenance operations.
- 4.01.02 The Business Manager shall also be responsible for advising the Head of Roads and Transportation of any matters, which may affect the ability deal with winter maintenance operations.
- 4.01.03 A number of reciprocal arrangements have been agreed for the treatment of roads in the vicinity of council boundaries. These agreements are reviewed regularly.
- 4.01.04 The Business Manager (Roads Contracts) shall issue out of hours rotas for supervisory staff and operatives to the Head of Roads and Transportation by 1st October. Any amendments will be forwarded thereafter without delay.

4.02 Labour

- 4.02.01 Special arrangements concerning the availability of labour resources for winter maintenance come into effect at the following times, although the periods may be extended should conditions warrant :-
- | | | |
|---------------------------|---|-----------------------------------|
| 0800 hrs on 23 October to | : | Partial standby i.e.: |
| 0800 hrs on 1 November | | 2 crews on standby in North Area. |
| | | 2 crews on standby in South Area. |
| 0800 hrs on 1 November to | : | Full Standby |
| 0800 hrs on 09 April | | |
| 0800 hrs on 09 April to | : | Partial standby i.e. |
| 0800 hrs on 16 April | | 2 crews on standby in North Area |
| | | 2 crews on standby in South Area |
- 4.02.02 In determining the labour resources required for winter maintenance cognisance is taken of this Division's objective to treat all routes defined in priority category i) (paragraph 2.01) before the commencement of the morning peak.

4.03 Vehicle Plant and Equipment

- 4.03.01 Prior to 1st November each year, the Business Manager (Roads Contracts) shall ensure that all equipment for salting roads and snow clearing is in working order and, where appropriate, that ancillary items can be fitted to vehicles without difficulty, e.g. ploughs set up on blocks to facilitate assembly. A report to this effect is to be submitted to the Head of Roads & Transportation.
- 4.03.02 The Business Manager (Roads Contracts) shall confirm that adequate communications systems are in place to maintain two way communication during the winter maintenance period.
- 4.03.03 A summary of vehicles, plant and equipment available for winter maintenance work is detailed in Appendix 'C'
- 4.03.04 The Business Manager (Roads Contracts) shall arrange for all winter maintenance vehicle and plant breakdowns to be recorded.

4.04 Salt

- 4.04.01 Salt is purchased by the Roads & Transportation Division, with deliveries to salt domes within Gauchalland and Underwood depots.
- 4.04.02 During the season, the Head of Roads & Transportation will arrange for a regular check to be made on the amount of salt used and for stocks to be augmented as necessary.
- 4.04.03 Small quantities of salt for use by East Ayrshire residents can be collected from Gauchalland Roads Depot, Galston or Underwood Depot, Auchinleck Road, Cumnock. The salt should normally be taken from the grit bins located out with the depot gates, using the resident's own container.
- 4.04.04 The specification requirements for Road Salt are contained within BS3247.
- 4.04.05 The quantity of salt held in stock at 1st October 2008 is detailed in Appendix 'C'.

4.05 Grit Bins

- 4.05.01 Grit bins for use by all road users are laid out at known trouble spots (i.e. at steep gradients or junctions with a history of problems). They are not generally placed on precautionary routes, and where they are, they are intended to aid speed of response and for self-help on footways.

5.00 OTHER RESOURCES

- 5.01 During adverse weather conditions, the Business Manager (Roads Contracts), after consultation with the Head of Roads & Transportation shall, if necessary, augment his resources by the use of other sections of East Ayrshire Council, contractors, plant hirers and farmers at rates agreed prior to engagement by East Ayrshire Council. Refer Appendix 'C'. The Head of Roads & Transportation shall be advised, as soon as practicable, of external resources engaged as a result of decisions made out with normal working hours.
- 5.02 In emergency situations agreements have been made with adjoining councils to assist each other with plant, labour and materials.
- 5.03 The Head of Roads & Transportation will provide an adequate supply of salt to Outdoor Amenities to permit the treatment of agreed footways.

6.00 METEOROLOGICAL REPORTS

- 6.01 East Ayrshire is a Member of the West of Scotland Local Authority Weather Service Consortium, who have contracted MeteoGroup UK Ltd as the Weather Service Provider, to provide weather forecasting information during the winter period.
- 6.02 The Head of Roads & Transportation shall confirm that arrangements have been established to ensure that the Winter Controllers receive the daily weather forecasts provided by the Weather Service Provider at 1200 hours and at 1900 hours, throughout the working week, at weekends and on public holidays from 1st October to the 15th May. A forecast will be issued for each of the two operational areas shown in Appendix 'A'. In order that modifications to the forecasts can be issued out-of-hours, the Head of Roads shall provide the telephone numbers of the Winter Controllers responsible on a rota basis to the Weather Service Provider, for initiating action out with normal working hours. Thereafter, it is the responsibility of those persons to take action including the calling out of standby staff to undertake salting/snow clearing.
- 6.03 The Roads & Transportation Division's personnel have the facility at any time to contact the Weather Service Provider for advice or clarification of forecasts.
- 6.04 Supplementary information is also available from Meteorological Outstations as detailed in Appendix 'A'.

7.00 ROAD CONDITION REPORTS

- 7.01 During periods of adverse weather, the Business Manager (Roads Contracts) shall issue reports on road conditions to the Head of Roads & Transportation by 0915. These reports shall be updated as necessary depending on changing circumstances.

8.00 ROAD CLOSURES

- 8.01 The Police are responsible for ensuring that the Emergency Services, Motoring Organisations, Bus Operators and the Media are advised of all road closures.
- 8.02 If a road closure is instigated by Roads Contracts, the Business Manager must immediately advise the Police. The necessary signing for all closures shall be placed as soon as practicable by the Business Manager, who will also keep adjoining Councils informed of the situation on Principal through routes.

9.00 STATEMENTS TO THE MEDIA

- 9.01 The Executive Director of Neighbourhood Services shall deal with statements to the Press, Radio and Television regarding road conditions throughout the Council area. However, the Head of Roads & Transportation is authorised to respond to the press on matters relating to local road conditions.

10.00 LIAISON WITH THE POLICE

- 10.01 In recognition of the role of the Police during difficult weather conditions, the Head of Roads & Transportation shall take steps to advise them of forecasts relating to medium or heavy snowfall. Where practicable, the Police shall also be informed in advance of East Ayrshire Council's proposed operations.
- 10.02 The Business Manager (Roads Contracts) shall request appropriate assistance from the Police when moving equipment, arranging road closures and dealing with abandoned vehicles.
- 10.03 When required the Police shall make contact with the supervisory staff through the R.A.L.F. telephone number 0800 37 36 35.
- 10.04 Reports from the Police regarding dangerous road conditions shall be acted upon by the Business Manager (Roads Contracts) or designated staff on standby as soon as is practicable, having regard to priorities in this document and the conditions pertaining throughout the Council area.

11.00 CROSS BOUNDARY ARRANGEMENTS

11.01 As East Ayrshire Council boundaries do not always coincide with convenient turning points at the end of gritting routes reciprocal arrangements have been agreed with adjoining Councils and Trunk Road Contractors for the gritting routes to be continued short distances to appropriate turning points

12.00 VEHICLE ROUTES

12.01 From local knowledge and the resources available, routes are drawn up by the Head of Roads & Transportation on the basis of the priorities listed in paragraph 2.01. However in order to minimise unproductive mileage, some roads in a lower category may be treated out of sequence. This may also occur when conditions vary throughout the Council area.

12.02 A complete set of route cards shall be kept in the Roads & Transportation Area Offices, with a copy of the appropriate set being held in Gauchalland Depot, Galston and Underwood Depot, Cumnock.

13.00 DECISION MAKING

13.01 On receipt of an adverse forecast from the Weather Service Provider, the duty Winter Controller, shall give consideration to precautionary salting of roads. When conditions warrant consultation shall be made with Roads Contracts duty staff.

13.02 The response and treatment times for precautionary salting for priority routes are:

- i) Response time: The period following the decision to begin treatment and the vehicles leaving their depots should not be greater than one hour.
- ii) Treatment Time: The period between the vehicles leaving the depot and the completion of treatment should not be greater than three hours, subject to 13.03 below.

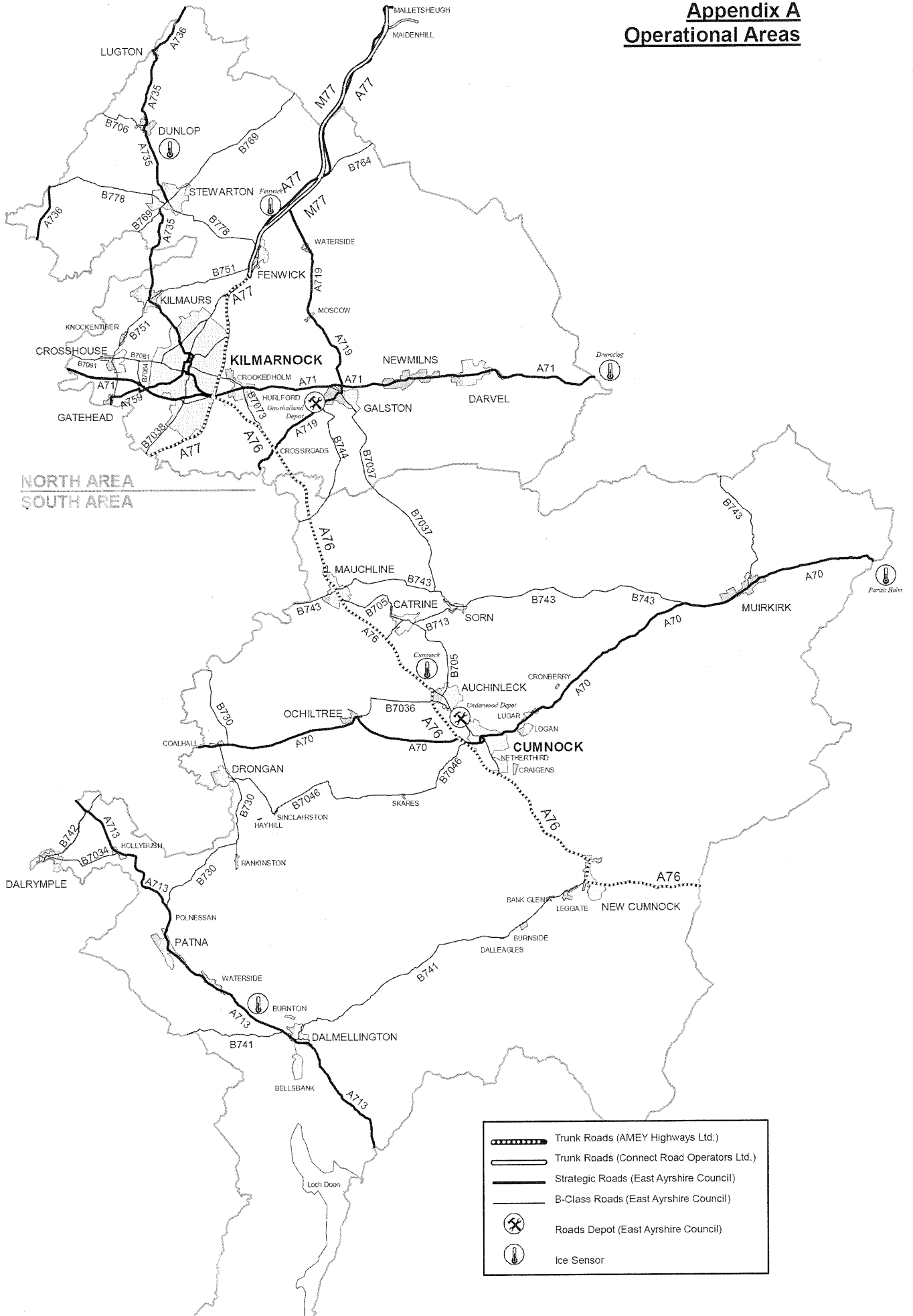
13.03 Priority routes are designed to cover Council roads to provide the best possible standard of service and to minimise 'dead' travelling time. The combined response and treatment time may exceed three hours on certain Council routes because of geographical constraints.

- 13.04 Consideration for an early morning patrol will be given, by the duty Winter Controller, when there has been an overnight forecast of possible adverse road conditions (conditions resulting from hoar frost, black ice, snow, ice, sleet, freezing fog or freezing rain) and no treatment has commenced on that route after midnight. The early morning patrol is to have left operational depots by 0500 hours and will be made by crew(s) with vehicles suitably equipped to treat adverse road conditions if found.
- 13.05 The early morning patrol will take place either on condensed version of precautionary salting routes (Patrol Routes) or on the full precautionary salting routes at the direction of the duty Winter Controller.
- 13.06 Refer to Appendix 'D' for a flow chart of the decision making and reporting process.

14.00 SNOW CLEARING

- 14.01 On receipt of a weather warning predicting medium (25-100mm) deep or heavy (over 100mm deep) snowfalls, the Business Manager (Roads Contracts) shall ensure that snowploughs are fitted to appropriate vehicles as soon as practical.
- 14.02 During periods of heavy snowfall, consideration shall be given to ensuring access to outlying villages not on strategic and main routes as defined in 2.01i).

Appendix A
Operational Areas



EAST AYRSHIRE COUNCIL

<u>Non-Trunk Roads</u>	
During Normal Working Hours	Outwith Normal Working Hours
<p>East Ayrshire Council NORTH AREA Roads & Transportation Division, Council Offices, Greenholm Street, Kilmarnock, KA1 4DJ</p> <p>Tel: (01563) 576 310 Fax: (01563) 576 312</p>	<p>R.A.L.F. Roads & Lighting Faults 24 hour, 7 days per week</p> <p>Tel:(0800) 37 36 35</p>
<p>East Ayrshire Council SOUTH AREA Roads & Transportation Division, Council Offices, Lugar, Cumnock, KA18 3JQ</p> <p>Tel: (01563) 555 337 Fax: (01563) 555 331</p>	

<u>A76 & A77 Trunk Roads</u>	
<p>AMEY infrastructure Services Ltd</p> <p style="text-align: center;">Bargeddie Office, Langmuir Road, Bargeddie, North Lanarkshire, G67 7TU</p>	<p>Connect Road Operators M77/GSO</p> <p style="text-align: center;">Operations Centre Maidenhill Ayr Rd Newton Mearns Glasgow G77 6RT</p>
TEL: (0800) 028 14 14	

Appendix C
Summary of Winter Maintenance Resources for Council Roads

<u>Description</u>	<u>Type</u>	<u>Number at Gaughalland</u>	<u>Number at Underwood</u>	<u>Total</u>
Vehicles	UniBody 55	6	5	11
	Multispread 45	3	2	5
	UniBody LF	1	1	2
	Loading Shovel	1	1	2
Tractors	Footway	3	2	5
	Carriageway	2	1	3
Gritting Units	Demounts	2	1	3
Snow Blower	Trailer	1	1	2
Grit Bins		273	122	395
Salt Stocks	Tonnage at 01/10/08	846 tonnes	902 tonnes	1748 tonnes
Manpower (On Standby)		31	24	55

Note: When necessary labour, vehicles, plant and equipment from other Council Departments, farmers, plant hirers and contractors will be used to supplement above resources

**Appendix D
Procedural Flow Chart**

**EAST AYRSHIRE COUNCIL – ROADS AND TRANSPORTATION DIVISION
WINTER MAINTENANCE - WORKS INSTRUCTION AND RECORDING PROCEDURE WM01**

WINTER CONTROLLER
(WITHIN OFFICE HOURS)
MONDAY TO FRIDAY

WINTER CONTROLLER
(OUTWITH OFFICE HOURS)

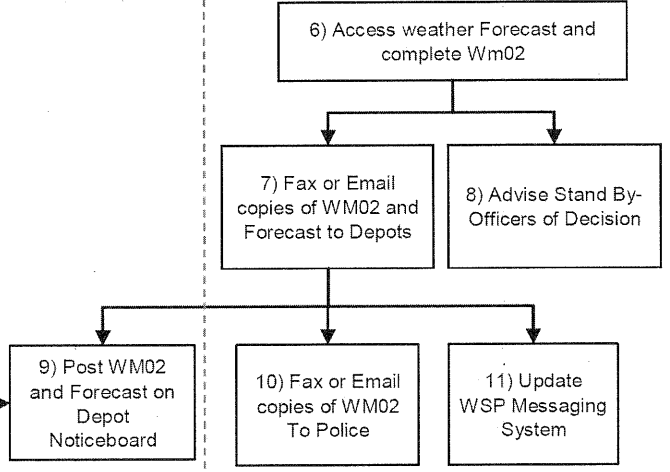
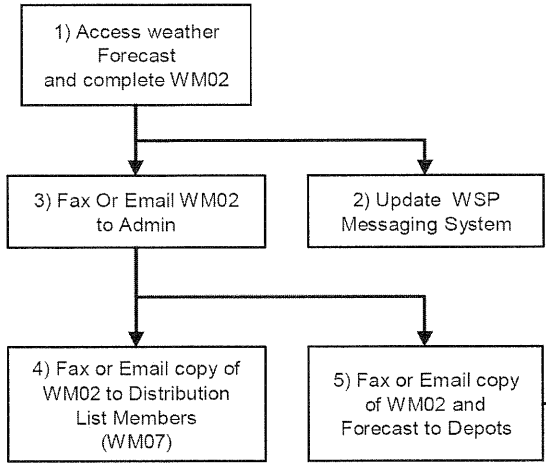
MON TO FRI

SATURDAY / SUNDAY / PUBLIC HOLS

MID-DAY

EVENING

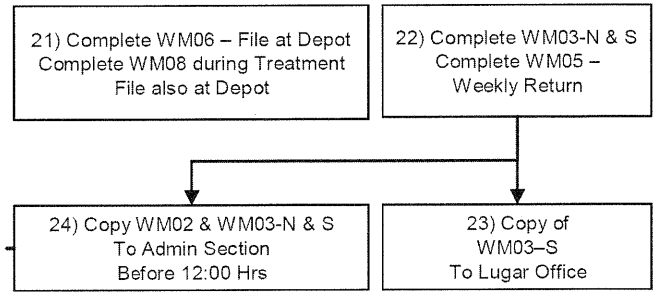
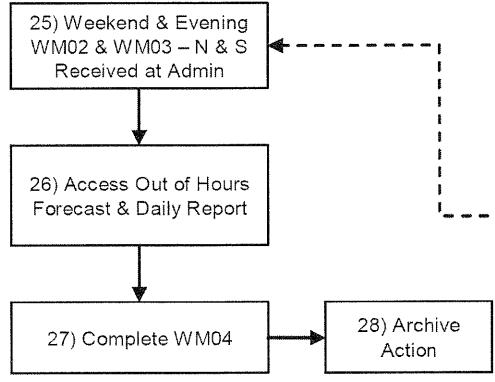
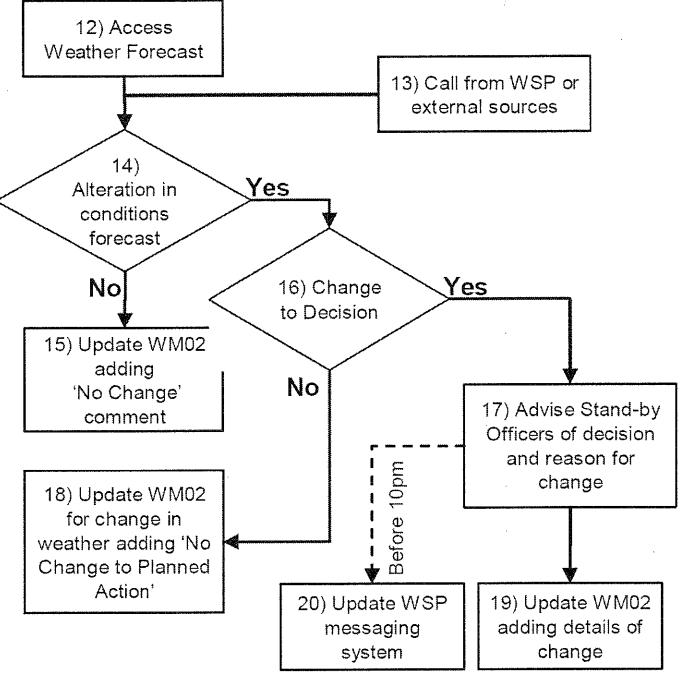
NEXT WORKING DAY



Schedule of action sheets

- WM01 THIS SHEET
- WM02 DECISION & WORKS INSTRUCTION
- WM03 N. OPERATIONS REPORT - NORTH AREA
- WM03 S. OPERATIONS REPORT - SOUTH AREA
- WM04 OPERATIONS REGISTER
- WM05 SALT RECONCILIATION
- WM06 DRIVER SALT RETURNS
- WM07 DECISION DISTRIBUTION SCHEDULE
- WM08 GRITTING LOG

**WEATHER CONTROLLER COMPLETES WM02
WSP - WEATHER SERVICE PROVIDER
NUMBERING IS NON SEQUENTIAL**



WM01 - Version 1 Apr 06

GOVERNANCE AND SCRUTINY COMMITTEE: REVIEW OF THE COUNCIL'S WINTER EMERGENCY RESPONSE POLICY: CONSULTATION

SUMMARY OF RESPONSES RECEIVED

1. ROADS AUTHORITIES

<u>Respondent</u>	<u>Comment</u>
(a) Ronnie Small Head of Infrastructure and Design Services North Ayrshire Council	<ul style="list-style-type: none"> • General understanding is that both Councils' policies are broadly similar in relation to priorities, time for treatment, type of treatment, number of gritters, percentage of network cover etc - therefore no inherent weakness in general terms; • North Ayrshire Council policy covers more than treatment of snow and ice in that general information relating to flooding such as the issue of sandbags etc is covered and also the Council's procedure for the operation of coastal and tidal flood barriers - there has been a Service-led process to extend the emergency response procedure on a wider basis and this has resulted in the document name being changed to Weather Response rather than Winter Response; • Some time ago, North Ayrshire Council considered the likely cost of developing a proactive approach to footway treatment rather than the current reactive procedures, however, this was not pursued on financial grounds. Nonetheless, consideration is being given to a more restricted approach relating purely to major settlement/town centre treatment; • Even with climatic change, last winter proved that there is a requirement to retain a large scale winter response fleet and North Ayrshire Council have been looking at the possibility of extending the Weather Response procedure to cope with wetter and windier conditions as opposed to frost and snow; • A copy of North Ayrshire Council's "Winter Service and Weather Emergencies Procedures and Resources 2008/2009" document, is appended at Annex 1.
(b) William Barker Operations Manager - Infrastructure and Commissioning Dumfries and Galloway Council	<ul style="list-style-type: none"> • The priorities adopted by East Ayrshire Council are similar to those adopted for Winter Service Operations in Dumfries and Galloway; • Information circulated to the public and Elected Members by Dumfries and Galloway Council setting out the priorities also includes a map showing roads which are treated; • A significant strength of Dumfries and Galloway Council's arrangements is the adoption of a clearly documented policy which, together with operational guidance and data, forms

the Council's Winter Service Operations Plan. Treatment routes are based on objectively assessed criteria for each road or road section and once "scored" road sections are combined into primary and secondary salting routes using specialist route optimising software. The use of climatic domains and a network of ice prediction sites allows more detailed winter weather forecasting and better informed decision making;

- The age and size of the Council's vehicle fleet may be considered to be a weakness. The road maintenance fleet is quite old with a consequential higher risk of breakdowns although this is to be addressed in the near future;
 - Another weakness may relate to the Winter Service decision making which is undertaken in four separate operational offices and during this last winter season, it was felt that decisions were made at too junior a level. The geographic spread is mitigated by the use of a web enabled action instruction and reporting system which allows co-ordination and automatic transmission of instructions to depots and also to stakeholders. The system is also used to record actual action-timings, salt usage, vehicle and driver details. It is the intention that decision making will be at a more senior level in future;
 - Dumfries and Galloway Council have decided that a full review of winter service operations and arrangements should be undertaken before the start of the next winter season;
 - A copy of Dumfries and Galloway Council's "A Guide to Winter Service Operations in Dumfries and Galloway" is provided at Annex 2.
- (c) Charles Armstrong
Network Manager
Environment Department
East Renfrewshire Council
- East Ayrshire Council's policy on winter maintenance is very similar to East Renfrewshire Council's which the respondent is satisfied, meets the needs of the Council and can be implemented within the budget available for road maintenance;
 - The strengths of East Renfrewshire's Winter Maintenance Policy are:-
 - Meets the requirements of the Council's statutory duty relating to the Roads (Scotland) Act 1984;
 - Meets the recommendations of the Code of Practice for Highway Maintenance Management, Well Maintained Highways 2005;
 - Protects the Council against public liability claims;
 - Substantially meets the needs of the road network users;
 - Provides a 24 hours, 7 day service during the winter period;
 - High ratio of road length included in the gritting operations;
 - Policy and practice clearly defined in the Winter Maintenance document;
 - Membership of weather forecast provider consortium leading to consistent and excellent communications with neighbouring authorities;
 - The perceived weaknesses of East Renfrewshire Council's Winter Maintenance Policy are:-

- Does not fully meet the road users' very high expectations during prolonged snow and freezing conditions;
- Other parts of the Roads Service suffer due to drivers' hours restrictions during the winter period;
- The policy does not cover all Council areas, eg Housing Services footways and footpaths. Only the roads and footpaths which are on the Roads Register and some car parks are included;
- No cost consistency for budgeting, ie depends on severity of winter/number of callouts and this can lead to significant annual variations in spend;
- Availability of winter maintenance operatives is at minimum level.
- East Renfrewshire currently has no proposals to extend their service delivery, however, the service is reviewed annually with a view to best practice and the Council is continuing to keep abreast of any developments through industry conferences and exhibitions along with benchmarking its service with APSE and CELTIC benchmarking groups.
- In general terms the East Ayrshire Council Winter Policy Document 2008/09 is similar to the one approved by South Ayrshire Council. Each year, South Ayrshire Council publish a separate Winter Policy and Winter Plan which are available to view on the Council's website.
- South Ayrshire Council's Winter Policy and Plan documents are currently being reviewed and a report will be prepared for the Council seeking approval of both documents before the start of the 2009/2010 winter maintenance season.
- The main differences between the Councils' current Winter Policy documents are considered to be as follows, namely:-

(d) South Ayrshire Council

<u>South Ayrshire Council</u>	<u>East Ayrshire Council</u>	<u>Comments</u>
SAC have Priorities 1-9 for Carriageway Treatment.	EAC have Priorities 1-6 for Carriageway Treatment	SAC are reviewing the number of carriageway treatment priorities for 2009/10.

In SAC footways are treated by overspill from carriageway treatment except for those footways and footpaths on the route covering part of the pedestrianised area of Ayr Town Centre. EAC have limited resources to treat footways, footpaths and cycleways. SAC also have limited resources for treating footway, footpaths and cycleways. The 2009/10 policy document will be amended to reflect these circumstances.

SAC state treatment EAC do not state any Treatment guidelines in the guidelines for precautionary treatment guidelines. Policy document may be of carriageway salting spread use when defending third rates and the treatment of party liability claims snow.

- The strengths of South Ayrshire Council's Winter Maintenance Policy are considered to be, namely:-
 - Annual review of previous season's winter maintenance operations;
 - Winter Policy and Plan documents updated annually and published on South Ayrshire Council website;
 - Treatment of footways and footpaths in pedestrianised area of Ayr Town Centre by brine sprayer in partnership with Peacock Salt since 2006;
 - Experienced staff are involved in the delivery of the Winter Maintenance Service;
 - Gritting operatives are trained to SVQ Level 2 in Winter Maintenance;
 - Reciprocal arrangements with neighbouring local authorities through the Business Continuity Plan to provide a Winter Maintenance Service;
- The weakness of South Ayrshire Council's Winter Maintenance Policy and arrangements are considered to be as follows, namely:-
 - No gritting vehicle tracker system;
- The main proposal which South Ayrshire Council have to enhance delivery of their Winter Maintenance Service is the procurement, together with North Ayrshire Council, of a gritting vehicle tracking and reporting system. This system, which is scheduled to go live in October 2009, will be web based and it will enable the Council to fully manage gritting routes, produce reports on gritting activities and robustly defend Third Party Liability claims against the Council for roads allegedly not being gritted.

(e) Amey

Amey have provided the following comments on East Ayrshire Council's Winter Emergency Response Policy, namely:-

- The Policy clearly identifies the priority order of routes and treatments and reasons behind each particular priority;
- The Policy makes clear that it is not guaranteed to have all routes ice or snow free;
- The Policy does not make comment in respect of any outside aid that may be available to East Ayrshire Council Roads Departments from other Departments, adjacent Councils or farmers etc;
- The Policy states that footways will only be treated when absolutely necessary and while priorities are clearly defined, it does not make clear that all treatment will be "reactive"

and not preventative.

2. FEDERATION OF COMMUNITY GROUPS/ BUSINESS REPRESENTATIVES

Respondent

Community Planning Federations/
Business Representatives
(through 'Survey Monkey' tool)

Comment

See briefing note - "Outcome of consultation with the Stakeholders including the Federation of Community Groups" provided at Annex 3.

22 June 2009

SN/FM



NORTH AYRSHIRE
COUNCIL

INFRASTRUCTURE & DESIGN SERVICES

WINTER SERVICE and WEATHER EMERGENCIES PROCEDURES & RESOURCES

2008 – 2009

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1. INTRODUCTION

North Ayrshire Council has a statutory obligation, under Section 34 of the Roads (Scotland) Act 1984, to take such steps as it considers reasonable to prevent snow and ice endangering the safe passage of pedestrians and vehicles over public roads which by definition includes carriageways, footways, footpaths, pedestrian precincts, etc.

It is therefore the aim of North Ayrshire Council in respect of its winter service and weather emergencies to:-

- (i) provide a standard of service on public roads which will permit safe movement of vehicular and pedestrian traffic appropriate to the prevailing weather conditions;
- (ii) establish a pattern of working which will keep delays, diversions or road closures to a minimum during adverse weather conditions;
- (iii) conduct operations having regard to the requirements of the Health & Safety at Work Act 1974 and any other relevant enactments.

North Ayrshire Council has no responsibility for the treatment of trunk roads. From 1st April 2001, the contract for management and maintenance of the trunk roads in Scotland has been awarded by the Scottish Executive Development Department to the private sector. The successful contractor for the South West of Scotland is Amey Infrastructure Services and the roads involved in North Ayrshire are as follows:-

A78 full length from Meadowhead roundabout, Dundonald to Inverclyde boundary at Skelmorlie;

A737 Dalry Road, Kilwinning to Renfrewshire boundary;

A738 Byres Road, Kilwinning to Pennyburn roundabout.

All winter gritting and snow clearing operations on these roads will be the responsibility of Amey Infrastructure Services. North Ayrshire Infrastructure and Design Services and Amey Infrastructure Services will liaise on a regular basis during periods of adverse weather in order to provide the best possible service to the travelling public.

North Ayrshire Council are also responsible for the management and operation of the coastal flood prevention schemes at Largs and Saltcoats. It is the aim of the Council to close the flood gates on the promenade and erect the flood barriers at Largs Pier in advance of predicted severe weather with minimum disruption to promenade users and the Largs to Cumbrae ferry. Coastal flooding can occur at any time and, accordingly, it is the aim of the Council to provide this service throughout the year.

2. POLICY ON TREATMENT PRIORITIES

North Ayrshire Council has defined the priorities for carriageway and footway/footpath treatment as follows:

2.1 Carriageway Priorities

- Priority 1: All 'A' and 'B' routes
- Priority 2: Access to main hospitals, police and fire stations as well as main bus routes where considered appropriate in consultation with Strathclyde Passenger Transport;
- Priority 3: Some 'C' class roads, access routes to the main gate of primary and secondary schools during term time;
- Priority 4: Local concentrations of employment, such as industrial estates;
- Priority 5: Access to isolated villages;
- Priority 6: Other 'C' class and unclassified public roads (minor rural and minor residential);
- Priority 7: Prospectively maintainable and private roads.

Fixed gritting routes are pre-planned to ensure that during "routine" winter conditions, priorities 1 to 3 plus some priority 4 to 6 will be treated. However, under more extreme conditions (heavy snowfalls or freeze/rain/freeze cycles) gritters may have to concentrate on the higher priority roads until attention can be safely transferred to other roads. The lowest categories (minor rural and minor residential roads etc.,) will be treated using available gritters if conditions persist and all other routes are clear where instructed by the Head of Infrastructure and Design. Resources may not permit the treatment of all lower category roads (particularly cul-de-sacs). Priority 7 roads will only be treated if the Head of Infrastructure and Design considers the public network is satisfactory or that an emergency situation has arisen.

2.1.1 Cumbrae

Infrastructure and Design Services have no Roads Operatives based on the Isle of Cumbrae, however arrangements have been made with Cleansing and Ground Maintenance to carry out gritting operations. Treatment on Cumbrae is reactionary and is determined by the Island Officer based on the weather forecast and conditions encountered.

2.2 Footway/Footpath Priorities

With limited resources available footways and footpaths will only be treated when the Head of Infrastructure and Design Services considers this to be absolutely necessary (e.g. heavy snowfall or extensive icing). They will normally only be treated during normal working hours. It is unlikely that they will be treated during public holidays.

Otherwise the following priorities will apply:-

- i. Urban shopping centres and precincts;
- ii. Steep hills in housing areas and in the vicinity of old people's homes;
- iii. Other areas of high pedestrian concentration.

Infrastructure and Design Services has insufficient manpower resources to treat footways and arrangements have been made with the Council's Ground Maintenance Section to assist with treatment of footways during normal working hours.

3. ORGANISATION

The Head of Infrastructure and Design Services is responsible for specifying the level of winter service required, whilst the Network Manager is responsible for implementing this service.

4. NORTH AYRSHIRE COUNCIL RESOURCES (ROADS)

4.1 General

It is the responsibility of the Head of Infrastructure and Design Services to define the level of service to be provided within his sphere of operations and to issue appropriate works orders to the Network Manager to provide the necessary labour and plant for winter operations.

The Network Manager shall thereafter be responsible for advising the Head of Infrastructure and Design Services of any matters which may affect his ability to deal with adverse weather conditions e.g. labour disputes, extensive plant breakdowns etc.

Arrangements have been made with Network Management Operations to provide labour resources for the Winter Service and Weather Emergencies for the period 30th October 2008 to 16th April 2009. This period may be extended beyond the given dates if conditions warrant such action. These arrangements include home stand-by which is activated by the designated Winter Supervisor when instructed by the Winter Controller or as the result of hazardous road conditions being reported.

4.2 Labour

A proportion of the roads labour force will be on stand-by for winter service operations out of normal working hours, with the remainder on call out if necessary. This allows evening and early morning precautionary salting to be carried out to treat dangerous roads before the morning rush hour.

In determining the labour resources required for the winter service, cognisance is taken of the objective to treat all main roads before the commencement of the morning peak period.

4.3 Vehicle Plant and Equipment

Prior to commencement of winter service operations, the Network Manager will ensure that all equipment for salting roads and snow clearing is in working order and,

where appropriate, that ancillary items can be fitted to vehicles without difficulty, e.g. ploughs set up on blocks to facilitate assembly. The above procedure should also be applied to vehicles and plant available under contract for the winter service.

The Network Manager will ensure that all vehicles engaged in the winter service are equipped with radios or other appropriate communication devices to allow contact to be maintained between the depot and operators. Superintendents have mobile telephones. There is also a vehicle tracking system fitted and operational in all vehicles.

A summary of vehicles, plant and equipment available for the winter service work is detailed in Appendix C.

Prior to the commencement of the winter service the Supervisory Engineer, Flooding and Structural Design, will organise a trial closure of the flood gates and erection of the de-mountable barriers at the Largs and Saltcoats Flood Prevention Schemes. This is to ensure that the gates and barriers remain in full working order and that all staff are familiar with the process.

4.4 Salt

Salt is purchased through an annual purchase contract (currently let by South Ayrshire Council and servicing several other local authorities). Mainland salt deliveries are stored in the salt barn within the Goldcraigs Depot.

During the season, the Head of Infrastructure and Design will arrange for a weekly check to be made on the amount of salt used and for stocks to be augmented as necessary.

At Goldcraigs Depot, small quantities of salt are available for issue free of charge to the public, subject to their supplying a suitable container.

The anticipated salt stock level at commencement of winter is given in Appendix B.

5. OTHER RESOURCES

During adverse weather conditions, the Network Manager, (after consultation with the Head of Infrastructure and Design Services), shall, if necessary, augment his resources by the use of personnel from other departments of North Ayrshire Council and contractors at rates agreed prior to engagement. The Head of Infrastructure and Design Services should be advised, as soon as practicable, of external resources engaged as a result of decisions made outwith normal working hours.

The Head of Infrastructure and Design Services will provide a supply of salt to the Council's Ground Maintenance Section to permit the treatment of agreed footways/footpaths.

6. WEATHER FORECASTING

North Ayrshire Council has appointed MeteoGroup UK Ltd as their weather forecast provider. During the winter service period MeteoGroup UK Ltd will provide a weather forecasting service to monitor road and weather conditions. MeteoGroup UK Ltd receive, monitor and interpret, climatic, ice prediction and weather radar information on a continuous basis and provide detailed weather forecasts on a daily basis from 1st October 2008 until 15th May 2009.

SEPA operate a coastal flood warning system for the Firth of Clyde. If storm surges and coastal flooding are predicted, SEPA provide advance warning to the Council by fax and e-mail and also through their Floodline service which is available on the web or by phone. This service is available all year round.

7. DECISION MAKING

The Head of Infrastructure and Design Services will appoint suitably trained and experienced personnel as Winter Controller.

During the winter season the Winter Controller will receive the weather forecast around 12.00 hours and decide on the treatment to be carried out. The Winter Controller will check the treatment decision of neighbouring authorities for consistency and reconsider if necessary. The weather forecast provider will provide an evening forecast around 19.00 hours and if this update indicates any change in the forecast the Winter Controller will amend the decision accordingly and advise the Winter Supervisor.

For out of office hours, Saturdays, Sundays and public holidays the Head of Infrastructure and Design Services shall provide the weather forecast provider with contact telephone numbers of the on duty Winter Controller. If the forecast conditions change from good to adverse at any time then the weather forecast provider will phone the Winter Controller either at work or at home as appropriate. Thereafter, it is the responsibility of the Winter Controller to take action including the calling out of stand-by squads to undertake salting/snow clearing.

Winter Controllers have the facility at any time to contact the weather forecast provider for advice or clarification of forecasts.

These arrangements will apply from 16th October 2008 to 16th April 2009.

The Head of Infrastructure and Design Services will appoint suitably trained staff and experienced personnel to manage the coastal flood prevention schemes at Largs and Saltcoats. During the winter season, this will be the Winter Controller.

8. ICE PREDICTION

8.1 In addition to the weather forecast information referred to previously, Infrastructure and Design Services has available further information from sensors which have been installed at the locations listed below:-

- A78 Ardrossan
- A737 Highfield
- A760 Catburn
- A735 Near Dunlop
- B880 Arran, summit of The String

The sensors provide current details of road and air temperatures and indicate the presence of moisture thereby identifying locations that icing has occurred or where there is a risk that icing will occur.

By utilising the data from these sensors the weather forecast provider is able to supplement their forecast by producing site specific forecasts. The above information

is available to the Winter Controller via computer link 24 hours a day throughout the winter period.

9. ROAD CONDITION REPORTS

During periods of adverse weather, the Network Manager shall pass reports on road conditions to the Head of Infrastructure and Design Services by 09.45 hours. These reports should be updated as necessary depending on changing circumstances.

10. STATEMENTS TO THE MEDIA

The Head of Service or the Corporate Director Property Services will deal with statements to the Press, Radio and Television regarding road conditions throughout the area.

11. ROAD CLOSURES

Where it is considered that a road is rendered unsafe due to adverse winter conditions then the Police or persons acting on behalf of the Chief Constable will arrange to have the road closed and advise the on-duty Winter Supervisor as soon as possible of their actions. Appropriate measures will also be taken to re-direct traffic and to ensure that the necessary signs are put in place. When the road affected is a through route the adjoining Councils will be kept informed. Police will advise the other emergency services (Ambulance & Fire) of the closures.

Prior to signing diversionary routes, the capacity of the roads and the headroom and weight restrictions of structures should be checked with the Winter Controller to ensure that they are adequate.

12. LIAISON WITH THE POLICE

Infrastructure and Design Services will ensure liaison with the Police, particularly during periods of severe weather.

Where practicable, the Police will be informed in advance of North Ayrshire Council's proposed operations. Similarly arrangements have been made for exchanging information on proposed actions with neighbouring authorities.

Where necessary Infrastructure and Design Services will request appropriate assistance from the Police when moving equipment, arranging road closures and dealing with abandoned vehicles.

Reports from the Police regarding dangerous road conditions should be acted upon by the Winter Supervisor as soon as practicable, having regard to priorities in this document and the conditions pertaining throughout the area.

13. CROSS BOUNDARY ARRANGEMENTS

Because the Council boundaries do not always coincide with convenient turning points at the end of gritting routes, arrangements have been drawn up with all adjacent authorities for the gritting routes to be continued short distances to appropriate turning points. See (Appendix D).

14. VEHICLE ROUTES

From local knowledge and the resources available, routes are drawn up by the Head of Infrastructure and Design Services on the basis of the priorities listed in Paragraph 2.1. However, in order to minimise unproductive mileage some roads in a lower category may be treated out of sequence. This may also occur when conditions vary throughout the area.

A complete set of route cards will be kept in the Head of Infrastructure and Design Services offices, with an appropriate set being held in Goldcraigs Depot.

Treatment of precautionary salting routes should be completed within three hours of planned start time under routine conditions. When the Winter Controller instructs immediate winter service operations, the response time to start treatment should be within one hour.

It should be noted that gritting routes are either at or close to capacity and it is unlikely that any additions to routes could be considered without additional finance and human resources.

15. PRECAUTIONARY SALTING

On receipt, within normal working hours, of a forecast from the weather forecast provider warning of frost, freezing or snow conditions, the Winter Controller in consultation with the Network Manager, shall give consideration to precautionary salting of main roads.

Where such a warning is received outwith normal working hours, the Winter Controller has delegated authority to activate call-out procedures as indicated in paragraph 7.

16. SNOW CLEARANCE

On receipt of a weather warning predicting medium (25 - 100 mm deep) or heavy (over 100 mm deep) snowfalls, the Network Manager where appropriate, will recall to depots such vehicles capable of being equipped with snowploughs.

Where slush is formed, this shall be removed as soon as practicable to avoid the risk of rutting should there be a further significant fall in road temperatures which might result in freezing conditions.

17. GRIT BINS

There are approximately 160 grit bins in North Ayrshire which are located at areas of particular difficulty e.g. dangerous bends, steep footways etc. These are normally uplifted at the end of the winter, cleaned and refurbished then relocated on site during October. They contain a grit/salt mixture and are re-filled as the winter progresses. They will not normally be placed on existing gritting routes.

18. LARGS AND SALTCOATS FLOOD PREVENTION SCHEMES

On receipt of a severe weather warning predicting a combination of strong winds, high tides or tidal surges the Winter Controller will when necessary instruct the closure of the flood gates on the promenade at Largs and/or the erection of the flood barriers at the Largs Pier and/or Saltcoats promenade.

19. PROCEDURE FOR DEPLOYMENT OF SANDBAGS

The deployment of sandbags to prevent or contain floodwaters can be an effective way of mitigating the effect of a flood, however the lead time for filling and deployment can be lengthy, as a large number of bags cannot be filled in advance due to storage problems. Therefore, an early decision must be taken to sandbag, to avoid a subsequent waste of time and effort. The deployment of sandbags will be decided with regard to the following priorities:

1. To prevent loss of life or serious injury
2. Maintenance of access for the emergency services
3. Protection of vital facilities within the community
4. Protection of transportation routes
5. Protection of NAC property
6. Protection of private dwelling houses

The decision to deploy sandbags will be made by the Winter Controller / Supervisor or appropriate officers in Building Services, Cleansing or the Island Officer on Arran in accordance with the Services' callout/emergency procedures.

- Notes:
1. Sandbags will not normally be deployed to protect commercial property;
 2. Appropriate stocks of empty and filled sandbags will be held by the Services mentioned above, based on previous usage and experience.

The above procedure mainly relates to tidal, fluvial and watercourse flooding. Where flooding occurs as a result of a blocked, damaged or ineffective Council owned drainage systems, sandbags will be deployed as required to mitigate the effects of flooding (and reduce the likelihood of claims against the Council) including the protection of commercial property.

Appendix A**NORTH AYRSHIRE COUNCIL****Contact Address & Telephone Numbers**

During Normal Working Hours	Outwith Normal Working Hours
<p style="text-align: center;">MAINLAND</p> <p>Infrastructure and Design Services Roads Perceton House IRVINE KA11 2AL</p> <p>Tel: 01294-225200 Fax: 01294-225244</p>	<p style="text-align: center;">NORTH AYRSHIRE COUNCIL CALL CENTRE</p> <p style="text-align: center;">Road & Lighting Faults</p> <p style="text-align: center;">24 hours, 7 days per week</p> <p style="text-align: center;">Tel: 0845 6030594</p>
<p style="text-align: center;">ARRAN</p> <p>Arran Local Office Lamlash Isle of Arran KA27 8JY</p> <p>Tel: 01770-600338 Fax: 01770-600028</p>	
<p style="text-align: center;">TRUNK ROADS A78, A737 & A738</p> <p>Amey Infrastructure Services</p> <p>Tel: 0800 085 7136</p>	

**ANTICIPATED SALT, GRIT & SAND STOCKS
AT COMMENCEMENT OF WINTER**

DEPOT	TONNAGE SALT	TONNAGE GRIT	TONNAGE SAND
Goldcraigs	2300	30	NIL
Arran	300	NIL	300
Cumbræ	20	NIL	NIL

SUMMARY OF WINTER SERVICE VEHICLES & EQUIPMENT

TYPE OF PLANT	GOLDCRAIGS	ARRAN	OTHER NAC	TOTAL
Gritters				
Uni-body	8	2		7
Demountable	3	2		8
Midi Gritters	2	0		2
Trailer Gritter	0	0	2	2
Footway Gritter	4	0	4	8
Lorries				
Uni-body	8	2		7
Tipper	4	2		6
7.5T Lorry	4	0		4
Loading Shovel	1	0		1
JCB	1	1		2
Ploughs				
Fixed V	1	0		1
Straight V	2	2		8
Blades	14	2		10

Note When necessary labour, vehicles, plant and equipment from other Council Departments, farmers, plant hirers and contractors will be used to supplement above resources.

ARRANGEMENTS WITH OTHER AUTHORITIES

ROADS TO BE TREATED BY ADJACENT AUTHORITIES	ROADS TO BE TREATED BY NORTH AYRSHIRE COUNCIL
<p style="text-align: center;">East Ayrshire Council</p> <p>A71 – from boundary westwards to Corsehill roundabout.</p> <p>A735 – that section within North Ayrshire boundary.</p> <p>B769 – from boundary south westwards to Chapelton junction.</p> <p>C129 – that section within North Ayrshire boundary.</p> <p>C20 – that section within North Ayrshire boundary.</p> <p>B706 - from boundary to A736</p>	<p>South Ayrshire Council</p> <p>Ayr Road (former A78) from boundary southwards to Hillhouse roundabout.</p>
	<p>East Ayrshire Council</p> <p>A736 – from Caldwell Bridge southwards to Lugton.</p> <p>A736 – from B778 junction south eastwards to Torranyard.</p> <p>C24 - from Greenhill Terrace, Knockentiber to boundary at Plann Bridge.</p> <p>Knockentiber Road from boundary near Springside to junction with C24</p>
	<p>Renfrewshire Council</p> <p>A760 – from boundary to Kerse Road junction, Kerse Road – from boundary to A760 junction</p>

Note: No Cross Boundary arrangements with East Renfrewshire Council.

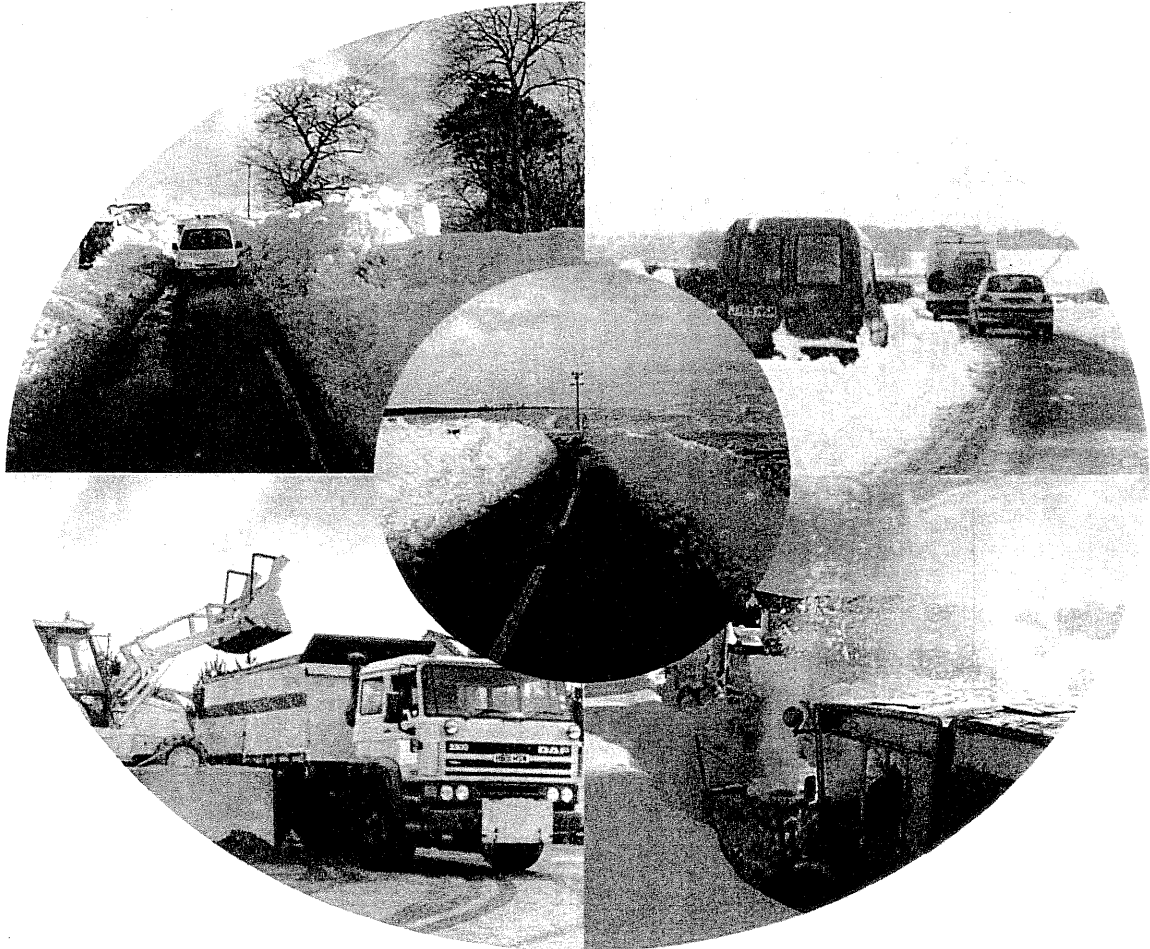
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Head of Building Services	1
Head of Technical Services	1
Head of Catering and Cleaning	1
Head of Housing	1
Emergency Planning	1
All Members of North Ayrshire Council	30
Strathclyde Police	
Divisional Commander, Kilmarnock	1
Traffic Management, Ayr	1
Strathclyde Passenger Transport	1
Strathclyde Fire Brigade – Divisional Commander	1
Scottish Ambulance Service	1
MeteoGroup UK Ltd	1
Amey Highways	1
East Ayrshire Council – Head of Roads & Transportation	1
South Ayrshire Council – Head of Strategy & Design Services	1
Renfrewshire Council - Head of Roads	1
East Renfrewshire Council – Head of Roads & Transportation	1
Inverclyde Council – Head of Transportation & Roads Service	1
Contact Centre, Building Services, Stevenston	1
Contact Centre, Bridgegate House, Irvine	1



Dumfries
& Galloway
COUNCIL

A GUIDE TO



WINTER SERVICE OPERATIONS

IN

DUMFRIES AND GALLOWAY

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Introduction

The Winter Service is important in terms of both the economy and road safety. It is carried out to allow the safe movement of road users including buses, cyclists, motorcyclists and pedestrians. It is economically significant because of the delays that bad weather can cause.

Legal Background

The Roads (Scotland) Act 1984 provides the Council as Road Authority with the duty to *"take such steps as they consider reasonable to prevent snow and ice endangering the safe passage of pedestrians and vehicles over public roads."*

Policy

Dumfries and Galloway Council as Roads Authority will provide an effective and efficient, customer focused Winter Service that, within the available resources and on a prioritised basis, will:

- *prevent snow and ice endangering the safe passage of users of the Council's road, cycle and pedestrian network; and*
- *keep delays, closures, diversions and inconvenience to a minimum during adverse winter conditions.*

Winter Service Hierarchy

All Council public roads have been assessed against objective criteria; the longer and more major roads split into identifiable lengths to allow detailed assessments and local criteria to be applied along their length. The scores generated by the assessment process were used to split the network into three groups (a winter service hierarchy):

- W1 roads that will form primary precautionary salting routes.
- W2 roads that form the basis of secondary salting routes, treated either after W1 routes or, when circumstances indicate, during prolonged adverse conditions and when resources allow, treated concurrently with W1 routes.
- W3 roads that will be treated on a reactive basis, after W1 and W2 routes have been treated, as resources allow and if conditions justify.

Footways and car parks have been assessed against winter usage and priorities determined particularly for snow events. Car parks have been designated as "Strategic" and "Non-Strategic" and footways have been split into three main groups:

- Primary walking routes.
- Secondary walking routes.
- Link and local access footways.

Treatment Priorities

As operational and financial resources are finite, the Council's road and footway networks are prioritised into a series of treatment categories shown in the table below. Strategic car parks will be treated, when required, with a similar priority to Carriageway treatment priority 3. Other Roads Service car parks will be treated, when required, with a similar priority to Carriageway treatment priority 4.

Treatment Priorities			
Roads		Pavements and Paths	
Priority	Description	Priority	Description
1	Main roads to population centres, main bus routes and busy town roads.	F1	Busy urban shopping and business areas, and main pedestrian routes.
2	Other key B and C Class roads - treated on a proactive basis.	F2	Strategic cycleways and medium usage routes such as those feeding larger schools.
3	Other B and C Class roads - treated on a reactive basis.	F3	Other medium usage routes through local areas feeding into primary routes, local shopping centres, clinics, schools and industrial centres etc
4	Minor rural roads.	F4	Particularly steep footways in residential areas.
5	Minor town roads.	F5	Other (adopted) footways, including adopted footpaths and cycleways not adjacent to carriageways.

Salting Routes

Primary precautionary salting routes have been devised which contain winter service hierarchy W1 road sections together with a number of winter service hierarchy W2 road sections where this is appropriate and enhances the effectiveness of a route. Secondary salting routes include a number of winter service hierarchy W3 sections for the same reason. There are 18 Primary Routes and 12 Secondary Routes.

Trunk Roads

Trunk Roads, including the M74 motorway, are the responsibility of Transport Scotland. The M74 motorway is managed and maintained by Autolink, the A7 by BEAR Scotland, and the other trunk roads by Amey Infrastructure Services. Currently, the Council, working to instructions from Amey Infrastructure Services, carries out winter service operations on non motorway trunk roads in Dumfries and Galloway. Council vehicles used on trunk roads display an Amey logo. The Council and Amey Infrastructure Services have agreed that they will assist each other in the event of severe weather.

Planning Treatment

The Council's Weather Forecast Provider issues a forecast each day after mid-day for the following 24 hours. A "Duty Officer" in each of the four Local Services offices uses the forecast (and their experience) to plan that night's operations. The planned actions are entered into a computerised system and a "Duty Co-ordinator" then reviews the actions for all four areas. This review provides a reasonable consistency of approach across Dumfries and Galloway. The plan is then issued by email to the Local Services offices and depots, to the police, to the trunk roads operation companies and to neighbouring Councils. Normally, Primary precautionary salting routes are treated to prevent ice forming ("precautionary salting").

Salt

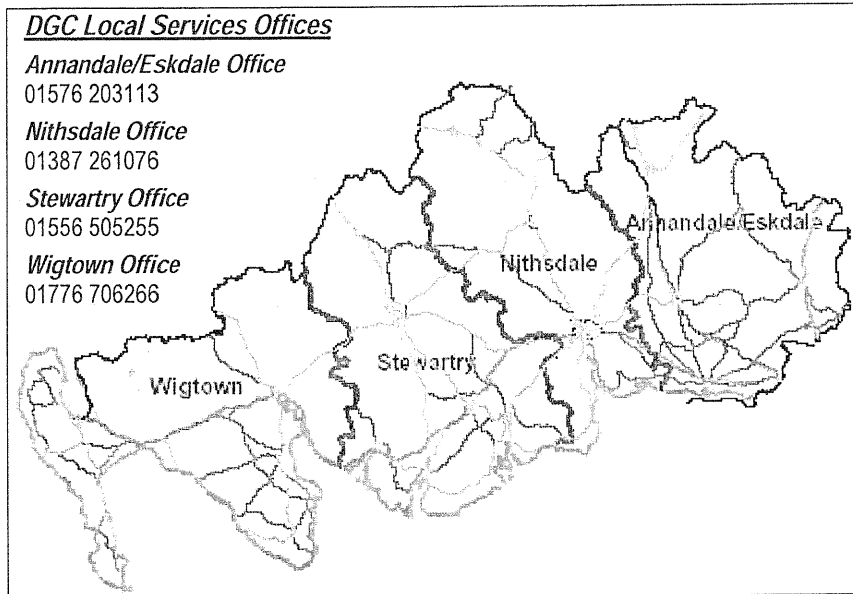
The treatment is often called 'gritting', but this is misleading, as the process actually involves spreading salt on the road. Most of the salt used by the Council is rock salt. Precautionary salting uses relatively small amounts of salt – typically about a teaspoon for each square metre of road, though severe cold and snow require heavier salting.

Equipment

The Council uses 17 Tonne and 26 Tonne lorries equipped with spreading equipment (gritter bodies). Most of the gritters are demountable – that is the lorries are normal tippers and the gritter bodies can be removed when the vehicles are in use for other road maintenance activities. Most of the lorries used in Winter Service Operations are capable of being fitted with snowplough blades which are only actually mounted when snow is expected. In the east of Dumfries and Galloway where snow is more common, snow blowers are available to cut through deep falls of snow.

Contacts

Council 24 hour contact 01387 26 00 00



M74 Motorway	Autolink	08457 96 66 66
A7	BEAR Scotland	0800 028 1414
A75 A701 (between Dumfries and M74) A76 (North of Dumfries Bypass) A77 (North of Stranraer) A751	Amey Infrastructure Services	0800 028 1414

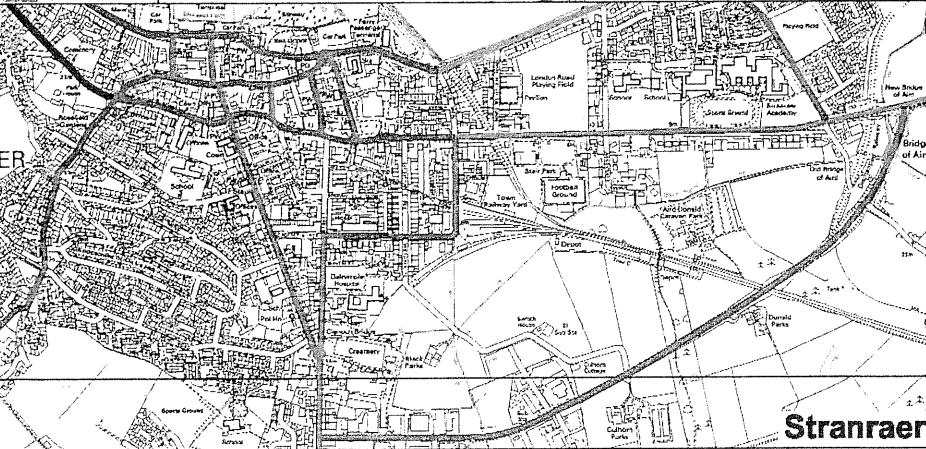
A Guide to Winter Service Operations in Dumfries and Galloway
was prepared by Infrastructure and Transportation

Militia House
English Street
DUMFRIES
DG1 2HR

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Dumfries



W R Barker TD
 BSc CEng FICE MinSTRE
 Operations Manager
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Planning & Environment Services
 Infrastructure & Transportation

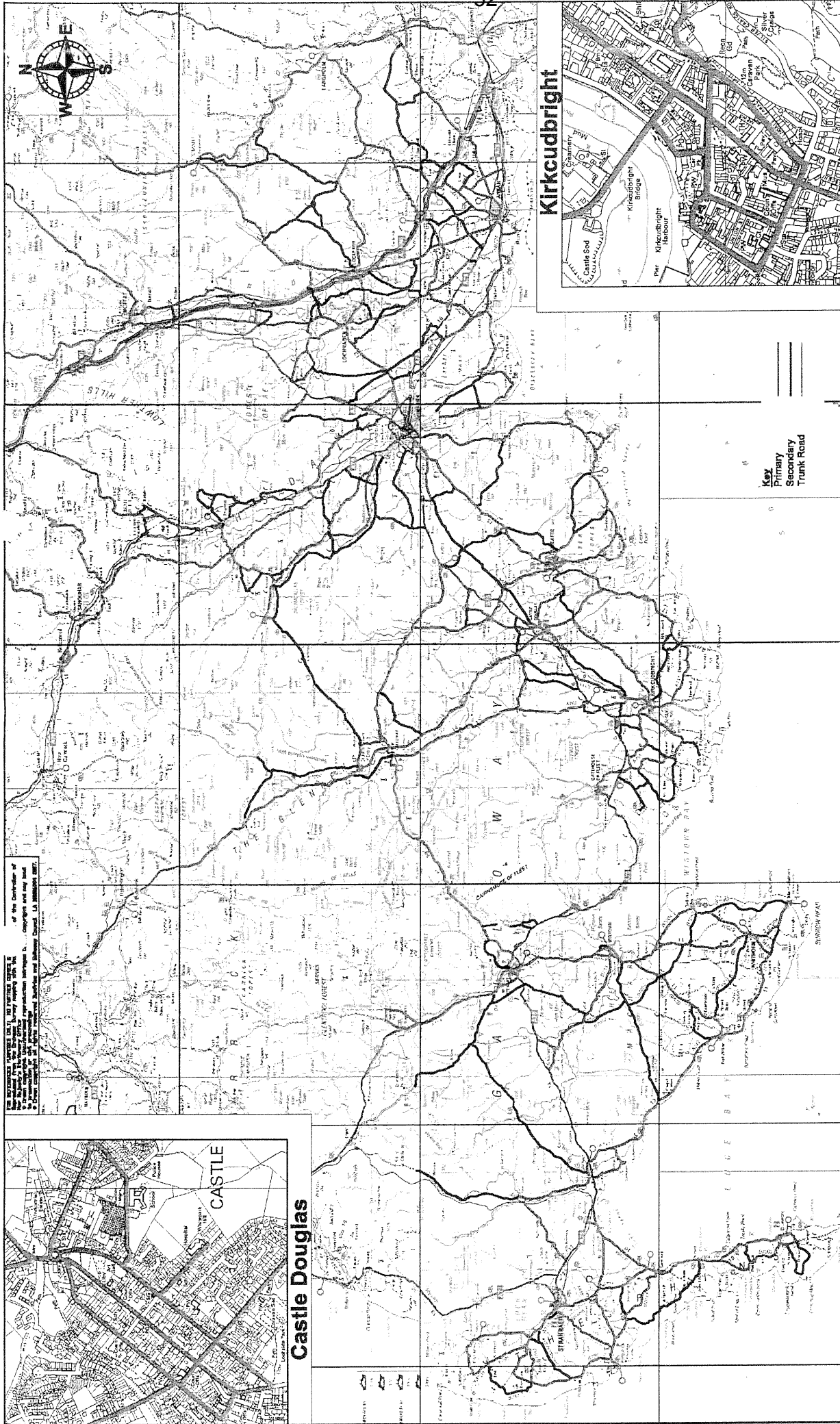
Winter Service Operations 2007/08
 Primary & Secondary Treatment Routes

PRELIMINARY	TENDER	CONTRACT	RECORD	<input checked="" type="checkbox"/>
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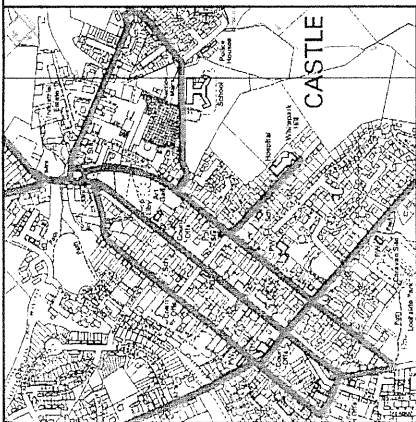
Drawn By	EM	Checked By	Approved By	Date	23/08/07
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Stranraer

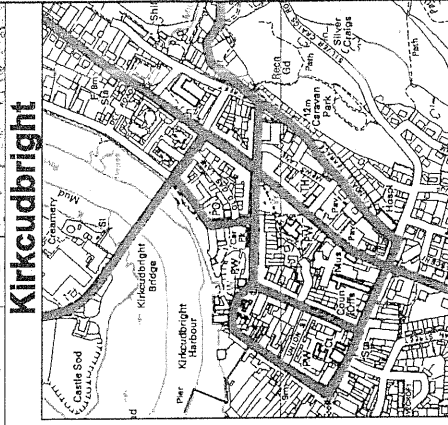
SCALE : DRG. No. Winter Treatment Rts



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Castle Douglas



Kirkcudbright

Key
 Primary
 Secondary
 Trunk Road

<p>W R Barker TD BSc CEng FICE MinstRE Operations Manager Millitia House English Street Dumfries DG1 2HR</p>	 <p><i>Dumfries & Galloway</i> COUNCIL</p>	<p>Planning & Environment Services Infrastructure & Transportation</p> <p>Winter Service Operations 2007/08 Primary & Secondary Treatment Routes</p>																		
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">PRELIMINARY</td> <td style="width: 15%;">TENDER</td> <td style="width: 15%;">CONTRACT</td> <td style="width: 15%;">RECORD</td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> </tr> <tr> <td>Drawn By EM</td> <td>Checked By SH</td> <td>Approved By SH</td> <td>Date</td> <td>23/03/07</td> <td></td> </tr> <tr> <td colspan="3">A3 SCALE:</td> <td colspan="3">DRG. No. Winter Treatment Routes</td> </tr> </table>			PRELIMINARY	TENDER	CONTRACT	RECORD			Drawn By EM	Checked By SH	Approved By SH	Date	23/03/07		A3 SCALE:			DRG. No. Winter Treatment Routes		
PRELIMINARY	TENDER	CONTRACT	RECORD																	
Drawn By EM	Checked By SH	Approved By SH	Date	23/03/07																
A3 SCALE:			DRG. No. Winter Treatment Routes																	

Outcome of consultation with key stakeholders, including the Federations of Community Groups.

The survey was sent out via email and responses collected by www.surveymonkey.com tool. The survey contained detailed information on the current policy in respect of winter gritting. Scorers had a two-week window to complete the survey and it closed on Friday 12 June 2009.

1. RESPONSE RATES

A total of 29 people were invited to answer the survey (list of those invited to respond attached to this Briefing Note), of which 14 responded providing a response rate of 46%.

Group	Number of Invitees	Undeliverable	Actual of Invitees	Number of responses	Response rate
Coalfield Federations	8		8	5	63%
North Federations	19	1	18	8	44%
Other	2		2	1	50%
TOTAL	29	1	28	14	50%

Of the 14 that responded, 13 people have fully completed the survey. The survey that is not completed has a response to the first question only.

2. RESULTS

Winter Road Treatment

All 14 scorers completed this section, 71% of respondents (10 scorers) agreed with the current priorities for winter road treatment.

Those that disagreed, 29% (4 scorers) commented as follows:

- 2 responses were concerned that footpaths in residential areas and particularly around elderly and care homes were neglected.
- 1 response was concerned that the build up of snow in residential areas was not a high enough priority.
- 1 response suggested that access to railway stations should be added to Priority 2; Priorities 4 and 5 should be reversed, as more should be expected from businesses; and there should not be a distinction between roads and the associated pavements.

Winter Pavement Treatment

A total of 13 scorers responded to this section, 62% of respondents (8 scorers) agreed with the current priorities for winter pavement treatment.

Those that disagreed, 38% (5 scorers) commented as follows:

- 3 responses suggested increasing the number of grit bins particularly in rural villages and that bins should be re-filled more regularly.
- 1 response suggested gritting earlier in the morning.

- 1 response suggested more resources should be set aside to deal with these issues.
- 1 response agreed that it was the right time to review this policy, as there were a high number of injured pedestrians attending Accident and Emergency last winter. In addition, suggested that Priority 1 must include all settlements; and highlighted that for senior citizens (Priority 3) high street/retail areas were more important than factories.

When asked "Do you have any suggestions/changes to the current policy/arrangements which you consider might contribute to more effective and/or efficient service delivery?" 9 of the 13 scorers made the following suggestions:

- increasing the number of grit bins particularly in rural villages and housing schemes with steep gradients, and that bins should be re-filled more regularly (4 scorers)
- improve response times to adverse weather forecast (it was suggested that East Ayrshire Council strategic routes were not gritted timeously last winter), suggestions to do this included:
 - consider employing contractors on a "standby" rota to address the point above if resources is the issue (1 scorer)
 - the factors which determine whether gritting is commenced should be looked at to see if these are affecting when the gritting is undertaken (1 scorer)
 - reviewing the (if any) financial restriction affecting the decision to grit (1 scorer)
 - part of the council workforce should be identified as being available to salt pavements and residential roads during snowy weather (1 scorer)
- consideration to the most vulnerable people must be taken into account therefore pavements and walkways must be included in the listed priorities (1 scorer)
- the rural areas of East Ayrshire are unpleasantly colder than Kilmarnock during the winter a better way of responding to the weather forecasting conditions would help (1 scorer)
- the present arrangements seem to work well as regards snow and ice. The main problem with roads in the Irvine Valley is flooding but this seems to be outwith the scope of your questionnaire (1 scorer)

When asked, "How aware are you of the Council's current policy arrangements in respect of winter road treatment?" 13 responded, of which 70% (9 scorers) said they were very or quite aware and 15% (2 scorers) were not aware of the current policy arrangements.

Very aware	15%	2 scorers
Quite aware	54%	7 scorers
Vaguely aware	15%	2 scorers
Not aware	15%	2 scorers

GOVERNANCE AND SCRUTINY COMMITTEE**REVIEW OF WINTER MAINTENANCE POLICY****SITE VISIT TO GAUCHALLAND ROADS DEPOT, AYR ROAD, GALSTON****WEDNESDAY 13 MAY 2009 AT 0930 HOURS**

PRESENT: Councillors Tom Cook, Willie Coffey, Stuart Finlayson and Jimmy Kelly.

IN ATTENDANCE: John Bryson, Head of Roads and Transportation; Gwen Barker, Community Planning and Partnership Manager; Julie McGarry, Administration Manager; George Davidson, Business Manager; John Shirkie, Depot Manager; Brian Gibson, Assistant Contracts Manager; and Stuart Nelson, Administrative Officer.

Those present were shown around the Gauchalland Roads Depot by John Bryson, George Davidson, John Shirkie and Brian Gibson. The visit included viewing the weather forecasting system in operation together with an explanation of decision making processes by operatives and the joint working which is in place with other adjoining authorities; inspection of the salt barns, viewing of a range of equipment utilised for winter maintenance; and demonstrations of the weighbridge and a gritting lorry in operation. At all stages of the visit, detailed explanations of relevant matters were provided by the Roads Officers/Operatives who freely responded to questions asked.

Councillors Stuart Finlayson and Willie Coffey left following the site visit.

During subsequent discussion, the following issues were raised, namely:-

- (i) Use of Media/Communication with the Public - the need for consideration to be given to improving communication with the public and making better use of the media to (a) educate residents on the terms of the winter maintenance policy and arrangements; and (b) to provide timeous alerts/warnings/guidance and advice during freezing weather conditions and highlighting particular hazards;
- (ii) Miscellaneous Freezing Hazards - noted that there is potential for significant hazard to road safety in freezing conditions where water enters the roadway from a variety of miscellaneous sources, i.e. seepage from faulty drainage, car washes or similar, mobile wheelie bin cleaners, and even incidences where Strathclyde Fire and Rescue have attended a fire and residual water has remained on the roadway. It was noted that Gwen Barker would raise this latter issue with Area Commander Cook, Strathclyde Fire and Rescue, at a meeting which she was due to have with him. However, this notwithstanding, and being aware that there is provision for gritting vehicles to treat particularly heavily iced sections of roadway (by use of the "blast" button), further consideration should be given to the means by which these hazards could be prevented;
- (iii) Powers Available to Council Officers - noted the powers available to Council staff to serve notices in respect of hazards and complying with Health and Safety issues;

- (iv) Older People - the need to look at the role of a range of service providers to older people in providing information/guidance/advice to this age group in relation to road/footway hazards in freezing conditions, e.g. Social Work, Pharmacists;
- (v) European Working Time Directive - it was acknowledged that the European Working Time Directive, if introduced, would have significant implications in terms of personnel management and, possibly, numbers. It was also noted that the use of a greater number of personnel for winter maintenance would have implications for the number of hours worked by existing personnel and the opportunities for the use of experienced personnel;
- (vi) Footway Gritting - noted that personnel used for this purpose, while controlled by the Roads Division, are employed by other Departments within the Authority. Given the likely significance of this aspect within the review, and relevance to members of the public, further consideration would require to be given to the policy in this respect and the development of management arrangements. For this purpose, it would be appropriate for the relevant Heads of Service to be consulted and involved in the review process;
- (vii) Gritting Routes - noted that East Ayrshire grit a greater percentage of its roadways than many other Local Authorities, and the inclusion of routes and prioritisation are matters which need to be considered further as part of the review;
- (viii) Profile of Vehicle Fleet - noted that, while, where possible, vehicles/items of equipment which are used for winter maintenance purposes are also deployed for other uses outwith the winter months and even during stand-down periods during the winter, there is not the same scope for the alternative deployment of the larger vehicles which are used for winter maintenance, a situation arising from the fact that the Roads Division are not undertaking the same level of large scale contracts which they may have done in the past. It was agreed that this is a matter which needs to be looked at further as part of the review;
- (ix) Certificate of Professional Competence - noted that there may be implications for the management of personnel and delivery of the winter maintenance service arising from the need for personnel to obtain a "Certificate of Professional Competence" to undertake relevant work; and
- (x) Use of Technology - noted the extensive use of state of the art information technology, equipment and machinery in managing and delivering an effective and efficient winter maintenance service.

The site visit terminated at 1110 hours.

14 May 2009
SN/SR

EAST AYRSHIRE COUNCIL**GOVERNANCE AND SCRUTINY COMMITTEE****REVIEW OF THE COUNCIL'S WINTER EMERGENCY RESPONSE POLICY****MEETING WITH EXTERNAL WITNESSES - THURSDAY 28 MAY 2009: 1130 HOURS**

PRESENT: Councillors Tom Cook (Chair), Maureen McKay, John Campbell, Stuart Finlayson, Jimmy Kelly and Elaine Dinwoodie.

WITNESSES: Shiona Johnston, Rehabilitation Co-ordinator; and Georgie Garrick, Lead Falls Practitioner, both NHS Ayrshire and Arran; Andy Johnston and Sandy Phillips, Strathclyde Police Traffic Management Unit; and Katie Kelly, Partnership Facilitator.

ATTENDING: Alan Neish, Head of Planning and Economic Development; Gwen Barker, Community Planning and Partnership Manager; John McRoberts, Acting Chief Engineer and George Davidson, Business Manager - Roads Contracts, both Roads Division; and Stuart Nelson, Administrative Officer.

APOLOGIES: Councillors Helen Coffey, Willie Coffey, Alan Brown, Eric Ross and Drew Filson.

CHAIR'S WELCOME

1. The Chair welcomed the external witnesses to the meeting and thanked them for their attendance; and explained that the format for the meeting would be informal, commencing with an introductory presentation/comments by the witnesses should they wish to do this, giving their perspective on the pertinent issues and this would then be followed by the opportunity for questions from Members of the Committee and subsequent discussion.

PRESENTATION BY GEORGIE GARRICK, LEAD FALLS PRACTITIONER, NHS AYRSHIRE AND ARRAN

2. The Members received a presentation from Georgie Garrick, Lead Falls Practitioner, NHS Ayrshire and Arran who focussed on a range of relevant matters around statistics pertaining to falls, and highlighted the projected change in the age structure of Scotland's population between now and 2031 (a copy of the presentation slides which summarise the relevant information is provided at Appendix 1).

COMMENTS BY STRATHCLYDE POLICE TRAFFIC MANAGEMENT UNIT

3. Andy Johnston, Strathclyde Police Traffic Management Unit gave a brief overview of the extent of the Traffic Management Unit's direct interest and involvement in respect of the Winter Maintenance Policy, i.e. contact/liaison with the Local Authority where winter weather conditions give rise to traffic management issues, for examples flash frosts resulting in accidents. The Unit is concerned only with traffic management and has no direct interest in matters arising for pedestrians resulting from winter weather conditions, although, in the broader context, Strathclyde Police may require to attend in the event of a pedestrian accident occurring on the footways.

QUESTIONS TO WITNESSES/MATTERS RAISED BY MEMBERS

4. Members then had the opportunity to put questions to, and raise issues with, the witnesses present, and in response and arising from discussions resulting therefrom, the following issues emerged, namely:-

(i) Additional Statistical Information

It was suggested that information provided by the Police's Traffic Management Unit and the identification of particular problem areas/stretchers of roads during winter periods, perhaps through analysis of road accident statistics, may inform the better targeting of resources.

In response, the Traffic Management Unit Officers explained that it is their normal practice to liaise with the Local Authority on a case by case basis, where specific traffic management/road safety issues arise as a result of winter weather conditions, and it was noted that Gwen Barker, Community Planning and Partnership Manager would liaise further with the Traffic Management Unit Officers to ascertain whether there was the opportunity to identify, from winter road accident statistics, general trends which might inform the winter maintenance arrangements.

In this connection, the Acting Chief Engineer, confirmed that the Roads Unit are aware of those areas which present particular problems during winter conditions/black spots and these are taken into account and treated accordingly. Furthermore, in terms of the existing contact/liaison arrangements which exist between the Local Authority and the Traffic Management Unit, appropriate action is always taken in response to Police call outs.

(ii) Treatment of Footways

The Acting Chief Engineer explained that the current Winter Maintenance Policy provides that footways are not routinely treated, although the Council does have a small number of footway gritters but these can deal with only a very small percentage of the extensive network of footways which exist within the Council's area.

During discussion, it was considered that the review should include an examination of the possibility of the targeting of footway treatment within those areas which are most heavily frequented by an elderly or physically vulnerable population, for example in the vicinity of older people's residential homes or housing; and in this connection, it was noted that the NHS Ayrshire and Arran representatives would endeavour to undertake further analysis on the statistics/information which they have available to ascertain whether such analysis could provide a range of information upon which further consideration of targeted gritting priorities could be based.

It was also recognised that, notwithstanding the limited availability of the footway gritters, the use of such machines needs to be prioritised and targeted to where there is the greatest need, according to the prevailing weather conditions not necessarily within the greatest areas of population.

(iii) Use of Media/Publicity

The Traffic Management Unit Officers confirmed that they make extensive use of the local media, particularly West Sound Radio to advise the public of particular road hazards, and have found the media to be most co-operative in this regard.

(iv) Partnership Working

There was recognition of the importance of, and the need for the review to examine, working arrangements between the Community Planning Partners and others to promote a comprehensive and joined up approach to ensuring an overall effective response to winter weather hazards, including not only gritting arrangements, but also the role of partners in achieving a wider response through the provision of education, information/advice and guidance to the public generally. A particular example referred to during discussion was a focus on reducing the need for elderly/vulnerable people to go outdoors in severe winter weather conditions, perhaps through the introduction of a prescription delivery service and through initiatives similar to the "Youth on-Bikes" Scheme which operates in Drongan, whereby young people deliver essential shopping etc items to older people within the local area.

(v) Town Centres: Footway/Road Gritting by Businesses

The possibility of the introduction of a scheme whereby businesses located within town centres could be entitled to a reduction in their business rates in exchange for assuming responsibility for, and undertaking when required, gritting of roads/footways at the frontage of their business premises, was raised and, in this connection, the Head of Planning and Economic Development made reference to a scheme of this type which had been introduced in Falkirk. Enforcement of/and reference to such a scheme could best be achieved through the established relationships between the Local Authority and the respective Town Centre Liaison Groups.

(vi) Personal Responsibility of Individuals/Businesses

Within the general context of (v) above, reference was made to the practice which existed a number of years ago whereby householders/businesses would clear the footway in front of their house/premises of snow/ice, thereby creating, in the main, a clear passageway for pedestrians. While such an approach was to be supported and encouraged, it was considered that the culture which exists within society today, is such that it would be difficult to foresee such habits being re-established.

(vii) Treatment of Areas outwith Public Roads

The Acting Chief Engineer confirmed that the Roads Authority is responsible only for the treatment of public roads, in the first instance, although resources permitting, some other areas will be treated, but that beyond this responsibility for treatment lies with the owner or operator of a facility. In this connection, it was confirmed that the NHS have arrangements in place at Crosshouse Hospital whereby the treatment is carried out by gardeners and at Strathlea Resource Centre treatment is carried out by the janitor.

Notwithstanding, it was agreed that this is a matter which needs to be considered further as part of the review, particularly in relation to

facilities/properties operated by the Community Planning Partners, and, in this connection, the Community Planning and Partnership Manager suggested that consideration should be given to the potential for involvement of the Community Service by Offender Service in this regard.

(viii) Redeployment of Manpower Resources During the Winter Months

In response to the matter having been raised, the Head of Planning and Economic Development explained that there are currently arrangements in place whereby a range of operatives working within Council Departments, e.g. Street Cleansing, are redeployed to undertake appropriate duties in response to winter weather conditions, but, this notwithstanding, it was agreed that this is matter which could be considered further as part of the review.

CLOSE OF MEETING

5. The Chair thanked those present and in attendance for their respective contributions to the discussion which had provided much in the way of useful information and points of discussion to be taken on board in pursuing the review of the winter maintenance policy and arrangements.

The meeting terminated at 1250 hours.



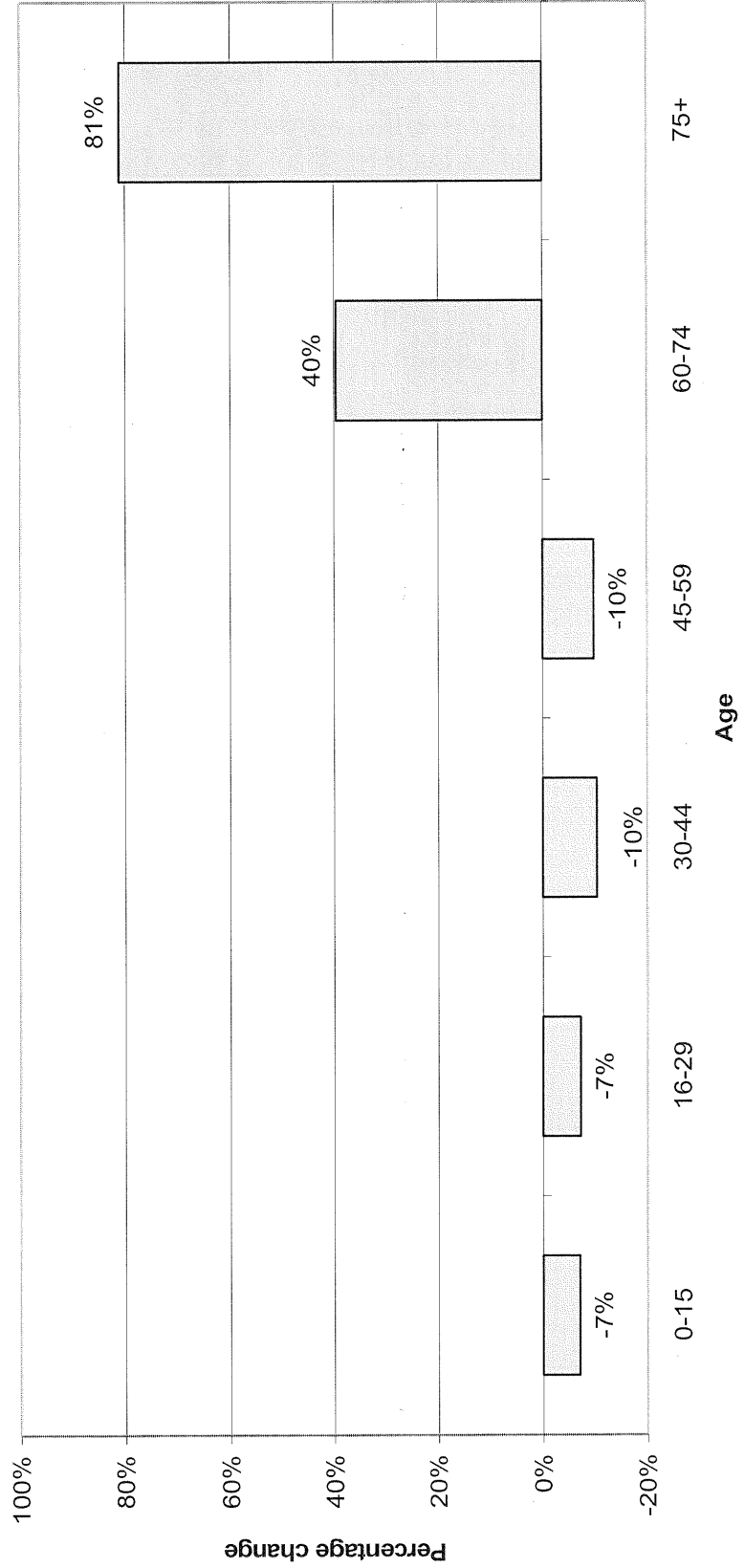
GEORGIE GARRICK

Falls Practitioner

May 09

Demographic change in next 25 yrs

Figure 4 The projected percentage change in age structure of Scotland's population, 2006-2031



Falls

v

Environmental Factors

- **Icy, slippery surfaces ⇨ challenge to our balance mechanisms**
- **Snow ⇨ poor definition of boundary & depths**
- **⇨ route becomes unpredictable and risk of falls increases**

Scale of the problem

- **75-80% fallers do not attend a health professional**
- **6x many Emergency Dept attendances in Dec 08 compared with July 08**
- **2-3x more likely to fall again**

Consequences of a fall

- **sprains & strains to more serious fractures**
- **fear of falling**
- **activity avoidance**
- **social isolation**

Statistics

- **> 65 years: 1 in 3**
- **half due to environmental causes**
- **1/4 sustaining injury ⇒ reduced mobility, independence & death**
- **5x more likely hospitalised due to a fall**
- **Average length of stay 10 days**

Costs

- **personal**
- **family**
- **health care**
- **social care**
- **society**

Solutions?

- **Partnership approaches**
- **Vulnerable people priority**
- **Targeted gritting**

Geographical Spread of Over 65s in East Ayrshire

