

**ST ALBANS CITY AND DISTRICT COUNCIL
WINTER TREATMENT OPERATIONAL PLAN
2017 - 18**

**V1.07
15th November 2017**

Statement of Intent

St Albans City and District Council intends to maintain footways maintained at public expense and property in the Councils ownership and control in a safe condition so far as reasonably practicable and the resources available allow.

Purpose:

This Winter Treatment Operational Plan is to provide guidance and direction for the effective management of the winter treatment for the District.

The Winter Treatment Operational Plan identifies those practices, resources, activities, controls and procedures to be used on paved areas maintained at public expense and other pedestrian areas under the control or ownership of the council, to deliver customer satisfaction and comply with the corporate management system.



RECORD OF REVIEW / REVISIONS

This management plan shall be reviewed during the summer period (between winter maintenance periods) and updated accordingly. The reviews, including nil returns, shall be noted below.

Date	Topic of Change	Section(s) Changed	Rev No.	Approved	Agreed
22/8/12	Using the 2012/13 plan as a draft the plan was reviewed and re-issued for 2013-14		V1.00		
19/09/13	Infrastructure Manager transferred from Planning and Building Control to Community Services Department	Reference to Planning and Building Control removed and Community Services inserted	V1.02		
02/10/2013	New arrangements for Winter Maintenance responsibility within HCC	All reference to Hertfordshire Highways deleted & replaced with HCC's Environment Department	V1.03		
21/10/2014	Winter Maintenance – Quick Start Process	Reference to Planning and Building Control removed and Community Services inserted	V1.04		
03/11/2014	Catch up after disruptions to refuse and recycling services	Section added	V1.05		
10/11/2016	New Waste Management Contractor added; roles of Waste, Street Scene and Markets Manager and Leisure and Heritage Managers included in Appendices A1 to A9	All reference to Amey deleted & replaced with Veolia.	V1.06		
15/11/2017	Change to Council Departments	References to Legal, Democratic and Regulatory Services changed to Community Services. References to Policy & Partnership changed to Chief Executive & Policy	V1.07	S.Dibben	

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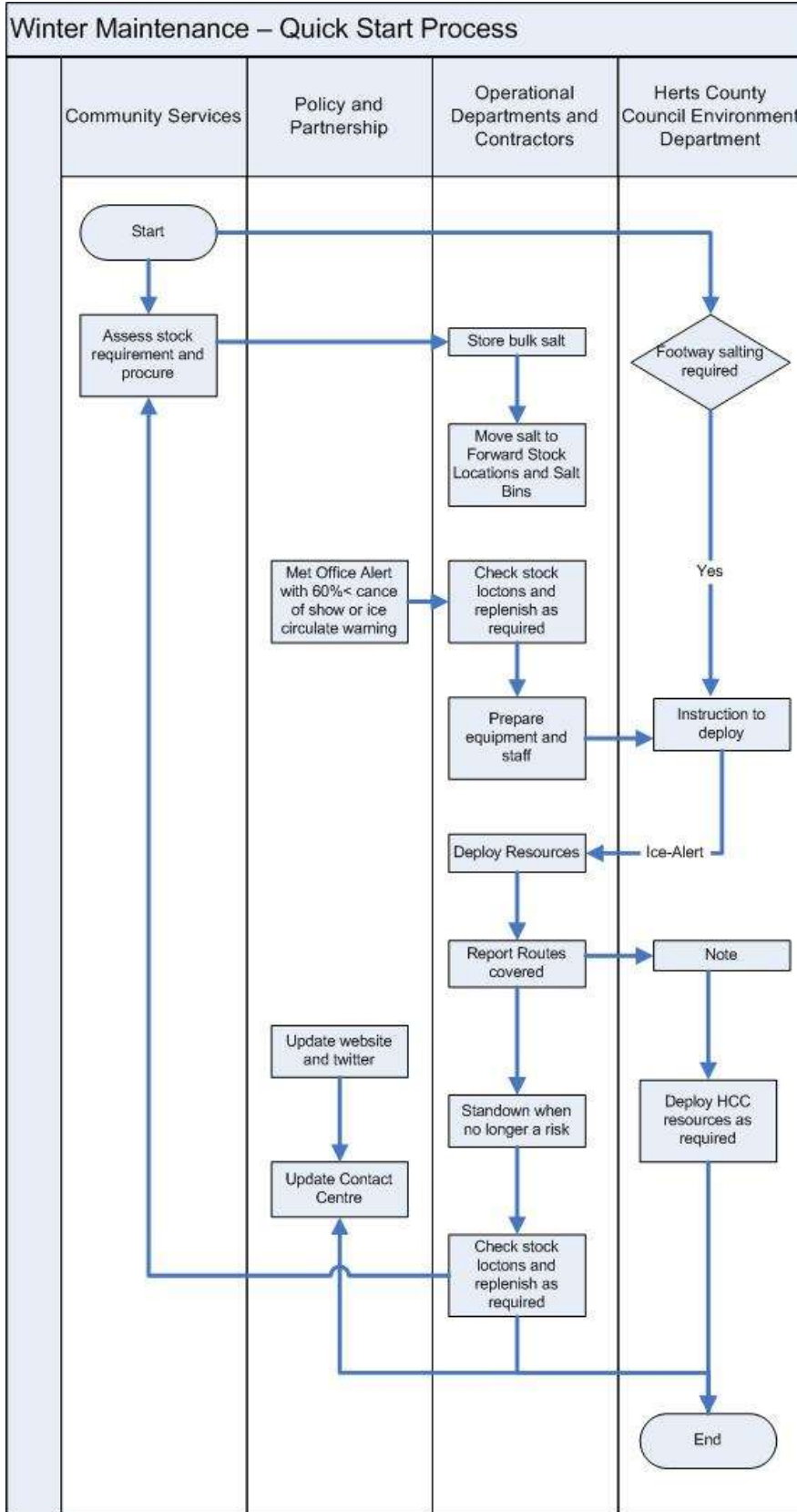
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4. QUICK START GUIDE



5. INTRODUCTION AND BACKGROUND

The winters of 2008/9 and 2009/10 were a challenge to all agencies and were the worst winters in 18 and 30 years respectively. As a result of the scrutiny of the response by St Albans City and District Council (the Council) a review was held which suggested creating a Winter Treatment Operational Plan to reduce the risk and impact from the conditions of ice and snow on pavements and roads. The findings within the Local Government report “Weathering the Storm II” have also been considered. The Council’s Winter Treatment Operational Plan was implemented in the winters of 2010-11 and 2011-12 and was generally found to be effective when subject to both debriefs and scrutiny. That plan remains the base document of the current plan.

This plan informs the responsibilities of the Council in respect to the Highway, and also paved areas on land owned or managed by the Council (Council Land).

The highway includes both the road and footways that are maintained at public expense and are managed by Hertfordshire County Council (HCC) in its capacity as Highway Authority. From 1st October 2012 the Network Management team within HCC’s Environment Department became responsible for managing the county’s 3,000 miles of road network. HCC provides the winter treatment service for highways but may seek assistance of the Council to provide additional resource during extreme or prolonged severe weather events. When providing this assistance the Council works in a support role to HCC, who ultimately retains responsibility.

The Council has the responsibility for maintaining Council Land that does not form part of the highway e.g. amenity land, parks, sports centres, cemeteries, etc.

In this document reference to “Highway Footways” will relate to those footways that are the responsibility of Hertfordshire County Council.

There are 213 days during the winter period between 1st October 2017 and 30th April 2018. When looking back over past years, there was a mean average of 39 days when HCC undertook precautionary gritting. In the exceptional winter of 2009/10 there were 78 days when gritting was required. It is estimated by HCC that to manually treat highway footways it would cost in the order of £110 per kilometre.

Winter treatment could include the following elements of maintenance during periods of ice and/or snow:

- Pre-gritting before ice has formed or snow has fallen;
- Gritting when ice has formed or snow has fallen;
- Post gritting on hard packed snow and ice;
- Snow and ice clearance.

This plan is for the use of operational managers in the event of severe weather.

6. SCOPE OF PLAN

This plan is limited to the treatment of footways and other paved areas as a result of:

- A voluntary agreement with Hertfordshire County Council that the Council treats priority footways on highways within the District;
- A responsibility of the Council to treat Council Land.

The plan does not include the treatment of private land to which the public have access.

7. STATEMENT OF POLICIES AND RESPONSIBILITIES

This Document describes the Winter Treatment Operational Plan for highway footways on behalf of HCC, and their priorities. It also describes the plan for those paved areas that are Council Land.

The footways and other paved areas covered by the plan are shown in Appendix A1 to A9.

Every employee and contractor who is involved with delivering the winter treatment is required to be fully acquainted with and have access to this plan.

The Council aims to provide an efficient and effective winter plan which as far as possible allows the safe movement of pedestrians on Council Land, keeping delays and accidents caused by adverse weather conditions to a minimum.

The **Head of Community Services** Department has been nominated to coordinate the Council's Winter Treatment Operational Plan. Responsibility for implementing the plan and undertaking key tasks within each department are shown below:

Department	Task	Resource
Community Services	Policy on Winter Treatment; Consultation with members; Coordination & implementation of Corporate Winter Treatment Operational Plan; Budget forecasting and management; Liaison with HCC to ensure the District's highways are treated; procurement and delivery of salt to Sandridge Gate Depot.	Infrastructure Manager
	Take delivery of salt and distribute. Treat: Market area, Amenity Land, on-street Public Toilet areas.	Veolia
	Supply & Treat: Museums areas, Cemeteries, Park Public Toilet areas, Parks & Gardens.	J O'Conner, Urbaser
	Supply & Treat Car parks	Veolia, NCP

Department	Task	Resource
Commercial & Development	Treat Leisure Centre Frontages and sports facilities, and Theatre	1Life, SLM, Veolia
Housing	Treat elderly people's homes and other council housing areas.	ROALCO, Caretakers

Highway Footways

If resources allow, the Council will support HCC by treating priority footways using street cleansing operational staff employed by Veolia, and Grounds Maintenance staff from John O'Conner. These will be supplemented by refuse and recycling staff when the refuse and recycling treatment is cancelled due to severe weather.

Council Land

The Council will utilise and combine its resources wherever possible to continue day to day operations but also to implement the plan. Therefore, Council contractors may be available from Monday to Friday (Excluding Bank Holidays) between 07:00 and 15:00.

8. OBJECTIVES

The objectives of this plan are split into two elements each of which are considered separately below:

8.1 Duty of the Highway Authority (HCC)

To comply with the general duty imposed by Section 41 of the Highways Act 1980: to maintain those highways including footways maintainable at public expense in a safe condition. This duty is owned by Hertfordshire County Council as the Highway Authority

Maintenance and safe condition are not defined, but case law and further sections of the Act assist. They are generally regarded as being fit for the level and type of use that can be anticipated on the particular road or footway in question.

Section 150 imposes a duty to remove obstructions such as snow and ice and it should be noted that this duty applies not just to highways maintained at the public expense but also to private streets (i.e. those over which the public has right of way).

In seeking to meet both Sections 41 and Section 150 duties, Hertfordshire County Council undertakes to implement its Winter Service Operational Plan which as far as reasonably practical will permit safe movement and minimise delays and accidents directly attributable to adverse weather conditions.

The courts have recognised that it is impossible for all roads to be salted or cleared and that, when the danger from the elements is a transient, the existence of danger for a short time is not necessarily evidence of a failure to maintain the highway. However, the existence and implementation of an appropriate weather checking and response system is essential if liability for damage is to be avoided.

8.2 Duty of the Council

Legislation imposes similar duties on owners and occupiers of land. In seeking to meet these obligations the Council undertakes to provide a winter treatment operational plan which, as far as reasonably practicable, will permit safe movement and minimise accidents on Council Land directly attributable to adverse weather conditions.

9. OPERATIONAL PERIODS AND PRIORITIES

9.1 Highway Footways

HCC applies the recommendations of the Local Authorities Code of Good Practice for Highway Maintenance as a guide in establishing its priorities.

Weather in Hertfordshire, like the rest of the Country, is difficult to predict and the occurrence and extent of wintry conditions varies considerably throughout the season and from year to year.

The Winter Treatment season is from 1st October to 30th April. This period may be altered should weather patterns dictate.

In order to achieve a reasonable balance between the need for winter treatment and operational costs, the season can be broken down into three main periods. These periods are shown in the table below.

9.1.1 Operational Periods

Period	Time (Months)	Weather Conditions
High	December, January, February	Severe - Probable
Medium	November and March	Severe - may occur
Low	October and April	Severe - not expected

For practical operational purposes there is no distinction between High, Medium and Low periods. However they do serve to highlight the need for a greater degree of availability of resources during the High period.

9.2 Council Land

The Council will adopt the same operational periods as set out in paragraph 10.1.1 when referring to the treatment of Council Land.

10. PRIORITIES

Winter Treatment operations are geared to safe movement of traffic but to achieve this there has to be some distinction between the relative importance of one location or area compared with another.

10.1 Highway Footways - Priorities

The following are the criteria applied by HCC when deciding priority footways:

1	High Traffic	Town and City centre and outside local community shops plus footways linking transport interchanges
2	Medium Traffic	Busy Urban footways leading from housing estates to town and city centres. Frequently used public amenities. Main streets in villages
3	Low traffic (High Risk)	Housing estates with high incidence of defects due to age of footway extensive utility trenches or vandalism. Lengths where there are significant high numbers vulnerable users e.g. outside old people's homes
4	Low Traffic-Urban	Housings Estates and other urban footways
5	Low Traffic Rural	Little used rural footways

Liaison arrangements between HCC and the Council will be organised and undertaken on behalf of the Council by the Community Services Department. This may include consultation arrangement with the Council's Members when HCC consults on changes to gritting priorities and routes. HCC had previously canvassed views about priorities within the District; Terms of Reference used are shown in Appendix D.

10.2 Claim Management and Liability

Claims handling of reports of accidents or injuries as a result of snow and ice on the highway are the responsibility of HCC.

The Council may become liable for claims on the highway if the Council has agreed to support HCC in the treatment of ice and snow, and the Council, or its contractors, have been grossly negligent in some manner.

The Council is responsible for any claims which arise from injury or accident on Council Land.

10.3 Council Land Priorities

The following priorities have been agreed for Council Land:

1	High Traffic	Town and City centre pedestrian areas and significant car parks
2	Medium Traffic	Council footways where there are significant high numbers of vulnerable users e.g. around elderly people's homes.
3	Medium Traffic	Public buildings e.g. leisure and sports centres, theatres and other car parks.
4	Low Traffic-Urban	Housings Estates
5	Low Traffic - Other	Parks, cemeteries, etc.

These priorities were agreed by Council Members in August 2010 and have been subject of a public scrutiny.

11. ROUTE PLANNING

Locations to be treated are included in Appendix A1 to A9. These include areas proposed by Councillors, which were identified during a consultation in August 2010.

HCC undertook an internal review of their Operational Plan for 2017/18, which was signed off in September 2017.

12. ASSESSMENT OF NEED

When assessing the need for 'Action' as a result of a severe weather forecast, it is crucial that the Council has access to accurate weather forecasting information to inform the decision as to whether to deploy resources. The Council has access to the Severe Weather Forecast from the Meteorological Office issued by the Regional Weather Advisor and summary data from the professional weather forecast contracted by HCC. The latter giving accurate predictions of local road surface temperatures (RST). This information is circulated to operational managers.

Frost may form when the road surface temperature reaches 0°C. In many instances road surface temperatures can differ significantly from air or ground temperatures and the appearance of frost on grass and car windows can be a misleading guide whether action is required. As a general rule, precautionary salting should be considered whenever road surface temperatures are forecast to be + 1°C or below to allow for the inconsistency in weather forecasts.

Some of the difficult considerations facing officers when deciding whether to implement winter treatment includes:

- Frost forecasts after rain - salting too early could result in the salt being washed away, but salting too late could result in widespread formation of ice
- Freezing conditions coinciding with rain - this almost inevitably results in ice forming. Salting prior to rain will delay the effect, but unless temperatures rise quickly following commencement of rainfall the Duty Officer is left with an impossible task
- Rapid falls in temperature due to changing cloud conditions - this is very difficult to predict and unless salting has been carried out in anticipation, mobilisation times are too long for salting to be effective until sometime after ice has formed

During heavy snow falls the resources available and the reliance on up to date information limit the effectiveness of any operation to keep roads clear. Hindrance by the rapid build-up of traffic also has a significant influence on the effectiveness of any plan of action.

13. RESPONSE AND TREATMENT TIMES

The effectiveness of any winter maintenance action relies on response at the right time and completion within a time that is practical.

During High, Medium and Low periods decisions are required on a daily basis. HCC's target time for reaching a decision is 15:00 hours. This ensures their crews are aware of any potential action that night before they go home. HCC's operational decisions are made available to the Council for information but also as an aid to decision making.

Under most circumstances frost on the footway surface does not form until late evening or early morning, but where earlier frost is forecast, salting maybe carried out during the afternoon before the evening peak.

Treatment routes and contract arrangements will be organised to achieve defined standards of response and treatment times on the specified priorities.

13.1 Definitions:

Response Time is defined as the time taken from the decision to begin precautionary treatment until the winter maintenance vehicles are loaded, manned and ready to commence actual salting.

Treatment Time is defined as the time taken from leaving the depot in order to begin treatment of the network, through to completion of the treatment.

14. PLANT, VEHICLES, EQUIPMENT AND MATERIAL RESOURCES

14.1 Existing Equipment Available to St Albans Council

The Council's current method of spreading salt is by hand using shovels from a barrow or a vehicle. The gritting equipment held by the Council consists of:

- 5 Two-wheeled drive, 3.5 tonne caged tipper vehicles from Veolia
- Shovels
- Barrows

To facilitate a culture of self-help and community resilience, 11 manually operated salt spreaders were acquired and made available to Parish Council's.

14.2 Motorised Equipment

There are advantages of using motorised equipment suitable for use on footways and other paved areas to both spread salt and to plough snow when it is more than 40mm thick. The advantages are generally speed of delivery, accuracy of spread and efficiency. There are of course risks in mixing moving vehicles and pedestrians.

A tractor used in the St Albans market set-up operation has the capability of being fitted with a snow plough and salt spreader attachment. These are stored by Veolia at Sandridge Gate Depot. Veolia staff has been trained to use the vehicle and ancillary snow management equipment. Only staff trained by Veolia will fit and operate the snow plough and salt spreader.

This equipment is subject to an inspection by operators and an inspection by trained maintenance staff in accordance with the manufacturer's instructions. Veolia will store and manage the maintenance of the ancillary equipment. Community Services Department (Waste, Street Scene and Markets) will be responsible for the maintenance of the tractor.

15. SALT

Salt will generally be acquired from Hertfordshire County Council in September/October.

Highway Footways

Salt for use by the Council on the highway is issued free by HCC to the Council. 30 tonnes of salt is delivered annually into Sandridge Gate Depot for this purpose. In the event that the

salt stock is exhausted because of severe and prolonged weather the Council may not be able to continue to treat footways when asked to do so by HCC.

Council Land

Salt for use on Council Land will be purchased by the Council solely for that purpose. This salt will not be used on the highway other than in extreme circumstances and with the consent of the Chief Executive Board (CEXB).

15.1 General

Fine Rock Salt to BS 3247:1989 (minimum 6mm) with a Safecote additive has been used countywide since 2008/2009 as the prime material for combating snow and ice. It is recognised that salt is also environmentally unfriendly therefore to gain the most economic and environmentally satisfactory solution; the minimum amount of salt will be used to obtain the best effect.

Salt shall not contain any other substances that will cause hazard to human beings, animals, fish or plant life under normal conditions of use of the salt.

Salt acquired from HCC will be certificated by a National Measurement Accreditation Treatment (NAMAS) approved laboratory. HCC receive a Certificates from their supplier for every 500 tonnes of salt supplied. The Council can request a copy of the certificate.

The target rates of spread of salt will be set. Spread patterns and widths of spread will be checked to avoid wastage.

Salt will be purchased and supplied by HCC from Salt Union Ltd, De-Icing Business, Winsford Rock Salt Mine, Winsford, Cheshire, CW7 2PE

15.2 Storage – HCC Stock

Subject to suitable storage being made available at Sandridge Gate Depot, the Council will hold a stock of 30 tonnes of salt at the start of the winter season, for sole use by the Council on the highway. This stock will enable the prompt deployment of gritting teams.

The salt stock will be stored in covered barns, in impermeable bags on pallets, so they can be efficiently moved and lifted by Veolia’s high lift equipment.

15.3 Storage – St Albans District Council

Salt stockpiles will be stored under cover at the Sandridge Gate Depot in the former bus workshop. The initial stock will be 40 tonnes in 25kg bags.

Storage Location	Required Stock Levels for Commencement of 2017/18 Season (tonnes)	Minimum Stock (Tonnes)			Maximum Stock (Tonnes)
		Oct - Feb	Mar	Apr	
Community Services Sandridge Gate	70	70	20	10	70

Bagged salt will also be stored at in a locked cupboard in the Civic Centre car park, at John O'Conner site at Hixberry Lane, and in Council grit bins on Council Land.

The Council will not generally supply salt to Town and Parish Councils because each has been offered their own stocks of salt, supplied free of cost by HCC.

15.4 Allocation of Council Stock

Subject to suitable storage being made available the initial allocation of salt will be as follows:

Locations	Number of 25 kg bags	Tonnes
Grit bins (non-Housing)	6 per bin	0.25
Hixberry Lane	16	0.4
Civic Centre Car Park Store	48	1.2
Total		1.85

15.5 Delivery and Replenishment of Council Stock

The Infrastructure Manager is responsible for recording the precise location of grit bins and for ensuring they are stocked.

This list will be consolidated and forwarded to Veolia, when during the first two weeks of October, Veolia will distribute salt.

Replenishment will only be made at the authorisation of the Infrastructure manager either immediately after use or after the stock check when a severe weather warning is received.

Salt may be distributed to key forward storage locations as determined for local spreading as required and replenished when used.

Salt - Environmental Issues

Salt will be stored in accordance with legislation to ensure that it does not leach into the ground with an adverse impact on the environment.

When clearing snow and ice, with shovel or snow plough, care will be taken to ensure that any salt or snow and ice that has been treated with salt that is removed is not placed on or against trees, shrubs or plants that may be adversely affected by the high concentrations of salt.

Market managers are to inform traders of the need to ensure treated snow or stocks of salt are not placed around trees.

16. TREATMENT METHODS

16.1 Precautionary Salting

The philosophy behind Winter Treatment operations is, wherever possible, to carry out pre-salting before ice forms or snow settles on the road. To enable this to be undertaken effectively depends on a mixture of local knowledge and experience, good local weather forecasts and knowledge of the state of the road at the time (i.e. is it wet or dry, salt covered or not etc).

Essentially, precautionary salting is planned as a result of weather forecasts to pre-set target spread rates. It is recognised that the spreading of salt manually using a shovel is inaccurate and is generally excessive. The spread rates below relate to the use of HCC's calibrated spreading machinery only.

16.2 Rates of Spread for Precautionary Salting

For frost, salt shall be spread at 8-15 grams/m².

When frost is expected after rain the rate of salt spread shall be for heavy salting i.e. 15-30 grams/m², delayed as late as possible to reduce the salt loss by run off unless freezing conditions coincide with rainfall.

When continuous snow is forecast, salt shall be spread at 15-30 grams/m² according to the anticipated severity of the snowfall. Every effort will be made to ensure enough salt is applied before snow starts to stick to the road to melt the initial snowfall and to provide a wet surface.

16.3 Treatment of Ice already formed

When ice has formed on surfaces a salt spread rate of 15-30 grams/m² should be used.

16.4 Treatment of Snow

Snow ploughing shall be undertaken as soon as snow depths exceed 40mm. Each pass of a plough shall be supplemented with a salt spread of 15-30 grams/m² depending on the prevailing conditions.

Should the temperature continue to drop and the need for ploughing continues, salt spread rates should be increased to 30 grams/m²

Where heavy or prolonged snowfalls accumulate on well-used footways, arrangements will be made to clear a route for pedestrians as soon as practical. If freezing conditions persist, footways cleared of snow should be given a light salting to melt the ice.

Clearance of snow from less heavily used footways will depend upon the anticipated duration of freezing conditions. Provided the more heavily used footways have been cleared and freezing conditions are expected to persist, then these footways may be cleared

16.5 Treatment of Hard-Packed Snow and Ice

If hard packed snow and ice conditions exist at temperatures down to -5°C and provided that this layer is no more than 20mm thick, removal shall be by successive salt spreads at 15-30 grams/m².

At temperatures between -5°C and -10°C where hard packed snow and ice is more than 20mm thick it may be necessary (in exceptional circumstances) to complete two runs. The first run will involve spreading 5mm down sand or grit. The second run will be at the required salt spread at 15-30 grams/m².

17. ORGANISATIONAL ARRANGEMENTS AND PERSONNEL

All works associated with winter maintenance operations will be carried out in accordance with Health and Safety Plans approved by the Council.

Training

Operatives employed on salting operations will be trained in the safe system of work and a schedule of trained operatives maintained.

Only people trained and certified to a standard agreed between Veolia and the Council will be authorised to use or otherwise operate the tractor mounted spreaders and ancillary equipment.

Staff Availability

Currently, Council staff and contractors are only available during the normal operational hours of Monday to Friday between 07:00 to 15:00. There is no existing arrangement for general operational staff to be available for callout, standby at home, standby at depot, to work additional hours to normal shifts or continuous shifts.

Because of the large number of disparate locations it is not feasible to employ a single dedicated contractor for winter treatments. As a result of this, existing resources will be used wherever possible.

Generally contracted staff deployed during their normal operational hours can be redeployed as a part of the contract, these coming from Veolia and John O'Conner. Such deployment will mean that their normal duties will not be covered. It will not be policy to redeploy refuse and recycling operatives unless their service has been terminated for other reasons. Street cleaning staff may be redeployed if they are available.

Appendix E provides details on how staff would catch up on refuse and recycling services after major/severe disruptions. It must also be noted that if additional hours are worked by staff that are subject to driver hour's restrictions, this will have an adverse effect on their duties in the following week. For example it will not be possible to employ refuse collection drivers on winter treatment duties over the weekend without reducing their availability to drive refuse vehicles later in the week.

If the conditions are so disruptive that the contractor's staff cannot attend work or if they are able to attend but the roads are impassable for the contractor's vehicles, effectiveness of this plan will be severely reduced.

Because of the limitations on staff availability, an option of employing trained agency staff at short notice to cover deficiencies in staff availability would be explored.

Additional staff costs

If through agreement, additional hours are worked, the Council would be obligated to pay for the resource.

17.1 Definitions:

- **Call Out** is defined as off duty personnel available for duty as demand arises but without any prior commitment to be available.
- **Stand by** is defined as personnel committed to be available to report to the depot or direct to a route within 1 hour of being called out from elsewhere or home.
- **Normal shift** is defined as personnel on duty at the depot or at a work place during normal working hours.

18. DECISION MAKING

When snow and ice conditions are forecast, decisions will be made by HCC in respect of highways, and the Council, in respect of Council Land.

18.1 HCC

HCC's Duty Officer will inform Ringway's Duty Operational Manager by 3pm each day during the operational winter period, of the decision regarding action. The decision is then cascaded to crews and recorded. The decision log is available on the County Council website; (<http://www.hertsdirect.org/actweb/saltingdecisions/default.cfm>).

The Council's nominated contact officers are also informed of weather predictions and decisions, by email.

Decision-making will be made along the guidelines shown in Appendix B&C, Winter Decision-Making Process and Records.

18.2 The Council

On receipt of a weather prediction of snow and/or ice conditions from HCC, which includes a request to salt highway footways, the Council's responsible manager will decide if treatment of Council Land is required.

Using the information provided from HCC and the knowledge of existing road conditions, the Head of Community Services Department or a nominated manager with delegated authority will be responsible for determining the appropriate action for the Council, see Appendix B. The Officer will clearly state if salting and or snow clearing should commence. Managers responsible for the deployment of staff will be promptly informed of the decision.

18.3 Town and Parish Councils

The following Councils received salt spreader equipment from the Council::

- Colney Heath
- Harpenden Town Council
- Harpenden Rural
- London Colney
- Redbourn
- Sandridge
- St Michael
- St Stephen
- Wheathampstead

The Town and Parish Councils will be informed of severe weather warnings and may self-deploy the spreaders and free issue salt when there is disruptive snow or ice.

19. DEPLOYMENT PROCESS

19.1 Process Trigger/Alert Stage

On receipt of a severe weather warning predicting a greater than 60% chance of disruptive snow, CEXB will be notified through email, text and 'whatsApp' group, who in-turn will cascade the warning to operational managers and relevant contractors.

On receipt of the message the responsible managers and contractors responsible for the winter treatment delivery will check staff availability, equipment and salt stocks. Grit bins will be replenished as required and as salt stock allows.

A meeting, initiated by Community Services Department (Infrastructure Manager), of responsible managers, either face to face or by conference call, will be held to report status and review plans.

19.2 Deployment of resources

On receipt of request from HCC to commence treating footways on the highway the Head of Community Services Department or a nominated manager with delegated authority will consider the request, authorise deployment and notify the appropriate contractors.

In the event the treatment of footways is authorised the managers responsible for paved areas on Council Land will be informed and will also consider commencing treatment of the property under their control.

If disruptive snow falls and there has been no request from HCC to commence treatment of highway footways, the managers responsible for Council Land will be informed and will consider commencing treatment under their control. The general presumption will be that in the event that disruptive snow or ice occurs without a warning then staff responsible for Council Land will deploy automatically if salt is available and a review meeting held as early as possible.

A set of nine plans are included in the Appendices A1 to A9. In the first instance the deployment will be in accordance with the appropriate plan. In the event that there are reasons why the plan cannot be implemented, e.g. lack of salt, lack of staff, roads not passable etc., the plan will be reviewed by the responsible manager and the plan adapted to the circumstances. The variation and the reason for it will be recorded.

The Community Services Department (Waste, Street Scene and Markets) will as early as practicable inform HCC of the footways on the highways that are to be treated by the Council's resources in order that HCC can consider directing any resources that they may have to those footways that are not being treated by the council.

Throughout the snow clearance and treatment of the priority footways the managers of the staff deployed will ensure that the Head of Community Services Department is kept informed of progress at a maximum of 2 hour intervals unless another time limit is agreed at a local level.

There are two principal risks that may prevent gritting of footways. These are:

- Salt is not available or stocks cannot be replenished.
- As a result of the lack of salt the salting on the road network is reduced and this prevents staff from attending work or the roads to the footways to be treated are impassable preventing deployment of staff.

Generally, salt will be distributed from the tractor mounted spreader and manually from vehicles by hand, using shovels. Compacted snow and ice may be removed using shovels. Care will be taken to ensure that salt, snow or ice that is removed is not placed on or against trees, shrubs or plants that may be adversely affected by the high concentrations of salt.

Grit bins are provided by HCC for use on the highway. HCC is responsible for the replenishment of these bins.

The Council also has a number of grit bins on Council Land and is responsible for the replenishment of these bins.

Those delivering the winter treatment will report progress to the responsible manager who will inform Community Services Department (Waste, Street Scene and Markets). The reports will be collated for the information of the Head of Community Services by the Infrastructure Manager. All records and reports will be retained.

19.3 Reporting

Progress against the plan will be reported by the Head of Community Services Department to CEXB.

20. SNOW CLEARANCE

Generally laying snow over 40mm in depth will be cleared by ploughing or by the use of shovels. Snow that is less than 40mm in depth can normally be treated by salting.

20.1 HCC's Response

When a call is received by HCC regarding the build-up of snow from a member of the public, the caller would be informed that all available resources have been deployed in the deliverance of the Winter Treatment Operational Plan, and all roads will be treated according to their priority rating. These priority roads have been predetermined and will be treated in the order as stated in the plan. This may mean that once all main routes are clear and resources allow attendance at the lesser priority roads, the thaw may have already set in.

When attending to the network in priority order, should reports of ice or snow be received on a priority already treated, then that priority may be revisited.

20.2 Snow Treatment

The method of dealing with snow will be dependent on the depth of snow and the temperature.

20.3 Snow fall of less than 40mm

Snow fall of less than 40mm will not normally require any further action than precautionary salting unless prolonged sub-zero temperatures are forecast.

20.4 For snow falls in excess of 40mm

For snow falls in excess of 40mm or when drifting occurs, post salting will take place as soon as is practicable. This allows a programmed approach to dealing with ice on non-precautionary salting routes.

HCC's general message to the public would say "Hertfordshire County Council will deal with snow on the highway with the reasonably expected resources as required by the Winter Operational Service Plan, treating the highest priority roads first".

These priorities have been predetermined and will be treated in the order as stated in their plan, which may mean that by the time all main routes are clear and resources allow attendance at the lesser priority roads the thaw may already have set in.

Additional salting resources may be used during this period.

20.5 The Council's Response

Snow will be cleared in the same priority order as treatment of ice. When a call is received by the Council regarding the build-up of snow from a member of the public, the caller should be informed that all available resources have been deployed in the deliverance of the Winter Treatment Operational Plan, and paved areas will be treated in predetermined priority order. This may mean that once all main routes are clear and resources allow, attendance at the lesser priority areas may result.

21. REPORTS OF ICE ON THE PUBLIC HIGHWAY

21.1 Routes to schools

Whilst it is recognised that walking routes to schools are increasing, it is not practical to undertake salting on footways, or roads, to all schools in the county. Those schools serving the highest numbers of pupils are those most likely to be served by scheduled bus or high usage footways. HCC may undertake post salting as resources allow. Where it is felt that untreated roads or footways leading to a school (or indeed the untreated areas within the school itself) pose a significant risk to pupils, the head teacher may decide that it is a safer option to close the school during severe weather. The head-teacher will also be considering other pressures effecting the operation of the school, such as advice from police or motoring organisations that journeys should not be made. These factors may affect the availability of teaching staff and would influence the head-teachers decision.

21.2 Post Salting

When prolonged sub-zero temperatures are forecast for a period greater than 48 hours, post salting may take place. This allows a programmed approach to dealing with ice off of precautionary salting routes.

Additional salting resources may be used during this period.

21.3 Reports of ice not on the highway or Council Land

- No action will be taken by HCC or the Council to treat ice or snow on private roads or footways (i.e. where there are no public rights of way)
- Some private arrangements may be in place with Ringway or other Contractors.

22. Salt Bins

HCC has over 1000 Salt bins at locations across the county for 'self-help' during icy conditions. If the reported site is near a salt bin, self-help may provide a more effective response than adding the site to a prioritised list. Salt bins may be refilled after a prolonged period of snow or ice.

The locations of salt bins can be found on HCC's website at:

[http://webmaps.hertfordshire.gov.uk/highwayspub/index.htm?layers=\[5:6,7\]](http://webmaps.hertfordshire.gov.uk/highwayspub/index.htm?layers=[5:6,7]) A link to HCC's web site is also available through the Council's website.

23. OPERATIONAL COMMUNICATIONS

23.1 Communication

Two-way communication between all parties involved in the implementation of the Winter Treatment Operational Plan activities is essential at all times. Due to the wide range of personnel and activities involved, modes of communication will include but not be limited to Mobile phones; landline phones; emails and SMS messages.

23.2 Weather Forecast Provider

Only HCC's winter maintenance Duty Officer and has access to the professional weather forecasting centre, but summary alerts will be issued to the Council.

23.3 Communications between HCC and the Council

Operational communication between HCC and the Council will normally be between respective agreed contacts, usually for the council this will be a nominated officer in the Community Services Department.

Currently, the Community Services Department and Veolia receive a daily message from HCC by email, which give a synopsis of the forecast weather, road conditions and informs their decision with regards 'Action'.

The Council communication team will liaise with the HCC communication team as appropriate during extreme weather events.

23.4 Joint Manning of Control Desk

During severe weather conditions, a control desk for joint manning of operations will be set up at County Hall unless otherwise agreed between the County Duty Officer and the HCC's Highways Winter Treatment Manager.

During severe conditions, the police may request that the control desk be set up at Police HQ where both the County Duty Officer and the Winter Treatment Manager will be present. The Highways Agency may also have a control desk at Police HQ.

The Council's officers will normally liaise with the joint manning or Control Desk by telephone or email as required.

24. Communication Plan

HCC and the Council will actively seek to communicate with the Council Cabinet, members, the media, the public and staff to provide situation updates.

Media Enquiries

All media enquiries in relation to highways will be led and coordinated by the HCC.

All media enquiries relating to Council Land will be led and coordinated by the Council's Chief Executive and Policy Department.

Public

The primary method of communication with the public will be via the Council's website, through appropriate liaison with the local media outlets (in extreme weather conditions) and through the Telephone Contact Centre.

There is a dedicated page on St Albans District Website:

<http://www.stalbans.gov.uk/contact-us/services/> with links to HCC's Website and other sources of information. The page will include links to information on the following:

- Refuse and Recycling
- Gritting of Road and Footpaths
- Contact details of Highways at Hertfordshire County Council
- Winter facts and advice
- Highways Salting Routes
- Salting Policies and Priorities
- Salting Decision Process
- Salting Decisions Log
- Salt Bin locations
- Contact for reporting leaks to Affinity Water
- Bus Timetable updates
- Govia Thameslink Railway (GTR)

Both HCC and the Council use social media networks to tweet and re-tweet winter maintenance information under the guise of "gritter twitter". The Council has over 10,000 followers on twitter.

Variable Message Signs

Hertfordshire county Council operate a number of on-street traffic variable message signs around the District on its primary road network. Weather and gritting information and warnings are displayed on these boards when severe weather is forecast.

The Council Contact Centre and Customer Desk will also be available to assist the public by answering queries or signposting the enquirer to the appropriate source of information. Where there may be a delay in answering the telephone or the offices are closed, an answering message will inform and direct people to the Council's website.

Sandridge Gate Depot

All visitors to Sandridge Gate Depot seeking information or resources will be referred to the Council's website, Contact Centre or Help Desk where information is available and requests can be managed.

Cabinet and Members

The Cabinet and Members will be kept up to date by email from CEXB or an appointed nominee.

Staff

Staff will be kept informed of predicted severe weather events through email by Human Resources Team. Staff not on site may be kept informed through the Council's intranet.

25. APPENDIX A1 – FOOTWAYS ON THE HIGHWAY

Plan No.	1
Description	Priority highway footways
Responsible	Hertfordshire County Council
Accountable Manager	Waste, Street Scene and Markets Manager
Responsible Manager	Senior Waste Contract Officer
Delivery Manager	Account Manager, Veolia
Trigger for process/Alert Stage	Severe Disruptive Snow Forecast 60%+
Action	Prepare staff and equipment
Deployment of resources	On request of Hertfordshire County Council, authorisation to deploy from Head of Community Services or a manager with delegated responsibility
Route Planning	Account Manager, Veolia
Reporting	Account Manager, Veolia
Salt Supplier	Hertfordshire County Council
Salt Stock	Held in Sandridge Gate Depot
Standard expected	1.5 metre wide cleared area with passing places
Comments	Instances where waste collection routes require gritting, Veolia may carry out gritting of those routes on their own accord.

Schedule of Footpaths on the Highway – Approved by Hertfordshire County Council Environment Department

Road name	Community	Map	Between	Covered by:
Black Boy Wood	Bricket Wood	50	Shops near Hunter Ride	Veolia
Claremont	Bricket Wood	50	All	Veolia
Old Watford Road,	Bricket Wood	50	All	Veolia
Station Road,	Bricket Wood	50	All	Veolia
Station Road,	Bricket Wood	50	Smug Oak Lane to Pleasant Lane	Veolia
Watford Road	Chiswell Green	50	Ragged Hall Lane to A 405	Veolia
Fellowes Lane,	Colney Heath	52	Tollgate Road to No 52 including around green.	Veolia
High Street,	Colney Heath	52	Church Lane to Roestock Lane	Veolia
Bowers Parade,	Harpenden	44	All	Veolia
Bowers Way,	Harpenden	44	All	Veolia
Church Green,	Harpenden	44	All	Veolia
Hay Lane,	Harpenden	44	Access Road	Veolia
High Street,	Harpenden	44	Station Road to Sun Lane	Veolia
Leyton Road,	Harpenden	44	Leyton Green and Bull Road	Veolia

Road name	Community	Map	Between	Covered by:
Leyton Road,	Harpenden	44	Footpaths between Leyton Road and High Street near Public Halls	Veolia
Luton Road (A1081),	Harpenden	44	Sun Lane to and including shops between Kennel Lane and The Common, Kinsbourne Green	Veolia
Milton Road,	Harpenden	44	Station Road to Shakespeare Road	Veolia
Piggots Hill,	Harpenden	44	All	Veolia
Rothampstead Avenue,	Harpenden	44	Leyton Road to High Street	Veolia
Southdown Road,	Harpenden	44	Piggots Hill and Walker Road	Veolia
Station Road (B652),	Harpenden	44	High Street to Granary Lane	Veolia
Station Road (B652),	Harpenden	44	Granary Lane to Lower Luton Road	Veolia
Steward Road,	Harpenden	44	All	Veolia
Thompson Close,	Harpenden	44	All	Veolia
Vaughan Road,	Harpenden	44	All	Veolia
Park Street Lane,	How Wood	50	Hyde Lane to Balmoral Close	Veolia
Penn Road,	How Wood	50	Grovelands to Ringway Road	Veolia
Ringway Road,	How Wood	50	By shops	Veolia
Haseldine Road,	London Colney	52	High Street to Caledon Road	Veolia
High Street,	London Colney	52	Cotlandswick to Meadow Close	Veolia
Sherwood Avenue	Marshalswick	51	Marshalswick Lane and Kingshill Lane	Veolia
The Ridgeway	Marshalswick	51	Marshalswick Lane and Hughenden Road	Veolia
Beech Road	Marshalswick	51	Shops near Valley Road	Veolia
A 5183, Park Street	Park Street	50	Mount Drive to Curo Park	Veolia
High Street,	Redbourn		Fish Street to Harpenden Road	Veolia
High Street.	Sandridge	51		Veolia
House Lane,	Sandridge	51	High Street to Anson Close	Veolia
Station Road,	Smallford	52	All	Veolia
Abbey Avenue	St Albans	49	All	Veolia

Road name	Community	Map	Between	Covered by:
Abbots Avenue West	St Albans	49	All	Veolia
Camp Road	St Albans	46	Hatfield Road to Dellfield	Veolia
Camp Road	St Albans	46	Ely Road to Windemere	Veolia
Cell Barnes Lane	St Albans	46	All	Veolia
Central Drive	St Albans	46	All including shops	Veolia
High Oaks	St Albans	47	All (including shops)	Veolia
Hill End Lane	St Albans	46	Camp Road to Highfield Lane (including shops)	Veolia
New House Park	St Albans	46	All (including shops)	Veolia
Normandy Road	St Albans	45	Folly Lane to Waverley Road	Veolia
Prospect Road	St Albans	45	All	Veolia
Vesta Avenue	St Albans	49	All	Veolia
Waverley Road	St Albans	47	From Normandy Road to Batchwood Drive (Hospital entrance and shops x2)	Veolia
Adelaide Street	St Albans Town Centre	45	Catherine Street and St Peter's Street including the car park	Veolia
Alma Road	St Albans Town Centre	45	All	Veolia
Beaconsfield Road	St Albans Town Centre	45	All	Veolia
Catherine Street	St Albans Town Centre	45	St Peter's Street and Church Street	Veolia
Chequer Street	St Albans Town Centre	45	High Street and Victoria street	Veolia
Cross Street	St Albans Town Centre	45	All	Veolia
Drovers Way	St Albans Town Centre	45	All	Veolia
Folly Lane	St Albans Town Centre	45	Church Street and Normandy Road	Veolia
George Street	St Albans Town Centre	45	High Street and Romeland	Veolia
Grimston Road	St Albans Town Centre	45	Alma Road to Stanhope Road	Veolia
Grosvenor Road	St Albans Town Centre	45	Hatfield Road to Dellfield	Veolia
Hatfield Road	St Albans Town Centre	45	St Peter's Street and Colney Heath Lane (including Wynchland Shops)	Veolia

Road name	Community	Map	Between	Covered by:
High Street	St Albans Town Centre	45	Holywell Hill and George Street	Veolia
Holywell Hill	St Albans Town Centre	45	Griffin Way and High Street	Veolia
Lattimore Road	St Albans Town Centre	45	All	Veolia
London Road	St Albans Town Centre	45	Holywell Hill and Grosvenor Road	Veolia
Market Place	St Albans Town Centre	45	All (Hertfordshire Highways)	Veolia
Marlborough Road	St Albans Town Centre	45	All	Veolia
Ridgemont Road	St Albans Town Centre	45	London Road to London Road	Veolia
St Peter's Street	St Albans Town Centre	45	Victoria Street and Stonecross	Veolia
Stanhope Road	St Albans Town Centre	45	All	Veolia
Stonecross	St Albans Town Centre	45	St Peter's Street and Sandpit Lane	Veolia
Upper Dagnall Street	St Albans Town Centre	45	All	Veolia
Verulam Road	St Albans Town Centre	45	George Street to Hill Street	Veolia
Victoria Street	St Albans Town Centre	45	All	Veolia
Brewhouse Hill,	Wheathampstead	51	All	Veolia
Church Street,	Wheathampstead	51	All	Veolia
Conquers Hill,	Wheathampstead	51	All	Veolia
East Lane	Wheathampstead	51	All	Veolia
High Street,	Wheathampstead	48	Millbridge to disused railway line	Veolia
Marford Road,	Wheathampstead	51	High Street to the Hill	Veolia
Mill Bridge,	Wheathampstead	51	Marford Road to Mill Bridge	Veolia
Station Road,	Wheathampstead	51	Spencer Place to Hopkins Crescent (North End)	Veolia
The Hill.	Wheathampstead	51	Marford Road to Butterfield Road	Veolia
East Lane	Wheathampstead	48	All	Veolia

26. APPENDIX A2 – COUNCIL LAND, ST ALBANS TOWN CENTRE

Plan No.	2
Description	Amenity Land, St Albans Town Centre
Responsible	Community Services Department
Accountable Manager	Waste, Street Scene and Markets Manager
Responsible Manager	Senior Waste Contract Officer
Delivery Manager	Account Manager, Veolia
Trigger for process/Alert Stage	Severe Disruptive Snow Forecast 60%+
Action	Prepare staff and equipment
Deployment of resources	Authorisation of the Head of Community Services or a manager with delegated responsibility
Route Planning	Account Manager, Veolia
Reporting	Account Manager, Veolia
Salt Supplier	St Albans City & District Council
Salt Stock	Local grit bins, Civic Centre lock-up, supplemented from Sandridge Gate Depot
Standard expected	1.5 metre wide cleared area with passing places

Schedule of Locations

	Covered by:
Area from Civic Centre Car Park to St Peter's Street (Upper-to front entrance of Civic Offices)	Veolia
Area from Civic Centre Car Park to St Peter's Street (Lower)	Veolia
From Alban Arena to St Peter's Street	Veolia
Footpath between Alban Arena and Victoria Street (to side of Waterend Barn)	Veolia
Area in front of St Albans Arena, including steps and slopes	Veolia
Civic Close and Charter Close	Veolia

Grit Bin Location

Outside front entrance of Civic Centre Offices	Veolia
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27. APPENDIX A3 - ELDERLY PERSONS HOMES AND ESTATES

Plan No.	3
Description	Elderly Persons Homes and Estates
Responsible	Housing Department, SADC
Accountable Manager	Head of Housing
Responsible Manager	Estate Services Officer
Delivery Manager	Estate Services Officer and Caretakers
Trigger for process/Alert Stage	Severe Disruptive Snow Forecast 60%+
Action	Prepare staff and equipment
Deployment of resources	Visible disruptive snow or Authorisation of responsible manager.
Route Planning	Estate Services Officer
Reporting	Estate Services Officer
Salt Supplier	ROALCO
Salt Stock	Housing grit bins
Comment	5 Elderly Persons Homes 7 Estates with refuse chutes 36 grit bins to be managed

Properties Covered by Caretakers and Housing Department Contractor.

Council Retirement Housing Scheme	Address	The details of paths/areas cleared at each site?	Access to Bin Shed cleared Y/N	Number of Grit Bins
Breadcroft	Breadcroft Lane, Harpenden	Internal paths	Y	1
Cyril Dumbleton House	Haseldine Rd London Colney	Front and rear paths	Y	1
Gertrude Peake Place	High Street, Redbourn	Front and rear paths	Y	1
Mereden Court	Tavistock Ave, St Albans	Front and rear paths	Y	1
Sparrow Court	Brewhouse Hill, Wheathampstead	Front and rear paths	Y	1

Properties with Rubbish Chutes to be cleared to allow safe removal of refuse.

Name of Estates with Rubbish Chutes	Address	Number of Grit Bins on the estate
Telford Court	Alma Rd	2
Riverside Rd Flats	Riverside Rd	2
Queens Court	Hatfield Rd	0
St Paul's Place	Hatfield Rd	0
Cotlandswick	London Colney	3
Chiltern Rd Flats	Chiltern Rd	1
Malvern Close Flats	Malvern Rd	1

Estates with grit bins available for the use by residents

Location of grit bins not at retirement accommodation or estates with rubbish chutes	Address	Number of Grit Bins
Grindcobbe Flats & Houses	Grindcobbe	2
Jubilee Court	Pickford Hill	2
Flats 39 to 109	Pickford Hill	6
Northfield Rd Flats	Northfield Rd	2
Meadow Close Mobile Home Site	Meadow Close	3
Drakes Drive Mobile Home Site	Drakes Drive	4
Woodvale Park Mobile Home Site	Sutton Rd	2
Park Homes Mobile Home Site	Aubrey Avenue	1

28. APPENDIX A4 - CAR PARKS

Plan No.	4
Description	Priority Car Parks
Responsible	Democratic and Regulatory Services
Accountable Manager	Regulatory Compliance Manager
Responsible Manager	Specialist Officer (Parking)
Delivery Manager	NCP
Trigger for process/Alert Stage	Clearway Gritting shall undertake the day-to-day weather forecasting for the Civic Centre and Westminster Lodge car parks between 1st Nov and 31st Mar using the Met Office 'Open Road' forecast with a 'red alert' as the trigger point to carry out service.
Action	Clearway Gritting to prepare resource. Parking Services Manager or a delegated officer to make the decision whether to close the top deck of civic centre due to ice or snow
Deployment of resources	Clearway Gritting to make decision based on weather forecast
Route Planning	Clearway Gritting
Reporting	Parking Services Manager or a delegated officer
Salt Supplier	Clearway Gritting
Salt Stock	Clearway Gritting
Comment	WPC to use free issue salt from HCC

Schedule of Car Par Locations

	Responsible	Grit Bins
Westminster Lodge	NCP	1
Verulamium	NCP	0
Russell Avenue	NCP	0
Drovers Way - Access road	NCP	0
Drovers Way - Multi-storey - Top Floor	NCP	1
London Road	NCP	1
Bricket Road North	NCP	0
Civic Centre Top Floor	Parking Services	1
Civic Centre Ground Level	Parking Services	1
Civic Centre Basement	Parking Services	1
Amenbury Lane	NCP	0
Bowers Way East	NCP	0
Bowers Way West	NCP	3
Adelaide Street	NCP	0
East Lane, Wheathampstead	Wheathampstead PC	0
Clarence Park	Jhn O'Conner	1

29. APPENDIX A5 - MARKETS

Plan No.	5
Description	Market
Responsible	Community Services Department, SACDC
Accountable Manager	Waste, Street scene and Markets Manager
Responsible Manager	Waste, Street scene and Markets Manager
Delivery Manager	Account Manager, Veolia
Trigger for process/Alert Stage	Severe Disruptive Snow Forecast 60%+
Action	Prepare staff and equipment
Deployment of resources	Visible disruptive snow or Authorisation of responsible manager.
Route Planning	Markets Manager
Reporting	Markets Manager
Salt Supplier	Hertfordshire County Council
Salt Stock	Sandridge Gate Depot
Comment	The market tractor with adaptations is available and can be operated by Veolia staff

Schedule of locations:

St Peters Street Service Road	Catherine Street to Spencer Street	Veolia
Market Place	Spencer Street to High Street	Veolia

30. APPENDIX A6 - PUBLIC TOILETS – ON STREET

Plan No.	6
Description	Public Toilets – On Street
Responsible	Community Services Department
Accountable Manager	Waste, Street Scene and Markets Manager
Responsible Manager	Senior Waste Contract Officer
Delivery Manager	Account Manager, Veolia
Trigger for process/Alert Stage	Severe Disruptive Snow Forecast 60%+
Action	Prepare staff and equipment
Deployment of resources	Visible disruptive snow or Authorisation of responsible manager
Route Planning	Account Manager, Veolia
Reporting	Account Manager, Veolia
Salt Supplier	HCC
Salt Stock	Sandridge Gate Depot
Standard required	3 metres from each entrance/exit cleared to allow safe exit from toilets before patrons commence onward journey. Extend to cleared footway if nearby.

Schedule of Locations

High Street	Opposite King's Road	London Colney
Park Street Lane	Near playing fields	Park Street
High Street	Car Park	Redbourn
High Street	Car Park	Sandridge
East Lane	Near car park	Wheathampstead
Ridgeway	Near the library	Marshalswick
Spicer Street	Junction with George Street	Verulam
Civic Close	Civic Centre Car Park - ground floor	St Peters
Drovers Way	Car Park - ground floor	St Peters

31. APPENDIX A7 - PUBLIC TOILETS – OFF STREET

Plan No.	7
Description	Public Toilets – Off Street
Responsible	Community Services Department
Accountable Manager	Waste, Street Scene and Markets Manager
Responsible Manager	Senior Waste Contract Officer
Delivery Manager	John O’Conner
Trigger for process/Alert Stage	Severe Disruptive Snow Forecast 60%+
Action	Prepare staff and equipment
Deployment of resources	Visible disruptive snow or Authorisation of responsible manager.
Route Planning	John O’Conner
Reporting	John O’Conner
Salt Supplier	John O’Conner
Salt Stock	Hixberry Lane Depot
Standard required	3 metres from each entrance/exit cleared to allow safe exit from toilets before patrons commence onward journey.

Schedule of Locations

Clarence Park	Clarence Park, St. Albans Bowling Green (York Road end)	John O’Conner/Urbaser
Clarence Park	Clarence Park, near football ground	John O’Conner/Urbaser
Hatfield Road	Cemetery opposite St Paul’s Place	John O’Conner/Urbaser
London Road	Cemetery opposite Birklands	John O’Conner/Urbaser
Abbey Mill Lane	Verulamium Park, causeway near Fighting Cocks P.H	John O’Conner/Urbaser
St Michaels Street	Verulamium Car Park, Changing rooms	John O’Conner/Urbaser
Holywell Hill	Westminster Lodge, Running track past bottom car park	John O’Conner/Urbaser
Westfield Road, Harpenden	Cemetery near Lindley Close	John O’Conner/Urbaser

32. APPENDIX A8 - PRIORITY FOOTPATHS – PARKS AND CEMETERIES

Plan No.	8
Description	Priority Footpaths – Parks and Cemeteries
Responsible	Community Services Department
Accountable Manager	Commercial and Contract Services Manager
Responsible Manager	Senior Leisure Contract Officer
Delivery Manager	John O’Conner
Trigger for process/Alert Stage	Severe Disruptive Snow Forecast 60%+
Action	Prepare staff and equipment
Deployment of resources	Visible disruptive snow or Authorisation of responsible manager.
Route Planning	John O’Conner
Reporting	John O’Conner
Salt Supplier	St Albans Council for use by Veolia John O’Conner – Provide salt as per contract
Salt Stock	Sandridge Gate Depot

Schedule of Locations

Hatfield Road Cemetery to office and toilets	John O’Conner
Routes to burial sites	John O’Conner
Mud Lane - Access road to Westminster Lodge and car park	Veolia
Westminster Lodge – Footpaths to Sports Centre from Mud Lane and Car Park	Veolia
Hay Lane and footpath from Amembury Lane to Sport Hall and Swimming Pool	Veolia
Footpath in Rothampsted Park from Leyton Road from to Sport Hall and Swimming Pool	Veolia

33. APPENDIX A9 - SPORTS AND LEISURE FACILITIES

Plan No.	9
Description	Sports and Leisure Facilities
Responsible	Commercial and Development Department
Accountable Manager	Leisure and Heritage Services Manager
Responsible Manager	Senior Leisure Contract Officer
Delivery Manager	1 LIFE & SLM
Trigger for process/Alert Stage	Severe Disruptive Snow Forecast 60%+
Action	Prepare staff and equipment
Deployment of resources	Visible disruptive snow or Authorisation of responsible manager.
Route Planning	1 LIFE & SLM
Reporting	1 LIFE & SLM
Salt Supplier	1 LIFE & SLM
Comment	Responsibilities defined in contract

Schedule of Locations

	Covered by:
Rothamstead Park - Swimming Pool (Curtilage only)	1 LIFE
Rothamstead Park - Sports Hall (Curtilage only)	1 LIFE
Harpenden Public Halls frontage and car park.	1 LIFE
Westminster Lodge Sports Centre (Curtilage only)	SLM
St Albans Arena (Curtilage only)	1 LIFE
London Colney Leisure Centre and car park	1 LIFE
Batchwood Golf and Tennis Centre, car park and access roads	1 LIFE

34. APPENDIX A10 – SHOPPING AREAS SCHEDULE

At Cabinet on 5 October 2010 the Chair asked about provision of salt bins for neighbourhood shopping precincts within the non-parished areas of the city as these did not appear to be included in the priority list of roads and that this would need to be addressed. Members were asked to provide details of shopping precincts in their areas. The list below was created. Each site was prioritised and was classified as one of the following:

- 0 = Private property not covered by county.
- 1 = On or near an existing recommended priority route
- 2 = Considered a priority if resources allow
- 3 = Not considered a priority until all above treated.

Within the resources available and subject to the road conditions, staff availability and equipment, treatment ability SADC will endeavour to treat priority 1 and 2 locations. Members and Parish Councils may wish to make arrangements to treat priority 2 and 3 locations within their areas.

Name	Road	Near Junction	Cllr	Route	Comment	Pty
Quadrant	Marshalswick Lane	The Ridgeway	Cllr Churchard	Private	High usage The Chairman of The Quadrant Management Committee	0
Jersey Farm Shopping Centre at	St Brelades Place	Harvest Court, Jersey Farm	Cllr Churchard Cllr Leonard	Private	High usage. Private Managing Agent Turner Properties tel. 02089071165 (Mr Shah)	0
	Abbots Ave West	Trumpington Drive to Wallingford Walk	Andrew Robertson		Elderly and flats Existing route	1
Beech Road Shopping Parade	Beech Road	Valley Road by Total Garage opposite King William 1V public house.	Cllr Churchard		Elderly Existing route	1

Name	Road	Near Junction	Cllr	Route	Comment	Pty
Black Boy Wood Shops	Black Boy Wood, Bricket Wood	Hunters Ride	Cllr Lee		Community Resilience Existing route	1
City Centre	Catherine Street,	St Peters Street to Church Lane	Cllr White		Existing route	1
	Cell Barnes Lane	Thirlmere Drive to Grasmere Road	Andrew Robertson		Elderly and flats Existing route	1
	Central Drive	Hazelwood Drive and Woodland Drive	Cllr Rowlands		Existing route	1
City Centre	George Street	High Street to Spencer Street	Paul Blande		Existing route	1
	Hatfield Road	Blandford Road	Cllr White		Existing route	1
City Centre	Hatfield Road	St Peter's Street to Upper Lattimore Road	Cllr White		Existing route	1
Fleetville (which is also Hatfield Road),	Hatfield Road	Albion Road to Sutton Road	Cllr White		Existing route	1
Wynchlands	Hatfield Road	Wynches Farm to Wynchlands Crescent	Cllr Rowlands		Existing route	1
High Oaks Shops	High Oaks	Partridge Road to Carnegie Road	Andrew Robertson		Elderly and flats Existing route	1
Post Office	High Street Colney Health	Coursers Road	Cllr Day		Existing route	1
City Centre	High Street,	All	Cllr White		Existing route	1
Harpenden Town Centre	High Street, Harpenden	Station Road to Sun Lane	Paul Blande		High Usage Existing route	1
Redbourn	High Street, Redbourn	Harpenden Road to Fish Street	Paul Blande		High Usage Existing route	1
High Street, Wheathampstead	High Street, Wheathampstead	All	Cllr Brewster		High Usage Existing route	1

Name	Road	Near Junction	Cllr	Route	Comment	Pty
City Centre	Holywell Hill,	London Road to Sumpter Yard	Cllr White		High Usage Existing route	1
City Centre	London Road	Holywell Hill to Inkerman Road	Cllr White		High Usage Existing route	1
Convenience shops on London road,	London Road		Cllr White		Existing route	1
"The shops by the Nicky Line Bridge"	Luton Road, Harpenden	Park Hill to Harpenden Rise	Cllr Pawle		Existing Route This is a shopping parade much used by residents of 2 retirement homes nearby.	1
Sub-post office & dental (dentures) shop/facility - I'm thinking old folks again!	Luton Road, Harpenden (A1081)	The Common, Kinsbourne Green	Cllr Pawle		Existing route	1
City Centre	Market Place	All	Paul Blande		Existing route	1
Mill Walk	Mill Walk, Wheathampstead	All	Cllr Brewster		High Usage Existing route	1
Whitecroft	New House Park, Whitecroft	Front of Nos 52 - 68	Andrew Robertson		Community Resilience Existing route	1
Old Watford Road Shopping Parade, I believe it is, Bricket Wood	Old Watford Road, Bricket Wood	Broadacre	Cllr Lee		Existing route	1
How Wood Shops	Penn Road, Park Street	Ringway Road	Cllr Lee Andrew R		Elderly Existing route	1
Spar Shop	Russet Drive	Hill End Lane	Cllr Day		Elderly Existing route	1
City Centre	St Peter's Street,	All	Cllr White		Existing route	1
Station Road	Station Road, Wheathampstead	All	Cllr Brewster		High Usage Existing route	1

Name	Road	Near Junction	Cllr	Route	Comment	Pty
City Centre	Verulam Road	Chequer Street to Upper Dagnal Street	Cllr White		Existing route	1
	Vesta Avenue	Watling View to Tavistock	Cllr White		High Usage Existing route	1
City Centre	Victoria Street	Chequer Street to Bricket Road	Cllr White		Existing route	1
City Centre	Victoria Street,	Upper Marlborough Road to Station Road	Cllr White		Existing route	1
	Watford Road	Tippendell Lane	Cllr Lee		High Usage Existing route	1
Chiswell Green Shopping Parade	Watford Road	Chiswell Green Lane	Cllr Lee		High Usage Existing route	1
General Store which is very well used.	Watford Road No 337	Opposite Hammers Gate	Cllr Lee		High Usage Existing route	1
Twinsco, Park Street Village shop	Watling Street, Park Street	Burydell Lane,	Cllr Lee		Existing route	1
Batchwood Stores	Waverley Road	Ladies Grove	Andrew Robertson		High Usage Existing route	1
Waverley Road Stores	Waverley Road	Normandy Road	Andrew Robertson		High Usage Existing route	1
Cottonmill Lane	Cottonmill Lane	Mentore Road	Paul Blande		Community Resilience	3
Very well used shop at 36 (or next to it) Lybury Lane, Redbourn.	Lybury Lane,(Next to 36) Redbourn	Between Nicholas Close and Downedge	Cllr Crawley		Community Resilience	3
Oakwood Road Shopping Parade,	Oakwood Road, Bricket Wood	West Riding.	Cllr Lee		Community Resilience	3
Shop	Sandridge Road	Boundary Road there is a slip road leading to it	Cllr Churchard		Community Resilience	3

Name	Road	Near Junction	Cllr	Route	Comment	Pty
Forecourt of shop that was a post office	Sandridge Road (West side).	Spencer Gate	Cllr Churchard		Community Resilience	3
	Stonecross.		Cllr White			3
	Sutton Road	Castle Road	Cllr Zia		Community Resilience	3

35. APPENDIX B - WINTER DECISION MAKING PROCESS AND RECORDS

Table B1 - Decision Matrix Guide				
Road Surface Temperature	Precipitation	Predicted Footway Conditions		
		Wet	Wet Patches	Dry
May fall below 1°C	No rain No hoar frost No fog	Salt before frost	Salt before frost (see note a)	No action likely, monitor weather (see note a)
Expected to fall below 1°C	No rain No hoar frost No fog			
	Expected hoar frost Expected fog	Salt before frost (see note b)		
	Expected rain BEFORE freezing	Salt after rain stops (see note c)		
	Expected rain DURING freezing	Salt before frost, as required during rain and again after rain stops (see note d)		
	Possible rain Possible hoar frost Possible fog	Salt before frost	Monitor weather conditions	
Expected snow	Salt before snow fall			
The decision to undertake precautionary treatments should, if appropriate, be adjusted to take account of residual salt or surface moisture. All decisions require continuous monitoring and review.				

- (a) Particular attention should be given to the possibility of water running across carriageways and other running surfaces e.g. off adjacent fields after heavy rains, washing off salt previously deposited. Such locations should be closely monitored and may require treating in the evening and morning, and possibly on other occasions.
- (b) When a weather warning contains reference to expected to hoarfrost, considerable deposits of frost are likely to occur. Hoarfrost usually occurs in the early morning and is difficult to cater for because of the probability that any salt deposited on a dry road too soon before its onset, may be dispersed before it can become effective. Close monitoring is required under this forecast condition which should ideally be treated just as the hoarfrost is forming. Such action is usually not practicable and salt may have to be deposited on a dry road prior to and as close as possible to the expected time of the condition. Hoarfrost may be forecast at other times in which case the timing of salting operations should be adjusted accordingly.
- (c) If, under these conditions, rain has not ceased by early morning, crews should be called out and action initiated as rain ceases.
- (d) Under these circumstances rain will freeze on contact with running surfaces and full pre-treatment should be provided even on dry roads. This is a most serious condition and should be monitored closely and continuously throughout the danger period.
- (e) Weather warnings are often qualified by altitudes in which case differing action may be required from each depot.

Table B2 - Treatment Matrix Guide			
Weather Conditions Road Surface Conditions Road Surface Temperature (RST)	Treatment		
	Air Temperature	Salting (g/m²)	Ploughing
Frost or forecast frost RST at or above -2°C		8	No
Frost or forecast frost RST below -2°C and above -5°C		15	No
Frost or forecast frost RST at or below -5°C and above -10°C and dry or damp road conditions		15	No
Frost or forecast frost RST at or below -5°C and above -10°C and wet road conditions (existing or anticipated)		2 x 15	No
Light snow forecast (< 10mm)		15	No
Medium/heavy snow forecast		2 x 15	No
Ice formed (minor accumulations)	Above -5°C	15	No
Ice formed	At or below -5°C	2 x 15	No
Snow covering exceeding 30mm		15-30 (successive)	Yes
Hard packed snow/ice	Above -8°C	15-30 (successive)	No
Hard packed snow/ice	At or below -8°C	Salt/abrasive (successive)	No
Rate of spread for precautionary treatments may be adjusted to take account of residual salt or surface moisture			

36. APPENDIX C WEATHER & SALTING ACTION RECORD

Duty Officer:- _____ Month _____ Day _____ Date _____ Time _____

Last Night's Weather:- (Morning Summary of previous 18 hours)

Cloudy	yes	no	Rain	yes	no	Sleet	yes	no	Snow (mm)	yes	no
Clear Sky	yes	no	Roads	wet	dry	Frost Air	yes	no	Frost Grnd	yes	no
Roads min	°C					Blkd Roads	yes	no	Ice on Rds	yes	no

Comments:-

Today's Forecast

Confidence Level - low / medium / high

24 Hour
2-5 Day

Min Air Temp. °C	Min Road Temp. °C	Min Bridge Temp °C
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ACTION DECIDED AT _____ **hrs** (Note any Duty Manager / Secondary Duty Officer checks)

<u>Routes</u>	<u>Proposed Action</u>	<u>Time</u>
All routes	Salt at 8gms from all depots (15g on A41/A505) Salt at 15gms from all depots Salt at 2 x 15gms, or 30gms from all depots Standby at home Standby in the depots No Action	

Informed:- Works Team Out of Hours Reception (yes/no)
Message sent to ICELERT (yes/no)

Action amended to at _____ **hrs**

<u>Routes</u>	<u>Proposed Action</u>	<u>Time</u>

Informed:- Works Team Out of Hours Reception (yes/no)
Message sent to ICELERT (yes/no)

Useful Telephone Nos. Forecaster (PA WeatherCentre) 0845 603 0563
Out of Hours Reception 01707 356510

Additional information/records of telephone conversations may be detailed on reverse of this sheet.

**37. APPENDIX D –TERMS OF REFERENCE FOR MEETINGS
BETWEEN HERTFORDSHIRE COUNTY COUNCIL
ENVIRONMENT DEPARTMENT AND THE COUNCIL TO AGREE
WINTER MAINTENANCE SCHEDULES**

WINTER MAINTENANCE LIAISON MEETING

Membership

The meeting will be attended by senior officers from both Hertfordshire County Council and St Albans City and District Council including responsible officers, contact centre manager and communications manager.

Frequency

The meetings will be held as follows:

May/June To debrief operation activity in the previous winter season
 To agree the priority routes for the treatment of roadways and footways
 within the district

September Pre-winter season update

Other meeting may be held as required.

Purpose

The purpose of the meeting is to:

Allow all parties to represent the views of the organisations that they represent and their members and to

Reach an agreement by consensus on the appropriate priorities for the treatment of roadways and footways that can be achieved within the resources available to both parties.

39. **APPENDIX E - WINTER DECISION MAKING PROCESS AND RECORDS**

CATCH UP AFTER DISRUPTIONS TO REFUSE AND RECYCLING SERVICES

1. Catch up following suspension of between one or two consecutive days full service

If disruption lasts for a day or two, collections will roll on one day until crews catch-up. Crews will work on Saturdays until the backlog is cleared.

2. Catch up following suspension of between three to five consecutive days full service (Major Disruption to Services)

Where disruption is more severe, lasting 3 days or more, a 'take-all' policy will be implemented. Green waste collections will be suspended for those roads that were missed. All black and green bin waste will be collected together and sent to landfill. Residents will be pre-warned of this arrangement and have the option to keep the green bin until the next due collection should they wish the contents to be composted.

Recycling box collections are **not** included. These will be emptied on the next scheduled collection day, weather permitting.

For example; if normal collections take place on a Monday and Tuesday but due to severe weather cannot take place on Wednesday, Thursday or Friday, then the following week, weather permitting, scheduled collections will take place as normal for Monday and Tuesday but the take all policy will apply for Wednesday, Thursday and Friday with collections rolling into Saturday if required. The recycling box collections will continue as per the schedule.

Dealing with excess waste after disruption to service

Black bins

All excess waste (that could be reasonably be expected in the circumstances) that cannot be contained within the black green bins or recycling boxes, will be collected in the first catch up collection following disruption of the service.

Green bins

If disruption goes on for more than 3 days then all green waste bins missed during disruption will be collected with the first catch up refuse collection. It is unlikely that green bins will be overflowing due to the time of year the disruptions would be taking place.

Recycling boxes

If disruption goes on for more than 3 days then all recycling box collections will be suspended until the next scheduled collection day from when the disruptions end and all recyclables will be collected.