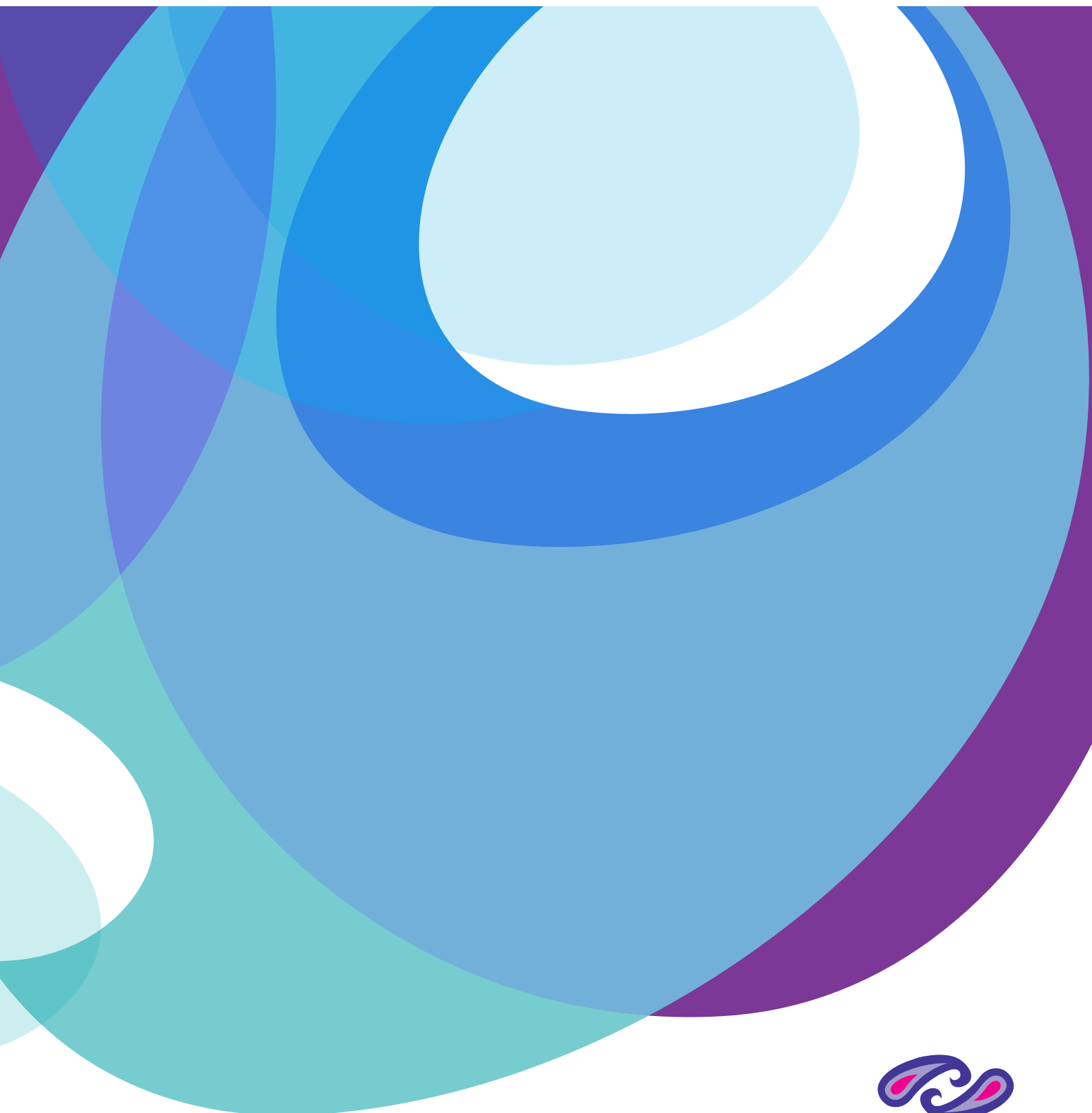


Community Resources

Winter Service Plan 2014–2015



Renfrewshire
Council

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Renfrewshire Council's Community Resources is responsible for maintaining the public road network in Renfrewshire, with the exception of the Motorways and Trunk Roads which are the responsibility of Transport Scotland.

Our duties include taking reasonable steps to prevent snow and ice endangering the safe passage of vehicles and pedestrians. This Winter Service Plan details the Council's policies and procedures in this regard.

Shona MacDougall
Director of Community Resources

Scott Allan
Head of Roads and Transportation

1. Statement of Policies and Responsibilities

1.1 Statutory Obligations and Policy

Section 34 of the Roads (Scotland) Act 1984 states “a roads authority shall take such steps as they consider reasonable to prevent snow and ice endangering the safe passage of pedestrians and vehicles over public roads”. In this context “public roads” **means** all carriageways, footways, footpaths, pedestrian precincts etc. entered in a roads authority’s List of Public Roads.

Adjacent Roads Authorities have responsibility for those sections of infrastructure under their control. These Authorities include Transport Scotland for the Trunk Road Network and the British Airports Authority for the internal roads within the Airport complex.

The Trunk Roads within Renfrewshire are currently managed and maintained by Trans Serv on a contractual basis.

Any cross-boundary gritting carried out for adjacent authorities shall be carried out in accordance with these procedures.

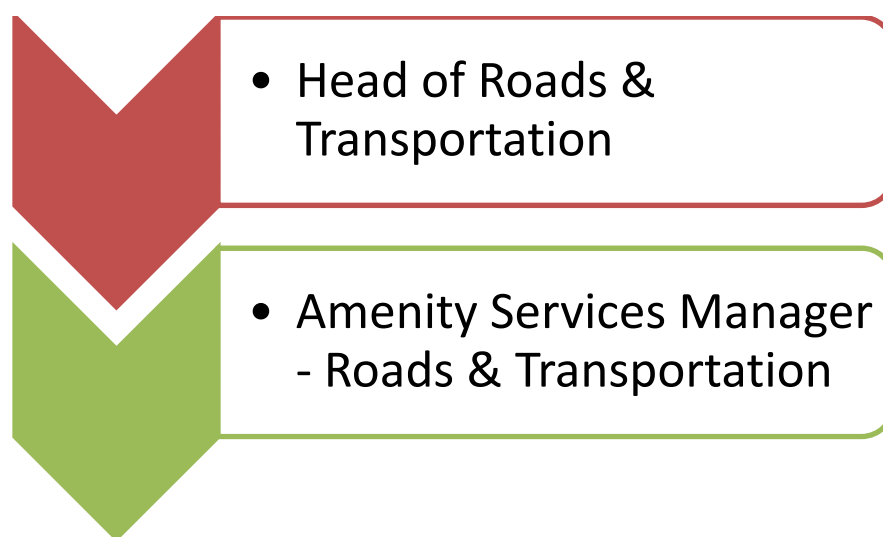
The aim of this Winter Service Plan is to set out how the winter service for roads will be provided for Renfrewshire and the aims of our Winter Service are to:

- (i) Provide a standard of service on public roads that will permit safe movement of vehicle and pedestrian traffic consistent with the Council’s priorities, the prevailing weather conditions and the 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 requirements of the Health and Safety at Work Act 1974.

1.2 Responsibilities

Community Resources is responsible for the delivery of the Council's Winter Service. The overall roads function within the Service is managed by the Head of Roads and Transportation with the enabling and delivery of the Winter Service the responsibility of Roads Operations. The management structure is detailed below:

The responsibilities of Roads Operations include:



- Designing a service to cope with an average winter while having the capability to be extended or adapted when winters are more severe or of a longer duration than average;
- Production and distribution of the Winter Service Plan;
- Carrying out an annual review of all aspects of the service and updating the Winter Service Plan;
- Liaising with adjacent roads authorities and Transport Scotland and their agents (who have responsibility for the Motorway and Trunk Road network) in the preparation of the Winter Service Plan to ensure continuity of service across boundaries;

- Providing a list of roads designated for salting treatment;
- Providing a list of footways and pedestrian areas for salting/gritting treatment;
- Providing a list of roads that make up the strategic routes for snow clearing;
- Providing decision-making advice and guidance for those involved in the Winter Service;
- Liaising with the Winter Service Duty Managers and Officers to provide help and advice to ensure the service is delivered in the most effective, efficient and economical way, including establishing operational priorities during extreme or prolonged severe weather conditions;



- Monitoring the salt usage and ensuring supplies are replenished to maintain an appropriate level of salt in the stockpile;
- Establishing contact numbers for access to emergency services control rooms, public transport operators, local media and the motoring organisations;

- Arranging for weather forecasts, ice prediction reports and road and weather monitoring information to be available throughout the winter period;
- Arranging for the specialist vehicles and equipment to be available throughout the winter period;
- Arranging for supplies of salt to be available at the start of the winter season;
- Passing of factual information on road conditions to councillors, the council's press officer, local media or general public as and when required;
- Monitoring all aspects of the Winter Service and providing information on performance indicators for the service;
- Maintaining full and comprehensive records of all winter service activities;
- Directing all salting and snow clearing resources at their disposal;
- Liaising when necessary with the Road Weather Forecaster;
- Monitoring the 'ice prediction' forecasts and weather conditions;
- Assessing the requirement to carry out precautionary or post salting treatment or snow clearance on the defined network, deciding appropriate start times and rates of spread and arranging for the work to be carried out, monitoring treatments and amending instructions, when necessary, due to a change of road or weather conditions;

- Assessing the need to carry out post salting or snow clearance to footways and ensuring the works are carried out when necessary;
- Assessing the need to carry out post salting or snow clearance of the remaining road network during prolonged spells of sub-zero temperatures, and ensuring the works are carried out when necessary;
- In the event of deteriorating conditions, notably major blockages to the primary route network and / or severe drifting snow to contact:
 - a) The Council's Civil Contingencies Service.
 - b) The Emergency Services Control Rooms (Police, Ambulance, Fire).
 - c) The Council's Media Relations Unit.
 - d) The Convenor of the Council's Environment and Policy Board.
- Maintaining a list of contractors and other Council Departments with suitable plant for snow clearing purposes and hiring in such plant when necessary to do so;
- Liaising on operational matters when appropriate with the adjacent Local Authorities and Transport Scotland and their agents (who have responsibility for the Motorway and Trunk Road network) to ensure continuity of treatment across authority boundaries;

- Liaising when appropriate with the Emergency Services and Public Transport Operators;
- Providing accurate and timely information to the Council's Customer Contact Centre;
- Ensuring the Transport workshops are notified of any vehicle faults and that they are repaired without delay;
- Arranging with the Transport workshops for appropriate staff to be available to deal with any serious mechanical breakdowns as required;
- Checking and calibrating salt spreading equipment;
- Ensuring all operatives receive adequate and appropriate training in Winter Service activities and drivers are issued with 'route cards'.

1.3 Decision Making Process

- The day to day routine operational decisions will be made by the Winter Service Duty Manager, which is normally the Roads Operations Manager or the Direct Works Manager on a rota basis, using MeteoGroup UK Ltd weather forecasts and the road and weather monitoring data.
- The winter period will be from the beginning of October to the end of April.
- On receipt of a weather forecast or update throughout the winter period the Winter Service Duty Manager will reach a decision on action for the next 24 hours.

- If treatment is planned a decision record will be produced which will include the required salt spread rate.
- If the decision record includes post salting and / or snow clearance this will be noted on the decision record and noted on the record sheets.
- This decision will be distributed to appropriate operations personnel as described in section 4.2.
- The Council will endeavour to ensure that salt is spread, as necessary, prior to the formation of ice or the settling of snow on the network as dictated by our defined priorities.

1.4 Arrangements with Adjacent Authorities

- Reciprocal arrangements have been made with adjacent authorities to ensure the most efficient and consistent treatment of routes at boundaries. These arrangements are summarised in Appendix A.

2. Document Control

2.1 Document Control

- This Winter Service Plan will be issued and updated in a controlled manner and a record of distribution will be maintained by the Operations Manager.
- The Winter Service Plan will be reviewed annually and issued for information to the Emergency Services and other relevant parties and organisations. A full distribution list is contained in Appendix B.



3. Route Planning for Carriageways and Footways

3.1 Carriageways

Routes for treatment are reviewed on an annual basis, including route optimisation when appropriate, taking into account any alterations to the roads which are treated under the specified gritting criteria.

Carriageway Priorities:

- I. 'A' class roads and main radial routes within Renfrewshire.
- II. 'B' class roads and main distributor and main bus routes including, where appropriate, access routes to hospitals; ambulance depots, main police stations and fire stations and schools.
- III. Local distributor roads including those serving industrial estates, isolated communities or dependent establishments.
- IV. Local access roads within communities and local rural roads.
- V. Prospective public roads.
- VI. Private roads.

Generally, only priorities (i) and (ii) will be treated out with normal working hours.

3.2 Footways/Footpaths

Footway/ footpath treatment priorities are as follows:

- I. Paisley Town Centre Pedestrian areas.
- II. Other designated areas of high pedestrian usage, e.g. shopping areas, precincts, routes serving schools, hospitals and dependent establishments.
- III. All other public footways/footpaths.

Subject to the availability of resources, Category 1 footways/footpaths will be treated in conjunction with priority (ii) carriageways.

- Category 2 footways/footpaths will generally only be considered for treatment after significant snow or ice events. The appropriate treatment would be a salt/grit mix which would be applied during normal working hours where resources allow. There may be occasions when Category 2 footways/footpaths are pre-treated during normal working hours if freezing is forecast to follow heavy rain.
- Category 3 footways/footpaths will only be considered for treatment during extended severe snow or ice events as resources allow.

3.3 Treatment Policy

- I. When instructed all priority (i) and (ii) carriageways shall be treated prior to the morning peak traffic either by pre-grit or early morning treatment.
- II. All routes designated for action shall be commenced within 1 hour of a call-out.
- III. Drivers will be familiarised with routes as appropriate and route cards carried in gritters.
- IV. All Roads Operatives should be experienced and updated in winter service plant and procedures prior to 1 October each year.

- V. Plant shall be calibrated and tested prior to 1 October each year.
- VI. In marginal weather forecast conditions winter service treatment may be restricted to optimised patrol routes with the potential of extending the service in event of a deterioration in road conditions.

3.4 Location and Maintenance of Grit Bins

Grit bins for use on public roads and footways are sited locally including within rural areas for self-help by the public and topped up with a combination of salt and grit throughout the winter by Renfrewshire Council as resources allow.

The locations of all Council grit bins are shown on the Council's website and any restocking requests should be made to the Council's Customer Contact Centre on 0300 3000 300 (8am to 8pm Monday – Friday).

Any requests for additional grit bins should meet the following criteria:

- a) The proposed location will be (or will service) a public road or footpath.
- b) The proposed location should not be within that particular area's gritting route.
- c) The proposed location should have a steep gradient or topographical feature which merits consideration.

- d) The proposed location must service and be of benefit to several properties (applications will not normally be considered where only an individual property is being serviced).
- e) Any location which has historically displayed poor drainage locations and has a history of accidents.
- f) The proposed location must be accessible for cleaning and filling the grit bin.
- g) Grit bins will only be provided where a specific location cannot be accommodated within the Council's existing gritting route procedures.
- h) Any location will only be considered where there is a clear and significant benefit to road users or pedestrians if the location were to remain untreated for a lengthy period within the framework of the Council's gritting procedures.
- i) In normal circumstances grit bins will only be provided in urban areas.
- j) Siting of a grit bin shall be at the discretion of the Council after inspection of the site, and where appropriate in liaison with adjacent residents.

Renfrewshire Council reserves the right to remove a grit bin at any time for whatever reason. The Council will maintain the grit bins, i.e. refill as resources permit, clean the bins of refuse and repair or replace damaged bins.

Where grit bins are not subject to vandalism they may be left in position out with the winter period. With regard to item (i) it should be noted that grit bins are located within the villages and rural communities.

- With regard to item (i) it should be noted that grit bins are located within the villages and rural communities.
- Where resources allow, the bins will be replenished with a grit/salt combination during the winter for use by the public on a self help basis, but the grit/salt mix should not be used for treating private property.

3.5 Do Your Bit

The Renfrewshire Wardens Service assists by:

- visiting or contacting vulnerable people, assisting where possible if housebound due to adverse weather with supplies, etc;
- manning phones if increased calls are received due to weather;
- obtaining emergency supplies for departments (visits to supermarkets etc) if normal suppliers are unable to get through;
- transporting staff or assisting staff if numbers are low due to weather;
- carrying out high-visibility patrols in town centres to assist public and give reassurance;

- carrying out additional patrols for increased presence at schools; and
- providing support for school crossing patrols.

Everyone can do their bit to help, particularly in snow conditions. Clearing footways around your own home and helping elderly or infirm neighbours will ensure that many footways will be safer and easier to use.

4.1 Support Information

The support information for use in decision making will usually be a combination of the Road Weather Forecast, Road and Weather Monitoring Data and Patrolling of the network. Community Resources is a partner in a collaborative contract with the MeteoGroup UK Ltd to supply forecasts for Renfrewshire each day over the period 1st October to 15th May.

The road weather forecasts are provided by MeteoGroup UK Ltd via a computer link during the normal working day or a portable computer to the Winter Service Duty Manager outwith normal hours. Should any problems exist with the computer systems for obtaining the weather forecast alternative arrangements are in place.

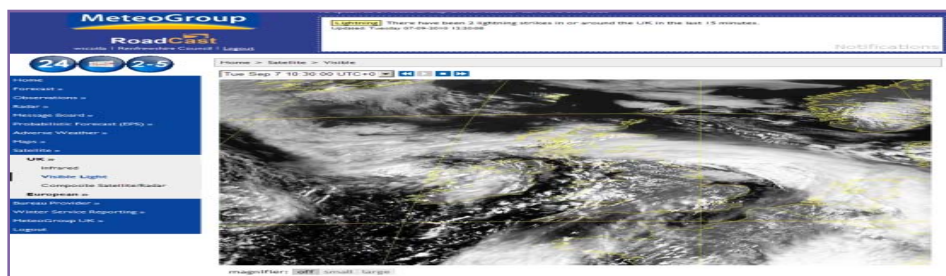
Ice Detection Outstations are installed at selected locations within the area. Access to information from the stations is available to the Winter Service Duty Managers via portable computers.

The data available from the outstations, which can be presented in both graphic and tabular format include:-

- a. road surface temperature
- b. deep road temperature
- c. air temperature
- d. wind speed and direction
- e. relative humidity

- f. precipitation.
- g. surface state (including level of salt present on road surface)
- h. MeteoGroup UK Ltd receives information from the outstations, improving the accuracy of their 24 hour forecasts, which are provided as follows:
 - I. Morning Summary - available from around 07:00 hours.
 - II. Main Lunchtime Forecast - available around 12:00 hours.
This forecast contains a 24 hour text forecast giving:
 - details and confidence of hazards from Ice, Hoar Frost, Snow, Fog, Strong Wind and Rain.
 - wind speed and direction, road state, and snow depth accumulations.
 - A 2-5 day forecast of expected hazards of Ice, Hoar Frost Snow, Fog, Strong Wind and Rain with comments on the outlook.
 - Evening Update - available from around 19:00 hours. This forecast provides the same information as the lunchtime forecast, with any changes highlighted

MeteoGroup UK Ltd carries out 24 hour monitoring of conditions and if these vary significantly they will issue an updated forecast. MeteoGroup UK Ltd provides a 24 hour consultancy service for the Winter Service Duty Manager for advice and clarification of forecasts.



4.2 Timing and Circulation of Information

The Winter Service Duty Manager will receive the weather forecast each day at around 12:00 hours and will assess and consult on the forecast and any other relevant data and decide what action to take if any. An instruction will then be circulated to the relevant staff and interested parties detailing the action proposed.

Meteogroup's website will be used to circulate the Duty Manager's decision. This website has a message board facility to document and e-mail all the actions for each day to a pre-determined distribution list.

Updated forecasts are received at 19:00 hours each night and 07:00 hours each morning by the Winter Service Duty Manager who will then, if necessary, circulate revised instructions via the Meteogroup website.

If the weather changes outwith these times MeteoGroup UK Ltd will contact the Winter Service Duty Manager with a revised forecast. Any amendment made to previous instructions after an update from MeteoGroup UK Ltd, either by phone or during the evening update will be passed to the Winter Service Duty Officer immediately and the amended instruction will be circulated in the aforementioned manner.

The Direct Works Manager will ensure that the distribution list is kept up to date and that all records of decisions are retained.

4.3 Reporting Procedures

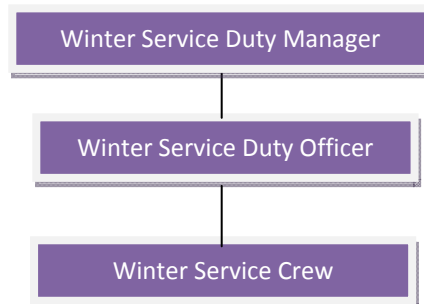
Routine operating decisions will be reported as in section 4.2 above. During extreme conditions, such as heavy snowfalls when the treatment is limited only to Snow Clearing Routes, appropriate senior personnel will be regularly updated on the situation.

4.4 Maintenance of Ice Detection Equipment

Maintenance arrangements are in place for these outstations and the appropriate company carries out any essential maintenance

5.1 Organisational Chart and Responsibilities

The general management of the Council's Winter Service is the responsibility of the Direct Works Manager. The chart below shows the organisational arrangement for day to day operation of the service:



Specific standby arrangements regulating the availability of labour resources for winter service come into effect from the start of the first full week of October and continue until the end of the last week in April, although the period may be extended beyond this date should conditions warrant such actions.

These arrangements allow the designated Winter Service Duty Officers to mobilise resources quickly when action is required. Labour resources should be set at a level which reflects the Council's objective to treat all routes defined in priority category (i) and (ii) (Section 3.3) before the morning peak.

The contact details and numbers for all winter service management and staff are retained at the Council's Scott's Road Depot which operates 24 hours on 0300 300 0300

5.2 Training

Winter Service Duty Managers should receive MeteoGroup UK Ltd Road Cast training. Winter Service Duty Officers and Winter Service Crew should receive training on all aspects of their duties. All Winter Service Crew will undergo a familiarisation exercise with all plant and procedures before the onset of the Winter Service period. All Winter Service Operatives either have an SVQ certificate in Winter Maintenance or are working towards achieving one.

5.3 Health and Safety

The Direct Works Manager is responsible for the Health & Safety Procedures for all Winter Service staff.

During winter service operations, drivers/operatives must adhere to the following health and safety documentation: -

- Renfrewshire Council Health and Safety Policies and Guidance.
- Risk Assessments for Individual Activities.
- Safe Working Procedures.

6. Plant, Vehicles and Equipment

6.1 Location of Plant, Vehicles and Other Equipment

The Service operates a fleet of gritters from the depot located at Scott's Road, Paisley. Additional vehicles, plant and equipment as necessary to enable the service to be delivered is provided as required.

Global Positioning System (GPS) tracking equipment is installed in all the vehicles to establish accurate treatment records.

Additional plant for treating footways in the form of mini tractors fitted with gritting units and snow ploughs is located at other Council depots as required. The mini tractors are operated and maintained by Community Resources Streetscene Service and it is the Winter Service Duty Manager's decision when to request their use.



6.2 Servicing and Maintenance Arrangements

The maintenance of all vehicles used to provide the winter service is carried out by the Council's Transport Section which is part of Community Resources.

6.3 Additional Resources

During severe weather conditions the Operations Manager may augment resources from other Renfrewshire Council Services, private contractors and farmers at rates agreed in advance by Renfrewshire Council.

6.4 Calibration Procedures

Pre-winter checks and calibration on all vehicles, plant and equipment, used to provide the Winter Service will be carried out by the beginning of October and confirmation of their readiness given to the Operations Manager. The Transport Section will ensure that the controls of all spreading equipment are calibrated and clearly marked for specified rates of spread up to a maximum of 40 g/m². Guidelines for spreading rates of salt are detailed in section 7.5.

6.5 Fuel stocks and locations

Fuel stocks for the dedicated salt spreading and other vehicles being used for winter service operations are provided at the Council's Underwood Road Depot. Vehicles have 24hr access to fuel and a fuel card system is in operation. All vehicles should remain topped up ready for immediate use.

7. Salt and other De-icing Materials

7.1 Location and Capacity of Stocks

Salt, is the principal de-icing agent used in Renfrewshire, and this will be supplied in compliance with BS3247:1991.

Salt is stored in a custom built store located at the Council's Scott's Road Depot. The storage capacity of the store is 4,000 tonnes and orders will be placed to ensure that the dome is fully stocked by 1 October each year. Minimum stock levels are key to providing a good level of resilience throughout the winter period and a minimum stock level of 3,000 tonnes will operate until the end of February each year.

In the case of a prolonged spell of severe snow or ice event the Service will put into place its Winter Resilience Protocol. A weighbridge system is in place at the depot for stock control and salt usage purposes.

The Direct Works Manager is responsible for ordering salt as required in accordance with section 7.6.

7.2 Testing Arrangements

Salt for use on roads during winter should be fine rock salt to the requirements of BS 3247:1991 Specification for salt for spreading on highways for winter maintenance. Appropriate testing will be carried out to ensure compliance with this standard and the original test certificates will be retained by the Operations Manager.

7.3 Loading Arrangements

The responsibility for delivering salt to the store lies with the salt supplier. The Direct Works Manager will arrange for a contractor to load the salt into the store. This will require the contractor to produce a dynamic risk assessment, taking into account the salt levels in the store. The Direct Works Manager will arrange for a review of the risk assessment. Loading of salt from the store to vehicles will be carried out in accordance with a safe working procedure developed by the Direct Works Manager.



7.4 Treatment Requirements

Pre treatment is the most effective way of dealing with both snow and ice.

The gritters are to be set to salt the appropriate width of carriageway, which may be both lanes of single carriageways or both lanes of one side of a dual carriageway or 4 lane road.

The gritter will generally travel in the left-hand lane and the spreading pattern will be set to cover both lanes unless multiple passes are required on a wide one way road.

7.5 Salt Spread Rates

The variable nature of winter conditions makes it difficult to define exact treatments and salt applications. Guidance on appropriate spread rates is given below:

Precautionary Treatment - Salt Spread Rates	
Weather Conditions	Treatment (g/m ²)
Ice and / or light snow expected.	10
Freezing conditions expected after rain.	20
Continuous snow expected.	30-40

Ice and Snow Clearance – Salt Spread Rates		
Road Surface Conditions	Air Temperature	Treatment
Ice formed	Above -5°C stable	20-40g/m ²
Hard packed snow/ice.	Below -5°C	20-40g/m ² successive
Snow cover exceeds 30mm	Above -5°C	20-40g/m ² and ploughing
Snow accumulation – prolonged falls.	Above -5°C stable	20-40g/m ² and continuous ploughing
Priority Footways – all above conditions	-	40g/m ² salt / grit mix

A salt/grit mix will be used in appropriate circumstances.

Sustained low temperatures occur only rarely. In this event however, account will be taken of the need to increase the rate of spread of salt. Below -11°C the action of salt is ineffective.

7.6 Salt Purchasing Arrangements and Supplies

Salt is bought through a collaborative contract and bulk stored within the salt store at Scott's Road Depot. Supplies are ordered prior to the winter maintenance season.

Prior to 1st October 2013, the Direct Works Manager will reassess stock levels together with committed deliveries against requirements and arrange for alternative sources of supply to make good any anticipated deficiencies.

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

The weighbridge facility at the Scott's Road Depot will be used to monitor salt usage.

8.1 Technical Systems Information

Good communications are essential to ensure a speedy and effective response to winter conditions. The Direct Works Manager will ensure that contact details, including telephone numbers, for communication with the Weather Forecast Provider, Police, Emergency Services, Public Transport Operators and Motoring Organisations are available to the Winter Service Duty Managers and Officers. The Operations Manager should arrange for a review of the contact details at the start of each winter period to ensure that they are up to date.

The Winter Service Duty Managers and Officers will be issued with mobile phones so that they can be contacted at any time regarding Winter Service operations.

The Direct Works Manager will keep a list of all telephone contact numbers for his operational personnel on Winter Service standby duties. This list will be distributed to the Winter Service Duty Managers, Officers and Depot Watchmen. It will be the responsibility of each individual to inform the Direct Works Manager of any changes to the contact numbers.

During salting and snow clearance operations each vehicle is fitted with an appropriate communications device to allow safe contact with the depot.

All gritters are fitted with a GPS system which allows the sections of road which have been treated to be clearly identified along with a time of treatment.

The Direct Works Manager is responsible for ensuring that the operational communications equipment is functional.

8. Operational Communications

8.2 Reporting Arrangements and Protocols

The Winter Service Duty Manager will circulate the 'Daily Decision' to the Winter Service Duty Officer and Depot Watchman to allow the appropriate mobilisation of Winter Service Crew as soon as it has been reached. The "Daily Decision" will be copied, for information, to appropriate staff from Community Resources and other Council Services. The standard method of distributing the "Daily Decision" will be via e-mail through the Meteogroup's message board facility as described in Section 4.2.

The GPS system installed on vehicles will record the roads treated and the time of treatment.

The Winter Service Duty Manager will prepare a daily report on the previous 24 hour road conditions and treatments for the Operations Manager. The report will be required by 09.45 hours daily Monday - Friday. The daily report will also report details of salt usage and gritting complaints.

The Direct Works Manager will report details of all additional plant and labour hired from other Departments or Contractors as soon as practical.

During prolonged spells of severe conditions special reporting arrangements may be required and this is dealt with in Section 10.



9.1 Local Press and Broadcast Information

It is important that the general public is aware of and understands the Council's approach to the Winter Maintenance Service.

Publicity is to be given before the beginning of the winter period describing the level of service provision and operational contact points.

During the winter period and particularly during prolonged spells of snow and ice, information will be made available to the public via press releases and local radio stations.

9.2 Publicity

General advice and information for the public concerning the Winter Service will be catered for by:

- a) Including an article each winter in the Council's magazine, distributed throughout Renfrewshire.
- b) Publishing a Winter Advisory leaflet which will be available to the public at selected locations throughout Renfrewshire such as libraries etc.
- c) Publishing information on the Council's website at www.renfrewshire.gov.uk
- d) Publishing information on the Council's Social Media pages such as Facebook and Twitter.

9.3 Other Key local and National Contact Information

Reports from the Police of dangerous road conditions will be acted on as soon as practicable. The Direct Works Manager will liaise with the Police when deteriorating winter weather conditions result in road closures.

Renfrewshire Council's Customer Contact Centre is responsible for dealing with the general public's telephone enquiries about the Winter Service.

9.4 Records

All records produced through the operation of the Winter Service will be retained by the Council for 3 years and thereafter retained in archives for a further 7 years.

10.1 Incident Management

Under normal winter conditions maintaining safe use of the road network is relatively routine. However, during particularly severe snow or ice events that are of an unusually extended duration, special arrangements will be required in order to develop and manage the Council's response.

In these circumstances, with a background of finite resources in terms of budgets, staff, machinery and stock, it is appropriate and essential to take a prioritised approach to the winter service activities. At the same time, extended snow or ice events can cause particular problems for other Council Departments and also the wider community. It is therefore appropriate that the Council tailor its approach to the particular circumstances.

While the majority of the Council's Winter Service response can be adequately managed and mitigated by Roads and Transportation managers and the Head of Roads and Transportation operating from the Council's Scott's Road Depot, it is the responsibility of the Winter Service Duty Manager, in consultation with the Head of Roads and Transportation or his delegate, to decide when deteriorating conditions require the implementation of a more corporate and co-ordinated multi-departmental or multi-agency response to the event.

10.2 Incident Escalation - Major Incident Co-Ordination

The coordination of a major incident response is provided through the Council's well established Crisis and Resilience Management Team (CRMT) arrangements. The CRMT consists of executive-grade Heads of Service from each department, who will provide the tactical and strategic direction to the Council's response and support the operational effort at ground level. The CRMT is supported by the Civil Contingencies Service (CCS) and Media

Relations officers and may also involve attendance by liaison officers from the emergency services and other agencies. The activation of the CRMT arrangements may be through the recommendation of the Head of Roads and Transportation or the Director of Community Resources, based on current conditions or by the direction of the Chief Executive.

Once a decision has been made to escalate the response, the CCS will alert and assemble the appropriate CRMT members for an initial multi-departmental situation and assessment meeting, which will normally be held in the Chief Executive's Meeting Room (2.3). This key meeting will establish the current position and the effect on council services, public safety, etc. and determine future action and priorities, including the establishment of the Council's CRMT.

When established, the CRMT has access to the Council Emergency Suite within Renfrewshire HQ, close to the Chief Executive, which is the council's focal point for managing large-scale emergency events. The suite of rooms have been equipped with additional resources, such as video-conferencing, plasma display screens and additional communication and data facilities, to host and support the CRMT and partner agencies. In the event that the CRMT members are unable to physically attend due to the weather conditions, then telephone-conferencing across the group will be put in place



For a severe weather event, the CRMT will be led by the Director of Community Resources, or his/her delegate, who will report to the Chief Executive and Corporate Management Team.

The CRMT will:

- Take a prioritised approach to maintaining access by roads and footways.
- Assist, where possible, in ensuring that lifeline services are maintained by Council Departments, Police, Fire, Ambulance, Health Board and others.
- Ensure that appropriate levels of materials and plant are available.
- • Mobilise and co-ordinate staff and resources from a range of Council service areas (Community Resources, Housing and Property, etc) to support winter service operations.
- Coordinate the response with neighbouring authorities and central government.
- Provide clear communications on the situation to Councillors, the public and media organisations.

10.3 Roads

When there are extreme conditions and salt supplies are limited or other resources are restricted (such as fuel supplies or drivers) it may be necessary to treat a minimum winter network and other gritting may have to be curtailed to ensure preservation of scarce

resources. This may be a subset of the normal treatment network and will provide a minimum essential service to the public, including links to the strategic network, access to key facilities and other transport needs.

10.4 Footways/Footpaths

Ice or snow on footways/footpaths for prolonged periods of time can cause particular problems for the elderly, disabled and the community in general. It is therefore anticipated that resources will be deployed as available to treat an extended network in line with the priority order indicated in Section 3.2.

The management team will make use of any additional labour and plant available from the Council's Environmental Services and Housing and Property Services. In order to free up Planning and Transport staff to monitor and report on the overall response, these Services should provide a supervisor with each labour squad and the squads should work out of their usual depots.

10.5 Communications

Communications are an essential element in dealing with any unusual circumstances and the CRMT will ensure that:

- Early briefings take place for relevant Council managers, Councillors and the media.
- The Council's Customer Contact Centre is fully utilised with regular updates being provided to the staff.
- Regular updates are provided on the situation through the media and the Council's web pages.

The Head of Roads and Transportation will approve all media updates prior to release.

10.6 Operations Log

It is essential that the CRMT maintains a log throughout the period of the severe snow or ice event. The log should include details and timings of all events and decisions.

10.7 End of Operations and Debrief

When the Head of Roads and Transportation decides that the severe snow or ice event is over, the CRMT will inform all individuals and organisations that have been contacted during operations.

All equipment must be returned to its original location. Where appropriate the necessary maintenance, repair and replenishment of stocks should be carried out as soon as practicable in readiness for the next snow or ice event.

After an event of this nature it is appropriate to debrief, assess the response and determine whether any possible improvements in the Council's response can be identified.

ARRANGEMENTS WITH ADJACENT COUNCILS

At Boundary with Glasgow City Council, Renfrewshire Council treats:-

- Hurlet Rd (A726) from the boundary to Glasgow Rd (Hurlet Junction).
- Paisley Road West (A761) from the boundary to Glasgow Road
- Hillington Road (A736) at Queen Elizabeth Roundabout
- Penilee Road at the junction of Corse Road
- Glasgow Road (A8) and Kingsinch Road at Hillington Rd / Govan Rd Roundabout

At Boundary with East Renfrewshire Council, Renfrewshire Council treats:-

- Gleniffer Rd to Caplaw Rd (joint responsibility);
- Caplaw Rd from Seargentlaw Rd to Gleniffer Rd (joint responsibility);
- Grahamston Rd to Barrhead Rd, Paisley;
- Caplethill Rd to Grahamston Road, Barrhead (Cross Stobs);
- Roebank Rd (B776) to Hall of Caldwell (B775).

At Boundary with North Ayrshire Council, Renfrewshire Council treats:-

- Kilbirnie Rd (A760) to Kerse Rd.

At Boundary with Inverclyde Council, Renfrewshire Council treats:-

- Kilmacolm Rd (A761) to Craigends Road and Steppends Road (B786) to Torr Rd.

Inverclyde Council treats:-

- Old Greenock Rd., Finlaystone Rd to the Burnside Smithy.

WINTER SERVICE PLAN DISTRIBUTION LIST

Police Liaison Officer c/o Renfrewshire Council Community Resources Cotton Street PAISLEY	Divisional Commander Police Scotland "K" Division Mill Street PAISLEY	Glasgow Airport St Andrews Drive PAISLEY PA3 2ST
Scottish Ambulance Service West Central Division Range Road MOTHERWELL ML1 2JE	SPT Consort House 12 West George Street GLASGOW G2 1HN	Fire Master Scottish Fire & Rescue 2 Bothwell Street HAMILTON ML3 0A3
Linstone Housing Association 17 Bridge Street Linwood PA3 3DB	Chief Executive Scottish Enterprise Renfrewshire 27 Causeyside Street PAISLEY PA1 1UL	Paisley South Housing Association 64 Espedair Street PAISLEY PA2 6RW
Williamsburgh Housing Association Cyril Street PAISLEY PA1 1RW	Scotland Trans Serv Oatlands House 150 Polmadie Road GLASGOW G5 0HD	Transport Scotland Buchanan House 58 Port Dundas Road GLASGOW G4 0HF
Divisional Director NHS Greater Glasgow and Clyde Corporate HQ J B Russell House Gartnavel Royal Hospital Campus 1055 Great Western Road GLASGOW G12 0XH	Chief Officer Traffic Department Strathclyde Police Helen Street Complex Helen Street GLASGOW G51 3HH	Bridgewater Housing Association 1st Floor Bridgewater Shopping Centre ERSKINE PA8 7AE
Ferguslie Park Housing Association Tannahill Centre 76 Blackstoun Road PAISLEY PA3 1NS	Director of Land Services City of Glasgow Council 20 Cadogan Street GLASGOW G2 7AD	Head of Roads North Ayrshire Council Perceton House IRVINE KA11 2AL
Head of Roads and Transportation East Renfrewshire Council 1st Floor 2 Spiersbridge Way Spiersbridge Business Park THORNLIEBANK G46 4HR	All Renfrewshire Council Directors	Head of Planning and Transportation Cathcart House 6 Cathcart Place GREENOCK PA15 1LS
Head of Roads Inverclyde Council East Hamilton Street GREENOCK PA15 2UE	Renfrewshire Council Communications Unit	Renfrewshire Council Civil Contingencies Service

Contact Details

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Renfrewshire
Council