



Winter Treatment Operational Plan 2023-24

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EXECUTIVE SUMMARY

This plan details St Albans City & District's proposed response to the effects of winter weather on its property and public realm for 2023/2024.

Winter weather can adversely affect the movement and safety of our residents and visitors; therefore the Council recognises the importance of successfully delivering an effective winter service for the support of economic and social wellbeing across our district.

This Winter Treatment Operational Plan details the arrangements that are in place for dealing with ice and snow on land owned and managed by the Council. It sets out the actions we will take, as far as reasonably practicable, to permit safe movement and minimise accidents on Council land directly attributable to adverse weather conditions. It also confirms the support the council will provide to Hertfordshire County Council, the Highway Authority, as a result of winter weather affecting the highway.

The Council's response to winter weather involves taking action by treating its property and Public Realm to:

- Prevent ice from forming (precautionary salting)
- Melt ice and snow already formed (post salting)
- To remove ice and snow under extreme conditions
- Manage consequential flooding caused by thawing

Precautionary and post salting activities are often referred to as gritting.

The plan has been developed from an understanding of local conditions and takes account of the current resource availability. It identifies the Council's prioritisation and outlines operational procedures.

Agreed by: Date:
Chief Executive Officer

Agreed by: Date:
Strategic Director - Community & Place Delivery

Agreed by: Date:
Strategic Director – Customer, Business & Corporate Support

1. Aims

St Albans City & District Council (Council) will:

- (a) Respond to snow and ice by prioritising the council's property and public realm;
- (b) Assist Hertfordshire County Council (HCC), the Highway Authority, when requested, to respond to snow and ice on public highway footways across the district in a safe, economical manner, as far as is reasonably practicable and resources available allow;
- (c) Assist the train station operators, when requested, to respond to snow and ice on train station footpaths in a safe, economical manner as far as is reasonably practicable and resources available allow.

2. Purpose and Scope

This Winter Treatment Operational Plan provides guidance and direction for the effective response to the impact of winter weather on council property and its public realm. It identifies practices, resources, activities, controls and procedures to be used to respond to snow and ice.

The operational period of the plan is from 1st October to 30th April. This period may be altered should weather patterns dictate.

The Plan sets out the support the council can provide to HCC through voluntary working arrangements, to help discharge HCC's statutory duty relating to the public highway by the treatment of priority highway footways.

It also sets out the support the council may provide other land and property owners and the working relationships and responsibilities.

In seeking to meet its legal duties and 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.

3. Activation - Triggers

The Council's operational response will be activated on one or more of the following:

- Ice and snow statement issued by the Meteorological Office
- Meteorological Office 'Open Road' forecast meeting the council's temperature criteria
- Meteorological Office forecast of severe weather predicting a greater than 60% chance of disruptive snow or prolonged freezing temperatures

4. Roles and Responsibilities

The Community & Place Delivery Directorate has overall responsibility for reviewing, managing, coordinating and implementing the Council's Winter Plan.

The plan brings together the proactive and reactive winter weather response arrangements for the council's Waste, Markets, Street scene, and Greenspaces teams, as well as Housing, Leisure and Built Environment' service areas.

Responsibility for implementing particular aspects of the plan, and undertaking the associated key tasks is set out below. Should the Assistant Director - Public Realm Community & Place Delivery, and the Infrastructure Manager not be available, the deputising officers will be Principal Wastes Contract Officer and Building and Facilities Manager, for their respective duties and responsibilities throughout this plan.

Table 1

<u>Service Area</u>	<u>Task</u>	<u>Resource</u>
Street Scene	Implementation and coordination of Winter Treatment Operational Plan	Assistant Director – Public Realm
Built Environment	Procure, secure delivery of grit salt to Sandridge Gate Business Centre and distribute	Infrastructure Manager
Waste, Green Spaces, Parking Services, SLM, Housing	Procure and secure delivery of grit salt to depots and storage areas	Urbaser, Veolia, John O'Conner, Morgan Sindall, SLM, Clearway Gritting
Street Scene	Spread grit salt, remove snow and ice: <ul style="list-style-type: none"> Shopping areas, civic centre On-street public toilets 	Veolia, Urbaser
Green Spaces	Spread grit salt, remove snow and ice: <ul style="list-style-type: none"> Parks & Gardens Public toilets in parks Cemeteries 	John O'Conner
Museums	Spread grit salt at Verulamium museum using the grit supplied by Infrastructure Manager. Park Ranger may help with initial grit of staff entrance	Museum Service, John O'Conner
Parking Services	Spread de-icing granules: <ul style="list-style-type: none"> multi-storey car parks Surface car parks 	Parking Services Manager, JOC, Clearway Gritting
Housing	Spread grit salt, remove ice and snow: <ul style="list-style-type: none"> Elderly people's homes Council housing areas 	Morgan Sindell, site Caretakers
Leisure	Spread grit salt, remove ice and snow: <ul style="list-style-type: none"> Sports & Leisure Centres Entertainment and Cultural Centres 	Sports and Leisure Management (SLM)

The Council may use and combine its resources wherever possible to continue day to day service operations but also to implement the plan. Resources are mainly available Monday to Friday (Excluding Bank Holidays) between 07:00 and 18:00, however, priority car parks will be treated Monday to Sunday, as forecasts and weather conditions dictate.

5. Weather Forecasting

For this purpose, the Council uses Met Office (metoffice@service.govdelivery.com) alerts. This includes a year round service, providing updates, features and accessibility:

- 24-hour forecasts
- Web portal providing instant access to current weather forecasts
- 24 hour access to dedicated forecasters
- Alerts from the duty forecasters of any forecast fluctuations/changes in weather conditions

Additionally, the council receives intelligence from other sources including, the Local Resilience Forum, and Hertfordshire County Council.

The Council's Parking Services Contractor responsible for surface car parks uses the Met Office 'Open Road' forecast.

6. Decision Making

Precautionary Salting

The Council's contractor, appointed to undertake precautionary treatment of surface car parks, has predetermined criteria for making decision about when to undertake precautionary salting.

The Met Office 'Open Road' forecast reports are sent to the Parking Services Team by the contractor on a daily basis along with any recommendations, intentions or actions to carry out treatment.

The agree trigger point for action at priority surface car parks is 'Red Alert' when the temperature drops to 0 degrees. However, for the top deck of the Civic Centre and Bowers Way West (multi-storey car parks), the trigger point is 'Amber alert' when temperatures are forecast to drop to 2 degrees.

The Council's Infrastructure Parking Manager makes the decision about when to undertake precautionary treatment of the Drovers Way and Russell Avenue multi-storey car parks. Intelligence is gathered by Parking Services Staff working in the car park 24 hours a day to inform the decision.

Disruptive Snow and Ice

The Assistant Director makes decisions about other council assets following advice from the Met Office. On receipt of a severe weather warning predicting a greater than

60% chance of disruptive snow or prolonged freezing temperatures, the Council's Directorate will be directly notified by the Met Office. The forecasts are also received by operational managers and relevant contractors.

It is then the responsibility of the council's officers and contractors to check staff availability, equipment and salt stocks, should action be required.

The Assistant Director - Public Realm, supported by senior officers, has responsibility for making day to day decision about when action is required, this includes making decisions about forecasts before 'out of hours' periods (evenings and weekends) when council resources are more limited.

Progress against the plan will be reported by the Assistant Director - Public Realm to the council's Strategic Leadership Team.

If an 'Incident' is declared and an Incident Management Team is needed, this will be managed in line with the Council's Emergency Plan.

Flooding from Snow and Ice Thaw

The Council's duties and responsibility during flood events are set out in the Council's *Flooding Operational Response Plan*

7. Deployment of Resources

The Assistant Director - Public Realm will cascade the instruction to deploy resources as detailed in table 1; this is set out in greater detail in Appendices 1 to 8.

Council staff are available during the normal operational hours of Monday to Friday between 07:00 to 18:00. There is no existing arrangement for general staff to be available for callout during the operational period of this plan.

Generally, contractors staff deployed during their normal operational hours can be redeployed as a part of Council contracts, these coming mainly from Veolia, John O'Conner and Morgan Sindall. Such deployment will mean that their normal duties will not be covered. Refuse and recycling operatives will not be redeployed unless their service has been suspended for other reasons. Street cleaning staff may be redeployed if they are available.

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, the effectiveness of this plan will be severely reduced.

Appendix 9 provides details on how staff would catch up on refuse and recycling services after major/severe disruptions. If additional hours are worked by staff that are subject to driver hours restrictions, this may 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.

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 with the Council needing to pay for the resource.

8. Plant, vehicles, equipment, and material resources

General equipment available to the Council

The Council's main method of spreading de-icing materials is by hand using shovels from a barrow or a vehicle, or by hand push grit spreaders. The equipment held by the Council and its contractors consists of:

- 5 x two-wheeled drive, 3.5 tonne caged tipper vehicles, plus additional 7.5 tonne all-purpose tipper vehicle (Veolia Contract for Waste Management etc. contract)
- Shovels (metal and plastic)
- Barrows (x5 deployed and x2 spare)
- Hand push grit spreaders (x5)

To facilitate a culture of self-help and community resilience, 11 hand push salt spreaders were acquired and made available to Parish Councils. HCC also make an annual allocation of salt available to Parish and Town Councils.

Motorised equipment available to the Council

The Council's contractor, appointed to undertake precautionary treatment of surface car parks, uses a small van and tow-along salt spreader for use in the civic centre car park due the height restrictions. The contractor may use alternative vehicles in other car parks.

The Council owns a tractor which has been re-purposed as a winter treatment vehicle, with responsibility for its maintenance falling to the Assistant Director - Public Realm. The tractor, its plough and salt spreader attachments are stored at Sandridge Gate Depot. Veolia staff are trained to use the vehicle to support snow and ice treatment and clearance.

9. De-icing materials

Salt is almost always used, with the exception of the Council's multi-storey car parks where alternative materials are sourced. De-icing materials work by lowering the freezing point of water.

Salt for use on council property and public realm will be purchased by the Council and its contractors solely for that purpose. Fine Rock Salt to BS 3247:1989 (minimum 6mm) is used as the prime material for combating snow and ice.

Where possible the Council will use a "prill" product (or equivalent) on its concrete multi-storey car parks. Such products are less harmful to concrete and the environment.

Salt acquired from HCC will be supplied by Compass Minerals, Salt Union Ltd, De-icing Business, Winsford Rock Salt Mine, Winsford, Cheshire, CW7.

Storage

The infrastructure Manager is responsible for stock control of bagged salt supplies at the Sandridge Gate Depot, where it is stored under cover in the former bus workshop and under the canopy of the barn. The initial stock will be 40 tonnes in 25kg bags.

Storage Location	Actual Stock Levels for Commencement of 2022/23 Season (tonnes)	Minimum Stock (Tonnes)			Maximum Stock (Tonnes)
		Oct - Feb	Mar	Apr	
Sandridge Gate Depot	65	40	20	10	60

The stockpiled salt is distributed to local storage areas in October. The Council will not generally supply salt to Town and Parish Councils because each has been offered stocks of salt supplied free of cost by HCC.

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, care will be taken to ensure that any snow or ice treated with salt is not placed on or against trees, shrubs or plants that may be adversely affected.

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

10. Communications Arrangements

Media Enquiries

All media enquiries relating to Council land will be led and coordinated by the Council's Principal Communications Officer. All media enquiries in relation to the public highway will be led and coordinated by HCC. The respective communication officers will liaise as appropriate during extreme weather events.

Councillors and Staff

Councillors and staff will be informed about disruptive winter weather by internal email.

Public

The primary method of communication with the public will be via the Council's social media accounts, via the website, through appropriate liaison with the local media outlets (in extreme weather conditions) and through the Telephone Contact Centre. There is a dedicated winter weather related page on the Council's website.

On-Street Variable Message Signs

Hertfordshire County Council operates a number of on-street traffic variable message signs around the District on its primary road network. Weather warnings and gritting action is to be displayed on these boards when severe weather is forecast.

11. Assistance to Hertfordshire County Council

The Council may assist HCC, the Highway Authority, to help clear and treat snow and ice on public highway footways across district.

The Council's Assistant Director - Public Realm will receive such requests for help direct from HCC and consider, in consultation with the Strategic Leadership Team, whether the council and its contractors have capacity to provide such support.

If the treatment of highway footways is authorised by the Strategic Leadership Team, the Assistant Director - Public Realm will cascade such instruction to council officers and contractors.

The Council will then treat 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 collections are cancelled due to severe weather.

If disruptive snow falls, ice forms or an extended period of disruptive weather is forecast but there has been no request from HCC to begin treatment of Highway footways, the council's Assistant Director - Public Realm will escalate concerns direct to HCC's senior officers.

The general presumption will be that if disruptive snow or ice occurs without a warning or forecast, the Assistant Director - Public Realm and council contractors may deploy automatically and a review meeting held as early as possible.

Salt for use by the Council on the highway is issued free by HCC to the Council in September/October each year. Up to 30 tonnes of salt is available annually and when required is delivered into Sandridge Gate Depot for this purpose. In the event that the salt stock is exhausted because of prolonged disruptive weather the Council may not be able to continue to treat footways when asked to do so by HCC.

Schedule of Footpaths on the Highway

Hertfordshire County Council has approved footpaths which should be treated by the Council when requested to do so, and when resources permit. These are listed in appendix 10.

12. Assistance on Third Party Land

The Council may assist third party land owners, such as train Station Operators at City Station and Abbey Station, to help clear and treat snow and ice, however, this support is unlikely to extend beyond high use footways.

The Council's Assistant Director - Public Realm will receive such requests for help in writing direct from the land owner. This shall include a waiver, protecting the council and its contractors from all claims arising from any assistance provided

The Assistant Director - Public Real, in consultation with the Strategic Leadership Team, shall determine whether the council and its contractors have capacity to provide such assistance.

If the treatment of third party and is authorised by the Strategic Leadership Team, the Assistant Director - Public Realm will cascade such instruction to council officers and contractors.

The Council will then treat priority footways using street cleansing operational staff employed by Veolia, and Grounds Maintenance staff from John O'Conner.

Appendix 1 – Civic Centre Areas

The Assistant Director - Public Realm is to instruct Veolia's Operations Manager to deploy resources.

Salt is to be supplied by the council but drawn from stockpiles at the civic centre lock-up and from Sandridge Gate depot.

Salt is to be spread manually with snow and ice cleared 1.5m wide with passing places on footpaths and pedestrian areas. Salt is also to be spread manually on carriageways.

Locations

1. Pedestrian areas from Civic Close (public toilets) and St Peter's Street (Barclays bank)
2. Pedestrian areas from civic close (Waterend Barn) to St Peter's Street (Greggs bakers)
3. Pedestrian areas in front of Alban Arena
4. Footpath from Civic Close (side of Waterend Barn) to Victoria Street
5. Area in front of Alban Arena, including steps and ramps
6. Pedestrian areas from Charter Close (Police parking) to Civic Centre (Virgin Bank)
7. Civic Close carriageway and footways
8. Charter Close carriageway and footways

Appendix 2 - Car parks

The Councils winter treatment contractor self-determines when to deploy resources based on the contract specification managed by the Parking Manager (Infrastructure).

De-icing materials are supplied and spread by mechanical means by the contractor from stockpiles at its depot.

Deployment Specification

'Red Alert' – when temperatures fall to 0 degrees the contractor shall treat the following car parks:

1. Adelaide Street
2. Amenbury Lane, including the new leisure centre car park
3. Bowers Way East
4. Bricket Road North
5. Drovers Way access road
6. Gombards
7. Hart Road
8. Keyfield Terrace
9. London Road
10. Townsend Avenue
11. Verulamium
12. Westminster Lodge

'Amber Alert' – when temperatures fall to 2 degrees the contractor shall treat the following car parks:

1. Bowers Way West
2. Civic Centre, including the top deck and exposed areas on the ground floor

The Council's Parking Manager Infrastructure makes the decision about when to undertake precautionary treatment of the Drovers Way and Russell Avenue multi-storey car parks. This decision also considers whether to temporarily close the top decks if they are considered unsafe. Intelligence is gathered by Parking Services Staff working in the car park 24 hours a day to inform the decision.

De-icing materials are supplied and spread by mechanical means by the Parking Services Team from stockpiles at both car parks.

There are a small number of legacy grit bins in car parks which the Infrastructure Manager has filled, these are located in:

1. London Road 1no.
2. Bowers Way West 3no.
3. Civic Centre top deck 1no.
4. Westminster Lodge 1no.

Appendix 3 – Markets

The Assistant Director - Public Realm is to instruct Veolia's Operations Manager to deploy resources.

Salt is to be supplied by the council but drawn from stockpiles at Sandridge Gate depot.

Salt is to be spread manually with snow and ice cleared 1.5m wide with passing places on footpaths and pedestrian areas. Salt is also to be spread manually on carriageways.

Locations

1. St Peters Street Service Road from Catherine Street to Spencer Street
2. Market Place from Spencer Street to High Street

Appendix 4 - Public toilets – on street

The Assistant Director - Public Realm is to instruct Veolia's Operations Manager to deploy resources.

Salt is to be supplied by the council but drawn from stockpiles at Sandridge Gate depot.

Salt is to be spread manually with snow and ice cleared 3.0m from each entrance/exit to allow safe use of toilets.

Locations

1. Opposite Kings Head PH, High Street, London Colney
2. Adjacent to library, The Ridgeway, Marshalswick
3. Adjacent playing fields, Park Street Lane, Park Street
4. Adjacent car park, High Street, Redbourn
5. Adjacent car park, High Street, Sandridge
6. Adjacent car park, Drovers Way, St Albans
7. Adjacent car park, Civic Close, St Albans
8. Adjacent car park, East Lane, Wheathamstead

Appendix 5 - Public toilets – off street

The Assistant Director - Public Realm is to instruct John O'Connor's Operations Managers to deploy resources.

Salt is to be supplied by John O'Conner and drawn from stockpiles at the Hixbury Lane depot.

Salt is to be spread manually with snow and ice cleared 3.0m from each entrance/exit to allow safe use of toilets.

Locations

1. Adjacent Bowling Green, Clarence Park
2. Opposite Playground, Clarence Park
3. Athletics Track, Verulamium Park
4. Adjacent Museum, Verulamium Park
5. Cemetery, Hatfield Road
6. Cemetery, London Road
7. Cemetery, Westfield Road

Appendix 6 - Parks and Cemeteries

The Assistant Director - Public Realm is to instruct John O'Connor's Operations Managers to deploy resources.

Salt is to be supplied by John O'Conner and drawn from stockpiles at the Hixbury Lane depot.

Salt is to be spread manually with snow and ice cleared 1.5m wide with passing places on footpaths and pedestrian areas. Salt is also to be spread manually on carriageways.

Locations

1. Cemetery, Hatfield Road- routes to burial sites, office and toilets
2. Cemetery, London Road - routes to burial sites and toilets
3. Cemetery, Westfield Road – routes to burial sites
4. Clarence Park – access road, car park and footpaths
5. Hay Lane – Amenbury Lane to Leisure Centre and Eric Morecambe Centre
6. Westminster Lodge – car park footpaths

Appendix 7 - Sports and leisure facilities

The Assistant Director - Public Realm is to inform the Leisure Services Manager that resources are being deployed on council sites as a result of a disruptive weather forecast.

Sports and Leisure Management (SLM) is the council's appointed contractor responsible for the operation and maintenance of the council's sports and leisure facilities. SLM's duties and responsibilities to mitigate the impact of snow and ice on areas within its control are defined in the Leisure Management Contract.

Locations

1. Batchwood Golf and Tennis Centre
2. Cotlandswick Leisure Centre
3. Eric Morecambe Centre
4. Harpenden Leisure Centre
5. St Albans Arena
6. Westminster Lodge Leisure Centre

Appendix 8 – Elderly persons homes and estates

The Assistant Director - Public Realm is to instruct Built Environment and Housing, to deploy resources. The request for action is to be cascaded to Morgan Sindell.

Salt is to be supplied by Morgan Sindell and drawn from its stockpiles in Housings grit bins.

Salt is to be spread manually with snow and ice cleared 1.5m wide with passing places on footpaths and pedestrian areas. Salt is also to be spread manually on carriageways.

Locations and Site specific Details

Council Retirement Housing Scheme	Address	Paths/areas cleared at each site?	Access to Bin Shed to be 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
Masefield Court	Masefield Road Harpenden	Front and rear paths	Y	1
Warner House	Cell Barnes Lane 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
Chiltern Rd Flats	Chiltern Rd	1
Cotlandswick	London Colney	3
Malvern Close Flats	Malvern Rd	1
Queens Court	Hatfield Rd	0
Riverside Rd Flats	Riverside Rd	2
Thirlestane	Lemsford Road	1
Telford Court	Alma Rd	2

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
Drakes Drive Mobile Home Site	Drakes Drive	4
Flats 39 to 109	Pickford Hill	6
Grindcobbe Flats & Houses	Grindcobbe	2
Jubilee Court	Pickford Hill	2
Meadow Close Mobile Home Site	Meadow Close	3
Northfield Rd Flats	Northfield Rd	2
Park Homes Mobile Home Site	Aubrey Avenue	1
Woodvale Park Mobile Home Site	Sutton Rd	2

Appendix 9 - Catch up after disruptions to refuse and recycling services

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.

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

Where disruption is more severe, lasting three days or more, a 'take-all' policy will be implemented. Food waste collections will be suspended for those roads that were missed. All brown bin and food waste will be collected together and sent to landfill. Residents will be pre-warned of this arrangement.

Recycling collections are **not** included. These bins and containers 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 collections will continue as per the schedule.

Dealing with excess waste after disruption to service

Brown bins

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

Green bins

If disruption goes on for more than three days then all green (Garden) 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 disruption would be taking place.

Recycling bins and boxes

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

Appendix 10 – Highway Footways

Street Name	Locality	Map	Section	Action
Black Boy Wood	Bricket Wood	50	Shops adjacent Hunters Ride	Veolia
Claremont	Bricket Wood	50	All	Veolia
Old Watford Road	Bricket Wood	50	All	Veolia
Station Road	Bricket Wood	50	All	Veolia
Watford Road	Chiswell Green	50	Ragged Hall Lane to A405	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 to Bull Road, including footpath to Station Road	Veolia
Luton Road (A1081)	Harpenden	44	Sun Lane to The Common	Veolia
Milton Road	Harpenden	44	Station Road to Shakespeare Road	Veolia
Piggottshill Lane	Harpenden	44	All	Veolia
Rothampstead Avenue	Harpenden	44	Leyton Road to High Street	Veolia
Southdown Road	Harpenden	44	Piggottshill Lane to Walkers Road	Veolia
Station Road (B652)	Harpenden	44	High Street 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	Local shops	Veolia
Haseldine Road	London Colney	52	High Street to Caledon Road	Veolia

Street Name	Locality	Map	Section	Action
High Street	London Colney	52	Cotlandswick to Meadow Close	Veolia
Beech Road	Marshalswick	51	Local shops	Veolia
Sherwood Avenue	Marshalswick	51	Marshalswick Lane to Kingshill Lane	Veolia
The Ridgeway	Marshalswick	51	Marshalswick Lane to Hughenden 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	Local Shops	Veolia
House Lane	Sandridge	51	High Street to Anson Close	Veolia
Station Road	Smallford	52	All	Veolia
Abbey Avenue	St Albans	49	All	Veolia
Abbots Avenue West	St Albans	49	All	Veolia
Camp Road	St Albans	46	Hatfield Road to Dellfield, and Ely Road to Windermere Road	Veolia
Cell Barnes Lane	St Albans	46	All	Veolia
Central Drive	St Albans	46	local shops	Veolia
High Oaks	St Albans	47	All, including local shops	Veolia
Hill End Lane	St Albans	46	Camp Road to Highfield Lane (including shops)	Veolia
New House Park	St Albans	46	All, including local 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, including hospital entrance and shops local shops	Veolia
Adelaide Street	St Albans	45	Catherine Street to St Peter's Street	Veolia
Alma Road	St Albans	45	All	Veolia
Beaconsfield Road	St Albans	45	All	Veolia

Street Name	Locality	Map	Section	Action
Catherine Street	St Albans	45	St Peter's Street to Church Street	Veolia
Chequer Street	St Albans	45	High Street to Victoria street	Veolia
Cross Street	St Albans	45	All	Veolia
Drovers Way	St Albans	45	All	Veolia
Folly Lane	St Albans	45	Church Street to Normandy Road	Veolia
George Street	St Albans	45	High Street to Romeland	Veolia
Grimston Road	St Albans	45	Alma Road to Stanhope Road	Veolia
Grosvenor Road	St Albans	45	Alma Road to London Road	Veolia
Hatfield Road	St Albans	45	St Peter's Street to Colney Heath Lane including local shops	Veolia
High Street	St Albans	45	Holywell Hill to George Street	Veolia
Holywell Hill	St Albans	45	Griffiths Way to High Street	Veolia
Lattimore Road	St Albans	45	All	Veolia
London Road	St Albans	45	Holywell Hill to Grosvenor Road	Veolia
Market Place	St Albans	45	All	Veolia
Marlborough Road	St Albans	45	All	Veolia
Ridgmont Road	St Albans	45	Grosvenor Road to cul de sac	Veolia
St Peter's Street	St Albans	45	Victoria Street to Stonecross	Veolia
Stanhope Road	St Albans	45	All	Veolia
Stonecross	St Albans	45	St Peter's Street to Sandpit Lane	Veolia
Upper Dagnall Street	St Albans	45	All	Veolia
Verulam Road	St Albans	45	George Street to Hill Street	Veolia
Victoria Street	St Albans	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
East Lane	Wheathampstead	48	All	Veolia

Street Name	Locality	Map	Section	Action
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	Veolia
The Hill	Wheathampstead	51	Marford Road to Butterfield Road	Veolia