

**ST ALBANS CITY AND DISTRICT COUNCIL  
WINTER TREATMENT OPERATIONAL PLAN  
November 2021 – April 2022**

[version 1.0]



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## 1. Statement of intent

St Albans City and District Council will:

- (a) maintain property in St Albans City and District Council's ownership and control
- (b) assist with the operational management of public highway footways across the City and District, acting for and on behalf of Hertfordshire County Council (HCC); and
- (c) assist with the operational management of the publicly accessible private land footways at train stations, acting on behalf of the train operating company (TOC).

All of these elements will be delivered in a safe, economical manner as far as is reasonably practicable and the resources available allow.

## 2. Purpose

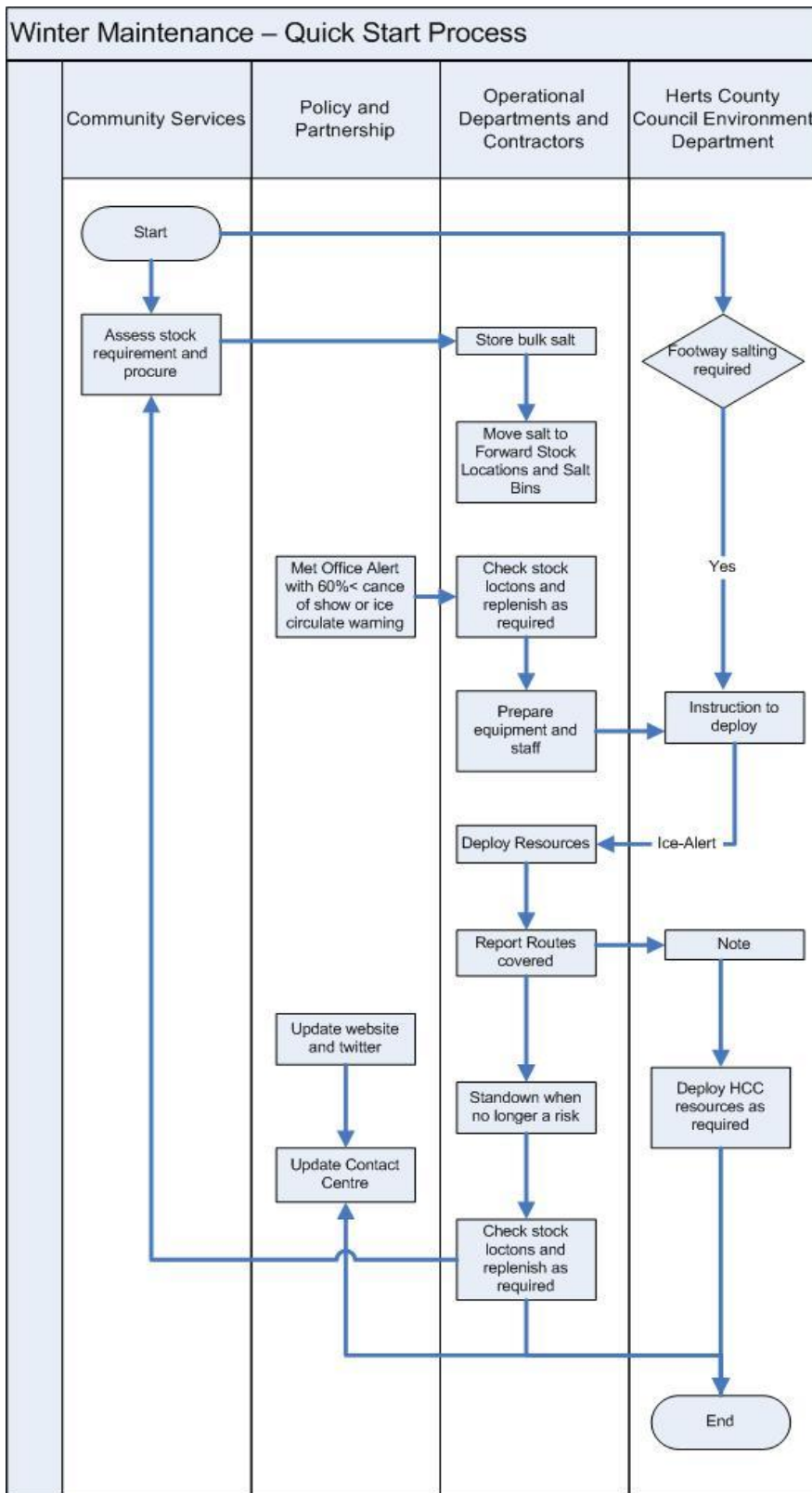
This Winter Treatment Operational Plan provides guidance and direction for the effective management of the winter treatment across the District. It identifies practices, resources, activities, controls and procedures to be used. Treatment coverage applies to paved areas maintained at public expense and other pedestrian areas under the control or ownership of the council. The overall objective is to deliver customer satisfaction and comply with the Council's management systems.

## 3. Record of review / revisions

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

Date	Topic of Change	Section(s) Changed	Rev No.	Approved	Agreed
1.11.2021	General Review of draft document	All	1.0	TM	

## 4. Quick start guide (HCC)



## 5. Introduction and background

This plan informs the responsibilities of the Council in respect of public highway and paved areas on land owned or managed by the Council (Council Land).

Public highway including roads, footways, and footpaths that are maintained at public expense and are managed by HCC in its capacity as Highway Authority. HCC's Network Management team within the **Environment and Infrastructure Department** is responsible for managing the County's 5,000 miles of road network. The team publishes its Winter Service Operational Plan (WSOP) annually to provide guidance and direction for the effective management of the winter maintenance service. HCC provides the winter treatment service for the public highway. However, it may seek the assistance of the Council to provide additional resources during extreme or prolonged severe weather events. When providing this assistance, the Council works in a support role to HCC, which ultimately retains responsibility.

The Council has responsibility for maintaining Council Land that does not form part of the highway. Examples of Council land includes council-owned housing, greenspaces, amenity land, park footpaths and roadways, car parks, sports centres, cemeteries, museum frontage, etc.

In this document reference to 'Highway Footways' will relate to those footways and footpaths that are the responsibility of HCC.

Winter treatment could include the following before or during periods of ice and/or snow/heavy rainfall:

- Precautionary treatment before ice has formed or snow has fallen;
- Reactive treatment when ice has formed, or snow has fallen;
- Post treatment of hard packed snow and ice;
- Snow and ice clearance, either manually or mechanically.
- Help for vulnerable people who are unable to help themselves during flooding incidents (there is a separate Flood Plan for Council managers kept with the Emergency Plan).

This plan is for the use of operational managers in the event of severe weather in conjunction with the Council's Flood Plan and Emergency Plan (where appropriate).

## 6. Scope of the plan

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

- A voluntary agreement with HCC that the Council treats priority Highway footways within the District;
- A responsibility of the Council to treat Council Land.

The plan does not generally 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 Appendices A1 to A9. Employees and contractors who are involved with delivering the winter treatment plan are required to be fully acquainted with, and have access to, this plan.

The Community Services Department has overall responsibility for invoking, managing and coordinating the Council's Winter Treatment Operational Plan. Responsibility for implementing particular aspects of the plan, and undertaking the associated key tasks is set out below:

Department	Task	Resource
Community Services (CS)	Implementation and coordination of Winter Treatment Operational Plan activity; Policy on Winter Treatment; Consultation with Councillors; Budget forecasting and management; Liaison with HCC to ensure the District's highways are treated	Head of Community Services (in 2021 this will be the Head of Commercial and Development)
	Take delivery of salt and distribute.	Veolia
	Treat: shopping areas, Amenity Land, On-street Public Toilet areas.	Veolia JOC Urbaser
	Verulamium museum (using the grit supplied by the Infrastructure Manager. JOC Park Ranger may help with initial grit of staff entrance.	Museum Service
	Cemeteries, Public Toilets areas in parks Parks & Gardens.	JOC JOC JOC
	Supply & treat multi-storey car parks Supply & treat general surface car park	Parking Services Parking Services

Department	Task	Resource
Commercial & Development (C&D)	Procurement and delivery of salt to Sandridge Gate Depot.  Take delivery of salt and distribute.  Treat: Leisure Centre frontages; Alban Arena Theatre frontages	Estate Services (Infrastructure Team),  Main Contractors:  1Life SLM Veolia
Housing (H)	Treat elderly people's homes and other council housing areas.	Morgan Sindall, 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 use and combine its resources wherever possible to continue day to day operations but also to implement the plan. Council contractors may be available from Monday to Friday (Excluding Bank Holidays) between 07:00 and 18:00. Car parks are treated by a contractor 7 days a week between 19:00 and 07:00.

## 8. Objectives

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

### 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 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. 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 Section 41 and Section 150 duties, Hertfordshire County Council undertakes to implement its relevant Winter Operational Service Plan which as far as reasonably practicable 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 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.

Information about HCC drain clearance operations (including how to report a fault) can be found at: <https://www.hertfordshire.gov.uk/services/highways-roads-and-pavements/report-a-problem/drain-cleaning.aspx>

### 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

### Highway footways

HCC applies guidance from “Well-Managed Highways - A Code of Practice” and National Winter Service Research Group, 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.

### 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.

HCC’s Winter Service Operational Plan can be seen at: <https://www.hertfordshire.gov.uk/media-library/documents/highways/plans-and-strategies/appendix-1-winter-service-operational-plan-2020-2021-partly-accessible.pdf>

### Council land

The Council will adopt the same operational periods as set out above when referring to the treatment of Council Land. The car parks treatment season is 1 November to 31 March. If



there is a need for a contractor to provide services outside this period, there is scope for doing so.

## 10. Priorities

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

### Highway Footways - Priorities

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

Priority Number		Description
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 Infrastructure Manager in the Commercial and Development department. This may include consultation with Councillors when HCC consults on changes to gritting priorities and routes. HCC has previously canvassed views about priorities within the District. Terms of Reference used are shown in Appendix D.

### 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.

### Council Land Priorities

The following priorities have been agreed for Council Land:

Priority Number		Description
1	High Traffic	Town and City centre pedestrian areas and significant (high usage volume) 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.

## 11. Route planning

Locations to be treated by the Council are included in Appendices A1 to A9. These include areas proposed by Councillors, identified during past consultations. Locations shown in these appendices will be used as the basis of communication updates to residents and customers during operation of the plan.

## 12. Assessment of need

The Council uses Met Office ([metoffice@service.govdelivery.com](mailto:metoffice@service.govdelivery.com)) alerts, plus intelligence from other sources including, where available, the Local Resilience Forum, and Hertfordshire County Council.

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 include:

- Frost forecasts after rain - treating too early could result in treatment materials 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 it becomes 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 and as an aid to decision making. These are in the form of alerts from "[no-reply@icelert.net](mailto:no-reply@icelert.net)", which give an indication of expected road surface temperatures and thus the likelihood of ice or snow forming/remaining.

Under most circumstances frost on the footway surface does not form until late evening or early morning. Where earlier frost is forecast, salting may be 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 as follows:

**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**

### **Existing 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 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**

The Council's winter specialist contractor uses a small van and tow-along salt spreader for use in car parks. The 4 x 4 gritting trailer is only used in the Civic Centre Car Park due the height restrictions. All other car parks are usually gritted by a gritting lorry.

A tractor previously used in the St Albans Charter Market set-up operation has been re-purposed as a winter treatment vehicle. It has the capability of being fitted with a snow plough and salt spreader attachment. The vehicle and attachments are stored by Veolia at Sandridge Gate Depot. Veolia staff have 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 stores and manages the maintenance of the ancillary equipment. The Community Services Department (Public Realm) will be responsible for the maintenance of the tractor.

## 15. De-icing materials

The words 'grit' or 'gritting' are sometimes used as synonymous with 'salt' or 'salting'. In practice, salt is almost always used, with the exception of the Council's multi-storey car parks where alternative materials are used. De-icing materials work by lowering the freezing point of water.

### Highway footways

Salt for use by the Council on the highway is issued free by HCC to the Council in September/October. 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 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 Head of Community Services (in 2021 this will be the Head of Commercial and Development).

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. Between 25kgs and 200 kgs of grit is used per visit per car park dependent on the size of the car park. For example (based on 2020/21 winter season): Adelaide CP ~ 50kgs; Westminster Lodge ~ 200kgs; London Road ~ 110kgs.

### General

Fine Rock Salt to BS 3247:1989 (minimum 6mm) with a Safecote additive has been used County-wide 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.

Car parks are gritted using Marine De-Icing Salt. For the multi storey Peacock's Pro-coat Low Corrosion De-icer is used.

Salt used 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 Service (NAMAS) approved laboratory. HCC receive 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 Compass Minerals, Salt Union Ltd, De-Icing Business, Winsford Rock Salt Mine, Winsford, Cheshire, CW7 2PE

### 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.

### Storage – St Albans City & 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 2021/22 Season (tonnes)	Minimum Stock (Tonnes)			Maximum Stock (Tonnes)
		Oct - Feb	Mar	Apr	
Community Services Sandridge Gate	70	70	20	10	70

The stockpiled salt will then be distributed and stored in a locked storeroom in the Civic Centre car park, at the 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.

### 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	0.40
Civic Centre Car Park Store	48	1.20
<b>Total</b>		<b>1.85</b>

### 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 during the first two weeks of October, and then used to guide the replenishment of grit bins with salt.

Replenishment will only be made at the authorisation of the Infrastructure Manager or Head of Community Services (in 2021 Head of Commercial and Development). This will be 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**

### **Precautionary treatment**

The general thinking behind Winter Treatment operations is, wherever possible, to carry out precautionary treatment before ice forms or snow settles. To enable this to be undertaken effectively depends on a mix 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).

The Council will undertake precautionary treatment of exposed areas of its multi-storey car parks. However, precautionary salting is unlikely to be carried out in instances where the Council is assisting HCC (or TOCs). The reason for this is that the resources used to support HCC (TOCs) are usually made available for snow/ice clearance after onset of snow or ice.

Essentially, precautionary treatment 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 and the Council's contractors' calibrated spreading machinery only.

### **Rates of spread for precautionary salting**

For frost, salt will be spread at 8-15 grams/m<sup>2</sup>. The rate for car parks is 25g/m<sup>2</sup> for a standard run, and 50g/m<sup>2</sup> for a pre-snow/snow visit. When frost is expected after rain the rate of salt spread will be for heavy salting i.e., 15-30 grams/m<sup>2</sup>, 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 will be spread at 15-30 grams/m<sup>2</sup> 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.

### **Treatment of ice already formed**

When ice has formed on surfaces a salt spread rate of 15-30 grams/m<sup>2</sup> should be used.

### **Treatment of snow**

Snow ploughing by HCC will be undertaken as soon as snow depths exceed 40mm. Each pass of a plough will be supplemented with a salt spread of 15-30 grams/m<sup>2</sup> depending on the prevailing conditions. Where the Council undertakes snow ploughing activities, it will aim to meet a similar intervention standard.

Should the temperature continue to drop and the need for ploughing continues, salt spread rates should be increased to 30 grams/m<sup>2</sup>

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

### **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/m<sup>2</sup>.

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/m<sup>2</sup>.

## **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**

Due to the large number of 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.

The Council will appoint a contractor to undertake precautionary treatment of exposed surfaces on its multi-storey car parks and surface car parks, who will have staff available outside of normal working hours to complete the task. A contractor will carry out car parks treatment 7 days a week between 1900 and 07:00.

Currently, 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, standby at home, or standby at depot, to work additional hours to normal shifts or continuous shifts.

Generally contracted 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. 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. If additional hours are worked by staff that are subject to driver hours 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, the 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 with the Council needing to pay for the resource.

#### **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 workplace 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.

### **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 most recent salting decision are available on the County Council website; <https://www.hertfordshire.gov.uk/services/highways-roads-and-pavements/roadworks-and-road-closures/severe-weather/gritting-the-road/gritting-and-salting-routes.aspx>

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 Appendices B&C, Winter Decision-Making Process and Records.

### **The Council**



The Council's contractor appointed to undertake precautionary treatment of multi-storey and surface car parks, has predetermined criteria set for decision making regarding action. The decision is then cascaded to Parking Services.

The contractor undertakes day-to-day weather forecasting using Met Office 'Open Road' forecast. These reports are sent to the Parking Team on a daily basis along with any recommendations or intentions to carry out treatment, if the temperatures are predicted to fall to the agreed trigger points.

For the surface car parks the agreed trigger point for action is 'Red Alert' when the temperature drops to 0 degrees. However, for the top deck of the Civic Centre car park and Bowers Way West, (multi-storey car parks), the trigger point is 'Amber alert' with temperature dropping to 2 degrees.

In the previous winter seasons, the top deck of the Civic Centre car park was gritted at the Red alert as a trigger point; however, due to uneven surface of the car park and exposed nature the treatment in line with red level alert was not sufficient and resulted in a few incidents due to slippery conditions. As a result, the trigger point for action in this car park was changed to 'Amber alert'. Treatment of the top deck of the Bowers Way West car park was kept in line with Civic Centre car park.

More generally, 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 the Head of Community Services (Head of Corporate and Development in 2021) will decide if treatment of Council Land is required.

Using the information provided by HCC and the knowledge of existing road conditions, the Head of Community Services (Head of Corporate and Development in 2021) 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 informed of the decision promptly.

### **Town and Parish Councils**

The following councils have received salt spreader equipment from the Council:

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

HCC's operational decisions are also made available to Town and Parish Councils. These are in the form of alerts from "[no-reply@icelert.net](mailto:no-reply@icelert.net)", which give an indication of expected road surface temperatures and thus the likelihood of ice or snow forming/remaining. The Town and Parish Councils will receive severe weather warnings when they sign up to receive such alerts and may self- deploy the spreaders and free issue salt when there is disruptive snow or ice.

## 19. Deployment process

### Process trigger/alert stage

On receipt of a severe weather warning predicting a greater than 60% chance of disruptive snow, Heads of Service will be notified through email, text and 'WhatsApp' group. In turn, they will cascade the warning to their 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 of responsible managers, either face to face or by conference call, will be held to report status and review plans. That meeting will be initiated by the Head of Community Services (Head of Commercial and Development in 2021) (or a delegated manager). If an Incident is declared and an Incident Management Team is needed, this will be managed in line with the Council's Emergency Plan.

### Deployment of resources

On receipt of a request from HCC to begin treating footways on the highway the Head of Community Services (Head of Commercial and Development in 2021) or a nominated manager with delegated authority will consider the request, authorise deployment and notify the appropriate contractors.

If 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 begin 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 if disruptive snow or ice occurs without a warning, 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 is included in the Appendices A1 to A9. In the first instance the deployment will be in accordance with the appropriate plan. If 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 will, as early as practicable, inform HCC of the footways on the highways that are to be treated by the Council's resources so 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 (Head of Commercial and Development in 2021) 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 treatment 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.

The Council's winter specialist contractor will provide the salt to be spread by its tow-along salt spreader in car parks. Generally, salt will be distributed manually from vehicles by hand, hand push salt spreaders or 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 small number of grit bins on Council Land and is responsible for the replenishment of these bins.

Those delivering the winter treatment operation plan will report progress to the responsible manager who will inform the Community Services Department (Public Realm Manager). The reports will be collated for the information of the Head of Community Services (Head of Commercial and Development in 2021). All records and reports will be retained.

## **Reporting**

Progress against the plan will be reported by the Head of the Community Services Department (Head of Commercial and Development in 2021) to Chief Exec's Board.

## **20. Snow clearance**

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

### **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 Operational Service 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.

### **Snow treatment**

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

### **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.

### **Snow fall in excess of 40mm**

For snow falls in excess of 40mm, or when drifting occurs, post salting should 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 is that "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. This 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.

### **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 if and which available resources have been deployed in the deliverance of the Winter Treatment Operational Plan. 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**

### **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 affecting 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-teacher's decision.

### **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 not on precautionary salting routes. Additional salting resources may be used during this period.

### **Reports of ice not on the Highway or Council land**

- No action will be taken by HCC to treat ice or snow on private roads or footways (i.e. where there are no public rights of way)
- The Council will consider acting to treat ice or snow on the private access footways to train stations. This will only be the case if:
  - (i) a heavily used untreated footway presents an obvious high risk to the public; and
  - (ii) it is clear the train operating company will not be able to clear the footway within a reasonable time scale.

## **22. Salt bins**

HCC has over 1,000 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:

<https://www.hertfordshire.gov.uk/services/highways-roads-and-pavements/roadworks-and-road-closures/severe-weather/gritting-the-road/salt-bins/salt-bins.aspx>.

A link to HCC's web site is also available through the Council's website.

The Council has just over 45 salt bins, with 36 managed by the Housing Department and the others looked after by Parking Services.

## **23. Operational communications**

### **Communication**

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

### **Weather forecast provider**

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

### **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 or the Infrastructure Manager. Currently, the Community Services Department and Veolia receive a daily message from HCC by email, which gives a synopsis of the forecast weather, road conditions and informs their decision with regards action.

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

### **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, councillors, the media, the public and staff to provide situation updates.

### Media Enquiries

All media enquiries in relation to public highway will be led and coordinated by HCC. All media enquiries relating to Council land will be led and coordinated by the Council's Communications Team in the Chief Executive and Policy Department.

### 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 Council's website with lots of useful information. See: <https://www.stalbans.gov.uk/winter-weather>

### 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 are displayed on these boards when severe weather is forecast.

The Council Contact Centre 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, where information is available and kept up to date.

### Councillors

Councillors will be kept up to date by email by an appointed person.

### Staff

Staff will be kept informed of predicted severe weather events through email and internal systems.

## Appendix A1 – Footways on the highway

<b>Plan No.</b>	1
<b>Description</b>	<b>Priority highway footways</b>
<b>Responsible</b>	Hertfordshire County Council
<b>Accountable Manager</b>	Public Realm Manager
<b>Responsible Manager</b>	Principal Waste Contract Officer
<b>Delivery Manager</b>	Contract Manager, Veolia
<b>Trigger for process/Alert Stage</b>	Severe Disruptive Snow Forecast 60%+
<b>Action</b>	Prepare staff and equipment
<b>Deployment of resources</b>	On request of Hertfordshire County Council, authorisation or from Head of Community Services or from a manager with delegated responsibility
<b>Route Planning</b>	Contract Manager, Veolia
<b>Reporting</b>	Contract Manager, Veolia
<b>Salt Supplier</b>	Hertfordshire County Council
<b>Salt Stock</b>	Held in Sandridge Gate Depot
<b>Standard expected</b>	1.5 metre wide cleared area with passing places
<b>Comments</b>	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 and Infrastructure 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

Road name	Community	Map	Between	Covered by:
Leyton Road,	Harpenden	44	Leyton Green and Bull Road	Veolia
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
Beech Road	Marshalswick	51	Shops near Valley Road	Veolia
Sherwood Avenue	Marshalswick	51	Marshalswick Lane and Kingshill Lane	Veolia
The Ridgeway	Marshalswick	51	Marshalswick Lane and 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		Veolia
House Lane,	Sandridge	51	High Street to Anson Close	Veolia



Road name	Community	Map	Between	Covered by:
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	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

Road name	Community	Map	Between	Covered by:
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
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
East Lane	Wheathampstead	48	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

Road name	Community	Map	Between	Covered by:
Station Road,	Wheathampstead	51	Spencer Place to Hopkins Crescent (North End)	Veolia
The Hill.	Wheathampstead	51	Marford Road to Butterfield Road	Veolia

## Appendix A2 – Council land, St Albans city centre

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

### Schedule of Locations

	<b>Covered by:</b>
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

### Appendix A3 - Elderly persons homes and estates

<b>Plan No.</b>	<b>3</b>
<b>Description</b>	<b>Elderly Persons Homes and Estates</b>
<b>Responsible</b>	Housing Department
<b>Accountable Manager</b>	Head of Housing
<b>Responsible Manager</b>	Estate Services Team Leader
<b>Delivery Manager</b>	Estate Services Team Leader and Estate Services Operatives
<b>Trigger for process/Alert Stage</b>	Severe Disruptive Snow Forecast 60%+
<b>Action</b>	Prepare staff and equipment
<b>Deployment of resources</b>	Visible disruptive snow or Authorisation of responsible manager.
<b>Route Planning</b>	Estate Services Team Leader
<b>Reporting</b>	Estate Services Team Leader
<b>Salt Supplier</b>	Morgan Sindall
<b>Salt Stock</b>	Housing grit bins
<b>Comment</b>	4 Elderly Persons Homes 7 Estates with refuse chutes 36 grit bins to be managed

#### Properties Covered by Estate Services Officers in Housing and Housing Department Contractor.

<b>Council Retirement Housing Scheme</b>	<b>Address</b>	<b>The details of paths/areas cleared at each site?</b>	<b>Access to Bin Shed cleared Y/N</b>	<b>Number of Grit Bins</b>
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.

<b>Name of Estates with Rubbish Chutes</b>	<b>Address</b>	<b>Number of Grit Bins on the estate</b>
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**

<b>Location of grit bins not at retirement accommodation or estates with rubbish chutes</b>	<b>Address</b>	<b>Number of Grit Bins</b>
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 A4 - Car parks

<b>Plan No.</b>	<b>4</b>
<b>Description</b>	<b>Priority Car Parks</b>
<b>Responsible</b>	Community Services
<b>Accountable Manager</b>	Head of Community Services (Head if Commercial and Development in 2021)
<b>Responsible Manager</b>	Regulatory Services Manager
<b>Delivery Manager</b>	Parking Services Manager
<b>Trigger for process/Alert Stage</b>	Notification of intention to treat surfaces send by a contractor with Red alert – 0 degrees and Amber alert 2 degrees as trigger points for treatment.
<b>Action</b>	Contractor to treat the surfaces.. Parking Services Manager or delegated officer to make the decision to close top decks of the multi storey car parks due to ice or snow
<b>Deployment of resources</b>	Contractor to undertake the surface treatments. As per agreed trigger points. .
<b>Route Planning</b>	Respective Contracts Managers
<b>Reporting</b>	Parking Services Manager or a delegated officer
<b>Salt Supplier</b>	St Albans City & District Council or Respective Contract Provider
<b>Salt Stock</b>	Respective Contract Provider

### Schedule of 'Red Alert' Car Park Locations for Precautionary Treatment

<b>Car Park Location</b>	<b>Responsible</b>	<b>Grit Bins</b>
Adelaide Street	Parking Services	0
Amenbury Lane	Parking Services	0
Bowers Way East	Parking Services	0
Bricket Road North	Parking Services	0
Drovers Way - Access road	Parking Services	0
Drovers Way - Multi-storey - Top Floor (treated by Council's car parks team)	Parking Services	0
Gombards	Parking Services	0
Keyfield Terrace		
London Road	Parking Services	1
Russell Avenue (top deck treated by Council's car parks team)	Parking Services	0
Townsend Avenue		
Verulamium	Parking Services	0
Westminster Lodge		

### Schedule of 'Amber Alert' Car Park Locations for Precautionary Treatment

<b>Car Park Location</b>	<b>Responsible</b>	<b>Grit Bins</b>
Bowers Way West (contractor using low corrosion product for top deck)	Parking Services	3
Civic Centre (top deck and exposed areas on the ground floor gritted)	Parking Services	1

## Appendix A5 – Markets

<b>Plan No.</b>	<b>5</b>
<b>Description</b>	<b>All Markets</b>
<b>Responsible</b>	Community Services Department
<b>Accountable Manager</b>	Head of Community Services (Head of Planning and Building Control in 2021)
<b>Responsible Manager</b>	Public Realm Manager
<b>Delivery Manager</b>	Operations Manager, Veolia
<b>Trigger for process/Alert Stage</b>	Severe Disruptive Snow Forecast 60%+
<b>Action</b>	Prepare staff and equipment
<b>Deployment of resources</b>	Visible disruptive snow or Authorisation of responsible manager.
<b>Route Planning</b>	Markets Manager
<b>Reporting</b>	Markets Manager
<b>Salt Supplier</b>	Hertfordshire County Council
<b>Salt Stock</b>	Sandridge Gate Depot

### Schedule of locations:

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



## Appendix A6 - Public toilets – on street

<b>Plan No.</b>	<b>6</b>
<b>Description</b>	<b>Public Toilets – On Street</b>
<b>Responsible</b>	Community Services Department
<b>Accountable Manager</b>	Head of Community Services (Head of Commercial and Development in 2021)
<b>Responsible Manager</b>	Principal Waste Contract Officer
<b>Delivery Manager</b>	Account Manager, Veolia
<b>Trigger for process/Alert Stage</b>	Severe Disruptive Snow Forecast 60%+
<b>Action</b>	Prepare staff and equipment
<b>Deployment of resources</b>	Visible disruptive snow or Authorisation of responsible manager
<b>Route Planning</b>	Account Manager, Veolia
<b>Reporting</b>	Account Manager, Veolia
<b>Salt Supplier</b>	Hertfordshire County Council
<b>Salt Stock</b>	Sandridge Gate Depot
<b>Standard required</b>	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
Ridgeway	Near the library	Marshalswick
Park Street Lane	Near playing fields	Park Street
High Street	Car Park	Redbourn
High Street	Car Park	Sandridge
Drovers Way	Car Park - ground floor	St Peters
Civic Close	Civic Centre Car Park - ground floor	St Peters
Spicer Street	Junction with George Street	Verulam
East Lane	Near car park	Wheathampstead

## Appendix A7 - Public toilets – off street

<b>Plan No.</b>	<b>7</b>
<b>Description</b>	<b>Public Toilets – Off Street</b>
<b>Responsible</b>	Community Services Department
<b>Accountable Manager</b>	Head of Community Services (Head of Commercial and Development in 2021)
<b>Responsible Manager</b>	Principal Waste Contract Officer
<b>Delivery Manager</b>	John O’Conner/Urbaser
<b>Trigger for process/Alert Stage</b>	Severe Disruptive Snow Forecast 60%+
<b>Action</b>	Prepare staff and equipment
<b>Deployment of resources</b>	Visible disruptive snow or Authorisation of responsible manager.
<b>Route Planning</b>	John O’Conner/Urbaser
<b>Reporting</b>	John O’Conner/Urbaser
<b>Salt Supplier</b>	John O’Conner/Urbaser
<b>Salt Stock</b>	Hixberry Lane Depot
<b>Standard required</b>	3 metres from each entrance/exit cleared to allow safe exit from toilets before patrons commence onward journey.

### Schedule of Locations

Abbey Mill Lane	Verulamium Park, causeway near Fighting Cocks P.H	John O’Conner/Urbaser
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
Holywell Hill	Westminster Lodge, Running track past bottom car park	John O’Conner/Urbaser
London Road	Cemetery opposite Birklands	John O’Conner/Urbaser
St Michaels Street	Verulamium Car Park, Changing rooms	John O’Conner/Urbaser
Westfield Road, Harpenden	Cemetery near Lindley Close	John O’Conner/Urbaser

## Appendix A8 - Priority footpaths – parks and cemeteries

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

### Schedule of Locations

Hatfield Road Cemetery to office and toilets	John O'Conner
Hay Lane and footpath from Amenbury Lane to Sport Hall and Swimming Pool	Veolia
Routes to burial sites	John O'Conner
Westminster Lodge – car park	Veolia
Clarence Park – access road, car park and footpaths	John O'Conner

## Appendix A9 - Sports and leisure facilities

<b>Plan No.</b>	<b>9</b>
<b>Description</b>	<b>Sports and Leisure Facilities</b>
<b>Responsible</b>	Commercial and Development Department
<b>Accountable Manager</b>	Head of Commercial & Development (Head of Commercial and Development in 2021)
<b>Responsible Manager</b>	Leisure Services Manager
<b>Delivery Manager</b>	1 LIFE & SLM
<b>Trigger for process/Alert Stage</b>	Severe Disruptive Snow Forecast 60%+
<b>Action</b>	Prepare staff and equipment
<b>Deployment of resources</b>	Visible disruptive snow or Authorisation of responsible manager.
<b>Route Planning</b>	1 LIFE & SLM
<b>Reporting</b>	1 LIFE & SLM
<b>Salt Supplier</b>	1 LIFE & SLM
<b>Comment</b>	Responsibilities defined in contract

### Schedule of Locations

	<b>Covered by:</b>
Batchwood Golf and Tennis Centre, car park and access roads	1 LIFE
Harpenden Public Halls frontage and car park.	1 LIFE
London Colney Leisure Centre and car park	1 LIFE
Eric Morecambe Centre (Curtilage only)	1 LIFE
Harpenden Leisure Centre (Curtilage only)	1 LIFE
St Albans Arena (Curtilage only)	1 LIFE
Westminster Lodge Sports Centre (Curtilage only)	SLM

## Appendix B - Winter decision making process and records

Table B1 - Decision Matrix Guide		Predicted Footway Conditions		
Road Surface Temperature	Precipitation	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.				

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.

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.

If, under these conditions, rain has not ceased by early morning, crews should be called out and action initiated as rain ceases.

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.

Weather warnings are often qualified by altitudes in which case differing action may be required from each depot.

<b>Table B2 - Treatment Matrix Guide</b>			
<b>Weather Conditions Road Surface Conditions Road Surface Temperature (RST)</b>	<b>Treatment</b>		
	<b>Air Temperature</b>	<b>Salting (g/m<sup>2</sup>)</b>	<b>Ploughing</b>
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			

## **Appendix C - 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.




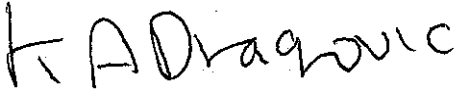

#### **Green bins**

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 D - Chief Exec's Board Sign-Off Sheet

	Name	Signature	Date
	Amanda Foley		01.11.2021
	Colm O'Callaghan		01.11.2021
	Simonne deVall		2 Nov 2021
	Karen Dragovic		01.11.2021
	Tracy Harvey	T Harvey	01.11.2021
	Tony Marmo		1.11.2021