

ROADS SERVICE - WINTER SERVICE PLAN 2025/26 (WSP)



CONTENTS

1	POLICY	1
1.1	INTRODUCTION	1
1.2	STATEMENT OF POLICIES	2
1.3	ORGANISATION AND RESPONSIBILITIES	4
1.4	WINTER SERVICE OPERATIONS	5
1.5	METEOROLOGICAL FORECASTS	7
1.6	COMMUNICATIONS AND REPORTS	8
1.7	RESOURCES	8
1.8	SALT RESILIENCE	9
2	OPERATIONAL ARRANGEMENTS	10
2.1	INTRODUCTION	10
2.2	DEFINITIONS	10
2.3	TREATMENT PRIORITIES	11
2.4	TREATMENT ROUTES	11
2.5	RESPONSE AND TREATMENT TIMES	12
2.6	OPERATIONAL ARRANGEMENTS	13
2.7	RESOURCES	15
2.8	CERTIFICATES OF READINESS	16
2.9	COMMUNICATION AND LIAISON	16
2.10	REPORTING	17
2.11	RECORDS	17
3	SCHOOLS	19
3.1	INTRODUCTION	19
3.2	STATEMENT OF POLICIES AND ROLES	19
3.3	OPERATIONAL ARRANGEMENTS	20
4	FOOTWAYS	24
4.1	INTRODUCTION	24
4.2	STATEMENT OF POLICIES AND ROLES	24
4.3	OPERATIONAL ARRANGEMENTS	25

1 POLICY

1.1 INTRODUCTION

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

1.1.1. Aim

The aim of the Winter Service Plan (**WSP**) is to set out Policy and general operational parameters, procedures and practice in Dumfries and Galloway.

1.1.2. Winter Service Plan Format

The WSP is organised into five parts:

- Part 1 Council policy for the winter service.
- Part 2 Operational arrangements and guidelines for Public Roads.
- Part 3 Operational arrangements and guidelines for Schools.
- Part 4 Operational arrangements and guidelines for Footways.
- Annexes Detailed information.

1.1.3. Legislative Background

The Roads (Scotland) Act 1984 provides the Council as Roads Authority with certain duties and powers. The Council has:

- a) A statutory duty under Section 1 of the Roads (Scotland) Act 1984 requiring the Roads Authority to:
 - “manage and maintain all such roads in their area as are for the time being entered in a list (in this Act referred to as their "list of public roads") prepared and kept by them under this section; and for the purposes of such management and maintenance (and without prejudice to this subsection's generality) they shall, subject to the provisions of this Act, have power to reconstruct, alter, widen, improve or renew any such road or to determine the means by which the public right of passage over it, or over any part of it, may be exercised.”
 - b) A statutory duty, under Section 34, to:
 - “take such steps as they consider reasonable to prevent snow and ice endangering the safe passage of pedestrians and vehicles over public roads.”
 - c) The power, under Section 30, to:
 - “for the purpose of protecting a public road or proposed public road against snow, flood, landslide or other hazards of nature, provide and maintain such barriers or other works as they consider necessary.”
-

Part 1 – Policy

1.2 STATEMENT OF POLICIES**1.2.1. Policy**

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

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

In allocating available resources, keeping schools open/operating normally is a priority for Dumfries and Galloway Council in periods of significantly adverse weather.

1.2.2. Health and Safety

Winter service operations will be conducted with due regard to the Council's obligations for the health, safety and welfare of its employees and others.

1.2.3. Winter Service Hierarchy

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

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

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

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

1.2.4. Network Treatment Priorities

As operational and financial resources are finite, the Council's carriageway and footway networks are prioritised into a series of treatment categories shown in Table 1-1 and Table 1-2 below. Strategic Car parks, Annex G, will be treated, when required, with a similar priority to Carriageway treatment priority 3. Other Roads Service car parks will be treated, when required, with a similar priority to Carriageway treatment priority 4.

Part 1 – Policy

1.2.5. Salting Routes

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

Hierarchy	Treatment Priority	Description
Primary	1	Main routes to population centres, bus routes and heavily trafficked urban roads.
Secondary	2	Other classified roads treated on a reactive basis.
Reactive	3	Other classified rural roads are treated on a reactive basis.
	4	Unclassified rural roads.
	5	Unclassified urban roads.

Table 1-1 - Carriageway Treatment Priorities

Category	Priority	Description	Treatment
Primary Walking Route	F1P	Dumfries town centre - pedestrianised areas	Proactively treated as part of carriageway route P18 (Dumfries).
	F1	Busy urban shopping and business areas, and main pedestrian routes.	Treated before 10:30 reactively and after F1P areas.
Secondary Walking Route	F2	Strategic cycleways and medium usage routes.	Treated reactively and after F1 footway routes.
Priority Link and Local Access Footway	F3	Other medium usage routes through local areas feeding into primary routes, local shopping centres, clinics, schools and industrial centres etc.	Treated reactively and after F1 and F2 footway routes as resources permit and only in sustained adverse weather.
Schools	Sc1	Access into schools.	As part of F1 treatment but before 08:30 and as required to facilitate safe access to school (prioritised on the basis of school rolls – with larger schools being treated before smaller schools).

Table 1-2 – Footway Treatment Priorities

Part 1 – Policy

1.2.6. Operations

Section 4 of this part of the WSP contains details of further operational policies.

1.3 ORGANISATION AND RESPONSIBILITIES

All Council departments and services will endeavour to minimise disruption of service delivery during periods of sustained adverse winter weather.

1.3.1. Dumfries and Galloway Council

Dumfries and Galloway Council will, in addition to its day-to-day functions:

- a) Provide health, safety and welfare advice to Council departments and services.
- b) Take a proactive role in collating and providing public information in periods of significantly adverse weather.
- c) Continue to support the Council's democratic processes.
- d) Advice on human resource issues to staff and managers.
- e) Advice to lead tenants of Council buildings affected by adverse winter weather.
- f) Support the Strategic Coordinating Group and Tactical Support Group (if and when implemented).
- g) As far as possible, continue to deliver face-to-face, website, telephone and social media customer services to ensure that enquiries from members of the public and community representatives on the impact of weather conditions can be answered.
- h) Ensure Housing Support providers are operating to provide appropriate assistance to service users.
- i) As far as possible, and with due regard to the health, safety and welfare of both staff and pupils, continue to operate schools normally in order to minimise the impact of school closures on Community Planning Partners and the region's economy.
- j) As far as possible, and with due regard to the health, safety and welfare of both staff and clients, we continue to deliver services normally in order to minimise the impact of severe adverse weather on persons at risk and those who become vulnerable because of the impact of weather.

1.3.2. Transport and Infrastructure

The Assistant Director, Transport and Infrastructure is the Council's officer with responsibility for the winter service policy as a whole:

- a) Setting out network treatment priorities.
- b) Establishing service standards (e.g. response times).
- c) Liaison with Transport Scotland (and its Operating Companies).

In extreme conditions, the Assistant Director, Transport and Infrastructure will co-ordinate Council-wide operations and the movement of resources between operational areas.

The Transport and Infrastructure Service will, as far as possible, and with due regard to the health, safety and welfare of both staff and clients/customers, continue to deliver services normally during adverse winter weather, and will provide:

- a) Advice and assistance to property owners affected by adverse winter weather.
- b) Support and resources to community resilience groups.
- c) Support to the Care and Support Contingency Plan to maximise resources for service delivery in order to target those service users, most at risk due to the impact of weather.
- d) Participation in the recovery phase of severe weather incidents via the Major Emergency Scheme.

The Roads Maintenance Manager, is responsible for the management and delivery of the

Part 1 – Policy

winter service on local roads including:

- a) Day-to-day operations, including staff, vehicles and plant.
- b) Monitoring performance.
- c) Liaison with adjoining Councils, Transport Scotland and its Operating Companies
Treat priority footways and accesses to school premises in periods of significantly adverse weather, to assist in keeping schools open/operating normally.
- d) Operational manning levels to meet the required level of service requirements.

1.3.3 Decision Making Process

The winter service decision making process is indicated on the chart at **Annex A**.

1.3.4 Contact Lists

Winter service contact names and telephone numbers are listed in **Annex B**.

1.4 WINTER SERVICE OPERATIONS

1.4.1 Salting

Primary precautionary salting routes will be salted, when required, to prevent ice forming. It is desirable that salting (when necessary) should be completed by 08:00 hrs.

Secondary salting routes will, generally, only be salted on a reactive basis and when significantly adverse conditions are anticipated to persist well into the period between 08:00 and 18:00 hrs.

Minor roads (i.e. those in the 'Reactive' group, Priorities 3, 4 and 5, in Table 1-1) and 'Other Footways' (F3 group in Table 1-2) will be treated only during prolonged periods of adverse weather, on a reactive basis and as resources become available after working on higher priority roads and footways.

1.4.2 Performance Targets for Salting

Response Time: The period following the decision to begin (reactive) treatment and the vehicles leaving their depots should not be greater than one hour.

Treatment Time: The period between the vehicles leaving the depot and the completion of treatment should not generally be greater than three hours.

Combined Response and Treatment Time: The combined response and treatment time should generally not exceed four hours. The treatment time exceeds three hours on a small number of local routes (because of geographical constraints) and treatment shall, where practicable, start first on these routes.

Part 1 – Policy

1.4.3 Ice / Snow Clearance

Snow and ice clearance will be carried out broadly on the basis of the general priorities and precautionary salting routes for winter service operations although response/treatment times will be extended. In general, the sequence of snow clearance operations will be Primary Salting Routes, then Primary Walking Routes, Secondary Salting Routes, Secondary Walking Routes and Main Car Parks, particularly steep footways, **Annex F**, in residential areas before moving, if still required, to minor roads and other footways and car parks.

Other routes will be treated, following clearance of priority routes, as and when resources can be made available. Priority will be given to the opening of at least one route serving each rural community.

In severe snow events, operations will be concentrated on main traffic routes in consultation with Police Scotland and Transport Scotland's Operating Companies.

Snow clearance work on minor roads will be restricted to daylight hours only, with extensions up to 18:00 hrs. only when authorised by the Roads Maintenance Manager (or delegated Duty Officer).

1.4.4 Salt/Grit Bins

Locations. Salt/grit bins for use by the public are intended to aid speed of response and for self-help on footways and are laid out at known trouble spots.

Salt/Grit Heaps. Salt/grit heaps will not be provided because of the adverse effect on the environment.

Records. All salt/grit bins are to be marked with the Council's logo, a unique identifier and the Council's contact number. An accurate GIS inventory of bins is to be maintained showing type, unique identifier and location.

Provision. New salt/grit bins will be considered on steep hills and known wet spots. They will not normally be provided on primary precautionary salting routes, or within 250m of an existing salt/grit bin location.

Management/Monitoring. All salt/grit bins are to be checked, refurbished/replaced as required and filled by 1 November of each year.

Salt/grit bins are to be checked and replenished as necessary during the winter season and especially following snowfalls.

Salt/grit bin usage is to be monitored over a rolling 3-year period and where there is a history of little or no usage, they may be removed for re-deployment.

1.4.5 Liaison

Immediately before each winter, Roads Service will liaise with adjoining Transport Scotland's Operating Companies and neighbouring Road Authorities to confirm arrangements and contact points for operation on shared through routes.

Details of arrangements with adjoining Roads Authorities and Transport Scotland's Road Management and Maintenance Agents are shown in **Annex B**.

Liaison continues through the winter period to ensure that service operations are coordinated with Transport Scotland's Road Management and Maintenance Agents.

Winter operational actions will be issued daily to adjacent authorities to facilitate liaison.

Regular liaison with winter resilience groups will take place before and during each winter period. Feedback will be sought each April.

Part 1 – Policy

1.5 METEOROLOGICAL FORECASTS

Daily meteorological forecasts will be relayed direct to Roads Service Offices on each working day over the winter period.

Updated and revised forecasts will be relayed to appropriate contact personnel and community resilience group lead contacts out with normal hours.

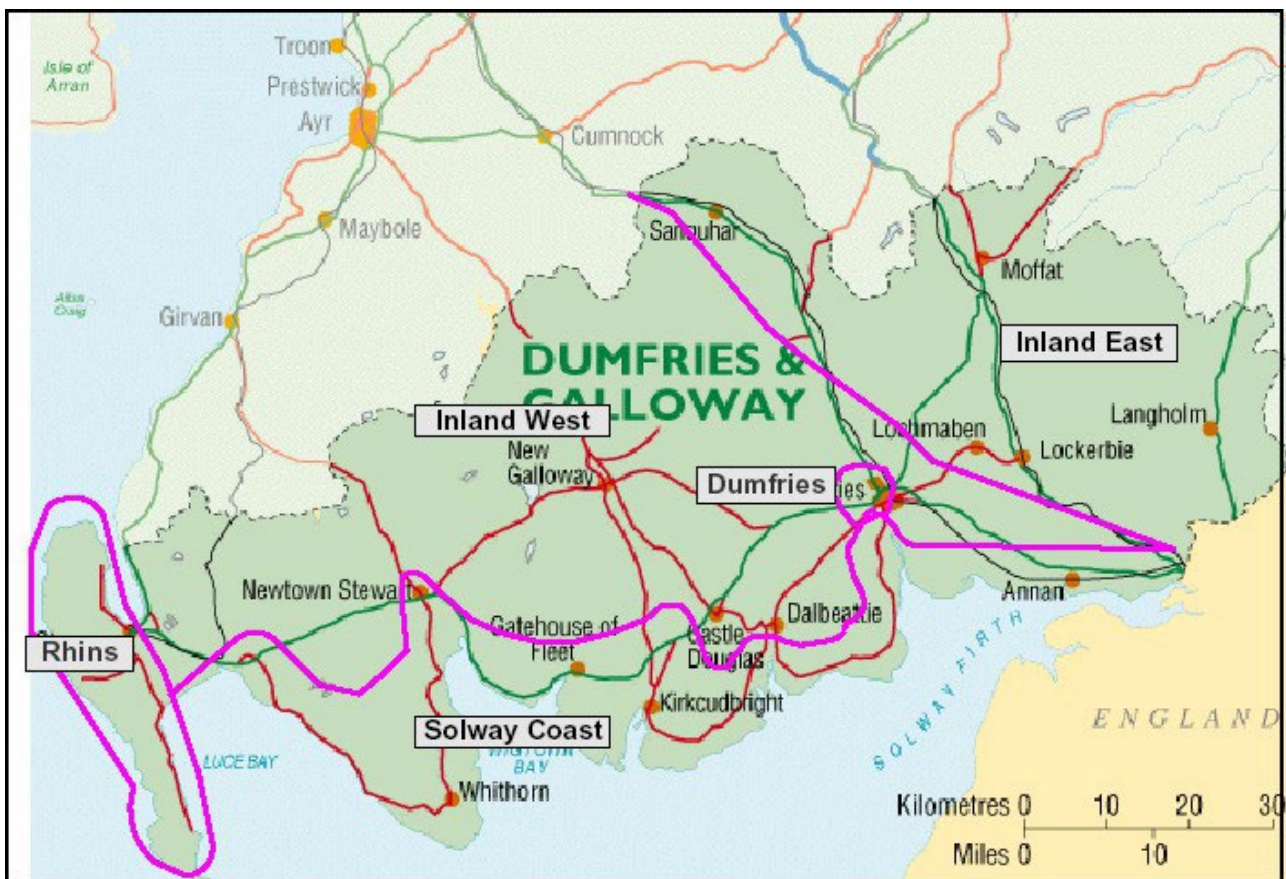
Forecasts will also be available from the Council's private web pages on the Weather Forecaster's website.

An Ice Prediction System is used to receive and distribute weather information including weather radar, and site-specific forecast graphs. **Annex I** contains details of the system.

Forecasting. Dumfries and Galloway has been split into 5 climatic domains to assist with weather forecasting (See Figure 1-1 below). Daily forecasts refer to these 5 climatic domains and specific Route Based Forecast for the Primary Route Network. Route based forecasting will replace the Domain forecast for all Primary Treatment Route across Dumfries and Galloway with Domain forecasting being utilized for Secondary Routes.

Figure 1-1 - Climatic Domains

The Roads Maintenance Manager (or delegated Duty Officer) will ensure that Severe Weather Warnings issued to the Council are forwarded by e-mail to all relevant winter service staff and stakeholders.



Part 1 – Policy

1.6 COMMUNICATIONS AND REPORTS**1.6.1 General**

Routine communications during office hours will be directed to the appropriate Roads Service Officer. Contact arrangements for periods out with normal working hours are described in detail in **Part 2** and in **Annex C**.

1.6.2 Radio Communication System

All vehicles have a radio communication and tracking system(s) to allow winter service operations to be monitored and directed from operational offices and depots.

1.6.3 Reporting

The Roads Maintenance Manager (or delegated Duty Officer) is responsible for reporting on winter service operations to the Assistant Director, Transport and Infrastructure, who will in turn be responsible for briefing the Senior Leadership Team during sustained adverse weather.

1.6.4 Information

Other Council services may contact the Roads Service direct for road condition information. However, responsibility for the release of road conditions to the media will remain with Police Scotland and, as appropriate, Transport Scotland. Every effort is made to assist this process by regular liaison and accurate updating of road condition information.

The Assistant Director, Transport and Infrastructure, will provide forecast information direct to the Chief Executive and Directors in periods when prolonged or significant severe weather is expected.

1.6.5 Police Liaison

The Roads Service will liaise closely with Police Scotland at all times during adverse winter conditions. Police observations and reports received by the Roads Service will be recorded and acted upon as appropriate.

1.7 RESOURCES**1.7.1 Labour**

The Roads Maintenance Manager will ensure that sufficient experienced and competent operators and labour resources are available to carry out both precautionary treatment and continuous winter service operations.

The Roads Maintenance Manager will ensure that appropriate selection, training, and assessment of winter service personnel is arranged.

1.7.2 Vehicles and Plant

The winter service fleet includes both general purpose vehicles and specialist winter service plant and equipment. When circumstances so warrant additional snow clearing plant will be hired by the Roads Service.

1.7.3 Hired Services

The Roads Service will arrange for hired services from the Road Maintenance Framework and local farmers to supplement the winter service in appropriate areas.

1.7.4 Pre-Winter Training and Checks

The Roads Maintenance Manager will ensure that the service will:

Part 1 – Policy

- a) Carry out pre-winter checks on all vehicles and plant for winter service gritting and snow clearing. This check will include calibration and marking of gritter controls and all telematics.
- b) Ensure that appropriate training is given to all those likely to be involved in winter service operations.

1.8 SALT RESILIENCE

Pre-Season Stock Levels. There are five operational depots from which winter service operations are delivered in Stranraer, Newton Stewart, Castle Douglas, Dumfries and Lockerbie. A pre-season (starting) stock level of 50 days 'routine' precautionary salting is to be maintained at these depots.

Measures of Winter Service Resilience. The Society of Chief Officers of Transportation in Scotland (SCOTS) have agreed with Transport Scotland and the Scottish Salt Group that the standard definition of one Day's Resilience is two treatments at 20 grammes/square metre of a roads authority's primary salting network plus one treatment at 20 grammes/square metre of its secondary salting network. This definition of resilience is used in the Winter Service Plan.

Minimum Stock Level Trigger. The Minimum Stock Level is the minimum amount of salt that should be held at any one time and the amount that would remain at the end of a winter season. This level is a trigger for formal communication to advise the Chief Executive and Members that the minimum amount of salt has been reached. If severe winter weather was expected, this would also trigger public and internal communication. The Minimum Stock Level is set at 10 Days' Resilience.

Salt Conservation Level. If, after salt stocks fell below the Minimum Stock Level, no salt supplies were received and severe winter weather was expected to continue, salt conservation measures (mixing salt with grit) would be introduced. The Salt Conservation Trigger is set at 5 Days' Resilience. This would effectively return the Council to 10 Days' Resilience by switching to a 50/50 salt/grit mixture.

Minimum Winter Network. The existing Primary Salting Routes have been adopted as the Council's Minimum Winter Network. If, after Salt Conservation measures had been triggered, no salt supplies were received and severe winter weather was expected to continue, precautionary salting operations would have to be restricted to the Minimum Winter Network. The Minimum Winter Network Trigger is set at 3 Days' Resilience.

Procurement. Salt is procured through an annual tender process that gives rates for deliveries to established depots and stocking points.

Orders. Salt is ordered by the Roads Service to build up stocks to maximum holding capacities by mid-October (as per NWSRG best practice guide for Winter Service which can be found at <http://www.nwsrg.org/publications/guidance>). Supplementary salt orders will be placed as necessary during the course of the winter to ensure stocks do not fall below minimum stock levels.

Part 2 – Operational Arrangements

2 OPERATIONAL ARRANGEMENTS

2.1 INTRODUCTION

The aim of **Part 2** of the Winter Service Plan is to set out general operational arrangements and establish guidelines for uniform procedures and practice in Dumfries and Galloway.

Winter service operations procedures and standards are based on:

- a) Well-Managed Highways Infrastructure: A Code of Practice ¹.
- b) ICE Design and Practice Guide – Highway Winter Maintenance².
- c) Scottish Road Network – Lessons Learned and Recommendations Following the Events of Winter 2009/10³.

The Society of Chief Officers in Transportation in Scotland (SCOTS) Winter Service Working Group has considered the changes to the Well-Managed Highways Infrastructure: A Code of Practice. SCOTS has agreed to an amended spread rate matrix that broadly mirrors Appendix H but differs slightly for the more severe levels of ice and snow. This Winter Service Plan takes account of the advice of SCOTS and the Council's current policy and procedures. The Council will apply the advice from National Winter Service Resilience Group - NWSRG Best Practice Guide for Winter Service, in all situations except where heavy snow or extreme cold is anticipated, and SCOTS guidance will be followed at that point.

2.2 DEFINITIONS

2.2.1. Winter Service Period

Operational planning is based on likely requirements for an average winter with contingency arrangements to respond to unforeseen circumstances. Three winter periods are defined for operational purposes (see Table 2-1).

Name	Period	Description
HIGH	December to February	Severe conditions might reasonably be expected.
MEDIUM	November and March	Severe conditions may occur.
LOW	October and April	Severe conditions are not expected.

Table 2-1 - Winter Periods

The winter service period for the Council is from the last weekend in October to early mid-April.

¹ UK Roads Liaison Group, 2016,

² Institution of Civil Engineers, 2000, ISBN 0-7277-2957-8.

³ Scottish Salt Group, 2010, ISBN 978 1 906006 945

Part 2 – Operational Arrangements

2.2.2. Cover Requirements

General. General cover requirements are shown in Table 2-2 below:

Period	Cover	Standby Requirement
HIGH	Normal cover with enhanced standby and call out plus early morning inspections as required.	One driver per primary salting route plus two operatives per depot.
MEDIUM	Normal cover with basic standby and call out plus early morning inspections as required.	One driver per primary salting route.
LOW	Normal cover and call out cover.	Standby arrangements as required for predicted weather conditions.

Table 2-2 - Cover Requirements

Single Cover. Single cover will be used on all precautionary salting operations except where suitably equipped vehicles are not available.

Terminology

Annex J contains a glossary of terms used in weather forecasts and winter service operations.

2.3 TREATMENT PRIORITIES

2.3.1. Network Treatment Priorities

Treatment priorities are shown in Table 1-1 and Table 1-2, in **Part 1**.

2.3.2. Post Salting and Snow Clearance

Post salting (treatment of the road network to melt snow and ice already formed) and snow clearance will be carried out broadly on the basis of the general priorities and priority routing for precautionary salting (see Section 2, **Part 1**).

2.4 TREATMENT ROUTES

2.4.1. Primary Precautionary Salting Routes

Primary precautionary salting routes have been prepared which will treat the highest priority element of the network to prevent ice forming ("precautionary salting"). The routes include all winter hierarchy W1 road sections together with a number of winter hierarchy W2 road sections where this is appropriate and enhances the effectiveness of a route. The primary routes are structured to achieve the most efficient coverage of the roads to be treated without regard to administrative/operational boundaries and are defined in **Annex D** (Carriageway Treatment Routes).

Where a Roads Service Office becomes aware of a problem on a road within their area boundary that requires treatment during core working hours⁴ and the road forms part of a primary route treated from a depot in an adjacent area, then the Office within whose area the road lies will be responsible for treatment.

⁴ Core working hours on weekdays are 07:45 to 16:00 (12:45 on Fridays)

Part 2 – Operational Arrangements

Out with core working hours the Roads Service Office/Depot responsible for that particular primary route shall be responsible for all necessary treatment.

2.4.2. Secondary Salting Routes

Secondary salting routes have been prepared which include all winter hierarchy W2 roads not already included in primary routes together with a number of winter hierarchy W3 sections. These secondary routes are treated between 08:00 and 18:00 if resources permit and usually after the primary precautionary routes have been completed. The secondary salting routes are defined in **Annex D** (Carriageway Treatment Routes.)

2.4.3. Footway Treatment

Footway treatment priorities are defined in **Annex E** (Footway Treatment Routes). Footways in busy pedestrian/urban areas will be cleared as far as possible and as soon as practicable after the clearance of the main carriageways.

Snow will initially be cleared from a footway on one side of a road, further clearance during prolonged snowfalls will take place as and when resources allow.

2.4.4. Cycleway and Cycle path Treatment

Cycle paths (i.e. those not adjacent to carriageways) will not normally be cleared of snow with the exception of the Caledonian and Maxwelltown Cycle paths. Shared use cycle/footways will be cleared only where they form part of the routes listed in **Annex E**.

2.5 RESPONSE AND TREATMENT TIMES

The response and treatment times for precautionary salting on priority routes are shown in Section 1.4 - WINTER SERVICE OPERATIONS.

2.5.1. Targets

Part 1 describes the targets for local public roads, which are:

	Desirable	Maximum
Carriageway		
Combined reaction and treatment time	3 hours	4 hours
Treatment on primary salting routes completed by	08:00	09:00
Footway		
Priority F1	10:30	
School Access	08.30	

2.6 OPERATIONAL ARRANGEMENTS

2.6.1. Patrols on Council Public Roads

Patrols provide a visual check on actual conditions that effectively supplements weather forecasts and the ice prediction system. Winter service patrols must be carried out using

Part 2 – Operational Arrangements

loaded gritters to treat adverse road conditions if found. A patrol may be based on primary or secondary routes, or on improvised routes.

An Early Morning Inspection is a particular type of patrol, where the patrol is to have left operational depots no later than 06:00 and is made by a crew with vehicles suitably equipped to treat adverse road conditions if found.

There are North-South patrol routes covering A713, A714, A702(P) / B797 / B740 and A708 / A701(P). "North-South" patrol routes should be inspected when there has been a negative road surface temperature during the previous night and either:

- a) No treatment has taken place or
- b) There has been treatment but there is the possibility of salt loss from wash-off or trafficking etc.

2.6.2. Treatment Decision Making

The decision to commence winter service treatment operations will be made (with due regard to weather forecasts, prevailing conditions and within the operational guidelines given below) by:

- a) Duty Officer (During the high demand period Duty Co-coordinators shall assist the Duty Officer when required)

OR

- b) Roads Maintenance Manager / Team Leader Network Management

OR

- c) Depot Foreperson - when authorised by Roads Maintenance Manager / Team Leader Network Management.

OR

- d) In the case of patrols, the driver of the vehicle involved in patrolling a route may treat that route without further authorisation.

Guidance on precautionary salting decision making is given below.

2.6.3. Treatment Guidance

Winter service operations will be timed to treat adverse conditions with due regard to available forecasts and other known prevailing conditions.

Where the air temperature has reached +1°C and is continuing to fall, precautionary salting will take place unless:

- a) Roads are dry and no moisture is expected on the roads.
- b) There is enough residual salt on the road to deal with expected conditions⁵.
- c) There is enough cloud cover to suggest that temperatures will not fall further.
- d) Heavy rain is falling.
- e) There is evidence (from the ice prediction system, or from the Weather Forecaster) that road surface temperatures will not fall below +1°C.

If freezing conditions are forecast / expected after rain, and unless freezing conditions coincide with rainfall, salting will be delayed as long as possible to reduce loss of salt by run-off.

⁵ It is unlikely that this state will last longer than 24 hours and patrols should be used to verify road conditions after a gap in treatment.

Part 2 – Operational Arrangements

2.6.4. Marginal Conditions

Where the weather forecast does not indicate icy conditions, the road temperatures are expected to fall below +1°C, patrol runs may be implemented at the discretion of the Duty Officer.

Where significant areas of adverse road condition are found on patrol runs, the local Depot Foreperson is to initiate expansion of treatment to the primary precautionary salting routes operated from that depot. They must inform the Duty Officer of the action taken as soon as possible.

2.6.5. Precautionary Salting

Salt should be spread before ice forms or snow settles on the road to be most effective. Anticipating these conditions and reacting correctly depends on experience, local knowledge and continuing liaison with the Weather Forecaster. The variable nature of winter conditions makes it impossible to define exact treatments and salt applications but are based on NWSRG best practice guide for Winter Service which can be found at <http://www.nwsrg.org/publications/guidance>. The treatment of ice and snow on precautionary salting routes and in main urban areas will be by applications of salt only. Salt will be used down to about minus 10°C.

Porous Asphalt / Stone Mastic Asphalt. These materials behave significantly differently to other surfacing materials. The Highways Agency has advised its maintenance agents (in England) that:

- a) Extra attention is required at low traffic intensities.
- b) Approximately 25% more salt is required, depending on conditions.
- c) Even after salting, the skid resistance of these surfacing materials will decline at low traffic intensities in the event of a small amount of precipitation (glaze ice, freezing fog or condensation). This can be avoided by prompt action (several times if required).
- d) The horizontal transport of salt is more limited, and thus extra attention should be given to the changeover in materials.

Use of Grit

- a) In the interests of economy and conservation of salt stocks, 1:3 salt/sand or salt/grit mixtures may be used:
 - i. In extreme low temperatures (below -10°C), and
 - ii. On lower priority routes (“Reactive” in Table 1-1, **Part 1**).
- b) Reversion to salt only shall be made as soon as possible since abrasives contribute little to the removal of snow and ice and may block drains and gullies on thawing.
- c) See **Annex H** for a specification for grit.

2.6.6. Snow Clearing

General. Following clearance of main routes, other routes will be treated as and when equipment can be made available. Priority will be given to opening at least one route serving each rural community. In extreme snowfall conditions operations will be concentrated on main traffic routes in consultation with Police Scotland and Transport Scotland’s Operating Companies. Well Managed Highway Infrastructure: A Code of Practice and SCOTS guidance provides suggested spread rates.

Snow ploughing the snow ploughing technique to be used is 'clearance by lanes':

- a) Lanes should be completely cleared and windows of snow remaining should form a smooth and continuous line without sudden encroachments into the cleared path.
-

Part 2 – Operational Arrangements

- b) When sufficient snow ploughs are available, echelon ploughing (2 or more vehicles moving in the same direction, one behind the other in different lanes) can lead to rapid clearance even in the worst conditions.
- c) In prolonged heavy snowfall, the priority is to maintain at least a single lane open. For dual carriageways, this will be the more heavily trafficked left-hand lane.
- d) Slip Roads and Interchanges. At least one lane of each slip road is to be kept open as well as appropriate links at interchanges.
- e) Liaison. Duty Officer is to advise Police Scotland of the start (and finish) of snow ploughing operations.

2.6.7. Road Closures

Where it is considered that snow has rendered a route unsafe for use, Police Scotland are to be consulted to confirm the decision and to initiate procedures to close the route.

Notification of road closures will be carried out in line with the emergency road closure procedure.

Duty Officer will, in such circumstances, agree alternative diversionary routes with Police Scotland and will assist in effecting such closures/re-openings.

Where a closure or diversion affects a trunk road, the Duty Officer is to advise the appropriate Transport Scotland's Operating Company and arrange for them to be advised as soon as possible after reopening.

2.6.8. Trunk Roads

In a severe snow event, and following activation of the Council's Major Emergency Scheme, representatives from Transport Scotland's Operating Companies may join the Assistant Director, Transport and Infrastructure in the Council's Emergency Centre. The total winter service resource, both Council and Transport Scotland's Operating Companies, will be used for operations across the whole of the public road network for the maximum benefit of the local population and travelling public in general.

2.7 RESOURCES

2.7.1. Rock Salt

Specifications. **Annex H** contains specifications for rock salt and grit. Where sampling and testing is undertaken, sample checks are to be carried out on deliveries to test for conformity to BS 3247 *Specification for salt for spreading on highways for winter maintenance*.

Stockpiles. Locations, capacities and minimum holdings of salt stockpiles are detailed in **Annex H**.

Records. The Roads Service will maintain records of salt usage (tonnes) for each treatment run on each treatment route and will provide weekly summaries of salt usage on local roads and elsewhere together with weekly reconciliation of salt delivered used and balance remaining. They will maintain records of salt (and grit) using a web-based stock management system.

2.7.2. Labour

The Roads Service is responsible for ensuring that there are:

- a) Sufficient qualified operatives and labour resources to carry out both precautionary treatment and continuous winter service operations.
 - b) Arrangements in place that will meet target treatment times.
-

Part 2 – Operational Arrangements

2.7.3. Vehicles and Plant

The Roads Service is responsible for checks on the operational readiness of all winter service vehicles, plant and equipment so that any deficiencies in the state of readiness can be addressed.

List of Vehicles and Plant. Agreed lists (on **Forms Winter 2** and **Winter 3**) of all vehicles and plant to be used for winter service operations in each operational area are to be maintained by the Roads Service.

Maintenance. All winter service vehicle and plant breakdowns are to be recorded. Priority is, as far as possible, to be given to the repair of winter service vehicles and plant during the winter period.

Calibration. To be effective, rock salt must be spread evenly by automatic spreading gritters at rates that suit the prevailing or expected conditions. The controls of spreading equipment are to be calibrated to BS 1622 *Spreaders for Winter Service* and clearly marked for distinct rates of spread up to a maximum of 40 g/m². Roads Service is to arrange for all gritters to be calibrated before 1st October each year and ensure that at least one additional check calibration takes place mid season or when concerns are raised about the spreading efficiency.

2.7.4. Pre-Winter Checks

Pre-winter operations checks are to be carried out prior to the provision of the Certificate of Readiness (see Section 2.8 below). In outline, these will include full-scale equipment serviceability inspections, calibration of automatic spreading equipment and familiarisation for all personnel to be involved in winter service operations.

A pre-winter check is to be carried out on all primary salting routes to look for any drainage or overhanging tree/branch problems that might cause difficulties during the winter season.

An assessment of any risk such as turning area shall be undertaken once the dry run forms, Annex K, have been return to the depot foreman. These risks shall be assessed and routes RAMS issued to reduce the risk identified.

Readiness checklists for both Area (**Form Winter 4**) and individual Depots (**Form Winter 5**) are to be returned to the Assistant Director, Transport and Infrastructure when completed.

The Roads Maintenance Manager arranges pre-winter calibration of ice sensor sites, together with any necessary software and hardware upgrades.

2.8 CERTIFICATES OF READINESS

The Team Leaders Network Management (West and East) are to confirm to the Assistant Director, Transport and Infrastructure, that all arrangements are in place in their operational area.

The Team Leaders Network Management (West and East) are to provide a Certificate of Readiness (using **Form Winter 1**) by 31st October each year to the Assistant Director, Transport and Infrastructure. This Certificate of Readiness should be accompanied by **Forms Winter 2, 3, 4 and 5**.

2.9 COMMUNICATION AND LIAISON

2.9.1. Contacts

The Duty Officer acts as the initial point of contact 24 hours a day during the winter service period.

Contact personnel and telephone numbers are listed in **Annex C**.

Part 2 – Operational Arrangements

2.9.2. Radio Telephone System

Roads Service is to provide a radiotelephone system as a requirement of winter service provision. The system will comply with all Department of Trade and Industry/Radio Communications Authority licensing requirements and shall comprise the following elements:

- a) Control sets located in main operational depots.
- b) Mobile sets installed in all gritters (other than specified reserve vehicles).
- c) Mobile sets installed in supervisory vehicles as necessary.

The system is to enable communications between Roads Services Offices, Depots, and individual vehicles.

Roads Service is to liaise with the Resilience and Community Safety Manager to ensure that a radiotelephone system is in place (alongside individual vehicle telematic systems) to allow winter service operations to be directed from the Council Emergency Centre if required.

2.10 REPORTING

2.10.1. Operational Reports

Route Reports. Details of winter service operations are to be recorded on **a web-based system**.

During Normal Working Hours. Reports on winter service operations are to be received by Duty Officer who is to report using **the web-based system** by 10:00 each day.

Out with Normal Working Hours. Out with normal working hours, Depot Forepersons will report on operations by telephone to the Duty Officer as circumstances demand or at times and frequencies determined by Roads Service.

Situation Reports. During periods of sustained severe weather, Roads Services is to advise the Assistant Director, Transport and Infrastructure of progress on winter service operations at appropriate times.

Ice Prediction System Faults. Ice prediction system faults are to be reported to the Roads Maintenance Manager during office hours (see also **Annex I**). Out with office hours, faults are to be reported direct to the Ice Prediction System service provider.

2.10.2. Weekly Reports

The Roads Service will maintain a weekly summary of Salt and Grit Usage.

2.10.3. Annual Review

The Assistant Director, Transport and Infrastructure, in conjunction with the Roads Maintenance Manager, will review the winter service performance and identify proposals for possible future adjustments and/or improvements.

2.10.4. Reporting Timetables

Annex Z tabulates the various forms with dates and times by which they should be received.

2.11 RECORDS

2.11.1. General

Annex Z contains a consolidated list of records to be maintained.

In addition to the records referred to above, records of public complaints will be maintained as described below.

All winter service activities will be recorded in **a web-based recording system**.

Part 2 – Operational Arrangements

The Roads Service must ensure that Depot Forepersons monitor events on routes and reports and records any incidents such as changing conditions, delays, problems etc. such that reactive action may be taken as necessary and situation reports produced to support these actions.

2.11.2. Public Complaints

The Roads Service will maintain records showing numbers of and an assessment of the validity of public complaints. This arrangement will complement the requirements of the Council's complaints procedure.

Part 3 – Schools

3 SCHOOLS**3.1 INTRODUCTION**

Keeping schools open and operating normally is important in terms of both the economy and business continuity for organisations in Dumfries and Galloway. This is because of the impact on working parents if schools have to be closed in emergency circumstances.

3.1.1. Aim

The aim of **Part 3** of the Winter Service Operations Plan is to set out general operational arrangements and guidelines for operating schools normally to minimise the impact of school closures on Community Planning Partners and the region's economy.

3.2 STATEMENT OF POLICIES AND ROLES**3.2.1. Policy**

Education, Skills and Community Wellbeing will, as far as possible, and with due regard to the health, safety and welfare of both staff and pupils, continue to operate schools normally in order to minimise the impact of school closures on Community Planning Partners and the region's economy.

In allocating available resources, keeping schools open/operating normally is a formal priority for Dumfries and Galloway Council in periods of significantly adverse weather.

Dumfries and Galloway Council will not normally instruct the blanket closure of schools in as extensive a geographical area as that covered by our Council. The authority to close (or not to open) a school lies with the Headteacher as the person best placed to assess the circumstances for the individual school, not on the basis of comparison with other schools. In a largely rural area, the next nearest school may be at a significant distance and have very different prevailing weather conditions and associated consequences.

Depute Head teacher or nominated deputies are expected to liaise as appropriate with the Head teacher for those primaries managed on a cluster basis in respect of local conditions and in the exercise of authority policy.

3.2.2. Roles and Responsibilities

It is for the Council's Chief Executive to allocate the Council's resources in the most appropriate manner and thus the Chief Executive, or their nominee, will determine when, in periods of significantly adverse weather, to set in motion the arrangements and procedures in this part of the Winter Service Plan.

Concept of Operations. The concept of operations is that, in periods of significantly adverse weather, and when instructed by the Chief Executive:

- a) Roads Service facilitate travel to school by treating main roads and footways shown in Table 1-1 and Table 1-2, in **Part 1**.
- b) Community Assets enable access to schools.
- c) Education, Skills and Community Wellbeing are responsible for other mobility/access within school grounds and will use their staff complement and volunteers as appropriate and within national legislation and local policy.

Safety on School Grounds

- a) General. As lead tenants, access to the school buildings and playgrounds are the school's responsibility in normal winter conditions. In normal winter conditions, schools purchase salt from their devolved School Budget.
 - b) School Lets. The school has responsibility to advise those using the building out with
-

Part 3 – Schools

school hours regarding the status of access/egress to buildings, car parks and

Part 3 – Schools

grounds. <http://www.dumgal.gov.uk/schoollets> links service users to the emergency school closure page on DGC website to identify schools affected by closure.

- c) **PPP Schools.** The responsibility for access within school grounds in the PPP schools lays with the contractor hence the partnership arrangements with the Council do not apply for these establishments.

Community Assets along with Refuse Collection Service, role within the Winter Service Plan is to support the Roads Service staff during normal and adverse winter weather conditions. In the interests of efficiency, designated operational Roads Service staff will contact designated Community Assets staff to co-ordinate a proactive response during winter weather conditions. The level of response will be dependent on the severity of the weather conditions and on the provision of other essential services that Community Assets provide, such as the Burial Service. These services will be maintained, as appropriate, during adverse weather conditions.

3.2.3. Prioritisation

Operational and financial resources are finite, and operations to facilitate access to schools will be prioritised on the basis of school rolls, with larger schools being treated before smaller.

Deployment of resources and detailed prioritisation are dealt with by the Director for Education, Skills and Community Wellbeing directly liaising with the Roads Maintenance Manager.

Schools have identified one priority access and one internal school access route to be treated by Community Assets.

School treatment plans have been created to identify carriageway and footway treatment routes (where applicable), and priority school treatment routes from the primary access gate to the main school door that may require treatment by Community Assets in extreme weather conditions.

3.3 OPERATIONAL ARRANGEMENTS

3.3.1. Business Continuity

Access arrangements to weather information for Head teachers and centrally based Education, Skills and Community Wellbeing staff is well-established and allows appropriate access from both a work base and from home. Appropriate people are notified directly in the event of weather warnings being issued. Head teachers are therefore in a position to make informed decisions without necessarily having to physically arrive at the school first. Cascades are in place to inform the relevant parents, teachers and other staff if a decision is taken to close a school.

The overriding principle is that it is the responsibility of all teachers and support staff to make every effort to attend their normal school. Detailed guidance for this is available from DirectorateSupport@dumgal.gov.uk (requesting a copy of 'Severe Weather Conditions and Schools Closure 2015')

3.3.2. School Closure Decision Making

Head teachers are authorised to make an emergency closure when the state of the weather or any other exceptional circumstance make it absolutely necessary in the best interests of the pupils. These decisions must be supported by the latest and most accurate information available. The presumption should be in favour of keeping the school open unless, in the Head teacher's view, doing so would put the health, safety or welfare of pupils and/or staff at risk. In reaching this decision, Head teachers should take full account of local circumstances and, in particular, the following considerations:

Part 3 – Schools

- a) Arrangements for Pupil Safety. The absolute priority is to ensure that provision is made for each and every child. Where children cannot be collected or delivered home, they should be kept at school and supervised.
- b) Short and Longer Term Weather Information. It would be inadvisable to react to the first flurry of snow without seeking further information on the weather conditions ahead. Equally, it would be unwise to send people (pupils or staff) home when a blizzard is at its height.
- c) Advice from Transport Operators. Transport operators are key players in such circumstances as they will be the ones who decide whether vehicles should/can continue to operate.

Where Head teachers are in any doubt about sources of information about roads/weather/school transport they should contact Education, Skills and Community Wellbeing Headquarters or email DirectorateSupport@dumgal.gov.uk. It is often specific access or other localised issues that require schools to close. The closure or opening of other schools nearby should not be the key factor in taking decisions.

3.3.3. Advice to Parents

Head teachers should also recognise that parents have a key role to play in the event of severe weather. Parents should be made aware that there is a responsibility upon them to make sensible decisions on behalf of their children when weather conditions are severe. If they have concerns about their children travelling between home and school, they should “play safe” and keep them at home, informing the school that they are doing so. The fact that several parents take this view does not, however, mean that the school should be closed unless the considerations listed above indicate that this is the only sensible decision.

3.3.4. Communication Arrangements

It is essential that, when there is potential for school closures due to severe weather conditions, the Council can communicate quickly and clearly with parents. This is just as important in relation to schools which are to remain open as it is to those which are closed. The Council website, Call Centre and local media are now seen by many parents as the information channel in these situations. To make best use of the communication channels they offer, any decision to close should be taken as early in the day as possible and the Emergency School Closure Application used to communicate the decision. The main aim of the application is to alert the media and the Council communications team. It is still necessary for schools to follow the usual procedures (i.e. text messaging) to inform parents and carers. Staff and/or a notice posted at the school gates could prevent pupils from being left by parents at the start of the school day.

A step-by-step guide on the operation of the Emergency School Closure application is provided within the website on each screen. Should any school have difficulty in accessing the Application they should contact the MISS Team, Education Support Services by email to MISS@dumgal.gov.uk.

Schools should normally inform the Education, Skills and Community Wellbeing Management Team at Headquarters if they intend to close. In an emergency, the Head teacher may require to act independently. However, Education, Skills and Community Wellbeing Headquarters must be informed of any action taken as soon as possible.

3.3.5. Closure during the School Day

The safety and well-being of pupils are paramount. If in doubt, a child should not be released. Safe and speedy dismissal of pupils in the event of an emergency closure depends on the school and parents working in partnership.

Parents should:

Part 3 – Schools

- a) be fully aware of the procedures which will operate in any particular school should there be an emergency closure. This information appears in the school prospectus and on the school website.
- b) give schools an emergency contact and should have told the children what to do in the event of an emergency closure.
- c) provide the school with any specific instructions in respect of their child should the school close and should make it clear to their older children whether or not they may escort younger brothers/sisters to their destination.
- d) give strict instructions to the children as to what they should do in the event of transport not turning up to take them to school.

Precautions to be taken:

- a) Reasonable attempts should be made to ensure that children and young people will go home to a safe environment should school be closed. Clearly, the relevance of the following precautions will be dependent upon the age of the child or young person.
- b) It may be that a parent who collects his/her children offers to give shelter to other children. The agreement of the parents of these children should be sought before releasing pupils in this way.
- c) If it is customary for pupils to walk home at the end of the school day, it would be reasonable for the school to release these pupils to walk home in an emergency but only if there were a parent or an identified adult expecting their arrival. Account should be taken also of the age of the pupil, the severity of weather conditions and the distance to be walked. It would not be reasonable to release pupils with the instruction to return to school if they find no one at home.
- d) On occasion, teaching staff escort pupils home and return with them to school if there is no one at home to supervise them. Before this course of action is undertaken, due attention should be paid to the severity of the weather and to the pupil to teacher ratio in the escorted group.

For children remaining in School:

- a) Adequate supervision must be provided by members of teaching staff for those pupils who cannot go home or to their emergency destination immediately and have therefore to remain at school.
- b) In widespread, severe adverse weather where significant numbers of children cannot travel home, Education, Skills and Community Wellbeing should be advised (so that consideration can be given to the either rest centre facilities or specialist transport).

3.3.6. Services

All those who provide services who will be affected by the closure should be informed as soon as possible after the decision to close or open a school. This includes:

- a) School Transport Providers. (The Transportation team can assist with this process where pupils are transported by bus). Note: Schools which share transport should make absolutely certain that each is aware of what the other is doing.
- b) School Crossing Patrols, Playground Supervisors, Catering, and Cleaning. Contact should be made with Community Assets.

3.3.7. Weather and Traffic Conditions

The Head teacher, in conjunction with the driver/bus operator, should make reasonable effort to establish the safety of the route due to weather and traffic conditions. Guidance is available from:

- a) <http://www.metoffice.gov.uk/>
 - b) <http://trafficscotland.org/>
-

Part 3 – Schools

Routine Weather Forecasts. Daily meteorological forecasts are relayed direct to Roads Service during the winter period.

Severe Weather.

- a) National Severe Weather Warnings issued to the Council are forwarded by e-mail to winter service staff and Education, Skills and Community Wellbeing.
- b) Where additional advice is received from the Met Office Public Weather Service Advisor, this will be forwarded by the most appropriate means to Education, Skills and Community Wellbeing.

The Assistant Director, Transport and Infrastructure, will provide forecast information directly to the Director for Education, Skills and Community Wellbeing in periods when severe weather is expected.

3.3.8. Liaison

Immediately before each winter, Community Assets will liaise with Education, Skills and Community Wellbeing Management Team to confirm arrangements and contact points. Liaison continues through the winter period to ensure that communication links are in place.

During operations Community Assets will maintain communications with Education, Skills and Community Wellbeing Management Team using the schools closure list as a means for exception reporting.

Part 4 – Footways

4 FOOTWAYS**4.1 INTRODUCTION**

Keeping town centres and shopping streets clear of snow and ice is important in terms of the region's economy and community resilience.

4.1.1. Aim

The aim of **Part 4** of the Winter Service Operations Plan is to set out general operational arrangements for footway treatment by Community Assets.

4.1.2. Legislative Background

The Roads (Scotland) Act 1984 provides the Council as Roads Authority with certain duties and powers. The Council has a statutory duty, under Section 34, to:

“take such steps as they consider reasonable to prevent snow and ice endangering the safe passage of pedestrians and vehicles over public roads.”

4.1.3. Terminology

Annex J contains a glossary of terms used in weather forecasts and winter service operations.

The following definitions have been agreed with Community Assets:

- a) Snowfall: A potential event or situation which may have an impact on movement of pedestrians. This is where snow is expected to settle and remain for a period of 24 hours or more.
- b) Frost/ice: A potential event or situation which may have an impact on movement of pedestrians. This is where frost or ice has formed for a period of 48 hours or more.

4.2 STATEMENT OF POLICIES AND ROLES**4.2.1. Policy**

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

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

In allocating available resources, keeping schools open/operating normally is a formal priority for Dumfries and Galloway Council in periods of significantly adverse weather.

4.2.2. Roles and Responsibilities

It is for the Council's Chief Executive to allocate the Council's resources in the most appropriate manner and thus the Chief Executive, or nominee, will determine when, in periods of significantly adverse weather, to set in motion the arrangements and procedures in this part of the Winter Service Plan.

Community Assets role within the Winter Service Plan is to support Roads Service staff during normal and adverse winter weather conditions. In the interests of efficiency, designated operational Roads Service staff will contact designated Community Assets staff to co-ordinate a proactive response during winter weather conditions. The level of response

Part 4 – Footways

will be dependent on the severity of the weather conditions and the provision of other essential services that Community Assets provide including burials.

4.2.3. Prioritisation

Deployment of resources and detailed prioritisation are dealt with by the Roads Maintenance Manager and the Community Assets Manager.

Operational and financial resources are finite, and the following will be a priority for treatment:

- a) Schools (prioritised on the basis of school rolls – with larger schools being treated before smaller).
- b) Category F1 and F2 footways (Town Centres).
- c) Salt/grit bin filling (includes Community Resilience salt/grit bins).
- d) Public Transport Interchanges.
- e) Category F3 footways (small village shopping streets).

4.2.4. Footway Treatment

Footway treatment priorities are defined in **Annex E** (Footway Treatment Routes). Footways in busy pedestrian/urban areas will be cleared as far as possible and as soon as practicable after the clearance of the main carriageways.

Snow will initially be cleared from a footway on one side of a road, further clearance during prolonged snowfalls will take place as and when resources allow.

Cycle paths (i.e. those not adjacent to carriageways) will not normally be cleared of snow with the exception of the Caledonian and Maxwelltown Cycle paths. Shared use cycle/footways will be cleared only where they form part of the routes listed in **Annex E**.

4.3 OPERATIONAL ARRANGEMENTS

4.3.1. Business Continuity

As far as is practicable, the Burial Service and Refuse Collection will continue to be delivered during adverse weather conditions.

4.3.2. Communication Arrangements

Once the Chief Executive, or their nominee, has issued the instruction to use Community Assets, Senior / Service Manager Community Assets will liaise with the Winter Service Duty Officer (see **Annex C**) to determine priorities for treatment.

4.3.3. Liaison

Immediately before each winter, Community Assets will liaise with Education, Skills and Community Wellbeing and Roads Service to confirm arrangements and contact points. Liaison continues through the winter period to ensure that communication links are in place.

During operations, Community Assets will maintain communications with:

- a) Education, Skills and Community Wellbeing Management Team using the schools closure list as a means for exception reporting; and
- b) Winter Service Duty Officers.

4.3.4. Weather Forecasts

Routine Weather Forecasts. Daily meteorological forecasts are relayed directly to Transport and Infrastructure during the winter period. The midday forecast will be used to issue instructions on snow / frost / ice events. Advance warning, where possible will be issued using the 2-5 Day Summary Forecast received from the Forecast Provider.

Severe Weather

- a) National Severe Weather Warnings issued to the Council are forwarded by e-mail to winter service staff and Children, Young People and Lifelong Learning.
- b) Where additional advice is received from the Met Office Public Weather Service Advisor, this will be forwarded by the most appropriate means to Education, Skills and Community Wellbeing.

The Assistant Director, Transport and Infrastructure will provide forecast information direct to the Director Education, Skills and Community Wellbeing, Roads Maintenance Manager and Community Assets Managers in periods when severe weather is expected.
