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Winter Service Plan  
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# **Highway Maintenance Services**

## **Winter Service Plan**

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<b>1</b>	<b>Foreword</b>
1.1	This document sets out the City of York Council’s policies and standards for Winter Service treatment.
1.2	This plan is accompanied by the Winter Service Operational Plan and procedures containing the arrangements in place to deliver the plan and detailed route plans showing how the road network will be treated. These documents include personal details so are not published.
1.3	This is a live document and it will be updated as legislation and resources etc. change.

<b>2</b>	<b>Introduction</b>
2.1	The purpose of this plan is to set out the principles that the City of York Council uses during the adverse winter conditions which have a major disruptive impact on our community including businesses, education, transport, health and social care. Winter Maintenance is an important role undertaken by the Council This role is carried out in order to allow all road users to move about as safely as possible and to help minimise the disruptive effect of severe weather. Winter Maintenance is also about meeting the needs of local communities across the City of York Council area, particularly the most vulnerable residents, and includes a focus on providing access to essential services, clearing specifically designated pavements and supplying salt to the many grit bins that are located across the region to facilitate self-help.

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	<p>The Winter Maintenance role has to be delivered efficiently thus contributing to the austerity requirements of the Comprehensive Spending Review.</p> <p>It is intended, through the use of this plan, to ensure that there is a uniform approach to the level of service throughout the City of York Council. It lays down which categories of road are to be treated, in what order of priority, and how quickly they should be treated.</p>
2.2	<p>This plan reflects the recommendations of the Well-maintained Highways: Code of Practice for Highway Maintenance Management (Roads Liaison Group, July 2005) and the Code's latest Update dated 18<sup>th</sup> September 2013.</p> <p>The current version is at: <a href="http://www.ukroadsliaisongroup.org">http://www.ukroadsliaisongroup.org</a></p>
2.3	<p>The City of York Council, as the Highway Authority, is responsible for providing a winter service on adopted public highways within the region except for motorways, which are the responsibility of Highways England.</p>
2.4	<p>It will not be reasonably practicable to provide the service on all parts of the network or to ensure all surfaces are kept free of ice or snow at all times, even on the treated parts of the network.</p> <p>The objective is that a network of treated routes should be reasonably accessible for the majority of residents and businesses, supplemented by targeted provision of self-help facilities.</p>
2.5	<p>It should be noted that the service does not guarantee that at any given time a highway will be free of ice or snow, even following treatment.</p>
2.6	<p>Throughout the rest of the document the Numbering System used in the Recommendations and Warnings sections of Chapter 13 and Appendix H: Winter Service Practical Guidance of Well-maintained Highways: Code of Practice for Highway Maintenance Management are used to allow links to the Code.</p> <p>For example Winter Service Policy: Minimum Winter Networks: and W1 Warning pre-wetted salting:</p>

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<b>3</b>	<b>Legislation and Guidance</b>
3.1	Section 41 of the Highways Act 1980 and Section 150 imposes a duty on highway authorities to maintain highways maintainable at public expense. In particular, Section 41 (1A), as inserted by Section 111 of the Railways and Transport Safety Act 2003, which imposes a duty on highway authorities to ensure, so far as is reasonably practicable, that safe passage along a highway is not endangered by snow or ice.
3.2	The Department for Transport (DfT) has advised that it is for the courts to decide what is reasonably practicable. However, DfT strongly recommends that local highway authorities carry out winter maintenance in accordance with Section 13 of Well-maintained Highways: Code of Practice for Maintenance Management and any supplementary guidance. Amongst other recommendations, the Code states that best practice would be for local highway authorities to adopt and publish a Winter Service Plan and a Winter Service Operational Plan, which should be reviewed annually to take account of changing circumstances.
3.3	Under Section 150(1) of the Highways Act 1980, there is a requirement for the Highway Authority to remove an accumulation of snow which forms an obstruction, and Section 150(3) of the Act states that the following factors should be taken into account: <ul style="list-style-type: none"> <li>• the character of the highway and the nature and amount of traffic using it</li> <li>• the nature and extent of the obstruction</li> <li>• the resources of the workforce, vehicles and equipment available to the Highway Authority and extent to which those resources are being, or need to be, employed on such work</li> </ul>
3.4	In addition, the Traffic Management Act 2004 places a network management duty on all local traffic authorities in England. It requires authorities to do all that is reasonably practicable to manage the network effectively to keep traffic moving.
3.5	Thus it is recognised that it would not be practical for any Highway Authority to treat all roads and footways in the event that ice forms or snow falls.
<b>4</b>	<b>Objectives, Resilience and Efficiencies</b>
<b>4.1</b>	<b>OBJECTIVES</b>

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4.1.1	<p>The objectives of the winter service, so far as is reasonably practicable, are to:</p> <ul style="list-style-type: none"> <li>• ensure the safe movement of vehicles and pedestrians on the highway network</li> <li>• minimise delays, accidents and damage to the highway resulting from ice and snow</li> <li>• undertake the winter service effectively and efficiently within the limitations of finite resources according to the network hierarchy and severity of weather conditions</li> <li>• provide support to wider area emergencies and incidents by implementing mutual aid arrangements with other partners within the limits of the resources available</li> <li>• The roles of Client and Service Provider are clearly set out in contracts and formal arrangements operated by the Council.</li> <li>• Within the Council it is Officers who set standards and actually make the decision to undertake any and all operations.</li> <li>• The Highway Liability claims are dealt with by the Council.</li> </ul>
4.2	<b>RESILIENCE</b>
4.2.1	<p>The Councils' winter service standards are based on the national guidance and are described as:</p> <ul style="list-style-type: none"> <li>• <b>Overall Winter Service Period</b> – usually starts on 1st October and finishes on 30th April inclusive. This is locally defined since the winter period may vary according to climatic conditions</li> <li>• <b>Core Winter Service Period</b> – usually starts at least December and runs to February inclusive. This is locally defined since the winter period may vary according to climatic conditions</li> <li>• <b>Minimum Winter Service Network</b> – This is the part of the carriageway network that is normally treated which provides a minimum essential service to the public, including strategic routes, access to key facilities and other transport needs</li> </ul>
4.2.4	Road conditions can vary across the region due to topographical differences, which may have a bearing on how resilience standards are deployed.
4.3	<b>EFFICIENCIES</b>
4.3.1	Budgetary constraints and the need to provide value-for money services are key issues for all local authorities. For highway authorities, Winter Service presents particular challenges due to:

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	<ul style="list-style-type: none"> <li>• the running costs of salting vehicles and crews</li> <li>• the cost of salt</li> <li>• changeable weather conditions</li> <li>• high public demand for clear and safe roads</li> <li>• the investment cost of holding large stocks of salt</li> </ul>
4.3.2	Recognising these issues the Council continually seeks to increase the efficiency and cost-effectiveness of the Winter Service operations.
4.3.3	The Authorities across the region currently operate fleets of front line vehicles and teams of drivers based at strategically located depots, to salt the Primary Salting Network.
4.3.4	One of the key aims is to ensure that all designated routes are salted efficiently and that salt is not wasted.
4.3.6	The Authority shall continue to monitor performance during service delivery and respond effectively to changing conditions and or network incidents.
<b>5</b>	<b>Weather Forecasting and Monitoring</b>
5.1	Weather information is obtained from specialist forecasters, roadside monitoring stations and in unpredictable circumstances may be supplemented by inspections.
5.2	York Council has contracts with appropriate forecasting organisations which provide daily weather forecasts that are detailed for each area and updated every morning and evening and as conditions change outside the pre-defined Intervention Criteria at any time of the day or night. In addition, forecasters are available 24 hours a day to discuss the forecast and changes in conditions. Additional real-time information is provided by a network of roadside sensor stations around the region that report on air temperature, ground temperature, relative humidity and in some cases have cameras and provide local site forecasts.
5.3	When the available forecast information is uncertain or conditions are changing unpredictably, patrols (often a fully loaded gritter able to react to specific problems) may be mobilised to report on conditions along pre-determined routes or at specific points of interest.
5.4	These sources of information inform treatment decisions that are made by the specifically designated, trained and experienced duty winter service officers.

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	(Further details are given in section 17.2 below)
5.5	Severe winter weather is defined as when a forecast (including severe weather warnings) has been issued by the Met Office, which are issued when the probability of a specified event occurring exceeds a pre-defined threshold, for example, if there is a High Probability of Snow and an accumulation of more than 50 mm
6	<b>Precautionary Salting</b>
6.1	<b>GENERAL</b>
6.1.1	Winter Service operations will give priority to routes comprising the Principal Road Network, main and secondary distributor roads, links to villages, major bus routes, emergency service locations and reasonable proximity to schools.
6.1.2	The treated network is approximately half of the road network, which is divided into categories. These routes are reviewed annually by taking into account any service requests received or difficulties encountered in delivering the service during the previous winter season.
6.1.3	Schools, health centres and other community facilities are given a higher priority within the network by including them, where possible within the primary route network. In instances where they cannot be directly served by the Primary Salting Network they will, where possible, be within a short distance.
6.2	<b>EXCEPTIONS</b>
6.2.1	It should be noted that whilst the principles set out in this plan have been used to determine the salting networks, it remains that there are possibly short sections of road that might otherwise be included in the salting networks which it is not practicable to include due to permanent or temporary width and / or weight constraints.
6.2.2	Network Rail level crossings have equipment which is prone to signal failure when solutions, high in salt, exist. Consequently any lengths of road on the salting networks within a zone agreed with Network Rail between the 'STOP' lines at level crossings will not be salted.
6.3	<b>CARRIAGEWAY PRECAUTIONARY NETWORK (Primary Salting Network PSN*)</b>



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6.3.1	<p>Primary Salting Network <b>PSN*</b></p> <p>Classified Roads (A, B and C roads) Urban motorway, Important commuter routes. Roads to main emergency service properties. Main bus routes.</p> <p>Details of the <b>PSN*</b> are on the Council's Website.</p>
6.3.2	<p>Gritting is carried out before the onset of adverse conditions whenever possible.</p> <p>Where severe conditions such as snow or ice persist, resources will remain concentrated on the <b>PSN</b></p>
6.3.4	<p>The response time for the precautionary network from the point at which gritting is called to the point at which the gritters leave the depot is 1 hour for all council. The treatment time can take up to 3 hours, from the point at which the gritter leaves the depot to the point at which treatment is complete which is dependent on the route and traffic conditions.</p>
6.4	<p><b>CARRIAGEWAY SECONDARY NETWORK (Secondary Salting Network )SSN</b></p>
6.4.1	<p>Secondary carriageway routes Secondary Salting Network SSN</p> <p>The <b>SSN</b> will only be gritted if severe weather conditions are likely to persist for a significant period beyond the completion of the <b>PSN and the Convening of the Winter Group</b></p>
6.4.2	<p>Secondary Salting Network <b>SSN</b> Link roads to the Primary Salting Network. Spine roads into housing and industrial areas.</p>

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	Important rural routes.
6.4.3	The City will aim to treat the Secondary Network only during normal daytime working hours (8am – 4pm). When the forecast is sufficiently clear, treatment will be carried out on the preceding day. Where adequate warning is not given, treatment will be after the event provided this is still required. Hoar frost is not treated unless conditions are exceptional.
6.4.4	When treating the secondary salting network it isn't appropriate to set target completion times for routes
6.4.5	Secondary routes will also be reviewed annually taking into account any service requests received or difficulties encountered in delivering the service during the previous winter season.
6.5	<b>CARRIAGEWAY NON-PRECAUTIONARY NETWORK Priority 3 Salting Network PR 3</b>
6.5.1	Priority 3 Salting Network PR 3  On satisfactory completion of the <b>PSN</b> and <b>SSN</b> and if the severe weather conditions persist these will be treated on a reactive basis. It is therefore dependent upon resources and the changing weather conditions.
6.5.2	Priority 3 Salting Network PR 3 Roads not treated as <b>PSN</b> OR <b>SSN</b> , e.g. culs de sac
6.6	<b>CYCLE LANE AND CYCLE TRACK PRECAUTIONARY NETWORK</b>
6.6.1	Cycle lanes on the main routes will be treated at the same time as the roads they are on.
6.7	<b>CYCLE LANE AND CYCLE TRACK NON-PRECAUTIONARY NETWORKS</b>

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6.7.1	Cycle lanes on lower priority routes will be treated at the same priority as those routes. During severe weather cycle tracks off the road network may be treated during normal working hours by the manual application of salt, on a "reactive salting" basis, after treatment of higher priority routes have been completed, having regard to available resources and prevailing conditions. The treatment of these will reflect their importance in the Council's cycle route hierarchy.
6.8	<b>FOOTWAY NETWORKS</b>
6.8.1	<p><b>Priority Pavement Routes</b> – designated main city and town centre pavements. The standard response time across the whole group is 1 hour for a “Call Out” action.</p> <p>Where appropriate footbridges, subways and other high risk pedestrian areas are designated parts of the Priority Pavement Routes</p> <p>When adverse severe weather is forecast pre-treatment of designated city and town centre pavements etc. takes place.</p> <p>Appropriate plant including dedicated small 4x4 all-terrain vehicles are used</p> <p>There are dedicated teams with a small lorry/pick-up to carry salt for each designated town centre (route), usually deployed by 05:00 in response to severe adverse weather.</p> <p>Further teams with their own salt supply are deployed in response to conditions, usually from 08:00 to 16:00. The Council may treat these pavements at any time of day.</p>
6.8.2	<p><b>Secondary Pavement Routes</b> – smaller town centres, schools, health centres, hospitals, old people’s homes, surgeries, shopping centres, transport interchanges.</p> <p>These are only dealt with after the Priority Pavement Routes are safe and as resources become available, usually during the working day from 08:00 to 16:00. Some Alliance members may treat these pavements at any time of day.</p>
6.8.3	<p><b>Other Pavements</b> – the remaining pavements</p> <p>These are not normally dealt with, but if in response to circumstances it is necessary</p>

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	it is only after the Secondary Route Pavement Routes are safe and as resources become available, usually during the working day from 08:00 to 16:00. The Council may treat these pavements at any time of day.
6.8.4	<b>Special sites or features</b> (e.g. near railways or traffic calming).  Network Rail set requirements for salting near level crossings.  Traffic calming measures are usually designed so that they do not require special attention when gritting or ploughing. Drivers know where roads have plateaux or humps etc and drive at an appropriate speed.
7	<b>Network Users, Promoted Facilities and Community Self Help</b>
7.1	The City of York Council proactively engages with the emergency services to not only encourage them to develop their own severe weather contingency plans but to work closer with them to consider collaborative arrangement especially in extreme winter conditions.
7.2	Emergency services are routinely accounted for on the priority networks as part of the normal winter service.
7.3	<b>Transport Interchanges</b>
7.3.1	Transport Interchanges are routinely accounted for on the priority networks as part of the normal winter service.
7.4	<b>Pedestrians and Cyclists</b>
7.4.1	The treatment arrangements for footways (pavements) cycle lanes and cycle tracks are set out above in Section 6.
7.5	<b>Vulnerable Network Users</b>
7.5.1	
7.6	<b>COMMUNITY SELF HELP</b>
7.6.1	Self help facilities and training are offered to volunteers who wish to become “Snow

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	Wardens”
7.6.2	There is a widespread fear held by members of the community that they risk being ‘sued’ if they clear snow from the footway outside their properties, which now appears largely imaginary and media driven. There is advice available on how to minimise the risk of legal action which is in Appendix A to this plan.
8	<b>Salt Management</b>
8.1	Salt is restocked during the summer, in advance of the winter season when prices can be lower plus demand on salt suppliers is minimal and it can therefore be planned and co-ordinated with the supplier and contractor to minimise cost. Restocking during the winter is a routine necessity for some Councils and is in any case dependent upon operational requirements.
8.2	Salt for use in gritters is 6 or 10mm size rock salt depending on individual Council’s current policy.
9	<b>Critical Salt Levels Emergency Plan (Resilience) (RH1.1, RH2.1 &amp; RH2.2, R13.2 to R13.5, R13.10 &amp; R13.11, R13.18)</b>
9.1	<b>GENERAL</b>
9.1.1	In the event that salt stocks approach critical levels, a Command Control is called and salt conservation measures initiated. This is likely to happen in one or a few WY Plus Alliance members first.
9.1.2	This Salt Emergency Plan is for use when salt stocks within a Council are predicted to fall below the level determined by the Council in their Operational Plan and prolonged Severe Winter Weather is forecast.
9.1.3	As soon as it is identified that this condition is likely to develop, the Command Control involving internal and external stakeholders and the emergency services is to be called.

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9.2	<b>SALT SUPPLIES</b>
9.2.1	<p>In the event that supplies from the contracted supplier are insufficient or stopped the following action or actions may be taken:</p> <ul style="list-style-type: none"> <li>• continually press the supplier to increase deliveries stressing how many salting runs remain so that the urgency is clear</li> <li>• contact alternative suppliers</li> <li>• contact adjacent highway authorities requesting supplies on loan or for purchase</li> <li>• contact Highways England for assistance</li> <li>• use mutual aid via the Council's partnership arrangements</li> <li>• work with any national arrangements in place for salt priority distribution</li> </ul>
9.3	<b>EXTENDING EXISTING SALT STOCKS</b>
9.3.1	<p>Targeting salt storage with the least stocks first, extend rock salt by pre-mixing with fine 3mm aggregate or sharp sand in a proportion of 1:1 or as may be deemed appropriate, although not all of the Councils have the means of doing this.</p>
9.4	<b>CONSERVING SALT STOCKS – GENERAL ACTIONS</b>
9.4.1	<p>The purpose is to extend the availability of salt or salt mixtures for use on strategic routes.</p>
9.4.2	<p>Actions can be one or any combination of (NB not in priority order):</p> <ul style="list-style-type: none"> <li>• cease responding to requests for spot treatment. Exceptions may be made for genuine immediate emergencies involving threat to life</li> <li>• in snow conditions, plough routes without salting if practical. When snowfall ceases, assess the conditions and consider applying salt, salt / grit mixture or grit to the ploughed surface</li> <li>• allow snow to compact under the action of traffic on some or all of the precautionary routes without salting</li> <li>• consult the CSS advice note on how to preserve salt stocks</li> <li>• cease the refilling of grit bins and not providing salt heaps</li> </ul>
9.5	<b>CONSERVING SALT STOCKS – ROUTE RESTRICTIONS</b>
9.5.1	<p>Actions can be one or any of (NB not in priority order):</p> <ul style="list-style-type: none"> <li>• reduce the extent of initial ploughing on Primary Salting Network routes</li> </ul>

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	<ul style="list-style-type: none"> <li>• treat only Primary Salting Network routes, with reduced or no secondary routes treated</li> <li>• treat routes only on the pre-defined Minimum Winter Service Network as used in the severe winters of 2009 and 2010 (principally consisting of routes linking major population centres to principal emergency facilities and linking to national routes)</li> </ul>
9.6	<b>MEDIA</b>
9.6.1	The Council will engage with the media to provide realistic expectations of people's ability to travel for essential purposes only and the Councils' websites will be updated as necessary.
10	<b>Salt / Grit Bins</b>
10.1	<p><b>Grit Bins etc.</b> (Location and maintenance of salt bins);</p> <p>The Council has a policy for providing grit bins tailored to the specific needs of the local area.</p> <p>For example an urban area with lots of steep roads may have a large number of bins.</p>
11	<b>Operational Arrangements with Partners</b> (both between Alliance members and external Councils)
11.1	For reasons of route integrity mutual arrangements may be made, as required, with neighbouring authorities for precautionary gritting etc. These are listed in the individual Winter Service Operational Plans.
11.2	Reciprocal arrangements for precautionary gritting may be made with neighbouring authorities under section 8 of the Highways Act 1980 and legally confirmed as appropriate. Under such arrangements mutual aid may also be considered, which is detailed in the Winter Service Operational Plan.
11.3	There will be a co-ordinated approach to implementing Minimum Winter Service Networks across adjacent highway authorities; however there may be occasions, which could occur where different treatment regimes are planned for the respective road networks.

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11.4	The Councils will engage, as necessary, with the appropriate District and Parish Councils to identify possible available resources to support the Council's Winter Service.
12	<b>Winter Service Operational Plan</b>
12.1	<p>The Councils' Winter Service Operational Plans are maintained with the purpose of providing the necessary procedural and functional arrangements necessary to carry out the service in accordance with this Plan.</p> <p>All aspects of the Winter Service Operational Plan, including service delivery arrangements, will be reviewed annually in consultation with key stakeholders to allow for any changes in circumstances. It is reviewed after the end of a winter season in readiness for the forthcoming winter season.</p> <p>The Operational Plans include personal data and are not published.</p>
13	<b>Communications and Publicity</b>
13.1	It is inevitable that some roads will become difficult and indeed impassable in winter conditions particularly given the topography of the area. It is also practically impossible to treat all roads. There is therefore a need to let the travelling public know which roads are available and which are not. This has historically been carried out through the local media, mainly local radio stations and this means of keeping the public, especially drivers, informed will continue.
13.2	<p>The primary means to inform the public about the Winter Service is on the Councils' website, which are continually being updated and there are supplemented by press releases and printed material.</p> <p>The Council provides a "Yorkgritter Twitter" daily update and as conditions change.</p>
13.3	The Councils' Snow webpages provide a single portal for the public to obtain a variety of key information during severe weather. This includes gritting routes, reporting a grit bin empty (including District and Parish owned grit bins) and information on disruptions including road, school and library closures together with event cancellations.



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13.3.1	Officers work with education organisations to ensure that arrangements are in place to provide the latest information so that schools and academies can publish their status on their web sites and text messaging services.
13.3.2	The local radio stations use this information from the council and schools and academies to publish closures on their web sites.
13.4	In addition, members of the public are able to learn more about what the Council is doing to assist local communities such as the Snow Warden Scheme, working with farmers / contractors and providing links to partner websites.
13.5	Further information is available providing advice on emergency help, how to keep warm, winter driving tips and snow buddies.
13.6	The website will be updated as appropriate during snow events with the most up to date information available.
13.7	Information on the condition of the worse affected roads will also be available.
13.8	To assist in managing expectations in terms of the assistance the Council is able to offer, during periods of severe weather, is paramount and therefore it is considered appropriate that the following will be included in all relevant Council communications:  <i>'In heavy snow and freezing conditions, our main focus is on keeping main roads, bus routes and routes to essential services open. We cannot guarantee we'll grit roads which are not on these routes. You can request a road to be gritted by filling in the online form. But we'll only consider these roads when Primary Salting Network roads have been treated and any requests will be dealt in order of where need is greatest.'</i>
13.9	Also included is the principal criterion used in assessing the placement of salt bins.
13.10	In prolonged severe weather conditions additional information is published through all available media.
13.11	The Councils also use social networking sites as an additional means of providing up to date information.

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14	<b>Co-ordination and Collaboration</b>
14.1	<p>The Councils are constantly reviewing and determining critical areas and infrastructure in conjunction with key public services and other stakeholders and seeking to ensure that the appropriate winter service has been considered by the appropriate party.</p> <p>This may include:</p> <ul style="list-style-type: none"> <li>• shared services</li> <li>• lead authority arrangements</li> <li>• collaborative service procurement</li> <li>• sharing depots and salt stock</li> </ul>
14.2	An example of this is the formation of the West Yorkshire Plus Alliance.
15	<b>Staff Training and Development</b>
15.1	To ensure the appropriate level of competence, the training and development needs of all personnel will be reviewed annually, including health and safety and any appropriate vocational qualifications.
15.2	<p>Designated council officers undergo a training process, shadowing experienced Decision Makers, completing formal training (The Met Office Open Road Training for example) and a period of supervised Decision Making before being placed on rota to make live decisions. There then follows a period when they are mentored by experienced staff.</p> <p>Decision Makers often consult other qualified and experienced colleagues when coming to the decision on appropriate action.</p> <p>The formal training is repeated every two years for all Decision Makers.</p>
15.3	An investigation is being undertaken by one of the Districts into a City and Guilds qualification for Decision Makers.
15.4	At the start of the winter all the gritter drivers undertake drivers' training (City & Guilds 6159)
16	<b>Mutual Aid</b>
16.1	The close working relationship adopted by all the West Yorkshire Plus Districts ensures that this will be implemented when necessary.

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16.2	However it is clear that the prolonged severe adverse weather is likely to affect all the partners at the same time, meaning that government assistance will be inevitable.
16.3	Liaison with Category 1 and Category 2 responders (reference Civil Contingencies Act 2004).  Resilience within the country is managed through the Civil Contingencies Act 2004 and the Local Resilience Forums. These forums are Police Force area based, ie. West Yorkshire and North Yorkshire.  Actual details of Silver and Gold arrangements are set out in the Winter Operational Plans.
17	<b>Risk</b>
17.1	Financial
17.1.1	The Council has its own approach and details are set out in individual Operational Plans
17.2	Operational
17.2.1	The Winter Service Operational Plans detail additional policy and other operational requirements. Confidence in them is high with robust systems being in place and they are reviewed annually.
17.2.2	Evaluation and utilisation of modern technology and optimisation of the winter service routes at appropriate stages as the network develops improves the councils' ability to monitor delivery and strengthen the Councils' defence in litigation in the light of current national guidance.
18	<b>Benchmarking</b>
18.1	The Council will periodically benchmark its services with other authorities to ensure best value.
19	<b>New Developments and Private Streets</b>

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19.1	<b>New Developments</b>
19.1.1	The Councils has no obligation to provide a winter service until a new road is formally adopted. The developer is responsible for maintaining the road until it is adopted, which includes a provision for a winter service.
19.1.2	The Council will respond to assist the emergency services when requested by them to do so whenever possible.
19.1.3	Once a development is adopted and if any carriageways and footways that meet the criterion for winter service are added to any of the routes that include Sustainable Drainage Systems (SuDS) or other similar features then these sections may have to be omitted, from the routes, because of the risk of pollution or damage to trees etc. This will depend on how effective the various options are at removing salt and other pollutants from the SuDS.
19.2	<b>UN-ADOPTED ROADS AND PRIVATE STREETS</b>
19.2.1	No winter service is provided for these roads and streets; however Councils will try to respond to assist the emergency services when requested by them to do so whenever possible.
20	<b>Call Centres and Control Centres</b>
20.1	<b>Call Centres</b>
20.1.1	The Councils' Call Centre provides a speedy and direct response for many of the varied enquiries received, for example, requests for re-filling salt / grit bins, which, in some cases are dealt with by the Control Centre, where the Council operates one.
20.2	<b>Control Centres</b>
20.2.1	Where a Control Centre is in operation it deals throughout the year with all types of urgent works that originate either as enquiries from the public, usually via the Call Centres and the Councils' websites or from defects identified by the Councils' Inspectors.
20.2.2	Often the Control Centres have access to 'Rapid Response' gangs available to carry out this work.

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20.2.3	Following periods of snow and ice additional gangs are often drafted in to cope with an appreciable increase in workload for urgent work.
20.2.4	During periods when repairs cannot be progressed because snow is on the ground the 'Rapid Response' teams may also be used to re-fill salt bins and provide support for winter service operations around the region.
21	<b>Equality and Diversity</b>
21.1	The Councils have a strong commitment to and due regard to the need to eliminate unfair and unlawful discrimination and to advance the equality of opportunity by considering the need to remove or minimise disadvantages suffered by people due to their protected characteristics, or to meet the needs of people with protected characteristics.
21.2	Each Council's Equality Impact Assessment for the Winter Service is available separately.
22	<b>Appendix A – Advice to members of the Public in Snowy and Icy Conditions</b>
	NB: See <a href="http://www.metoffice.gov.uk/get-ready-for-winter/out-and-about/the-snow-code">http://www.metoffice.gov.uk/get-ready-for-winter/out-and-about/the-snow-code</a>
22.1	Provided that members of the public who clear snow and ice from pavements or mind property take reasonable care and apply a common sense approach in doing so, they themselves being held liable if someone has an accident and is injured on the area th
22.2	If members of the public take action to clear snow and ice they should ensure that they do not create any further hazards by doing so. For example: <ul style="list-style-type: none"> <li>• Do not clear ice using boiling water which then freezes over the surface of the road</li> <li>• Do not clear an area leaving an obstructive mound of snow on the Pavement</li> <li>• Do not attempt to clear the snow if you feel that this will cause you physical difficulty</li> <li>• Take reasonable care in all of the circumstances</li> </ul>
23	<b>Appendix B – Precautionary Salting Matrices</b>

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23.1	The City of York Council has carefully considered the matrices set out in the current version of Well-maintained Highways Code of Practice for Highway Maintenance Management and their ability to achieve the stated spread rates and developed the table below:
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<b>Based on: TREATMENT MATRICES A to C (Pages 396 to 398) (De-icer spread rates in g/m<sup>2</sup>).</b>			
Frost or forecast frost Road Surface Temperature (RST) and Road Surface Wetness	DRY SALTING Column K: GC MT NL	PRE-WETTED SALTING If available. (NB Only the de-icer figures are included) Column K: GC MT NL	TREATED SALTING If Available Column K: GC MT NL
RST at or above -2°C and dry or damp road conditions	10	8	7
RST at or above -2°C and wet road conditions	10	8	7
RST below -2°C and above -5°C and dry or damp road conditions	15	11	8
RST below -2°C and above -5°C after rain and wet road conditions	20	21	16
RST at or below -5°C and above -10°C *1 and dry or damp road conditions	20	21	15
RST at or below -5°C and above -10°C *1 and wet road conditions°	2x20	2x21	30
Snow (See below)	20gsm grits as required	20gsm grits as required	20gsm grits as required

**Key:** Cvrgr: PC = Poor coverage, FC = Fair coverage, GC = Good coverage

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**Traffic:** HT = High level, MT = Medium Level

**Loss:** NL = Normal loss, HL = High loss

\*1 Refer to Section H10.21 Notes 3, 4 & 5 when spreading at temperatures at or below -5°C

Decision Makers use their Open Road training Table H14 – Timing of treatments for snow and freezing rain page 401, TREATMENT MATRIX D – Precautionary Treatments Before Snow Or Freezing Rain page 407, to determine the appropriate treatment for the whole network. Analysis of snow forecasts show that it is usually the case that snow depth forecasts vary across the network. Light snow does not occur at a network level, so it is not appropriate to do a single grit at 40gsm. The Councils treat snow as a process, ensuring that Decision Makers gather feedback from gritting crews and operational staff and often consult the forecaster by phone before the end of a grit in advance of further snow to determine any necessary appropriate further action.