



# Winter Service Review Report

Approved by Cabinet  
16<sup>th</sup> November 2009



## **Economy and Environment – Highways and Engineering**

### **Winter Service Review**

#### **1. Background**

##### **General**

- 1.1 Cabinet approved the review of the Council's Winter Service at its meeting on 27 October 2008 and made a specific recommendation to include the issue of improving precautionary salting of roads near schools.
- 1.2 For the purpose of the review it was agreed that the Service Review should be split into the following eleven headings:
- Service Standards
  - Precautionary Salting
  - Treatment of other roads
  - Pavements and Precinct Areas
  - Plant and Vehicles
  - Depots
  - Service Supervision
  - Weather Forecasting and Decision Making
  - Procurement
  - Policies, Plans, Procedures and Resilience
  - Customer service
- 1.3 At the meeting of the Regeneration and Development scrutiny panel on 25 March 2009, Members considered a report on the content of the review and the progress that had been made to date. There was also a presentation on the Winter Service in general to give some background information about the service. Members of the Panel requested officers to consider the following as part of the review:
- the current level of precautionary salting on primary routes should remain at 69%
  - the policy on pavements, footpaths, including what the priorities were, should be re-examined
  - the policy on grit boxes, re-siting or increasing, should be re-examined
  - consideration should be given to building storage facilities for salt
  - the possible need for new equipment

##### **Service Stakeholders**

- 1.4 Stakeholder interest in the service is high. Stakeholders include all residents of Calderdale, any person who chooses to visit Calderdale for either business or pleasure or to pass through the Borough, local and non-local businesses with an interest in Calderdale, any organisation that has an interest in the highway network in Calderdale (bus services, taxi companies, emergency service etc) and all other Council services.

- 1.5 Stakeholder views of the service provided in Calderdale have been generally very favourable in the past, however there have been concerns raised particularly after the recent, relatively severe winter, in respect of the service provided on footways.

### **Review Consultation**

- 1.6 The spring 2009 Talkback Survey included a section entitled “Winter Road Maintenance Service” and 1006 responses were received from the 1408 surveys sent to residents. The results are detailed in Appendix 1 of this report. In addition, 489 people took the opportunity to add comments to their replies. The majority of the 1006 responses showed satisfaction with the Council’s winter service overall. However, it is evident that generally there is dissatisfaction with the treatment of footways, treatment of non main roads and the service offered in relation to salt bins.
- 1.7 Specifically, 161 of the 489 commented on the perceived poor treatment of footways including salting and snow clearance. “There ought to be more footways treated and in a quicker time”, is a common comment from the respondents. The elderly, particularly, felt trapped in their homes when the footways weren’t cleared as quickly as they would have preferred. It is worth noting that many of the footways to which this criticism applies would not have been treated by the Council, regardless of the situation. Many of the same respondents (71 of the 489) also commented that there aren’t enough salt bins and that those that are in place are not filled as often as they should be. There was a recognition that many people were using the salt from the bins for private purposes but nevertheless there was still the criticism of a poor frequency of filling and that there ought to be a system in place whereby the Council inspect the bins and fill as required. Despite these comments, only 10% of the 1006 had cause to report any problems throughout the winter.
- 1.8 When questioned as to how many people were satisfied about the proportion of roads treated, the speed of treatment and effectiveness of treatment of roads in their area, a proportion above 65% expressed satisfaction or better with the service offered. In contrast, 108 of the 489 comments received were critical of the number of “other roads” treated and many complained that whilst it was good that the main roads were well treated and made safe, this was of no use if residents couldn’t access these roads because their own road was inaccessible.
- 1.9 It must be remembered that the results and comments contained in this survey were obtained shortly after the end of one of the more severe winters of recent times when salt supplies nationally were very low. There was a period in February when the normal level of winter service had to be reduced to preserve remaining salt stocks. During this period there was no salting of footways or roads other than primary routes and there was no replenishment of salt bins.
- 1.10 Consultation with all Council Members and Town and Parish Councils was carried out. The results of this work are detailed in Appendix 2. Six

responses were received from Members and two from Town/Parish Councils.

- 1.11 Generally, the comments received reflect those from members of the public through the Talkback Survey as detailed above. The majority of concerns relate to bin locations and frequency of replenishment and the lack of footway treatment, particularly in areas of sheltered housing and where the elderly live. Communication, particularly through the contact centre is considered to be in need of improvement.
- 1.12 An exercise has been carried out with the Primary Care Trust (PCT) and the Yorkshire Ambulance Service. This involved an analysis of falls during one week in February when winter weather conditions were poor and compares the statistics with the same week the previous year when conditions were not severe. The details of the comparison are shown in Appendix 4. Falls were recorded by severity of injury and postcode. Whilst this was a useful exercise, the way that falls were recorded made it difficult to identify any trends which could be used to inform the review. There was no indication as to whether a fall was on the public highway or within the curtilage of a private property or indeed within the home. The PCT is to discuss the possibility of recording falls in a way that gives us the information we require. We will continue to work with the PCT on this matter.
- 1.13 A draft version of this report was considered by members of the Regeneration and Development Scrutiny Panel on 2 September 2009. A number of suggestions and requests for additions to the report were made. These are detailed in Appendix 2 together with the proposed action required to address Members concerns. These actions were considered at the following meeting of the Scrutiny Panel on 23 September 2009. Revised review proposals, as set out in this report, were agreed as well as the financial details as set out in Appendix 17.
- 1.14 The final report was considered by Cabinet on 16<sup>th</sup> November 2009. It was resolved that a) the findings of the review be endorsed, b) the recommendations of the review be approved subject to the comments made at the meeting, with any further minor amendments being agreed by the Director of Economy and Environment in consultation with the Cabinet Member for Economy and Environment, and c) further increases in service level be considered as part of the 2010/11 budget process. The agreed amendments have been incorporated into this report.

### **The Model Winter**

- 1.15 For the purpose of demonstration of cost savings and cost increases in this review it is necessary to decide on what type of winter to use. Winter severity is notoriously variable and the current budget provision is only sufficient to fund what is considered to be a relatively mild winter. In the past we have used what we refer to as a Model Winter to enable the financial effect of changes in service level to be demonstrated. The Model Winter contains a traditional spread of winter actions which accords with the current budget provision. Whilst it is straightforward to calculate the cost of one salting of all the precautionary salting routes, it is more difficult to cost a

snow day. A snow day is defined as a continuous period, at a fully operational level, of 9 hours or more, perhaps ok when defining weather events but, in terms of cost, a snow day can vary between £60K and £100K. A heavy snowfall followed by very cold temperatures (slow thaw) can prove very costly to deal with. It's also worth noting that operational costs have increased by 50% since 2002 which means that what you get for a Model Winter in 2009 is much less than 2002.

1.16 The number of turn outs and snow days over the last five years together with a detailed spending profile are included in Appendix 5. The 09/10 budget is £778K.

1.17 The Model winter for 09/10 can be defined as follows:

• Fixed costs			£180,000
• Precautionary salting – 42No @ £8,000	=		£336,000
• Snow days – 3 No @ £70K	=		£210,000
• Salt bins and piles – 2 No @ £28,000	=		£56,000
• Total	=		£782,000

1.18 By comparison, the Model produced for the 1998/99 budget of £787K was 62 precautionary saltings and 8 snow days (which included salt bin costs).

## 2 Service Standards

### The Council's Duty

2.1 Prior to 31<sup>st</sup> October 2003, Highways Authorities were under no obligation to provide a winter service on their highway networks. The Highways Act 1980 only placed a duty on the highway authority to remove obstructions such as accumulations of snow. The Railways and Transport Act 2003 introduced an addition to the Highways Act which placed a Duty on the highway authority to 'ensure, so far as is reasonably practicable, that safe passage along a highway is not endangered by snow and ice'. The definition of 'reasonably practicable' can only be determined through litigation proceedings but for the purpose of providing a good service reference must be made to the guidance given in Section 13 of the Code of Practice for Highway Maintenance Management.

2.2 When introduced in 2005, the Code of Practice advocated a less prescriptive approach to service provision. It places greater emphasis on identifying the particular needs of the highway network and stakeholders whilst accepting that budgetary and operational constraints dictate that it is not possible to provide a service on all roads.

### Budget Review

2.3 A budget and spending history for the service for the last 5 years is included in Appendix 5. Service costs are split into fixed and operational costs. Fixed costs are those which are incurred in order to set up the service and will be spent irrespective of whether any salting or snow clearance is necessary. The operational costs all relate to winter service actions and include all contractors' costs and the cost of salt.

- 2.4 The current budget is only sufficient to provide an acceptable service for a relatively mild winter. The costs incurred in winter 08/09 are indicative of what could be expected in a more severe winter. The winter service budget has, since winter 1999/2000, carried a reserve of up to £100K which is managed within the Engineering Services revenue budget. The reserve operates on the basis that, if there is an overspend, it would be used and if there is an under spend it would be topped back up to a maximum of £100K. The table in Appendix 5 shows that the reserve would have been used in 05/06 to cover the overspend and topped back up to £100K from the under spend in 06/07. This arrangement is managed at service level on the understanding that, should the budget and the reserve be spent, the net overspend would be funded from Council balances as was the case in 08/09. This arrangement has worked well, however the effect of construction industry inflation outstripping budget inflationary increases (refer paragraph 1.13) has placed increased pressure on budgets.
- 2.5 The basis of this review will be to attempt to make service improvements within existing budget provision and also to give priced alternatives for providing a higher level of service. A summary of the costs and savings referred to in this report is detailed in Appendix 17.

### **Benchmarking**

- 2.6 A benchmarking exercise has been carried out with other West Yorkshire Authorities, Oldham, Rochdale and East Yorkshire Councils to compare levels of service, systems used to support the service, financial details and service innovation. A table of details is included in Appendix 3. Oldham and Rochdale Councils did not provide a submission. Because of the differing topography of the areas of each authority, direct comparison of the information provided cannot be taken as an indication of efficiency or otherwise.
- 2.7 With the exception of Bradford (72%) the level of precautionary salting is high in comparison with other highway authorities. Only three authorities carry out precautionary salting of pavements and this is limited to prestige pavements in town and city centres. The number of salt bins provided by each authority doesn't form any particular pattern. All authorities attempt to cover all bus routes on precautionary salting routes.

### **Service Requests and Defect Reports**

- 2.8 An analysis of service requests and defect reports has been carried out for the period 2004/05 to 2008/09 (five winters). A total of 5117 were recorded of which 4960 related to carriageways and 157 related to pavements. Whilst public consultation reveals a high level of concern regarding the treatment of pavements, this is not reflected in the level of requests and defects received. The reason behind this may well be that the public are genuinely concerned, but the weather conditions (certainly up to the 08/09 winter) were such that pavement treatment was not needed. This may well reinforce the view that the current level of treatment of pavements is adequate.

## **Highway Liability Claims**

- 2.9 An analysis of Highway Liability Claims relating to the winter service for the last 5 years has been carried out and is detailed in Appendix 13. Of the total 24 claims 11 are personal injury claims and 13 are property damage claims. Of the 11 personal injury claims, all are of a minor nature. So far the Council has not paid out anything against any of the claims, although 16 are still “open” and the outcome clearly is as yet unknown. It could be said that if few claims have been received, a robust service is being provided.

## **3 Precautionary Salting**

### **Primary Salting Routes**

- 3.1 There are currently 21 precautionary salting routes. These are usually referred to as primary routes. Routes are generally structured to allow completion within a 2.5 hour window however, of the 21 routes two of the trailer gritter routes take longer than 2.5 hours to complete. Both contractors who were allocated these routes chose to treat them using two gritters so they are, in fact, completed within the 2.5 hour window. There are also 7 routes which take up to 3 hours to complete. It is the aim in designing new routes to maintain a 2.5 hour treatment time. The routes were last rationalised in 2002 by a private company using routing software. This process allowed us to reduce the number of routes from 28 down to 21. Having run these routes for some time it is clear that there is room for further improvement. The logistics of salting all of the roads on the routes has changed over the past few years due mainly to the number of parked vehicles which restrict access to the larger gritters. In the past there has been a tendency to move away from the use of small vehicles to the larger, high capacity gritters which can treat longer routes more efficiently without having to return to the depot to refill. Having discussed this issue with experienced staff and contractors, it is felt that it would be more appropriate to restructure routes to allow even larger gritters to operate on the principal road network; smaller, more appropriate vehicles on the more minor roads and possibly a very small vehicle to treat the hard to access roads. The process of restructuring routes has therefore been carried out according to the size of plant needed with the aim to further reduce the amount of dead running (time when not applying salt to the road surface) on each route. The new routes have been compiled to include the proposed changes listed below and it has produced a reduction in the number of gritting hours for one precautionary salting from 60.5 to 55 hours which equates to a saving in contractor’s costs of £8,890 in a model winter. All 22 routes have been test driven with the type of vehicle to be used. All can all be completed within 2.5 hours. Some roads have been added to the proposed routes and some roads taken off, details of which are shown in Appendix 8.
- 3.2 A list of existing and proposed routes, the area which they cover and the plant which is to carry them out is detailed in Appendix 7.
- 3.3 It was acknowledged that there were a number of inconsistencies in which roads were included on precautionary salting routes due mainly to the fact that routes have evolved over the years but originated from before the time that the policy was agreed. It would be unpopular to remove a road from a

salting route when it had been included for a substantial length of time. When restructuring the routes, each road was considered in its compliance to the current policy in order to ensure consistency. As a result of this process a number of roads which should not be included have been identified. These are listed in Appendix 8 and most of them have problems with parked vehicles which have prevented them from receiving treatment. If these roads were deleted a saving of £630 would result in a model winter based on the saving in salt. If these roads were allowed to remain on routes, they cannot be accommodated in the routes running nearby. Even the smallest gritter proposed would not be able to treat these roads. To include them would necessitate the provision of specialist small plant.

### **Schools**

- 3.4 25 schools are located on roads that were not included on precautionary salting routes. Through the process above and the use of smaller plant at some locations it has been possible to reduce this number down to only 2 schools, Warley Town Junior and Infants School, and Riverside Junior School, Holme Street, Hebden Bridge. Two schools are located on un-adopted roads. The salting of many of the roads near schools has been incorporated into the proposed salting routes. Other narrow roads have been included on the 'school route' using a smaller gritter manned by a driver and mate to ensure safety whilst reversing.
- 3.5 The road to Warley Town Junior and Infants School is inaccessible to a gritter of any size. Holme Street, Hebden Bridge does not have a turning area and reversing is not considered to be a safe option at this location. Both schools will be provided with salt bins and Holme Street will be cleared of snow and ice in conjunction with the pavement clearance route in Hebden Bridge.

### **Other establishments**

- 3.6 There are no plans to include other educational establishments, such as adult education, private schools or nurseries, children's centres, doctor's surgeries, youth centres, or religious establishments on precautionary salting routes.
- 3.7 A check of other establishments has been carried out along similar lines to the exercise for schools. A list of coverage is detailed in Appendix 9. If precautionary salting was extended to cover any further establishments this could be costed into the exercise. However, should it be chosen to do so, it would not be possible to merely add these roads to the proposed routes without exceeding the designed 2.5 hours completion times and the salt capacity of gritters may be insufficient.
- 3.8 There was concern from Members that, whilst the review of precautionary salting of carriageways was to include the treatment of roads near schools, the checks on 'other establishments' such as children and youth centres, care homes and doctors surgeries in Appendix 9 of the Review Report revealed that a few were not included on precautionary salting routes. There was also concern that nursery schools had not been included in the exercise. It is therefore proposed that these roads will be added to the list of

'Other Prioritised Roads' and afforded the highest priority ranking. An exercise will be carried out on the location of nurseries to ensure that they are covered on the list where possible.

### **Problem Sites**

- 3.9 As part of the review of precautionary salting we have information on recurring problem sites. These are lengths of road which give constant problems if left untreated and generate repeated complaints from the public and Council Members. If route savings can be made which can accommodate these roads then it would be sensible to include them if they fall within the policy for precautionary salting.
- 3.10 These roads are listed in Appendix 8 and have been worked into the new salting routes. The additional cost of salting these roads is £1570 (cost of salt only).

### **Bus Routes**

- 3.11 We have always attempted to cover all bus routes on precautionary salting routes. At present the overall coverage of bus routes is 98.4%, the 1.6% relating to sections of bus routes on awkward to access estate roads where a small bus can manoeuvre but a gritter cannot negotiate at the times of day when precautionary salting of is carried out. Bus route changes do not automatically generate changes to the precautionary salting routes but when we are informed about them we do try to accommodate the changes. When routes are up to capacity, this is not always possible.

### **Car Parks**

- 3.12 The provision of a winter service on public car parks is funded from the parking services budget. Direct orders have been received for the purchase of salt for car park salt bins from the bulk orders placed for the winter service on adopted highways. Highways gritters are to continue to treat nine public car parks and this work has been incorporated into the new routes. Other car parks are to be treated by a contractor appointed directly by Parking Services.

### **Cross Boundary Working**

- 3.13 There are currently a number of cross boundary, shared arrangements in place when it is convenient for routing purposes. The new salting routes have designed out all of these arrangements. This is to ensure consistency in treatment throughout the road network. Adjacent authorities manage the winter risk differently according to their individual needs and we cannot run the risk of roads being left untreated through differing mobilisation decisions. These new arrangements have been brought to the attention of adjacent authorities.
- 3.14 Information on proposed actions is shared with Kirklees and Bradford Councils as well as the Highways Agency Contractors for the M62. We also liaise on many issues relating to the service such as salt usage, accuracy of

weather forecasting and management of problem roads such as the A6033 Keighley Road above Pecket Well.

## **Publicity**

- 3.15 It will be necessary to publish and inform residents on any street of road that is to no longer receive precautionary salting. This exercise will protect the Council's position should litigation take place as a result of a claim.
- 3.16 The length of salting on the new routes has been measured using a GIS mapping system. The overall coverage was measured at 67% of the total road network. We have always stated that we cover 69% of the network and would expect, with the additional roads, for that figure to increase slightly. It is a long time since the original measure of 69% was calculated and we know that it was done manually and that there may well have been some issues relating to the counting of roads which were salted in both directions. As a check we calculated the length of the old routes using the mapping system and this came out at 66%. So overall we can now state that we cover 67% of our 1022km network.

### **Recommendations – Precautionary Salting**

1. The additional roads listed in Appendix 8 of the review report relating to the schools and specific problem sites should be incorporated into the new precautionary salting routes and the winter service policy amended accordingly.
2. The roads listed in Appendix 8 of the review report which are difficult to access shall be deleted from precautionary salting routes.
3. The revised precautionary salting routes listed in Appendix 8 of the review report should be agreed.

## **4 Treatment of 'Other Roads'**

### **Definition**

- 4.1 To assist in the prioritisation of requests to salt roads which are not included on precautionary salting routes a list of 'other prioritised roads' is maintained. These roads cover approximately 23.5% of the highway network. Roads on the list are assigned a 1 to 3 priority which is determined by assessing factors such as steepness, number of properties served and elevation. Gritters can then be deployed according to the priority. These roads are only treated when all of the precautionary salting routes have been cleared of snow and ice and, if possible, only during normal working hours. There are no plans to review this list of roads. The list is updated as and when necessary each year and is published on the Council web site.
- 4.2 If, as a result of changes in precautionary salting, some roads are to be deleted from precautionary routes, these will need adding to the list of other prioritised roads and assigned a priority.

## New Developments

4.3 There have been a number of examples recently of winter salting issues relating to new developments. The Council has no obligation to provide a winter service until a new road is formally adopted. The developer is responsible for maintaining the road but often makes no provision for a winter salting service although some do provide salt bins. Often there are delays in the adoption process and this can cause frustration for new residents who are paying their full Council tax.

4.4 The Head of Engineering and Design Services can recommend in the consultation responses on planning applications for new developments, which include new streets, that planning conditions are included in the decision notices. Where appropriate these conditions may be enforced by Planning Services and may include the following:

“Prior to the first occupation of any of the dwellings a scheme shall be submitted to the Local Planning Authority for written approval detailing the provision of salt bins (Including a designated space) for the purpose of distributing rock salt, during the winter period (October to the end of April) including their location along the proposed access road and details of their maintenance which shall include filling with 6 mm sized rock salt. The salt bins shall be provided prior to the first occupation of any of the dwellings and maintained in accordance with the approved details during the full term of the construction period.”

The reasons for the conditions would be ‘in the interests of highway safety’.

4.5 When a Section 38 Agreement (of the Highways Act 1980 – highway adoption procedure) is entered into by a developer the following procedure will apply:

The Council will assess the road or roads to be adopted and arrange for a winter service to be provided in accordance with current agreed policy. If the road is not to be included on a precautionary salting route an assessment for the provision of salt bins in accordance with the approved criterion will be carried out. If the criterion is met the Council will provide and maintain salt bins. Subject to agreement with the developer, this may involve retention of some or all of the salt bins provided prior to adoption. If the criterion is not met there may be circumstances when the bins provided by the developer can remain however the developer will be required to pay to the Council a commuted sum based on 10 year’s maintenance of the salt bin(s).

4.6 Where the streets are to remain private and the development is complete then it would be up to the residents to either request the developer leave the bins on site or buy their own and be responsible for filling them. Planning conditions could not be imposed for this.

4.7 Where a development includes Sustainable Urban Drainage Systems or other similar features the condition may have to be amended or omitted

because of the risk of pollution or damage to trees. This depends on how effective the various options are at removing salt and other pollutants.

### **Private Streets and Un-adopted Roads**

- 4.8 Current policy on private streets is that no winter service is provided. The Council will try to respond to assist the emergency services when requested by them to do so.
- 4.9 Members had expressed concerns regarding this blanket policy particularly if a school was located on a private street. The Council has some responsibilities in providing safe access to schools and could justify some form of treatment on un-adopted streets to schools if appropriate. There are two schools located on private streets at Central Street Infant and Nursery School, Hebden Bridge (37 meters from a precautionary salting route on Market Street) and Christ Church Junior and Infants School, Pellon (23 meters from a precautionary salting route on Sandbeds Road). These short sections of road can be included on the closest footway salting and snow clearance route as they are more appropriate for hand salting and so will be treated after a period of heavy snowfall or in extreme icy conditions. The Policy will need amending to accommodate this change.

#### **Recommendations – Treatment of ‘Other Roads’**

4. The roads which are to be removed from precautionary salting routes shall be added to the list of ‘other prioritised roads’ and each assigned its respective priority on the list.
5. The new procedure for dealing with the winter service on new developments detailed in paragraphs 4.3 to 4.7 of the review report should be adopted for all future developments.
6. All roads adjacent to ‘other establishments’ detailed in Appendix 9 of the review report such as doctors surgeries, youth centres, residential care homes etc which are not included on precautionary salting routes will be included on the list of ‘other prioritised roads and given the highest priority rating. The list is to be extended to include nurseries.
7. The policy on private streets and un-adopted roads should be amended to accommodate the treatment of roads to school premises as detailed in paragraph 4.9 of the review report.

## **5 Pavements and Pedestrian Areas**

### **Snow clearance and salting of pavements**

- 5.1 There are currently 9 routes for salting and snow clearance on footways covering town and village centres, shopping areas and other well used pedestrian routes. They are treated when snow has fallen or during extreme icy conditions. There is no precautionary salting carried out on these routes. It is some time since the routes have been reviewed and there have been few changes made over the years. The routes are

assigned a priority so that available resources can be deployed effectively. These resources can vary substantially depending on the severity of conditions and the level of deployment dealing with road conditions on the primary route network. The resources are provided by Amey LG under the highway maintenance term contract. For this reason it can sometimes take a long time to complete all of the routes and often the snow has melted before they are complete. Because of this on a number of occasions areas have not been treated and so the full cost of the operation has not been incurred.

- 5.2 With the exception of Halifax town centre, the method used is the hand spreading of salt and if snow clearance is needed then this is carried out by hand as well. We have one small tractor plough equipped with small salt spreader which is used in Halifax which is particularly suited to use in pedestrian precinct areas. In the past we have had contractual arrangements in place with local contractors to carry out snow clearance and salting of footways using mini tractors (Kubota) but these are no longer available due mainly to the fact that the recent milder winters have meant that we were unable to offer the contractors any work.
- 5.3 A full review of the existing footways routes has been carried out to ensure that the policy is applied consistently. There have been a number of changes made however the overall coverage has remained the same at 84km of footway. This compares with a total footway network length of 1100km. The new routes are being prepared and it will be possible to produce a list of footways that are to receive treatment which can be published on the Council's web site alongside the carriageway information.
- 5.4 Putting a cost on this area of service is difficult as this depends on the amount of snow clearance that is needed. If the operation is purely salting the cost is in the region of £60 per kilometre per treatment (£180 in a model winter) with output at about 1km per hour per gang. So, in theory, if we only have 1 gang available, it could take 10 days to salt all the footways. Clearly we need to look at the way the work is resourced to ensure that the work is carried out as quickly as possible. In the model winter, assuming that the footways are treated on the three snow days by just salting, the cost per annum would be £15,150. Snow clearance work would add substantially to this cost.
- 5.5 The areas which receive treatment are town and village centres of Halifax, Sowerby Bridge, Brighouse, Elland, Hebden Bridge, Todmorden, Mytholmroyd, Ripponden, West Vale as well as areas at Ovenden, Illingworth, Shelf, Northowram, Hipperholme, and arterial routes into Halifax and routes to the Hospital.
- 5.6 There is much concern about the level of treatment provided on footways. Last winter we would acknowledge that the service that we would normally provide was not delivered mainly due to the national salt shortage but also due to the lack of available resources to carry out the work quickly. We must investigate ways that we can deliver this work more efficiently in future.

## **Salt Bins and Salt Piles**

- 5.7 Salt bins and piles are generally provided for drivers of vehicles to spread salt on the carriageway as an aid to traction in icy or snow conditions. The salt is often used by residents to spread on footways as well. In February this year we were unable to fill salt bins for a period due to the national road salt shortage and the need to preserve stocks for use in precautionary salting of the primary routes.
- 5.8 We currently have 500 salt bins on the highway network and approximately 500 salt piles. There are also 12 bins located in Council car parks funded by Parking Services. It takes approximately 200 tonnes of salt to fill all of the salt bins and 100 tonnes to maintain the salt piles. A review of all locations has been carried out to ensure that all sites satisfy the Council's approved criterion for the location of a salt bin. Previously only additional bins provided since 1997, when Members approved the provision of 100 more salt bins, had been assessed under this criterion. The approved criterion is detailed in Appendix 10. Included in Appendix 11 are lists showing existing bins that do not comply with the criterion (compliance scores 40 or more points), bins that are located on precautionary routes and un-adopted roads, contrary to current policy, and roads which have been subject to a request for a salt bin over the past 8 years, and which satisfy the criterion.
- 5.9 At this stage there are no proposals to remove the salt bins from the sites which score less than the 40 points specified in the criterion. Residents have had the benefit of these bins for a number of years. Of the remaining bins shown in Appendix 11, there are 6 on un-adopted roads, 1 bin has a residents request for removal since other bins are nearby and 75 bins are on primary routes. There are a number of other bins located on primary routes which are to remain in place, seemingly contrary to the policy but these are for use on highways land which leads off the primary route and on which there is no suitable location for the bin and also to deal with any problems with freezing water on the highway at specific locations. Also listed in Appendix 17 are the 59 locations of requests which meet the 40 point criterion. There are a total of 82 bins to be taken from their existing location and 59 bins to be located at new sites. Therefore there is a surplus of 23 bins which can be held on stock until further requests which meet the approved criterion are received. If there are any locations on primary routes where removal of a bin causes particular problems, it can be reinstated from the available surplus.
- 5.10 The cost of maintaining the existing number of salt bins and salt piles for the last five years are detailed in Appendix 5. In the model winter the cost of maintaining the bins and piles would be £56,000 assuming that they are filled twice. The cost of increasing the number of salt bins would be a one off cost of £190 to purchase and locate a bin plus £89 per bin to maintain it in a model winter.
- 5.11 The analysis of salt pile locations has identified an opportunity to reduce them substantially. This can be achieved by eliminating the salt piles placed on the problem roads listed in Appendix 8 which are to be included onto precautionary salting routes and an overall reduction in coverage,

particularly on roads which receive precautionary salting. It is felt that a target reduction of 200 is achievable. This will result in a saving of £10,200 in a model winter.

### **Service Improvements**

- 5.12 Members and the public had expressed their concern about the level of service provided on pavements. This related specifically to the salting and snow clearance on footways away from town centres and the provision of salt bins. The Regeneration and Development Scrutiny Panel asked for the review to consider ways that this part of the service can be improved.
- 5.13 There was general concern about the level of service provided on pavements particularly in areas where there were schools, nurseries, doctors surgeries, residential care homes and other establishments frequented by vulnerable people and that the current policy made no provision for this. Whilst the review proposals included a revision of the current salting and snow clearance routes on pavements as well as investigating ways that the service can be provided much quicker this was limited to maintaining the current level of service within current budget provision.
- 5.14 A proposal has been included to provide an additional tier of service which will target the establishments in 5.13 above. This service will be based on three gangs for three days after each snowfall (three times in a model winter). The gangs will be assigned routes which will be drawn up based on the location of the establishments. The estimated cost of this service is £41,000 based on the model winter. The provision of this service will need to be considered as budget growth for 2010/11 and if approved the Winter Service Policy will need amending from this time.
- 5.15 Members of Scrutiny Panel expressed concern that salt bins were not provided in more locations and requested that this be addressed. A recommendation has been included in the review to increase the number of available salt bins from 500 to 600. This will mean that there are 123 salt bins available for distribution on the network as well as the 59 which are to be relocated to new sites, a possible 182 new salt bin sites. It is also propose that 80 of the 123 available bins be proactively sited at appropriate locations by officers and that the remainder are held back to respond to public requests. To do this it may be necessary to relax the points scoring threshold in the criterion for siting salt bins (Appendix 10) and Members will need to give officer approval to do this should this be necessary (as an example it may be necessary to reduce the points threshold from 40 to 35 points). If this is required we will revisit the requests that we have had over the past 8 years (para.5.8 of the winter service review report) and reapply the amended threshold. The annual revenue cost of the additional bins can be met from savings from the review. It is proposed that the one off costs should be met from the £56K reserve which was earmarked for depot improvements as detailed in Appendix 17.
- 5.16 If the above is agreed a decision will be needed on the future policy regarding the provision of more salt bins once the 123 are all sited. Currently the policy is that no more should be provided and that requests

can only be met if a bin was, for some reason, no longer needed at another location. The last time Members approved an increase in salt bin provision it was agreed that this policy should be introduced once they were all sited. This has been replicated in the proposed new policy and will ensure that salt bin provision can be accommodated within the current budget provision.

- 5.17 Members of the Regeneration and Development Scrutiny Panel also requested cost details for increasing the salt bin provision even further so that this could be considered for possible future budget growth bids. A further 50 salt bins will cost £4450 per annum to maintain (based on the model winter) and require one off funding of £9500 to cover the cost of purchasing the bins. If this option is favoured the additional cost will need to be considered as budget growth for 2010/11.

### **Recommendations – Pavements, Salt Bins and Salt Piles**

8. The new routes prepared by reapplying the current policy on footway treatment should be approved on the basis that they cover the same footway length as previously. The two schools located on the short sections of private road should be included in the footway treatment routes. A list of footways will be prepared and published.
9. A further study should be carried out to consider how the treatment of footways can be carried out more effectively.
10. The treatment of pavements should be extended to include pavements near schools, nurseries, doctors' surgeries, residential care homes and other relevant establishments visited by vulnerable people at an estimated cost of £41,000 per annum subject to budget growth for 2010/11 being approved.
11. The salt bins listed in Appendix 10 of the review report which are located on precautionary salting routes should be removed and made available for use on roads which satisfy the approved criterion for the location of a salt bin.
12. Salt bins should remain in place on roads which have always been supplied with a bin but which do not satisfy the approved criterion as listed in Appendix 10 of the review report.
13. The roads listed in Appendix 10 which have been assessed and which satisfy the approved criterion be allocated a salt bin.
14. The number of available salt bins should be increased by 100 to a maximum of 600. Officers will assess and allocate 80 of the additional bins to suitable locations using the approved criterion and should be authorised to lower the points threshold in the criterion should this be necessary. Any new threshold will be reapplied to the sites referred to in 13 above. The remaining, available bins will be sited in response to customer requests. Apart from in exceptional circumstances once all 600 salt bins have been allocated no further requests for bins can be considered unless one becomes available for re-siting. Members will be advised when the 600 limit has been reached so that the option to provide additional funding for more salt bins can be considered. The winter service policy should be amended to accommodate this change.

### **Recommendations – Pavements, Salt Bins and Salt Piles**

15. Consideration should be given to a further increase in the number of available salt bins however the costs associated with this will need to be considered for budget growth in 2010/11. If this option is chosen the winter service policy will need further amendment.
16. The number of salt piles in rural areas should be reduced from 500 to 300. This recommendation to be put on hold pending further details on specific locations where salt piles are to be removed.

## **6 Plant and Vehicles**

### **Bulk Gritters**

- 6.1 Appendix 7 indicates details of the proposed precautionary salting routes and vehicles needed to efficiently treat them in the required 2.5 hours treatment time. The routes have been designed taking account of gritter size and the changes to the number and size of required vehicles are also included in Appendix 7. Discussions have taken place with Amey LG and the “other” contractors regarding vehicle requirements both short term and longer term and all requirements can be met. There are no proposals to change the loading vehicles at the Depots.

### **Snow Clearance Plant**

- 6.2 During snow conditions, additional equipment and plant is utilised in an attempt initially to keep the main roads clear of ice and snow and safe for passage. Should such conditions persist and the main roads are cleared the same plant is utilised clearing other roads until such time as they are made safe or that the conditions improve and the snow melts. The plant utilised is hired from contractors on our approved lists and the amount called upon depends on the severity of the forecast and then the actual conditions experienced. The plant available is shown in Appendix 16. This plant is introduced to back up the gritters on their routes but also to provide cover for requests from the emergency services for assistance in emergency situations.
- 6.3 The Council also owns two snowblowers which are garaged at Elland and Holme End Depots. These are used after heavy snowfall and are manned by drivers provided by Amey LG. Maintenance costs for the snowblowers are detailed in Appendix 5 and are generally fairly low.

### **Real Time Monitoring of Operations**

- 6.4 To provide corroboration of service delivery and real time monitoring of winter service activity, many authorities are utilising GPS systems of vehicle location recording. Many systems are available however, the specification of some of them is not what is required. Inspection of the system used by Bradford City Council provides the information needed to comply with the

recommendations of the Code of Practice. Indicative costs are £1,100 per vehicle set up and £100 per month reporting fees and maintenance. Overall for a fleet of 22 vehicles, this would involve a set up cost of £24,200 and a monthly fee of £2,200 (£13,200 per winter @ £100 per gritter for 6 months). In discussions with other authorities already utilising this technology, there is indication that potential litigation has been avoided due to this system being in place. It is proposed that the Council will install and manage the GPS system at no cost to external contractors.

### **Recommendations – Plant and Vehicles**

17. The type of plant required to complete the new precautionary salting routes listed in Appendix 8 of the review report route be agreed.
18. All gritters that make up the core precautionary salting fleet should be equipped with a GPS tracking system together with the installation of the relevant software to manage the system.

## **7 Depots and Salt**

### **Current Arrangements**

- 7.1 The service currently operates out of three depots, Stannary Depot, Halifax (11 routes), Holme End Depot, Mytholmroyd (5 routes) and Ainleys Depot, Elland (5 routes). In the past there has been up to six operational depots, each with its salt storage facility. Each depot is equipped with salt storage, loading shovel, messing facilities for contactors operatives and office for supervisory staff.
- 7.2 Salt is stored uncovered and is open to the elements throughout the winter period. Whilst the salt used is treated with a caking agent that forms a crust on the stockpile to shed surface water, salt does deteriorate over time. It picks up moisture in storage and can become less effective in use. If there are a few consecutive mild winters then some of the salt stock can be up to three years old. Salt costs in the region of £34 per tonne and around 11,000 tonnes are stored so it is of considerable value. Approximately 110 tonnes of salt is used for one precautionary salting and up to 1200 tonnes on a day of heavy snow.

### **Spread Rates**

- 7.3 The Code of Practice recommends a spread rate for normal precautionary salting of 10g/sqm for salt which is stored under cover and 15 to 20g/sqm for salt which is stored in the open. For pre-salting in advance of snow it recommends 20 to 40g/sqm for all storage methods and 40g/sqm when ploughing and salting in snow conditions. We are currently spreading at 20g/sqm for precautionary salting, 40g/sqm when snow is forecast and 40+g/sqm in snow conditions.
- 7.4 Spread rates for precautionary salting could be reduced if we were able to use dry salt. Spreading at 10g/sqm can however only be achieved using modern state of the art equipment so realistically 15g/sqm would be a fair

target to aim for. Since 110 tonnes of salt are used for one precautionary salting, in a Model winter of 42 treatments a saving of £39K could be achieved by using dry salt.

### **Covered Salt Storage**

- 7.5 A photograph of the type of salt barn required is included in Appendix 12. The cost of provision of such a barn is estimated in the order of £300K per depot. Planning permissions would be needed. There is a balance of £56,100 held in reserves which was paid to the Council as the insurance settlement for the fire damage to the garages at Holme End Depot. The rebuilding of the garages was put on hold pending a decision on the construction of a salt barn as there would be substantial benefits in building the two together. Merely taking account of salt savings using dry salt, the cost of 3 salt barns would be recouped in 23 years. A process of depot rationalisation may produce savings that would reduce this period substantially. There are problems associated with salt stored outside. The Environment Agency is beginning to take more note of potential contamination of watercourses because of run-off from salt stores. Already there has been correspondence regarding run off at Holme End and monies have been expended changing the drainage systems in the yard to avoid direct discharge to the nearby river.

### **Salt Stock Control**

- 7.6 There are often problems accounting for accurate salt usage particularly in 'all hands to the pumps' situations in heavy snowfall. Two years ago electronic weighing devices were fitted to depot loading shovels which have been of varying success. In all instances manual measurement of stockpiles has been carried out half way and at the end of each winter as a stock check operation. It is always very difficult to reconcile manual measurements with the electronic measurements and significant stock adjustments can be necessary at the year end.
- 7.7 The only way to ensure accurate measurement of salt usage is to utilise a vehicle weighing facility. A full weighbridge is a very expensive option and can be excluded as a consideration at all three of the Depots because of constraints of layout of the yards. An alternative which is favoured by many highway authorities is the use of axle weighing as an effective solution to the problems of reconciliation of measured and calculated stocks. Typically, an axle weighing system includes the weigh machine and incorporates an automatic electronic recording package which can link to other record systems. As can be seen from the photograph of an axle weigher, included in Appendix 15, the installation takes very little space and could be accommodated in each of the Depots. An added benefit is that these weighers could also be utilised throughout the year for stock management of all other materials held in stock. Costs are of the order of £11,000 per depot.
- 7.8 The present arrangements of stock control have been that all salt is purchased though the summer months prior to the start of the season. Until the relatively severe winter of 2008/09, this method of salt stock ordering was adequate and rarely has it been necessary to purchase additional

stocks during the winter. It is now proposed, in line with current recommendations, that stock re-ordering will be triggered when stock levels during the winter reach 6000 tonnes. This trigger relates to the amount of salt that can be used in five to six days of extreme snowfall and will significantly improve our resilience should a national salt shortage arise again. It should be noted that ordering salt during the winter is £4 per tonne more expensive so the improved resilience will come at an additional cost but this is impossible to quantify in terms of annual additional cost.

### **Type of Salt**

- 7.9 There are no proposals to change the type of salt used. We will continue to monitor trials of alternatives used by other authorities.

### **Future use of Depots**

- 7.10 The cost of investing in covered salt storage and weighbridges is substantial. Before any decision is taken, there needs to be a commitment that the present arrangements are to continue for some time into the future. The current use of three depots could be consolidated providing the location of any new depot was central and close to the major road network. The availability of suitable sites needs to be investigated but clearly is limited.

- 7.11 There are potential savings of loading and supervision costs in the use of one depot rather than the existing three. Loading would not be required at two depots; therefore approximately 6 hours per precautionary treatment would be saved. However because of the number of gritters running from one depot, the timings of starting treatment would need to be staggered and the loader at that depot would need to be utilised for an extra hour. Savings of the order of £16,000 per model winter could be expected. The reduction of supervision cost would be about £3,000 in the model winter. In snow conditions additional supervision is always required and the above figures are based on precautionary salting only.

### **Shared Depots**

- 7.12 Discussions have taken place with the Highways Agency and their maintaining agent about the shared use of Ainley Top depot in emergencies. Similar discussions have taken place with Bradford about the use of Queensbury depot. Operational timings and the different ways that risk is managed need to be overcome however, should the Council move to the use of one central depot, these options could be particularly useful in heavy snow conditions.

### **Use of Contractors Stockpiles**

- 7.13 We currently have in place an arrangement with some of our winter service contractors for storing small quantities of Council salt on their premises. This allows one off mobilisation to deal with emergencies or respond to accidents quickly without having to go to a Council depot first to load up. The Council also benefits in not opening the depot and not having to provide a loading shovel to load the gritter.

- 7.14 There has to be an element of trust in assuming that the correct use of the salt and also the correct storage to prevent its deterioration.
- 7.15 At the present time there are no proposals to change these arrangements since there are many benefits accruing to the Council. Depending on the long term proposals regarding the local winter maintenance contractors, it has been suggested that should longer term agreements be in place, there may be facility for the construction of better and covered salt storage facilities at these locations at the contractor's expense. The routes have been designed such that the contractors who store salt at their premises tend to be treating routes near their premises so that speedy responses or emergencies can be dealt with more efficiently than previously.

### **Recommendations – Depots and Salt**

19. Before any decision is made to invest in covered salt storage it is proposed that the study into the use of highways depots is carried out to ensure that any capital investment matches the needs of the service well into the future. The study should investigate if it is possible to relocate to one depot at a suitable location.
20. If the study concludes that relocation is not possible then detailed business cases for capital investment to provide covered salt storage at the current highways depots will be drawn up.
21. Subject to the outcome of the study, weighbridge facilities be installed at each salt storage area and built into the business case for capital investment.
22. With effect from winter 09/10, to improve the Councils resilience to the effect of any future road salt supply shortages, a trigger of 6000 tonnes should be introduced at which the Council will re-order additional stocks of salt. This trigger relates to the amount of salt that can be used in five days of extreme snowfall.

## **8 Service Supervision**

### **Staff Involved**

- 8.1 The service is managed on an operational basis by one of three senior engineers operating on a one week on two week off rota. The senior engineer is responsible for assessing forecasting information and making decisions on the level and timing of operations on a 24/7 basis. The level of contractor supervision is linked to the use of depots. There is one Council supervisor at each Council Depot. Each operates on a one week on one week off rota. Because there are not enough experienced council staff available to operate the rota, additional supervisory provision is bought in from Amey LG. This is provided at a reduced cost to the Council as the contractor supervision is performing a dual function.
- 8.2 The cost of supervision is fixed each winter irrespective of severity at around £27,000. Staffs receive lump sum payments to cover all of the

required duties. The additional resources bought in from Amey LG are included in the contractors operational costs detailed in Appendix 5.

- 8.3 There are no plans to change the current standby arrangements, however any depot rationalisation process will reduce the level of supervision needed. Similarly, should a GPS system be introduced for the gritters, some of the externally sourced supervision would not be required other than in snow conditions. During a model winter the savings may be of the order of £4,400.

### **Timing of Operations**

- 8.4 The service is designed to ensure that all precautionary salting can be carried out within 2.5 hours. There are no proposals to alter this. Regulations governing driver's working hours are an issue for contractors but this depends very much on what duties the drivers have been carrying out in the run into their call out to carry out salting. Council staff will continue to work with contractors to schedule their work to ensure compliance with regulations.

### **Training**

- 8.5 Training of operatives, supervisors and senior decision makers is important to the quality of service provided and will be increasingly questioned in any future litigation. Whilst both Council and contractor employees have considerable experience in their respective part of the service it is important to ensure that they have the required accreditation. There is now available a Winter Service Decision Maker accreditation available through the Institute of Highway engineers. It is recommended that the three senior staff above acquire this qualification. Investigations are ongoing to select the most suitable accreditation for the winter service supervisory staff to support them in their operational duties. Minimum standards of accreditation are also incorporated into the relevant contract documentation for procuring the different elements of the service. Training will be assessed on an annual basis to ensure compliance with the latest recommendations.

## **9 Weather Forecasting and Decision Making**

### **Forecasting**

- 9.1 The Council has a current contract in place with the Met Office for the provision of its weather forecasting service. This is the Met Office 'Open Road' service which provides a bespoke system for highway authorities. There are other providers in the market who can supply similar systems. This service has been procured under a collaborative contract with Bradford and Kirklees Councils. The current contract was extended for an additional year and now has been retendered and awarded again to the Met Office on the basis of quality and price. Again a joint contract was preferred. The contract will run for 5 years. The value of the contract to Calderdale is £5,179 per annum, a saving of over £5,000 per annum on previous contract payments.

- 9.2 The Council has one Ice Detection station, provided through the contract with Vaisala, located on the A6033 at Pecket Well. Access is also available to the Bradford station at Queensbury, Rochdale's station at Blackstone Edge and Kirklees stations at Grange Moor, Wessenden and Dewsbury. The Pecket Well station allows accurate decisions to be made for the whole Borough and there are no plans to provide additional stations which would cost in the region of £21,000 each. The existing weather station is satisfactory and there are no proposals at this stage to replace it. There are improvements in sensor technology being developed by Vaisala which will be evaluated at the appropriate time. The experience of senior staff in interpreting conditions and forecasts relating to the site enables accurate assessment of risk to be incorporated into the decision making process.

### **Route Based Forecasting**

- 9.3 Route based forecasting is a relatively new development in weather forecasting whereby rather than a blanket forecast being produced for an area, individual forecasts for each gritting route are provided. This gives the flexibility of gritting selected routes or selected sections of routes rather than all of the routes when it may not be needed. Whilst the physics of this development is tried and tested, this type of forecasting is being trialled by a number of authorities on behalf of the forecast providers. The results of these trials will be monitored. Officers are maintaining an interest in the trials being carried out in Kirklees. There is no reason why this cannot be introduced in Calderdale at an appropriate time in future and the vehicles procured for the service will need to be able to accommodate this development if appropriate.

### **Electronic Record**

- 9.4 Section 13 of the Code of Practice for Highway Maintenance Management recommends introduction of a comprehensive and accurate record keeping system. At present such information is kept on a paper based system and research into past activity can be time consuming and troublesome. There are proprietary electronic systems available, one example developed and maintained by Vaisala which is being assessed for suitability. Indicative costs are of the order of £2,750 set up costs and £2,345 per annum thereafter.

### **Managing Risk**

- 9.5 Senior staff have extensive experience of conditions in Calderdale and make valued judgements upon receipt of an adverse forecast. The weather station at Pecket Well has been proven over the years to provide information which is indicative of conditions elsewhere in the Borough and this information is considered along with the forecast, thermal mapping information and the recent treatment history to assist in making the decision regarding timings and treatment required. Decisions can only be made with the information available and a rigid approach to interpretation of that information will often lead to treatment being instructed when not needed. The three decision makers at Calderdale often instruct that no action is needed even though sub zero temperatures are forecast. Some adjacent

authorities for example will instruct treatment when temperatures are forecast to be below +1 degree on the assumption that the temperature may fall further. Often this leads to an unnecessary treatment. In Calderdale, senior engineers monitor the weather and make up to date decisions regarding treatment. Since there have been so few claims over the years, this would indicate that this approach is successful and appropriate. There are no plans to change the management of risks.

### **Recommendations - Forecasting and Decision Making**

23. A suitable system of electronic record keeping be purchased and introduced as quickly as possible.
24. The results of trials of route based forecasting systems should be kept under review as being a possible future service improvement.

## **10 Procurement**

### **Weather Forecasting**

- 10.1 A new jointly procured service has been put in place for winter 2009/10 onwards as detailed in 9.1 above. The performance of the supplier will be monitored throughout the contract period. There are no plans to change the procurement of the Ice Detection detailed in 9.2 above. The costs associated with changing to an alternative supplier are substantial and the performance of the current supplier, Vaisala, has been very good.

### **Salt**

- 10.2 Salt is currently procured by the Council through the Yorkshire Purchasing Organisation (YPO) salt contract. There are only two suppliers of salt in England, Salt Union (our current supplier) based in Cheshire and Cleveland Potash based in Redcar (salt is produced as a bi-product of their potash business). Salt Union are the main supplier to most Local Authorities and Term Maintenance contractors in England. Some coastal Local Authorities in England and Scotland use an Irish supplier where shipping in the salt makes the cost viable. The YPO contract allows participant Councils to pool their buying potential to secure competitive prices through a negotiated contract.
- 10.3 There are two options to consider for the future procurement of salt, continue to take advantage of the purchase power of YPO or include the supply of salt in the Highway Maintenance Term Contract when it is next retendered. Some of the major Term Contractors such as Amey LG Ltd have order books which are substantially larger than the YPO contract so this option could bring future savings to the Council. It may also be prudent to keep both choices open by including the supply of salt as an option for the Council to take in the new term contract.

## **Precautionary Salting and Snow Clearance**

- 10.4 At present 9 of the 22 precautionary salting routes are treated by Amey LG and the remainder by “other” contractors. Details included in Appendix 7 confirm that there are no proposals to move away from this 9/13 split although the vehicles required have been changed and all contractors are aware of these changes. As part of the relet of the Highway Maintenance Contract, all aspects of this service provision will be considered.

### **Recommendations – Procurement**

25. The recommendations from the winter service review should be incorporated into the procurement process for the new highway maintenance term contract.
26. The successful approach to joint procurement for the provision of the weather forecasting service should be continued for future contracts subject to the agreement of partner local authorities.

## **11 Policies, Plans, Procedures and Resilience**

- 11.1 The existing and proposed new policies are listed in Appendix 14. The revised policy takes into account the changes made in the review.
- 11.2 Once the review output is agreed the Highways Emergency Procedures Manual which incorporates the winter service procedures and policy will need to be amended prior to the 09/10 winter.
- 11.3 The UK Roads Liaison Group, commissioned by the Secretary of state for Transport, has just published a report ‘Lessons from the Severe Weather February 2009’ to investigate the events relating to the national shortage of road salt and provide recommendations for the future to improve resilience should such an event arise again. The Council will be participating in the initiatives recommended in the report and has introduced the salt stock trigger detailed in paragraph 7.8 which was one of the specific recommendations made in the report.

### **Recommendations – Policy and Plans**

27. The revised winter service policy detailed in Appendix 14 of the review report should be approved.
28. The recommendations for the winter service review should be incorporated into relevant plans and procedures.

## 12 Customer Service

12.1 The current arrangements for customer service include the distribution of a winter service leaflet. However this hasn't been reprinted or redistributed for approx 3 years. Winter service pages on the website include how decisions are made, which roads are treated on precautionary routes and lists the 'other prioritised roads'.

12.2 Once action is decided this is emailed to surrounding authorities, emergency services, internal departments including the contact centre etc. At the start of the season there is winter service training for contact centre call handlers run by administrative and operational staff in an attempt to pre-empt the likely calls that will be received and to inform staff of the policy. Updated weather warnings are distributed to the contact centre automatically so that changes of conditions are known speedily. Clearly this is only of use during working hours.

12.3 During normal, relatively mild winters there has been little concern regarding the level of customer service and amount of information available to individuals. However, following last season's particularly severe spell in February 2009, it is apparent that under such circumstances, improved customer service and information dissemination is required. To that end, there are a number of proposals under consideration, some of which require further discussion with relevant parties. The following is not an exhaustive list of proposals and indeed the logistics of some may be that it may not be possible or economic to introduce at this stage.

- Design new winter service leaflet and change content to reflect changes following this winter service review. And place service information in Calderdale Call prior to each winter.
- Place gritting action on front page of website (alongside a weather forecast)
- Introduce a winter service email alert system that customers can subscribe to via the website (similar to job alerts), that once a customer has signed up they are emailed any warnings which are issued automatically. Schools, colleges, hospitals and larger businesses will be consulted and encouraged to sign up to the service.
- All gritting routes, both carriageway and footway, to be made available online.
- All grit bins and salt pile locations to be available online and viewable on maps.
- Introduction of a dedicated phone line which customers can ring which has an automated message on it playing what the weather is going to be like and what action we are taking. This would free up the call centre advisors to be able to deal with more detailed enquiries.

- Find out where Pennine Housing 2000 salt bins are and have them mapped so everybody knows and there is no confusion – have these visible on the website also.
- Have grit bins branded with the Councils name and contact details visible.
- Improve winter service signage for roads closed by snow – consider new electronic information signs (VMS) which we can update from operational depot for locations such as Keighley Road, Pecket Well which sometimes is closed because of snow.
- Displays in public libraries in the run up to the winter season.
- Put list of nearby builder's merchants and other salt stockists on the website.
- Run an article in Calderdale Call and other local press about parking during the winter season and the importance of keeping roads clear for gritters to pass.
- Place CMBC logo on all gritters and contact number.

#### **Recommendations – Customer Service**

29. Officers work actively to implement the proposed improvements in Section 12 of the review report to improve the forward facing part of the service.
30. Discussions take place with the contact centre manager regarding staffing levels in the contact centre during adverse weather conditions.

Dave Tee, Highways Manager  
 David Newton, Group Engineer (Works)  
 Jonathan Cole, Engineer (Works)

November 2009

## Appendix 1- Talkback Survey Results

### Q1. How satisfied are you with the Council's winter service in your local neighbourhood?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	No reply
Proportion of roads treated	168 16.7%	436 43.3%	92 9.1%	159 15.8%	119 11.8%	9 0.9%	23 2.3%
Speed of treatment of roads	187 18.6%	413 41.1%	109 10.8%	152 15.1%	108 10.7%	8 0.8%	29 2.9%
Effectiveness of road snow clearance	171 17.0%	390 38.8%	130 12.9%	161 16.0%	108 10.7%	15 1.5%	31 3.1%
Proportion of footways treated	23 2.3%	114 11.3%	149 14.8%	298 29.6%	365 36.3%	25 2.5%	32 3.2%
Speed of footway snow clearance	24 2.4%	101 10.0%	141 14.0%	292 29.0%	385 38.3%	32 3.2%	31 3.1%
Effectiveness of footway snow clearance	22 2.2%	116 11.5%	155 15.4%	266 26.4%	367 36.5%	42 4.2%	38 3.8%
The number of salt bins and piles	34 3.4%	137 13.6%	178 17.7%	229 22.8%	300 29.8%	95 9.4%	33 3.3%
Effectiveness of salt bins and piles	36 3.6%	161 16.0%	208 20.7%	179 17.8%	256 25.4%	129 12.8%	37 3.7%

### Q2. How satisfied are you with the Council's winter service on main roads?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	No reply
Proportion of roads treated	345 34.3%	475 47.2%	64 6.4%	60 6.0%	19 1.9%	16 1.6%	27 2.7%
Speed of treatment of roads	341 33.9%	454 45.1%	73 7.3%	75 7.5%	23 2.3%	14 1.4%	26 2.6%
Effectiveness of road snow clearance	310 30.8%	459 45.6%	95 9.4%	65 6.5%	26 2.6%	18 1.8%	33 3.3%
Proportion of footways treated	56 5.6%	205 20.4%	189 18.8%	283 28.1%	198 19.7%	45 4.5%	30 3.0%
Speed of footway snow clearance	60 6.0%	193 19.2%	193 19.2%	272 27.0%	215 21.4%	49 4.9%	24 2.4%
Effectiveness of footway snow clearance	57 5.7%	201 20.0%	202 20.1%	258 25.6%	203 20.2%	57 5.7%	28 2.8%

**Q3. How satisfied are you with the Council's winter service in town centres?**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	No reply
Proportion of roads treated	302 30.0%	414 41.2%	96 9.5%	38 3.8%	15 1.5%	111 11.0%	30 3.0%
Speed of treatment of roads	292 29.0%	415 41.3%	99 9.8%	37 3.7%	13 1.3%	113 11.2%	37 3.7%
Effectiveness of road snow clearance	277 27.5%	413 41.1%	105 10.4%	44 4.4%	16 1.6%	110 10.9%	41 4.1%
Proportion of footways treated	110 10.9%	277 27.5%	168 16.7%	190 18.9%	106 10.5%	119 11.8%	36 3.6%
Speed of footway snow clearance	104 10.3%	264 26.2%	175 17.4%	187 18.6%	115 11.4%	127 12.6%	34 3.4%
Effectiveness of footway snow clearance	105 10.4%	260 25.8%	190 18.9%	182 18.1%	111 11.0%	125 12.4%	33 3.3%
Effectiveness of the service in car parks	83 8.3%	206 20.5%	203 20.2%	131 13.0%	89 8.8%	254 25.2%	40 4.0%

**Q4. Before receiving this questionnaire, did you know where to ring to request a winter road maintenance service?**

	Yes	No	No reply
Frequency	179	809	18
Percent	17.8%	80.4%	1.8%
Valid percent	18.1%	81.9%	

**Q5. Have you reported a problem with snow or ice in the last 12 months?**

	Yes	No	No reply
Frequency	100	886	20
Percent	9.9%	88.1%	2.0%
Valid percent	10.1%	89.9%	

**Q6. If you have reported a problem in the last 12 months, how satisfied were you with the following:**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable	No reply
Response time	6 5.0%	19 15.8%	4 3.3%	18 15.0%	34 28.3%	6 5.0%	33 27.5%
Effectiveness of response	8 6.7%	12 10.0%	5 4.2%	13 10.8%	38 31.7%	5 4.2%	39 32.5%

**Q7. Would you like more information about the winter road maintenance service?**

	Yes	No	No reply
Frequency	493	486	27
Percent	49.0%	48.3%	2.7%
Valid percent	50.4%	49.6%	

**Q8. How would you like this information to be made available (please tick all that apply)?**

Information leaflet	By phone	Local press	Internet	Email
340	32	204	115	104
65.4%	6.2%	39.2%	22.1%	20.0%

n.b. these percent figures do not total 100 as more than one response was possible.

**Q8a. Please specify other methods you would like this information:**

85, "Letter"  
 198, "Leaflets should be distributed to households just before the start of winter."  
 267, "Tourist Information"  
 386, "Royal Mail"  
 404, "More detail in Council A - Z guide."  
 442, "Text or SMS"  
 448, "Mobile phone text."  
 542, "Posters in public places/popular places"  
 573, "TV - Radio"  
 621, "Leaflet in post"  
 635, "dean@northernplasteringservices.co.uk"  
 640, "TV"  
 696, "Local radio"  
 709, "Letter"  
 743, "Notice in libraries, supermarkets"  
 792, "I dare not go out in icy conditions. This is very inconvenient. I refer to the pavements"  
 844, "Face to face"  
 939, "Calderdale Call - free local press"

**Q9. Please add any other comments that you may have about the winter road maintenance service.**

## Summary of Results

489 returns which included 551 comments which have been categorised as detailed below:

1.	Poor treatment of pavements/more treatment needed	161
2.	Requests to treat side roads/more treatment	108
3.	Council does a good job	83
4.	More salt bins/request for salt bin/fill bins more often	71
5.	Council service getting worse	23
6.	Service should be provided on private roads	16
7.	Use gardeners/offenders/volunteers to clear snow	12
8.	Miscellaneous (including non winter related)	77
	Total	551

## **Appendix 2 - Consultation with all Council Members and Town & Parish Councils**

### **Council Member Responses**

#### **Response No 1**

The list of parts of the Service that need to be reviewed is indeed comprehensive and there is little I can add. The only queries I have had from residents in the Rastrick Ward concerns the provision of salt/grit bins, particularly on streets with an incline. Many of Rastrick's residents are elderly and find walking down the roads problematic.

#### **Response No 2**

Concern that new residential developments, especially those built on the sides of steep hills, were not covered either by gritting and/or salt bins.

Concern regarding the major residential development at the top of Phoebe Lane, Siddal, which has experienced some horrendous snow/ice conditions over the last two winters.

Salt bins on new developments. and none were available. General lack of salt bins in other areas. Bins in place were not refilled when needed. Therefore the quantity, location and ongoing maintenance, salt supply of bins needs revision.

I am aware of the difficulties re salting and clearing of pavements – but in some areas, e.g. near sheltered housing( excluding Pennine land, but perhaps working in partnership with,) etc we need to consider what can be done.

#### **Response No 3**

Thanks to all those involved in keeping our roads and service functioning during the very severe winter weather. Also contact centre staff.

Need a Contact Centre strategy to deal with extreme situations as many calls were not answered. More operators made available quickly.

Need a clear consistent message that operators at the Contact Centre and back office can pass to callers.

Senior officers available more readily to deal with Member enquiries not junior staff.

During the most server weather I received many calls from disabled, elderly and vulnerable people who were trapped in their homes for many days requiring assistance. Many missed hospital appointments, doctors appointments and were unable to shop for the necessities. While I accept our policy for dealing with requests for assistance, section 2b of our winter service policy. There needs to be a maximum time period in place, on how long before we respond to the needs of these groups of people regardless of other policy priorities.

Consult with the residents on where salt/grit bins and salt piles are located in the wards and the replenishment of these bins. (many were empty for long periods of time)

The school base at Holmfield experienced many problems during this period with buses stuck and sliding about.

#### **Response No 4**

Main worries are pavements, particularly where there is a concentration of elderly people, car parks and the provision of salt bins which I think we should supply in greater numbers. I also think we shouldn't be depending on people requesting a service for non-primary routes – I'm sure we know where the problems are greatest so we should get them done without waiting for someone to ask.

#### **Response No 5**

Stocks and Storage of salt and grit: It is important that the Council does hold stocks in advance – not sure how much but there should be a good stock. But it must also be stored in such a way that it is not going to readily deteriorate/get washed away etc. Salt stocks should be covered.

Salt bin sites should be reviewed along with the responsibility for keeping them full. There has been a moratorium in providing new ones for some time and this now needs to be reconsidered.

Priority for gritting - This was a bone of contention earlier this year. I do believe that some lower priority places were, in fact, not gritted at all during the worst of the weather.

Public information - Nobody seems to know what's happening and is able to tell anybody. If most calls are being routed through the Contact Centre, they must have the most up-to-date information and be able to get things done – all too often members of the public aren't told anything when they ask and get the impression that nothing's going to happen.

#### **Response No 6**

Only salt near schools when they are open.

Salting roads near Health Centres and Residential Care establishments– maybe. Religious establishments could self help.

Roads restricted by parking should only be treated on request.

Roads that do not receive precautionary salting should only be prioritised if they are near health centres, care homes etc

Timing of precautionary salting should be reviewed periodically.

Snow clearance and salting of pavements – only in towns and villages where manpower and logistics permit

Need GPS, real time monitoring and electronic records.

Need to review depots but need geographical provision otherwise problem will occur during a sudden snow fall.

Provide covered salt storage when capital funding permits.

Plant and vehicles, service supervision, procurement of the service, and customer service should be reviewed periodically.

Signing of snow closures with VMS only when capital funding permits.

Financial review should go back more than 10 years.

## **Town and Parish Council Responses**

### **Blackshaw PC**

The Council considered the Winter Service Review at its last meeting on 22 June.

At the meeting councillors commented that generally the winter service in the Parish was very good. However during the last major snowfall, earlier in the year, the pavements of the nearby towns of Hebden Bridge and Todmorden were lethally slippery. Any public expenditure saved by the lack of gritting on the pavements would have been more that offset by the dramatic increase in serious accidents to many unfortunate people who had to venture onto the streets. In Todmorden it was even worse because the greater volume of traffic meant that it was not possible to walk on the road instead.

### **Todmorden Town Council**

The Town Council, whilst appreciating that resources are limited, would request that more consideration be given to pedestrians by the salting of pavements and footways from homes to main shopping areas and public buildings in the town. Concern is also expressed for the salting of footways close to the mosque on Eagle Street, which is very slippery in icy weather. There are many elderly people in the town who shop locally and are very vulnerable to falling and breaking limbs when the weather is icy and snowy.

It is also felt that more consideration should be given to the salting of rural bus routes in the Todmorden area e.g. the Mankinholes circular route.

## **Regeneration and Development Scrutiny Panel**

### **General**

At the meeting on 2 September 2009 the Panel were invited to comment and have input into the draft Winter Service Review report. Members raised a number of

concerns and asked for a further report to address the short term issues in particular salt bins and footpath treatment as well as a report with cost options relating to the longer term to include service improvements which Party Groups could discuss within the budget process.

The concerns raised by Members are listed below together with details on how those concerns could be addressed in the review. Members considered these actions, the revised review proposals to deliver them and the financial details at the meeting on 23 September 2009 and agreed that the review report be amended to include them, that the proposals become firm recommendations and that Cabinet be asked to approve them.

### **Precautionary Salting of Carriageways**

1. There was concern that, whilst the review of precautionary salting of carriageways was to include the treatment of roads near schools, the checks on 'other establishments' such as children and youth centres, care homes and doctors surgeries in Appendix 9 of the Review Report revealed that a few were not included on precautionary salting routes. There was also concern that nursery schools had not been included in the exercise.

*Action - These roads will be added to the list of 'Other Prioritised Roads' and afforded the highest priority ranking. An exercise will be carried out on the location of nurseries to ensure that they are covered on the list where possible.*

2. Concern was expressed about the 'blanket policy' of not providing a service on un-adopted streets especially if a school was located on that street.

*Action – The Council has some responsibilities in providing safe access to schools and could justify some form of treatment on un-adopted streets to schools if appropriate. There are two schools located on private streets at Central Street Infant and Nursery School, Hebden Bridge (37 meters from a precautionary salting route on Market Street) and Christ Church Junior and Infants School, Pellon (23 meters from a precautionary salting route on Sandbeds Road). These short sections of road can be included on the closest footway salting and snow clearance route as they are more appropriate for hand salting and so will be treated after a period of heavy snowfall or in extreme icy conditions.*

### **Snow Clearance and Salting of Pavements**

3. There was general concern about the level of service provided on pavements particularly in areas where there were schools, nurseries, doctors surgeries, residential care homes and other establishments frequented by vulnerable people and that the current policy made no provision for this. Whilst the review proposals included a revision of the current salting and snow clearance routes on pavements as well as investigating ways that the service can be provided much quicker this was limited to maintaining the current level of service within current budget provision.

*Action – A proposal has been included to provide an additional tier of service which will target the establishments above. This service will be based on three gangs for three days after each snowfall (three times in a model winter). The gangs will be assigned routes which will be drawn up based on the location of the establishments. The estimated cost of this service is £41,000 based on the model winter. The provision of this service will need to be considered as budget growth for 2010/11 and if approved the Winter Service Policy will need amending from this time.*

### **Salt Bins**

4. There was concern about the proposal to remove salt bins from precautionary salting routes. Salt from these bins may well be used by residents on adjacent streets.

*Action – A further check on these sites has been carried out and we do not think that this will be the case. A number of bins have been left on precautionary salting routes because they are needed immediately adjacent to the route. If a problem arises then it will be possible to reinstate a bin under the proposals listed below.*

5. Members expressed concern that salt bins were not provided in more locations and requested that this be addressed.

*Action – The review (para.7.5 of the winter service review report) referred to a balance of £56,100 which was held in reserves which was the insurance settlement for fire damage to the garages at Holme End depot. The rebuilding of the garages was put on hold pending a decision on the building of a salt barn at the depot as there would be benefits in building the two together. This reserve can be spent at any time and is not limited to the rebuilding of the garages. It is therefore proposed to use part of this reserve to fund some of the one off costs of providing the electronic recording system and the GPS tracking as well as the one off costs of an additional proposal for the provision of 100 extra salt bins on the network. This would free up sufficient of the annual revenue savings from the output of the review to fund the revenue costs of the additional bins. This could be introduced in time for the coming winter. This will mean that there are 123 salt bins available for distribution on the network as well as the 59 which are to be relocated to new sites, a possible 182 new salt bin sites. It is also propose that 80 of the 123 available bins be proactively sited at appropriate locations by officers and that the remainder are held back to respond to public requests. To do this it may be necessary to relax the points scoring threshold in the Criterion for siting salt bins and Members will need to give officer approval to do this should this be necessary (as an example it may be necessary to reduce the points threshold from 40 to 35 points). If this is required we will revisit the requests that we have had over the past 8 years (para.5.8 of the winter service review report) and reapply the amended threshold. If approved this proposal will reduce the £56K surplus to £23K by the end of 2010/11 and result in a small revenue saving of £2100 from 20011/12 onwards compared with £11,055 in the previous proposals. Spending the reserve early will mean that there is less funding available to contribute to the future salt barn project.*

*If the above is agreed a decision will be needed on the future policy regarding the provision of more salt bins once the 123 are all sited. Currently the policy is that no more should be provided and that requests can only be met if a bin was, for some reason, no longer needed at another location. The last time Members approved an increase in salt bin provision it was agreed that this policy should be introduced once they were all sited. This will ensure that salt bin provision can be accommodated within the current budget provision.*

*The proposal above will increase the number of salt bins on the network to 600. Options for increasing the salt bin provision even further are detailed in Appendix B. A further 50 salt bins will cost £4450 per annum to maintain (based on the model winter) and require one off funding of £9500 to cover the cost of purchasing the bins. If this option is favoured the additional cost will need to be considered as budget growth for 2010/11.*

6. A concern was raised regarding the cost of the GPS tracking system and the weighbridge proposals and that this was detracting from the provision of salt on the network.

*Action – Officers would advise that the gritting fleet should be equipped with the latest technology and that access to a system such as this is extremely important in defending the Council’s position in respect of third party claims. We only have to defend one claim to recover the cost of setting up the system. The proposals above seek to address this concern by increasing salt bin provision whilst still implementing the GPS tracking system.*

### **Customer Service**

7. There were concerns relating to the public being unable to contact the council during the severe weather last winter and the level of resources in the Contact Centre to deal with the peak in workload.

*Action – This matter will be raised with the Contact Centre Manager.*

## Appendix 3 – Consultation with other Councils on Service Level

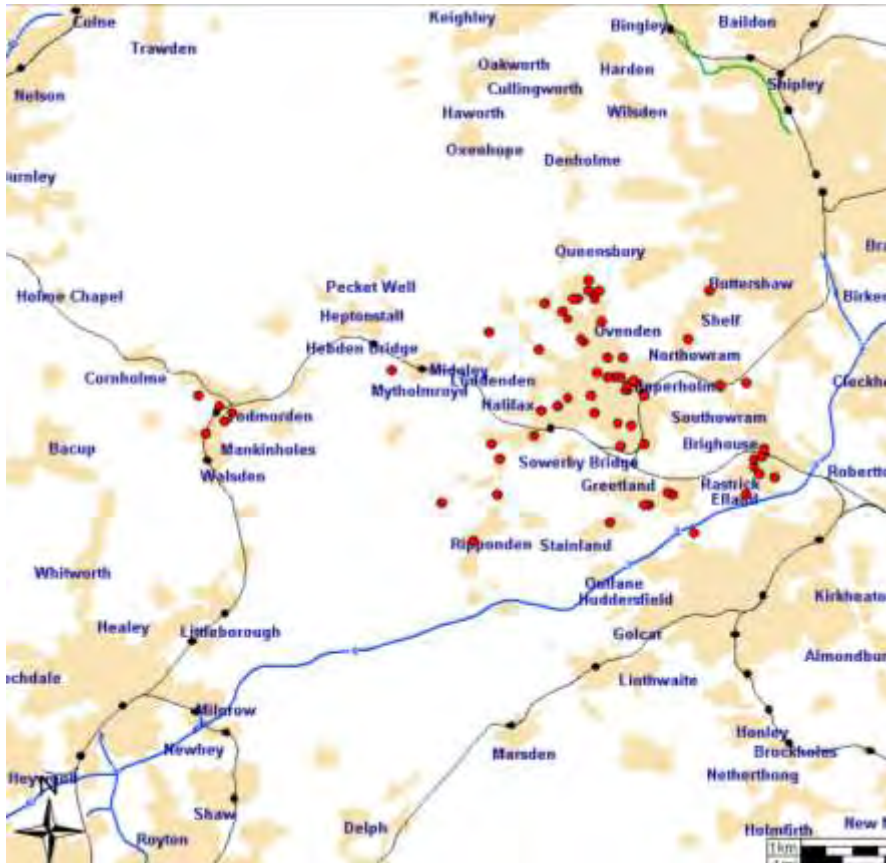
<b>CALDERDALE METROPOLITAN BOROUGH COUNCIL – WINTER SERVICE SURVEY MAY 2009</b>						
<b>LOCAL AUTHORITY</b>	<b>CALDER-DALE</b>	<b>BRADFORD</b>	<b>LEEDS</b>	<b>WAKEFIELD</b>	<b>KIRKLEES</b>	<b>EAST RIDING</b>
<b>LENGTH OF HIGHWAY NETWORK</b>	1020 km	1900 km	3000km	1640 km	1900 km	3100 km
<b>FINANCIAL INFORMATION</b>						
Winter Service Budget 2008/09	£768K	£760k	£1.3M	£473k	£1789k	£1400K
Spend 2008/09	£1.4M	£1.7M	£1.8M	£707k	£2500k	£1800K
Spend 2007/08	£663K	£725K	£1.1M	£457k	£1423k	£1400K
<b>OPERATIONAL DETAILS</b>						
Work undertaken by (DSO/Contractors)	Contractors	22 DSO 5 Contract	DSO	DSO	DSO/Contractors	DSO plus agency staff
Number of precautionary salting routes	21	27	30	13	29	17
GPS monitoring used on gritters? (Yes/No)	No	Yes	No	No	Yes (part)	Yes
If yes, system used (Exactrak etc.)	N/A	Exactrak	N/A	N/A	Simplytrak	Trials ongoing
Primary routes (% of Network)	66%	72%	47%	40%	60%	40% (approx)
Secondary routes (% of Network)	0%	0%	30%	0%	0%	10% (approx)
Bus routes (all or part coverage)	98.4% - inc majority (97.8%) school bus routes	All – inc. some school bus routes	All	Part	All	Part (very few not covered)
Do you carry out precautionary salting of footways ?(Yes/No)	No (Only treat after snow/ice)	No (Only treat after snow/ice) except some pedestrian areas in Bfd City centre	Yes (Prestige)	No (Post treat Type 1A's as required and others only after snow or ice)	Yes Hudds/Dews bury town centres	No (treat if the forecast indicates ice/snow after mid-day)
<b>SALT BINS</b>						
Number provided	512 (plus 500 salt piles)	600	933	384	1200	800 (plus salt piles)
Policy/Criteria/Points for locating (Yes/No)	Yes for new – but many older do not comply	Yes for new – but many older do not comply	Yes	Yes	No	Yes
<b>SALT</b>						
Salt usage (Avg. winter/winter08.09) (tonne)	8000/13500	8000/12000	8500/20,000	2500/3850	12500/18700	12000/16000
Stock at start of 08/09 winter (tonne)	10,700	8500	25,000	2850	8900	8000
Supplier	Salt Union	Salt Union	Cleveland Potash	Salt Union	Cleveland Potash	Cleveland Potash
Average price at Nov 2008	£34	£36 (part Safecote)	Price not given	£40.20 Thawox 10 with Safecote	£33	None given

**CALDERDALE METROPOLITAN BOROUGH COUNCIL – WINTER SERVICE SURVEY MAY 2009**

<b>LOCAL AUTHORITY</b>	<b>CALDER-DALE</b>	<b>BRADFORD</b>	<b>LEEDS</b>	<b>WAKEFIELD</b>	<b>KIRKLEES</b>	<b>EAST RIDING</b>
<b>WEATHER FORECASTING</b>						
Ice prediction system used	Vaisala	Vaisala	Vaisala	Vaisala	Findlay Irvine	Vaisala
Forecast service (Met Office/Other)	Met Office	Met Office	Meteo Group	Met Office	Met Office	WSI (ended 08/09)
Do you have thermal mapping? (Yes/No)	Yes	Yes	Yes	Yes	No	Yes
Do you have route based forecasting ?(Yes/No)	No	No	No	No	No	No

## Appendix 4 – Trips and Falls, PCT/Ambulance service

Map of Fall Incidents in the Calderdale PCT area between 09.2.09 - 15.2.09



Map of Fall Incidents in the Calderdale PCT area between 09.2.08 - 15.2.08



## Number of Falls Incidents within the Calderdale PCT area

### 09.02.09 - 15.02.09

Category of Call	Postcode/Zone	Total	
Category A	HX2 8SL	1	
	HX2 9DL	1	
	HX2 9TD	1	
	HX3 7PL	1	
	HX6 4JU	1	
	HX7 5BL	1	
	OL14 5QU	1	
	OL14 6NW	1	
<b>Category A Total</b>		<b>8</b>	
Category of Call	Postcode/Zone	Total	
Category B	HD2 2EB	1	
	HD6 1EA	2	
	HD6 3AP	1	
	HD6 3DA	1	
	HD6 3DH	1	
	HD6 3TH	1	
	HX1 1BE	1	
	HX1 1SJ	1	
	HX1 1UZ	1	
	HX1 4PQ	1	
	HX1 5NP	1	
	HX1 5TW	1	
	HX2 0RD	1	
	HX2 7PT	1	
	HX2 8LX	1	
	HX2 9HA	1	
	HX2 9XJ	1	
	HX3 0BH	1	
	HX3 0EH	1	
	HX3 5NS	2	
	HX3 5NU	1	
	HX3 6HG	1	
	HX3 6SF	1	
	HX3 8LP	1	
	HX3 8TH	1	
	HX3 9XT	1	
	HX5 0BP	1	
	HX5 0QF	2	
	HX6 2SZ	1	
	HX6 4NW	1	
	OL14 7DF	1	
	OL14 7DT	1	
	<b>Category B Total</b>		<b>35</b>

Category of Call	Postcode/Zone	Total
Category C	HD6 3DA	2
	HD6 3EW	1
	HD6 3LU	1
	HX1 1NH	1
	HX1 1XX	1
	HX1 3BB	1
	HX1 3YL	1
	HX1 5SZ	1
	HX2 6TW	1
	HX2 8LD	1
	HX2 9DL	1
	HX2 9QL	1
	HX2 9SG	1
	HX3 0QB	1
	HX3 0RZ	1
	HX3 5BQ	1
	HX3 5NS	1
	HX3 7EN	1
	HX3 8TH	1
	HX4 9EA	1
	HX5 0DH	1
	HX5 0QF	1
	HX5 0QP	1
	HX6 1LJ	1
	HX6 2TH	1
	HX6 3AZ	1
	HX6 3JA	1
	HX6 3NW	1
	OL14 6NW	1
	OL14 7PB	1
	<b>Category C Total</b>	
<b>Grand Total for 09.02.09 - 15.02.09</b>		<b>74</b>

### 09.02.08 - 15.02.08

Category of Call	Postcode/Zone	Total
Category A	HX1 3BB	1
	HX1 3EP	1
	HX1 4PL	1
	HX1 4PZ	1
	HX3 0SL	1
	HX3 5AT	1
	HX5 0QF	1
	OL14 6JJ	1
<b>Category A Total</b>		<b>8</b>
Category of Call	Postcode/Zone	Total
Category B	HD6 1EB	1
	HD6 2AN	1
	HD6 3DE	1
	HD6 3NB	1
	HX1 1DE	1
	HX2 0DD	1
	HX2 0HH	1
	HX2 7TR	1
	HX3 0AP	1
	HX3 5NL	1
	HX3 5TF	1
	HX3 8JQ	1
	HX3 8XB	1
	HX4 9AJ	1
	HX5 0BA	1
	HX5 0DL	1
	HX6 2HZ	1
	HX7 5JX	1
OL14 5DB	1	
<b>Category B Total</b>		<b>19</b>

Category of Call	Postcode/Zone	Total
Category C	HD6 1JL	1
	HD6 2BT	1
	HX1 5QR	1
	HX2 0HH	1
	HX2 0LP	2
	HX2 6XB	1
	HX2 8HY	1
	HX2 9SU	1
	HX3 5TF	1
	HX3 7RJ	1
	HX3 9AP	1
	HX3 9NX	1
	HX3 9SP	1
	HX4 8BL	1
	HX4 8EE	1
	HX6 4AL	1
	HX7 5JX	1
	HX7 5NF	1
	<b>Category C Total</b>	

<b>Grand Total 09.02.08 - 15.02.08</b>	<b>46</b>
--	-----------

Category A calls are defined as immediately life threatening

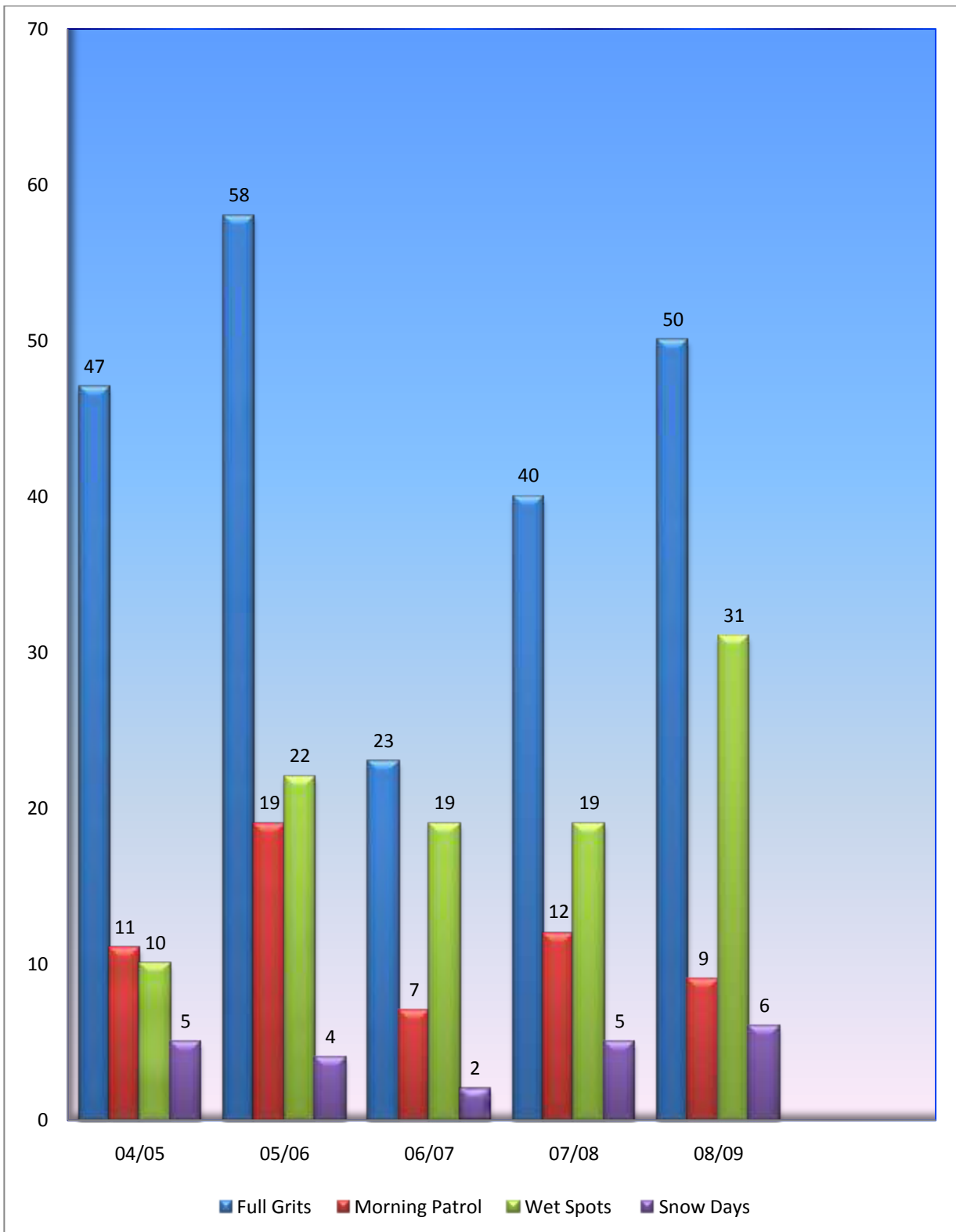
Category B calls are defined as serious but not immediately life threatening

Category C calls are defined as neither serious or immediately life threatening

## Appendix 5 - Breakdown of Winter Service Costs

Financial Year	04/05	05/06	06/07	07/08	08/09
<b>Fixed Costs</b>					
<b>Vehicles</b>					
Maintenance of Snow Blowers (Calderdale Vehicles)	1020	576	1136	270	200
Insurance charges for hired vehicles	13500	13500	1933	3502	1115
Wash down facilities in depots	0	0	0	0	3033
Independent testing of bulk gritters	1520	1520	1520	1700	806
<b>Contractors fixed costs</b>					
Amey LG	20094	21930	23093	24065	26696
Other Contractors fixed annual sums/retainers	40733	41751	43030	44155	50875
<b>Depot Charges</b>					
Salt handling/storage charge	32011	45498	43617	38512	69372
<b>Calderdale Supervision</b>					
Duty Supervisors	21817	23073	22260	23695	24276
Senior staff supervision and decision making	4805	4947	5092	5218	5346
<b>Weather Forecasting</b>					
Vaisala ice prediction service	0	20283	8843	8333	8333
Met Office Open Road service	0	10195	10424	10424	10845
Phone line rentals	622	606	604	641	1036
Subscription to Vaisala user Group	100	100	100	100	100
<b>Total Fixed Costs</b>	<b>136,222</b>	<b>183,979</b>	<b>161,652</b>	<b>160,615</b>	<b>202,033</b>
<b>Operational Costs</b>					
<b>Precautionary Salting and Snow Clearance</b>					
Amey LG Ltd	192611	217917	105821	154056	327608
Other Contractors	129452	145260	86998	109313	262320
Salt	251109	186280	146477	191602	472887
<b>Salt Bins and Piles</b>					
Amey LG Ltd	31925	23288	39515	20553	74451
Salt	12140	15070	18027	17945	37333
<b>Other Costs</b>					
Miscellaneous	3494	3025	10989	8900	19230
<b>Total Operational Costs</b>	<b>620,731</b>	<b>590,840</b>	<b>407,827</b>	<b>502,369</b>	<b>1,193,829</b>
<b>Total Service Costs</b>	<b>756,953</b>	<b>774,819</b>	<b>569,479</b>	<b>662,984</b>	<b>1,395,862</b>
<b>Winter Service Budget</b>	<b>787,000</b>	<b>742,000</b>	<b>745,000</b>	<b>756,000</b>	<b>768,000</b>

## Appendix 6 – History of Actions 2004 to 2009



### Key

Full Grit: Full precautionary salting of all 21 primary routes

Morning patrol: Lower level of treatment carried out in borderline conditions. Uses 8 gritters covering major roads and high ground in 3 hour period on an 'inspect and treat if necessary basis'.

Wet spots: Spot treatment of known wet areas of water run-off, drainage problems or leaking water mains.

Snow day: Continuous period of full turnout working of 9 hours or more.

## Appendix 7 – Existing and Proposed Precautionary Salting Routes

### List of Existing Routes 08/09

Route	Area	Depot	Contractor	Type of Plant	Hours to Complete
Hx 1a	Triangle	Stannary	Other	Trailer Gritter	2.5
Hx 1b	Ripponden, SB	Stannary		Trailer Gritter	2.25
Hx 2a	Luddenden	Stannary	Other	Trailer Gritter	2.5
Hx 2b	Wainstalls	Stannary		3m3 Bulk	2.75
Hx 3	Siddal, Boothtown	Stannary	Other	3m3 Bulk	2.5
Hx 4	Rishworth,	Stannary	Amey	5m3 Bulk	2.5
Hx 5	Illingworth, Pellon	Stannary	Amey	6m3 Bulk	2.5
Hx 6	Shelf, Northowram	Stannary	Amey	5m3 Bulk	2.5
Hx 7	Ovenden, Boothtown	Stannary	Amey	5m3 Bulk	2.5
Hx 8	Clifton, Hipperholme	Stannary	Amey	5m3 Bulk	2.5
Hx 9	Sowerby, Warley	Stannary	Other	6m3 Bulk	2.5
Hx 10	Pellon, King Cross	Stannary	Other	6m3 Bulk	2.5
Hx 11	Halifax town	Stannary	Amey	5m3 Bulk	2.5
Ell 1	Scammonden, West Vale	Elland	Other	6m3 Bulk	3
Ell 2	Skircoat, Exley	Elland	Other	6m3 Bulk	2.5
Ell 3	Rastrick, Southowram	Elland	Other	6m3 Bulk	2.5
Ell 4	Elland, Barkisland	Elland	Other	6m3 Bulk	2.5
Ell 5	Elland, Brighouse	Elland	Other	6m3 Bulk	2.5
Tod 1	Todmorden, Walsden	Holme End	Amey	6m3 Bulk	3
Tod 2	Todmorden, Cornholme	Holme End	Amey	6m3 Bulk	3
Tod 3	HB, Heptonstall	Holme End	Amey	6m3 Bulk	3
Tod 4	Mytholmroyd, Pecket Well	Holme End	Other	5m3 Bulk	3
Tod 5	Mytholmroyd, Sowerby	Holme End	Other	5m3 Bulk	3
<b>Total Operational Hours</b>					<b>60.5</b>

Note: Routes 1 and 2 were computer generated based on standard treatment outputs. When the routes were first run the time to complete them was substantially greater than the required 2.5 hours. Both contractors who were allocated these routes agreed to split them and carry them and use two gritters

## Appendix 7 Existing and Proposed Pre Salting Routes (Cont)

### Proposed New Routes

Route	Area	Depot	Contractor	Type of plant required	Proposed plant to be used winter 09/10	Hours to Complete
1	A672-A58-A646	Stannary	Other	9m <sup>3</sup> Bulk	6m <sup>3</sup> Bulk	2.5
2	A Roads East	Stannary	Amey	9m <sup>3</sup> Bulk	5m <sup>3</sup> Bulk	2.5
3	Main Roads North – South	Stannary	Amey	9m <sup>3</sup> Bulk	5m <sup>3</sup> Bulk	2.5
4	Ovenden / Illingworth / Mixenden / Siddal	Stannary	Amey	6m <sup>3</sup> Bulk	5m <sup>3</sup> Bulk	2.5
5	Pellon / Norton Tower	Stannary	Amey	6m <sup>3</sup> Bulk	5m <sup>3</sup> Bulk	2.5
6	Northowram / Shelf	Stannary	Amey	5m <sup>3</sup> Bulk	5m <sup>3</sup> Bulk	2.5
7	HX South and East	Stannary	Amey	3m <sup>3</sup> Bulk	3m <sup>3</sup> Bulk	2.5
8	HX North and West	Stannary	Other	3m <sup>3</sup> Bulk	3m <sup>3</sup> Bulk	2.5
9	Sowerby / Pye Nest / Skircoat Gn	Stannary	Other	6m <sup>3</sup> Bulk	6m <sup>3</sup> Bulk	2.5
10	Ripponden Norland Sowerby Bridge	Stannary	Other	Tractor Trailer	Tractor Trailer	2.5
11	Ripponden Norland Sowerby Bridge	Stannary	Other	Tractor Trailer	Tractor Trailer	2.5
12	Brighouse South	Elland	Other	6m <sup>3</sup> Bulk	6m <sup>3</sup> Bulk	2.5
13	Brighouse North	Elland	Other	6m <sup>3</sup> Bulk	6m <sup>3</sup> Bulk	2.5
14	Brighouse	Elland	Other	3m <sup>3</sup> Bulk	3m <sup>3</sup> Bulk	2.5
15	Elland Barkisland Stainland	Elland	Other	6m <sup>3</sup> Bulk	6m <sup>3</sup> Bulk	2.5
16	Elland	Elland	Other	3m <sup>3</sup> Bulk	3m <sup>3</sup> Bulk	2.5
17	Hebden to Luddendenfoot	Holme End	Other	5m <sup>3</sup> Bulk	5m <sup>3</sup> Bulk	2.5
18	Heptonstall to Sowerby	Holme End	Other	5m <sup>3</sup> Bulk	5m <sup>3</sup> Bulk	2.5
19	Mytholmroyd to Luddendenfoot	Holme End	Other	Tractor Trailer	Tractor Trailer	2.5
20	Todmorden to Blackshaw	Holme End	Amey	6m <sup>3</sup> Bulk	6m <sup>3</sup> Bulk	2.5
21	Todmorden	Holme End	Amey	3m <sup>3</sup> Bulk	3m <sup>3</sup> Bulk	2.5
22	Todmorden	Holme End	Amey	6m <sup>3</sup> Bulk	6m <sup>3</sup> Bulk	2.5
<b>Total Operational Hours</b>						<b>55 Hours</b>

Note: The 9 cu.m gritters specified for routes 1,2 and 3 will not be available for winter 09/10. The gritters to be used will need to reload which may add slightly to the time taken to complete each route.

## Appendix 7 – Existing and Proposed Precautionary Salting Routes (Cont)

### Comparison of Plant

Contractor		Tractor trailer gritter	3 cu m bulk gritter	5 cu m bulk gritter	6 cu m bulk gritter	9 cu m bulk gritter	Total
Amey	Existing routes			5	4		9
	Proposed routes		2	1	4	2	9
Other contractors	Existing routes	2*	1	2	7		12
	Proposed routes	2	3	2	4	1	12

Note: \* Split routes

## Appendix 8 – Changes to Precautionary Salting by Road Name

### Roads added to Precautionary Routes

Area (Sqm)	Road Name	Area	Reason
5022	<b>Allescholes</b>	Walsden	Very Steep, No Edge Restraint and daily complaint in winter
1219	<b>Baxter Lane</b>	Northowram	School
6532	<b>Burnsall Road</b>	Rastrick	School
836	<b>Calder Street</b>	West Vale	School
2313	<b>Carr Green Lane</b>	Rastrick	School
2362	<b>Church Bank Lane</b>	Cragg Vale	School
7104	<b>Delfs Lane/Nook Lane/Wicking Lane</b>	Cotton Stones	Steep & well used road
901	<b>Dene View</b>	Luddenden	Schools
794	<b>Ewood Lane</b>	Todmorden	School
2185	<b>Farrah Mill Lane</b>	Halifax	Well used & gradient onto main road
464	<b>Furness Place</b>	Illingworth	School
2808	<b>Godly Lane</b>	Rishworth	School
1508	<b>Greenfield Terrace/Carrfield Villas</b>	Cornholme	School
5686	<b>Love Lane/Heath Lea/Wellgarth/Central Park/Well Head Lane</b>	Halifax	Steep & well used road
2350	<b>Inchfield Road</b>	Walsden	Very Steep, No Edge Restraint and daily complaint in winter
738	<b>Keighley Close</b>	Illingworth	School
7964	<b>Marsden Gate</b>	Sowood	High Level and Well Used
3348	<b>Mayfield Grove/Royds Avenue/Wyke Old Lane</b>	Bailiff Bridge	Steep and well used road
10400	<b>Midgehole Road</b>	Hebden Bridge	
1631	<b>Moorfield Street</b>	Halifax	School
945	<b>Mount Pleasant Avenue</b>	Pellon	School
3826	<b>Phoebe Lane/Whitegate</b>	Siddal	Well used & gradient onto main road
3730	<b>Portland Road/Propsect Street/Rawson St North</b>	Boothtown	School
1376	<b>Ravenscliffe Close/Skircoat Green</b>	Halifax	School
957	<b>Rookery Lane</b>	Halifax	Well used & gradient onto main road
2053	<b>Rosemary Lane</b>	Siddal	Well used & gradient onto main road
464	<b>Sandbeds Rd Extension</b>	Pellon	Very steep downhill @ jnc and well used

## Appendix 8 – Changes to Precautionary Salting by Road Name (Cont)

### Precautionary Routes Added

Area (Sqm)	Road Name	Area	Reason
672	School Street	Greetland	School
760	Sod House Green	Ovenden	Well used and gradient onto main road
574	Spring Edge	Halifax	School
1238	Station Road	Norwood Green	Well used short cut
1419	Swires Road	Halifax	Schools
1295	Victoria Road	Bailiff Bridge	School
667	Withinfields	Southowram	School
1620	Woodlands Road	Boothtown	Well used & gradient onto main road
87761	<b>Total</b>		

### Roads removed from Precautionary Routes

Area (Sqm)	Road Name	Area	Reason
952	Allerton Place	Halifax	Parked Vehicles & does not meet criteria
7537	Burley Street/Catherine St/Charles St/Elizabeth St	Elland	Parked Vehicles
1917	Eaves Avenue	Hebden Bridge	Parked Vehicles and no longer on bus route
1180	Foster Lane	Hebden Bridge	Parked Vehicles
1015	Jerwood Hill Road	Claremount	Parked Vehicles & does not meet criteria
4026	Lister Lane	Halifax	Parked Vehicles & does not meet criteria
220	Neale Street	Hebden Bridge	Parked Vehicles
1208	New Bond Street	Halifax	Parked Vehicles & does not meet criteria
1793	Sandhall Green	Halifax	Does not meet criteria
1958	Willowfield Crescent	Halifax	Parked Vehicles & does not meet criteria
21806	<b>Total</b>		

## **Appendix 9 – Checks on Other Establishments**

### **Other Establishments**

#### 11 No Childrens Centres

10 on Primary Routes

1 Not on a Route

- Jubilee Childrens Centre, Lightowler Road, Pellon

#### 16 No Inclusion Services

15 on Primary Routes

1 On Unadopted Highway

- Autistic Spectrum Disorder Service, Central Street, Hebden Bridge

#### 42 No Youth Centres

40 on Primary Routes

2 Not on a Route

- Roof over Youth, Caldene Avenue, Mytholmroyd
- Raven St Youth & Community Centre, Raven Street, Halifax

#### 5 No Voluntary Organisations

5 on Primary Route

#### 7 No Learning Service

7 on Primary Routes

#### 11 No Calderdale Adult Learning

11 on Primary Routes

#### 54 No Residential Care & Nursing Care Homes

42 on a Primary Route

9 Not on a Route

- Anchor Housing Association, Sandholme Fold, Sandholme Crescent, Hipperholme
- Norton House, Norton Street, Elland
- Rastrick Hall, Close Lea Avenue, Rastrick
- Silver Birches, Erringden Road, Mytholmroyd
- Carr Green Nursing Home Carr Green Lane, Rastrick
- Elm Royd Nursing Home, Brighouse Wood Lane, Brighouse
- Heath Bank Nursing Home, Linden Road, Halifax
- Holly Bank Nursing Home, Manor Heath Road, Halifax

- Rastrick Grange, Close Lea Avenue, Rastrick

### 3 on Unadopted Highway

- Fernside Hall, Stafford Avenue, Halifax
- Holme Dene, Stafford Avenue, Halifax
- Langlea House, Langlea Terrace, Hipperholme

### Doctors Surgeries

35 No - Doctors Surgeries

26 on a Primary Route

6 Not on a Precautionary Route

- Boothtown Surgery, Woodside Road, Halifax
- Brig Royd Surgery, Upper Brig Royd, Ripponden
- Cornholme Surgery, Hirst Street, Cornholme
- Lord Street Surgery, Lord Street, Halifax
- Rastrick Health Centre, Chapel Croft, Rastrick
- St John's Health Centre, Lightowler Road, Halifax

3 No on Unadopted Highway

- Kos Clinic, Roydlands Street, Hipperholme
- Mixenden Stones Surgery, Mixenden Stones, Mixenden
- Rosegarth Surgery, Rothwell Mount, Halifax

## Appendix 10 – Approved Criterion for the Allocation of Salt Bins

	FEATURE	POINTS
a)	Number of properties served by road (i) between 5 and 10 (ii) between 10 and 50 (iii) more than 50	5 10 20
b)	Gradient or Altitude (i) less than 5% or below 225 metres (750 ft) (ii) between 5% and 10% or 225 metres to 300 metres (1000 ft) (iii) more than 10% or above 300 metres	0 10 20
c)	Distance from existing salt bin or Primary Route (i) less than 50 metres (ii) 50 to 100 metres (iii) 100 to 200 metres (iv) more than 200 metres	0 5 10 20
d)	Special Features (i) elderly residents/sheltered accommodation (ii) school (iii) health centre (iv) running water on road	10 20 20 20

### Notes

1. Minimum score for consideration to be given 40 points
2. No salt bins to be located on primary routes

**Appendix 11 – Salt Bin Proposals**

**Customer request to remove a salt bin – To be removed**

<b>Bins</b>	<b>Address</b>	<b>Area</b>
1	Rowan Drive	Clifton
<u>1</u>		

## Appendix 11 – Continued

### Bins scoring less than 40 points on the agreed Criterion – To remain

<b>Bins</b>	<b>Address</b>	<b>Town</b>
1	Albert Avenue	Pellon
1	Albert Promenade	Halifax
3	Ashdown Close	Sowerby Bridge
1	Beech Close	Shelf
1	Brooklands (off unadopted Shaw Lane)	Holywell Green
1	Brook Street	Elland
1	Brunswick Gardens	Halifax
1	Capel Street	Rastrick
1	Carr Green Close	Rastrick
1	Castle Hill	Rastrick
1	Chapel Lane	Southowram
1	Church Lane	Elland
1	Cliff Lane	Ripponden
1	Cross Hill	Greetland
1	Crosshills Mount	Greetland
1	Cross Lane	Clifton
1	Dene Close	Elland
1	Dene Place	Pellon
1	Dixon Close	Greetland
1	Dundas Street	King Cross
1	Eastgate	Elland
1	East Street	Rastrick
1	Eastwood Avenue	Sowerby Bridge
1	Eiffel Buildings	Hebden Bridge
1	Elm Grove	Shelf
1	Ewood Drive	Hebden Bridge
1	Fiddle Lane	Ripponden
1	Fox Court	West Vale
1	Friendly Avenue	Sowerby Bridge
1	Godly Close	Rishworth
1	Gordon Street	Elland
2	Healey Wood Grove	Rastrick
1	Healey Wood Crescent	Rastrick
1	Highfield Avenue	Greetland
1	Highfield Crescent	Hebden Bridge
1	Highmoor Crescent	Clifton
1	Holly Bank Park	Rastrick
1	Hullet Close	Mytholmroyd
1	Lillands Lane	Rastrick
1	Lister Street	Halifax
1	Little Bradley	West Vale
1	Mayfair Avenue	Sowood

## Appendix 11 - Continued

**Bins scoring less than 40 points on the agreed Criterion (cont) – To remain**

<b>Bins</b>	<b>Address</b>	<b>Town</b>
1	Mayster Road	Rastrick
1	Milner Close	Greetland
1	Norton Close	Elland
1	Oakroyd Drive	Brighouse
1	Old Godley Lane	Shibden
1	Pinfold Close	Barkisland
1	Priest Lane	Ripponden
1	Ringwood Edge	West Vale
1	Rowan Drive	Clifton
1	Savile Park Gardens	Halifax
1	Spring Edge North	Halifax
1	St Andrews Drive	Brighouse
1	St John Street	Rastrick
1	Stubbing Drive	Hebden Bridge
1	Sunny Bank Street	Sowerby Bridge
1	Tanhouse Park	Hipperholme
1	The Banks	Sowerby Bridge
1	The Bungalows	Halifax
1	The Crescent	Southowram
1	The Hoods	Rastrick
1	Thornhill Hey	Sowood
1	Thornton Road	Rastrick
1	Thorn Tree Street	King Cross
1	Thrush Hill Road	Mytholmroyd
1	Top O'th Close Road	Todmorden
1	Upper Brig Royd	Ripponden
1	Willowfield Crescent	Sowerby Bridge
4	Whinney Hill Park	Brighouse
1	Woodvale Road	Brighouse

**77**

## Appendix 11 - Continued

### Bins on Precautionary Route Network – to be removed

Bins	Address	Town
2	Allescholes Road	Walsden, Todmorden
1	Boothtown Road	Boothtown
1	Bradford Old Road	Boothtown
1	Brookfoot Lane	Southowram
1	Browfoot Gate Lane	Highroad Well
1	Burnley Road	Sowerby Bridge
1	Burnsall Road	Rastrick
1	Catherine Slack	Brighouse
1	Carr Green Lane	Rastrick
2	Castle Lane	Ripponden
1	Church Bank Lane	Cragg Vale, Mytholmroyd
1	Copley Lane	Halifax
1	Corporal Lane	Shelf
1	Cross Hills	Halifax
1	Dean Lane	Mill Bank
1	Dean Lane	Sowerby Bridge
1	Dene View	Luddenden
1	Dudwell Lane	Halifax
1	Dyson Lane	Ripponden
1	Eaves Road	Mytholmroyd
1	Edwards Road	Sowerby Bridge
1	Ewood Hall Avenue	Mytholmroyd
1	Free School Lane	Halifax
1	Gibbet Street	Halifax
1	Godley Lane	Shibden
1	Godley Lane	Shibden
1	Godly Lane	Rishworth
1	Grantham Road	Boothtown
1	School Street	Greetland
2	Hepton Drive	Heptonstall, H. Bridge
1	Hollins Lane	Sowerby Bridge
1	Hullet Drive	Mytholmroyd

## Appendix 11 - Continued

### Bins on Precautionary Route Network (Cont) – to be removed

<b>Bins</b>	<b>Address</b>	<b>Town</b>
1	Hunter Hill Road	Mixenden
2	Inchfield Road	Todmorden
1	Jay House Lane	Brighouse
1	Jepson Lane	Elland
1	Keswick Close	Halifax
1	Kilnhurst Road	Todmorden
1	Knowlwood Road	Todmorden
1	Lee Mount Road	Ovenden
1	Mount Pleasant Avenue	Halifax
1	Nest Lane	Mytholmroyd
1	Old Lane	Brighouse
1	Orange Street	Halifax
2	Pickwood Lane	Sowerby Bridge
1	Quarry Hill	Sowerby Bridge
1	Rosemary Lane	Halifax
1	Salterhebble Hill	Halifax
2	Saw Hill	Sowerby Bridge
2	School Street	Greetland
1	Shelf Hall Lane	Shelf
1	Shore New Road	Cornholme, Todmorden
1	Slitheroe Bridge	Ripponden
2	Sowerby Croft Lane	Sowerby Bridge
1	Stoney Lane	Ripponden
1	Stubbing Lane	Mill Bank
1	Sunnybank Drive	Greetland
1	Swires Road	King Cross
1	Towngate	Clifton
1	Turner Avenue North	Ovenden
1	Victoria Road (Burley Street)	Elland
1	Victoria Road (Linden Road)	Elland
1	Wade House Road	Shelf
1	Wakefield Gate	King Cross
1	Whitegate	Siddal
1	Withinfields	Southowram
1	Woodlands Road	Boothtown

**75**

## Appendix 11 - Continued

### Bins on Un-adopted Highway – To be removed

<b>Bins</b>	<b>Address</b>	<b>Town</b>
1	Clyde Street	Sowerby Bridge
1	Green Acres	Ripponden
1	Hole Bottom Road	Todmorden
1	Hope Street	Sowerby Bridge
1	Well Lane	Todmorden
1	Ringby	Boothtown
<hr/> <b><u>6</u></b>		

## Appendix 11 – Continued

### Bin requests meeting criterion – Bin to be provided

<b>Bins</b>	<b>Address</b>	<b>Town</b>
1	Ash Hall Lane	Ripponden
1	Bentley Mount	Sowerby Bridge
1	Booth House Rd (Terrace)	Luddendenfoot
1	Bottoms	Siddal, Halifax
1	Brig Royd	Ripponden
1	Broad Ings Way	Shelf, Halifax
1	Castlefields Road	Rastrick, Brighouse
1	Chapel Lane (The Riverine)	Sowerby Bridge
1	Cornwall Crescent	Bailiff Bridge
2	Croft Fold	Wheatley, Halifax
1	Delph Hill Road	Halifax
1	Devon Way	Bailiff Bridge
1	Dunce Park Close	Elland
1	Eldroth Road	Halifax
1	Forest Avenue	Illingworth, Halifax
3	Gorpley Lane	Todmorden
2	Green Park Road	Skircoat Green, Halifax
1	Half House Lane	Brighouse
1	Hambleton Drive	Mixenden, Halifax
1	Harriet Street	Brighouse
1	Heathmoor Close	Illingworth, Halifax
1	Helm Lane	Triangle, Sowerby Bridge
1	Highlands Lane	Illingworth
1	Holme House Road	Todmorden
1	Holme Street	Hedben Bridge
1	Hops Lane	Wheatley, Halifax
1	Howcans Lane	Boothtown, Halifax
1	Illingworth Close	Illingworth, Halifax
1	Lyndhurst Road	Brighouse
1	Marsh Lane	Southowram
1	Moor Grove	Shelf, Halifax
1	Myrtle Drive	Illingworth, Halifax
1	Ogden Lane (Boggart Bridge)	Ogden, Halifax
1	Peter Lane	Warley, Halifax
2	Pike End Road	Rishworth, S. Bridge
1	Popples Drive	Illingworth, Halifax
1	Princeton Close	Wheatley, Halifax
1	Ravenstone Drive	Greetland, Elland
1	Riding Hill	Shelf, Halifax
1	Roper Green	Wheatley, Halifax
1	Rosemary Lane	Rastrick, Brighouse
1	Sandhall Green	Pellon, Halifax
1	Sandholme Crescent	Hipperholme, Halifax

## Appendix 11 – Continued

### Bin requests meeting criterion - Bin to be provided (Cont)

<b>Bins</b>	<b>Address</b>	<b>Town</b>
1	Sefton Avenue	Brighouse
1	Spring Lane	Greetland, Elland
1	Stansfield Road	Todmorden
1	Summerfield Road	Todmorden
2	Sutcliffe Wood Lane	Hipperholme
1	The Orchards	Rastrick, Brighouse
1	Top o'th Hill Road	Todmorden
1	Upper Lane	Northowram, Halifax
1	Victoria Drive	Northowram, Halifax
1	Woodroyd Gardens	Luddendenfoot

**59**

## Appendix 12 – Salt Storage



Photograph 1 - Salt stored in the open at Airleys Depot, Elland



Photograph 2 - Typical purpose built salt barn

## Appendix 13 – Record of Highway Liability Claims (Winter Service)

Winter Service claims - Last 5 winters					
Claim type	2008/09	2007/08	2006/07	2005/06	2004/05
Footway	7	0	0	0	1
Carriageway	9	2	0	2	3

## Appendix 14 – Winter Service Policy

### Current Policy

#### 1. Introduction

This is a statement of current policy on precautionary salting and snow clearance. Further information on the Winter Service is available on the Council's web site.

#### 2. Roads

- a) Precautionary Salting Routes - Classified roads, bus routes, major through routes between towns, villages and large residential areas and routes to emergency service premises. A schedule of all roads included on primary routes is available. These routes cover 69% of the total road network in Calderdale.

Level of Service - Precautionary salting when weather forecast predicts that ice may form on the road surface. Clearance of snow and ice. Immediate assistance on request from Emergency Services.

- b) Other Prioritised Roads - Other prioritised roads not on primary routes. These are assigned a priority 1 to 3 based on such factors as gradient, topography, number of dwellings etc (1 being highest priority). A schedule of other roads and their classification is available.

Level of Service - Salted in extreme icy conditions or after snow has fallen, following a request from the public. Requests dealt with in order of priority rating, after primary routes have been cleared, subject to availability of plant. Immediate assistance on request from Emergency Services.

- c) Other Roads - Other roads not included in a) and b) above.

Level of Service - Unlikely to be treated except after prolonged snow or icy conditions and then only after a) and b) have been dealt with. Immediate assistance on request from Emergency Services.

#### 3. Pavements

There is no precautionary salting carried out on pavements. Salting and snow clearance is carried out after a period of heavy snowfall or in extreme icy conditions. This service is provided in town and village centres, along shopping parades, on main roads where there is a significant pedestrian flow and on access paths to hospitals, bus stations, and some schools.

4. **Salt Bins and Salt Piles**

No new salt bins are provided except to replace existing bins that are vandalised or damaged. Requests for salt bins can only be met by relocating an existing bin when it is no longer required at its original site. The new site must satisfy the approved criteria for the location of a salt bin.

Salt piles are provided in extreme conditions and only in rural locations.

5. **Newly Adopted Streets**

Incorporated into winter service programme according to classification in 1.

6. **Private Roads/Unadopted Streets**

No service provided. No salt bins or piles provided. Immediate assistance on request from Emergency Services will be provided where possible.

7. **Salt**

Salt from Council stocks is not supplied to members of the public. Salt can be purchased from builder's merchants and DIY stores for personal use. Salt is supplied to Leisure Services for use in parks and to Environmental Services for use at household waste sites and waste transfer stations.

8. **Enquiries and Service Requests**

Enquiries and service requests can be made by telephoning Streetscene on 0845 2457000 during normal working hours. Emergencies can be reported out of hours on 01422 365101. During times of heavy snowfall all Council resources will be deployed keeping primary routes open. It will not be possible to respond to service requests on other roads.

## **Proposed Revised Policy**

### **1. Roads**

#### **Primary Routes**

Roads included on primary salting routes include classified roads, bus routes, major through routes between towns, villages and large residential areas, routes to emergency service premises, routes to schools and, where possible, routes to health centres.

Service Level - Precautionary salting will be carried out when the weather forecast predicts that ice may form on the road surface. Clearance of snow and ice. Immediate assistance on request from Emergency Services.

#### **Other Prioritised Roads**

Other prioritised roads not on primary routes. These are assigned a priority 1 to 3 based on such factors as gradient, topography, number of dwellings etc (1 being highest priority).

Service Level - Salted in extreme icy conditions or after snow has fallen, following a request from the public. Requests will be dealt with in order of priority rating, after primary routes have been cleared, subject to availability of plant and only during the Council's normal working hours. Immediate assistance will be provided on request from the Emergency Services.

#### **Other Roads**

Other roads not included in each of the categories above.

Service Level - Unlikely to be treated except after prolonged snow or icy conditions and then only after primary routes and other prioritised roads have been dealt with. Immediate assistance will be provided on request from the Emergency Services.

### **2. Pavements and Pedestrian Areas**

Pavements will not receive precautionary salting. Salting and snow clearance will be carried out after a period of heavy snowfall or in extreme icy conditions. This service will be provided in town and village centres, along shopping parades, on main roads where there is a significant pedestrian flow and on access paths to hospitals, bus stations, and some schools. Routes have been prepared to cover these areas and assigned a priority to ensure that the most important routes are cleared first.

*The following to be added from 2010/11 if the additional tier of pavement treatment is approved:*

*Schools, nurseries, doctor's surgeries/health centres, residential care homes, and other establishments visited by vulnerable people.*

### **3. Salt Bins and Salt Piles**

Requests for salt bins will be assessed using the Council's approved criterion. Only sites which meet the required threshold on the approved scoring criterion will be supplied with a salt bin. Unless placed for a specific reason, no salt bins or salt piles will be located on primary salting routes. Salt piles will only be provided in rural locations.

Salt bins and salt piles will be located on the highway network up to a maximum of 600 (to be amended if additional bins are approved) and 300 respectively.

Salt bins and piles will only be replenished during normal Council working hours.

*Note: Figure for salt piles subject to further review.*

### **4. Newly Adopted Streets**

Newly adopted streets will be assessed and assigned a service level for road and pavement treatment according to the classifications detailed above.

### **5. Private Roads/Un-adopted Streets**

With the exception of access roads to school premises, no service is provided and no salt bins or piles shall be provided. Immediate assistance on request from Emergency Services will be provided where possible.

### **6. New Developments**

Developers of new build sites will be required to provide a winter service on roads and footways at a level determined by the Council until such time as the road becomes adopted by the Council. Generally the level of service will accord to that which will be assigned under item 4 above.

### **7. Salt**

Salt from Council stocks will not be supplied to members of the public. Salt can be purchased from builder's merchants and DIY stores for personal use.

### **8. Enquiries and Service Requests**

Enquiries and service requests can be made by telephoning the Council's Streetscene contact centre on 0845 2457000 during normal working hours. Emergencies can be reported out of hours on 01422 365101. During times of heavy snowfall all Council resources will be deployed keeping primary routes open. During these periods it will not be possible to respond to service requests on other roads.

## Appendix 15 – Axle Weighers



## Appendix 16 - Snow Clearance Plant

At present the snow clearance plant available is as shown.

Depot	Bulk gritters with ploughs	Tractor trailer gritters with ploughs	Self propelled snow blowers	Tractor plough blowers	Tractor ploughs
Halifax	1	2	0	3	5
Elland	1	0	1	0	2
Holme End	1	1	2	0	4
Total	3	3	3	3	11

For the season of 2009/10 onwards the proposals are to have the following plant on call. The additional plant is available through the existing arrangements with the Council's contractors.

Depot	Bulk gritters with ploughs	Tractor trailer gritters with ploughs	Self propelled snow blowers	Tractor plough blowers	Tractor ploughs
Halifax	2	2	0	3	5
Elland	1	1	1	0	1
Holme End	1	1	2	0	4
Total	4	4	3	3	10

The additions to the snow clearance fleet reflect the changes to the proposed routes

## Appendix 17 - Summary of Costs and Savings

### Short Term

<b>Winter 09/10</b>	<b>Annual Saving</b>	<b>Additional Annual Cost</b>	<b>One off cost</b>
Operate new routes – overall saving	7000	-	-
Reduce number of salt piles	10,200	-	-
Met Office forecasting	5000	-	-
Electronic records	-	2400	2750
Provide 100 additional salt bins		8900	19,000
<b>Totals</b>	<b>22,200</b>	<b>11,300</b>	<b>21750</b>
Funding needed from £56k reserve			10,850

<b>Winter 10/11</b>	<b>Annual Saving</b>	<b>Additional Annual Cost</b>	<b>One off cost</b>
Operate new routes – overall saving	7000	-	-
Reduce number of salt piles	10,200	-	-
Met Office forecasting	5000	-	-
Electronic records	-	2400	-
Additional 100 salt bins	-	8900	-
Introduce GPS system	4400	13,200	24,200
<b>Totals</b>	<b>26,600</b>	<b>24,500</b>	<b>24,200</b>
Funding needed from reserve			£22,100

<b>Winter 11/12</b>	<b>Annual Saving</b>	<b>Additional Annual Cost</b>	<b>One off cost</b>
Operate new routes – overall saving	7000	-	-
Reduce number of salt piles	10,200	-	-
Met Office forecasting	5000	-	-
Electronic records	-	2400	-
Additional 100 salt bins	-	8900	-
GPS system	4400	13,200	-
<b>Totals</b>	<b>26,600</b>	<b>24,500</b>	<b>-</b>
Annual revenue saving			2100

Note: Operational costs relate to the Model Winter as defined in the Winter Service Review report. 'One off' costs are to be part funded from the £56k reserve which will diminish to £23K at the end of 2010/11 if the funding proposals are agreed. If the proposals are agreed a net saving of £2100 will have been achieved from winter 2011/12.

### Options for Increasing the Level of Service on Footways

Item	Likely Annual Saving	Additional Cost	One off cost
Salting of footways adjacent to schools, other learning establishments, nurseries, doctors surgeries, health centres, sheltered housing, residential care homes, etc	-	41,000	-
Further additional salt bins per 50 bins	-	4450	9500

Note: Additional costs relate to the Model Winter as defined in the Winter Service review report. These options will need to be considered as part of the 2010/11 budget process and so could not be implemented until winter 2010/11.

### Long Term

Item	Likely Annual Saving	Additional Cost	One off cost
Rationalise to the use of one depot	16,000		Will need estimating
Introduce salt barns and use dry salt at one depot	39,000	-	300,000
Introduce salt barns and use dry salt at three depots	39,000	-	900,000
Axle Weighing facilities (per depot)	-	Maintenance cost will need including	33,000

Note: These options will need to be considered after completion of the proposed review of depot usage.