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**Report to Council**

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**Date of Meeting: 29th September 2011**

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**Subject: Winter Service of Roads & Footways**

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**Report by: Head of Community & Regulatory Services**

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**1.0 Purpose**

- 1.1. This purpose of this report is to provide Council with a review of the winter service provided in 2010/11 and the amendments proposed to the existing policy and procedures, including changes proposed or enacted as a result of the review of winter 2010/11.
- 1.2. The report also seeks Council approval for the amended Winter Service Policy & Procedures document for 2011/12.

**2.0 Recommendations**

- 2.1. Council is recommended to approve the Winter Service Policy & Procedures for 2011/12.
- 2.2. Council is also recommended to authorise the Service Manager, Roads & Transportation to make arrangements outwith the policy and levels of service should exceptional circumstances such as heavy snow or a medical emergency demand it.

**3.0 Considerations**

- 3.1. The Winter Service is provided to ensure that transport links essential to economic and social activity can continue to be used safely. It is impossible to ensure that all roads and footways are kept free of ice and snow at all times. Nevertheless, in order to deal effectively with winter conditions, operations must be planned in a systematic manner and it is therefore essential that a policy with clearly defined priorities is established.
- 3.2. The objective of this policy is to ensure that the Council complies with its statutory duty as set out in Section 34 of the Roads (Scotland) Act 1984 which states "A roads authority shall take such steps as they consider reasonable to prevent snow and ice endangering the safe passage of pedestrians and vehicles over public roads".

- 3.3. The existing policy has been reviewed and updated in light of the events of last winter. A copy of the revised policy is attached as Appendix A. The primary changes are to emphasise the priority treatment of footways along primary road gritting routes which best serve pedestrian traffic and / or the most premises and to reiterate that the main footways leading to the main access gates of schools will be treated as a priority too. New plans showing the footway gritting routes will be ready for the start of the winter season. This policy allows the Council to meet its statutory obligations by providing the most effective winter service it can within the constraints of its finite resources. Scottish Government has announced that they plan to provide more encouragement and support for individuals and communities to take their own actions to prepare for, and deal with winter. Similarly in Clackmannanshire we propose to consult with appropriate community groups on their interest in supporting the Council in dealing with the impact of severe weather.
- 3.4. Almost 60% of the Council's 285 km road network is designated as having a high priority for winter service. This is a higher proportion of priority routes than the majority of other Councils. These priority routes receive precautionary treatment before ice forms with the aim of keeping them ice free although this can never be guaranteed. The Council also provides a high level of service on important footways in busy urban areas and on routes to schools.
- 3.5. Lower priority roads and footways are treated when conditions dictate and resources allow. However some very low priority roads and footways will not normally be treated unless hard packed snow and ice threatens to prevent access for essential services.
- 3.6. In periods of prolonged severe weather available resources are targeted towards keeping the strategic road and footway network open. As a result it can be a considerable time before low priority routes are treated.

#### **4.0 Review of Winter 2010/11 Performance**

- 4.1. At the end of each winter season a review of operations is carried out taking account of conditions encountered, as well as comments and complaints received. Changing weather patterns, resources and personnel constraints mean that the winter service is a constantly evolving service. These reviews seek to reduce costs, improve service levels and comply with EU working time directives while taking account of the work/life balance of the personnel involved.
- 4.2. The winter of 2010/11 was the most severe for over 30 years with sub zero temperatures persisting for more than 6 weeks. Once again during the winter, as a result of the weather and the continuing treatment of the road and footway network throughout Britain and the consequential high demand for de-icing salt, supplies were in danger of being exhausted nationally.
- 4.3. Our historical average annual salt usage in Clackmannanshire is less than 1,500 tonnes. Despite having an initial stock of 3,500 tonnes of salt at the start of the 2009/10 winter, stock levels became critically low at times. Having experienced these difficulties in 2009/10 we had pre-empted any similar salt shortage by ensuring that almost 4,000 tonnes of salt was purchased and

stored in our salt barn prior to the start of last winter. In the event, weather was so severe and prolonged that we purchased a further 1,000 tonnes of salt during the winter. It is proposed to increase our salt stock to 4,500 tonnes for the winter of 2011/12.

- 4.4. The effectiveness of salt in melting ice reduces the further temperatures fall below zero until below around -6 degC it has little effect. We experienced prolonged periods of sub zero temperatures meaning that the snow and ice refused to melt. Eventually as salt levels became dangerously low nationally we purchased around 1,000 tonnes of grit, which was mixed with the salt to make it go further and improve traction in snow conditions. The continuing snowfall and sub-zero temperatures meant that, in line with our policy, resources were concentrated on priority routes which were treated and re-treated before any action was possible on our lower priority roads and footways. Consequently there was a significant build up of snow and ice on some lower priority routes which could not be shifted as temperatures were so low that salt was ineffective.
- 4.5. The effectiveness of the footway gritters was called into question due to observations that footways which had been treated still had snow on them and this subsequently became hard packed and almost impossible to move. While the extremely low temperatures were the major factor, options are being investigated to prevent a repeat. Alternative footway gritters with greater capacity and more efficient spreading have been trialled. These gritters require to be refilled less often, so extending the length of route each gritter can cover and reduce treatment times. Three of these gritters have been ordered with delivery scheduled for October.
- 4.6. Experienced staff considered that these persistent problems could have been reduced if we had been able to treat our lower priority footways earlier. It was considered that an agreed process should be put in place to allow a deviation from policy if this was considered to be necessary in light of prevailing conditions.
- 4.7. The condition of footways could be much improved following snowfall if members of the public were to remove the snow from the footways outside their property. We will include guidance in our public information to residents to encourage them to do this including helping neighbours unable to do it for themselves.
- 4.8. All roads and footways in Clackmannanshire are prioritised for treatment according to their relative importance. Experience of recent severe winters has shown that the level of service is generally satisfactory although the winters of 2009/10 and 2010/11 stretched available resources to the absolute limit. The level of service generally complies with the recommendations laid down in "Well Maintained Highways" the UK Code of Practice for Highway Maintenance Management.
- 4.9. Throughout the extreme weather conditions the priority route network was kept largely free of snow and ice. The only exception being sections of the B9140 which had to be closed for short periods to allow drifting snow to be cleared.

- 4.10. The criteria for the provision of salt bins worked well and should remain the same as in previous years. We now have over 300 bins in place which is the limit we can effectively service. On average we replace around 10% of bins each year. It has been standard practice to empty and return all bins to the depot at the end of winter mainly to prevent vandalism. As a cost saving measure it is now proposed to only take in bins which are in locations considered likely to be more prone to vandalism.
- 4.11. It is proposed to publish details of the winter service policy & procedures in View as well as on Clacksweb so that members of the public are more likely to be aware of them and are able to take account of treatment priorities in planning their travel arrangements. The public will also be encouraged to do more to help themselves and their less able neighbours.
- 4.12. Arrangements for treatment of non-adopted areas such as school car parks and footways within residential establishments will also be formalised to ensure the optimum level of service is provided within the limits of available resources.

## **5.0 Sustainability Implications**

- 5.1. Excessive use of rock salt for winter treatment can cause environmental damage. Clackmannanshire Council has always used rock salt in a controlled manner with no significant damage to the environment.
- 5.2. The Winter Service Policy provides a framework to assist people in Clackmannanshire to go about their daily business during winter, while encouraging them to help themselves and others.

## **6.0 Resource Implications**

### *6.1. Financial Details*

The proposed policy and procedures and service provision for a normal winter can be accommodated within the allocated budget. Yes ☒

- 6.2. Finance have been consulted and have agreed the financial implications as set out in the report. Yes ☒

### *6.3. Staffing*

There are no additional staffing requirements.

## **7.0 Exempt Reports**

- 7.1. Is this report exempt? Yes ☐ (please detail the reasons for exemption below) No ☒

## 8.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

### (1) Our Priorities 2008 - 2011 (Please double click on the check box ☒)

The area has a positive image and attracts people and businesses	<input checked="" type="checkbox"/>
Our communities are more cohesive and inclusive	<input checked="" type="checkbox"/>
People are better skilled, trained and ready for learning and employment	<input type="checkbox"/>
Our communities are safer	<input checked="" type="checkbox"/>
Vulnerable people and families are supported	<input checked="" type="checkbox"/>
Substance misuse and its effects are reduced	<input type="checkbox"/>
Health is improving and health inequalities are reducing	<input type="checkbox"/>
The environment is protected and enhanced for all	<input checked="" type="checkbox"/>
The Council is effective, efficient and recognised for excellence	<input checked="" type="checkbox"/>

### (2) Council Policies (Please detail)

Winter Service Policy & Procedures 2011/12.

## 9.0 Equalities Impact

9.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes ☐ No ☒

## 10.0 Legality

10.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes ☒

## 11.0 Appendices

11.1 Please list any appendices attached to this report. If there are no appendices, please state "none".

Appendix A Winter Service Policy & Procedures 2011/12.

## 12.0 Background Papers

12.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes ☐ (please list the documents below) No ☒

**Author(s)**

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**Approved by**

<b>NAME</b>	<b>DESIGNATION</b>	<b>SIGNATURE</b>
John Gillespie	Head of Community & Regulatory Services	John Gillespie (signed)
Garry Dallas	Director of Services to Communities	Garry Dallas (signed)



## Appendix 1

# SERVICES TO COMMUNITIES ROADS AND TRANSPORTATION



## WINTER SERVICE FOR ROADS & FOOTWAYS POLICY AND PROCEDURES DOCUMENT 2011/2012

*September, 2011  
Kilncraigs  
ALLOA*

# **WINTER SERVICE - PROCEDURES DOCUMENT**

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## Procedures

### **1.0 INTRODUCTION**

- 1.1 Winter Service is important in terms of both the Local and National economy and road safety. It is carried out to ensure, as far as possible, the safe movement of all road users, both vehicular and pedestrian, while minimising the effects on the environment. It is economically significant because of the delays that bad weather can cause.
- 1.2 The Council has a statutory duty under the Roads Scotland Act 1984 to take such steps as it considers reasonable to prevent snow and ice endangering the safe passage of vehicular and pedestrian traffic over public roads including footways.

This does not mean that all roads and footways have to be treated as soon as ice formations or snow accumulations exist. To do so would be impossible and outwith the limit of the resources available and the Courts have recognised that it would not be reasonably practical to do so.

Nevertheless, in order to deal efficiently and effectively with Winter Service, operations need to be planned in a systematic manner and it is therefore essential that a policy with clearly defined priorities is established.

- 1.3 The Council's Services to Communities is responsible for providing Winter Service on adopted roads and footways throughout Clackmannanshire.

Winter Service essentially comprises the following types of treatment:

- \* Precautionary salt treatment to prevent ice forming
- \* Treatment of ice already formed
- \* Removal of snow
- \* Treatment of hard packed snow and ice

These treatments are carried out in accordance with the UK Roads Board's Code of Practice, "Well-maintained Highways - Code of Practice for Highway Maintenance Management".

- 1.4 It is accepted that there are three distinct periods for Winter Service:

- \* High - December, January, February - during which severe conditions are normally expected.
- \* Medium - November, March - during which severe conditions may occur.
- \* Low - October, April - when severe conditions are not expected but occasionally occur.

**The principal period covered will extend from 1500 hours on Friday 28th October, 2011 to 0800 hours on the morning of Tuesday 10th April, 2012 but cover will also be available at short notice should weather conditions dictate outwith this period.**

**The principal period for footways will extend from Saturday 12th November, 2011 to Friday 2nd March, 2012.**

## 2.0 PRIORITIES & TREATMENTS

### 2.1 CARRIAGEWAYS

The Winter Service of roads will be based on treating the various priorities of road as defined below:

- (a) Priority C1: Roads comprising the strategic road network including all major bus service routes, main urban traffic routes, principal routes to most schools and routes to emergency service establishments.

Treatment: These routes will receive the following treatment when assessed as necessary:

- \* Precautionary salt treatment between 0530 hours and midnight.
- \* The treatment of ice formations between 0530 hours and midnight.
- \* The clearance of snow accumulations 24 hours per day.

NB The time allotted for the treatment of ice conditions on Priority C1 routes is 2½ hours and the commencement time of 0530 hours is designed to ensure treatment is complete by 0800 hours. Treatment of snow conditions will take longer particularly if ploughing is required.

- (b) Priority C2: These are the major secondary routes which include urban spine roads into housing and industrial areas and certain rural roads and identified routes including major cul-de-sacs in housing and industrial areas and certain roads opening up less populated rural areas.

Treatment: These routes will not receive precautionary salting and any treatment of ice and snow will only be carried out when a specific instruction to do so is given by management who should be satisfied that the following criteria are met:

- i) The general weather outlook established from forecasts, other meteorological information, ice sensor trends etc. is that the prevailing ice or snow conditions are likely to continue beyond midday.
- ii) That their treatment would not be detrimental to the level of service required on Priority C1 routes.

- (c) Priority C3: The remainder of the road network but divided into:

- \* C3A: Sections of road with identified difficulties.
- C3B: Others.

Treatment: These routes will only be treated in very exceptional weather conditions and will require authorisation of the Roads and Transportation Manager, or his nominated representative, who will specify C3A, C3B or both.

### 2.2 FOOTWAYS

The Winter Service of footways will be based on treating the various categories of footway as defined below:

- a) Priority F1 (relates to both snow and ice treatment)

The footways to be treated are:

- i) Those immediately outside shops in urban, community or village shopping centres where a minimum of three essential premises such as food shops, Post Offices etc. exist.
- ii) A connecting footway from the above shopping areas to relatively nearby and identified public buildings.
- iii) Adopted footways in sheltered housing or residential complexes for the elderly.
- iv) One footway along main pedestrian routes which best serves pedestrian traffic and/or serves the most premises.
- v) Those providing a link to old people's homes or sheltered housing complexes from the nearest treated footway.
- vi) Standing areas at bus stops
- vii) Main footways leading to main access gates to schools.

Treatment: These will be salted each morning that snow or ice formations exists unless information indicates that a thaw will take place before 0800 hours. Clearance will, as far as possible, be by mechanical means. Snow at other times of the working day will be cleared before 0830 hours the following morning.

b) Priority F2: Relates to ice or snow conditions and comprises the remaining footway network which has identified difficulties

(c) Priority F3: The remainder of the footway network.

Treatment: - These will only be treated in very exceptional weather conditions.

Treatment will require authorisation from the Roads and Transportation Manager or his nominated representative who will specify F2, F3 or both.

Note: Link footpaths will not be treated where alternative, albeit longer treated footway routes are available. Footways will only be treated six days a week (Monday to Saturday), except in the run up to Christmas where identified town centre footways will be treated as required.

## 2.3 **SALT BINS**

Salt bins will be provided at locations of identified difficulty e.g. steep gradients, sharp bends, awkward cul-de-sacs. Salt heaps may be placed in rural areas but reasonable steps will be taken to replace these with bins to minimise the adverse effects of salt. Bins will be refilled during or following spells of adverse weather as soon as resources permit.

## 3.0 **MANAGEMENT PROCEDURES**

### 3.1 **INTRODUCTION:**

Effective Winter Service depends on accurate up to date weather information. To ensure that the necessary information is available at all times of the day and night it has been agreed to operate a 24 hour (out of hours) winter weather monitoring service jointly with Stirling and Falkirk Councils manned by Duty Officers on a rota system. The services to be provided under this agreement include:-

- a) Monitoring of weather sensor data from Icelert outstations.
- b) Monitoring of weather radar.
- c) Access to meteorological consultancy.
- d) Maintenance of Icelert system.

### 3.2 **ASSESSMENT OF ACTION REQUIRED**

Weather forecast information specific to Clackmannanshire will be acquired on a daily basis for the winter period. This information will include a detailed 24 hour forecast and a 2 to 5 day outlook. In addition amendments and updates will be provided as necessary and there will be access to a 24 hour meteorological consultancy service.

The content of the weather forecasts supplemented by Meteorological / Icelert based information will be assessed by senior management during weekdays and a decision made on what the course of action should be for the following evening/morning.

Outwith normal working hours the Duty Officer will gather and assess sensor data, weather forecasts and other relevant information and prepare a recommended course of action which he will communicate to the Duty Manager who will determine the course of action to be followed.

The preferred course of action will be passed to Roads Contracts management for action as necessary. The preferred action will be based on the degree of certainty of the weather predictions and may include:

- a) evening pre-salt at a specific time
- b) evening pre-salt "on hold" with subsequent action dependent on an evaluation of ice sensor data
- c) "stand to" at 0530 hours for carriageways or at 0630 hours for footways
- d) Supervisor route check
- e) no planned action
- f) a combination of the above

### 3.3 **Monitoring and Supervision**

During normal working hours (Monday-Friday 0900-1700) monitoring will be carried out locally by Clackmannanshire staff.

Out of hours (Friday 1700 hours to Monday 0900 hours and weekdays 1700 hours to 0900 hours) a Duty Officer will be rostered from a joint pool of staff to monitor the weather conditions in all three Council areas (Clackmannanshire, Falkirk and Stirling) and initiate any action required.

During the skeleton cover periods and Christmas/New Year holidays Duty Officers may operate on a stand by at home basis using portable computers, moving to the office when action dictates.

### 3.4 **Duties and Responsibilities**

#### (a) Duty Manager

The Duty Manager on duty shall be responsible for assessing all relevant information and deciding, in consultation with the Duty Officer, what action, if any, is required in response to the forecast conditions.

(b) Duty Officer

- i) Will assume responsibility for monitoring ice detection equipment and weather trends, consulting with the forecast supplier as necessary.
- ii) Will have responsibility for liaison with Central Scotland Police and adjoining authorities.
- iii) Will ensure that he is fully aware of the weather forecasts for the area and the planned action levels. He will initiate any action required and agree any operational requirements including salt spread rates with the Stand-by Duty Supervisor.
- iv) Having initiated action through the Duty Supervisors and ensured that the degree of mobilisation is commensurate with prevailing conditions the Duty Officer will have no direct operational responsibilities i.e. the Duty Supervisor will direct and control operations in the field. The Duty Officer will liaise with Supervisors to ensure he is aware of the level of activity ongoing/required.
- v) In the event of a "stand to" being arranged the Duty Officer will ensure that up to date road status information is available prior to 0530 hours for discussion with Duty Supervisors on operational requirements.
- vi) The Duty Officer will receive weather information during weekend and holiday periods and after agreed consultation communicate the course of action to be adopted.
- vii) The Duty Officer will maintain a detailed log of all reports received by radio or telephone and of any action or non-action taken.
- viii) Each weekday the Duty Officer will prepare a brief report on overnight or weekend activities which should be available to the Duty Manager before 0900 hours.
- ix) Duty Officer will ensure that the Duty Supervisor has provided details of all action/inactions to allow this information to be included in the duty log.

b) Duty Supervisor

Duty Supervisors are drawn from Roads staff and one Supervisor will be on standby in Clackmannanshire at all times outwith normal hours.

- i) All Duty Supervisors must be fully aware of the road and footway priority routes and before each period of duty will be expected to have made themselves aware of the weather forecast, the proposed treatment/action and the operational status, serviceability and location of all gritting equipment together with details of standby manual operatives and other standby staff.
- ii) If an operational requirement is advised by the Duty Officer the Supervisor will assume full operational control of the subsequent action. In a marginal situation the Supervisor may be required to inspect, assess and report and must at all times, maintain contact with the Duty Officer to keep them informed of the current situation.
- iii) In a pre-grit or call out situation the Duty Supervisor will mobilise resources needed to deal with the immediate problem and be responsible for the control of the operation.

- iv) In a stand-to situation the Duty Supervisor will contact the Duty Officer before 0530 hours to discuss weather and road conditions including current information from ice sensors and any weather forecast updates. The Supervisor will issue instructions to gritter drivers and/or footway teams as to whether or not a route check will be needed and in the event of no action being needed may detail other duties.
- v) The Supervisor will instruct the salt spread rate required for the prevailing conditions and will monitor compliance through the use of the "Estimated Rate of Spread of Rock Salt Chart."
- vi) The Duty Supervisor will maintain a 24 hour Shift Report for submission to Roads Contracts management before 0900 hours, recording the following:
  - \* Duty Supervisor on/off times
  - \* Weather, road and footway conditions
  - \* Routes treated
  - \* Gritter details, call out/route completed/off-duty times
  - \* Salt quantity used and spread rate achieved on each route
  - \* Details of interruptions to gritting operations(e.g. breakdowns) and action taken to overcome them.
- vii) Duty Supervisors must ensure that the Duty Officer is made fully aware before 0900 hours of any treatments carried out to allow the report on overnight activities to be compiled accurately and the duty log updated.

## 4.0 OPERATIONAL PROCEDURES

### 4.1 Prior to 28th October, 2011

- a) All Winter Service labour requirements to be assessed i.e. allocation of drivers, loaders, second men/depot ploughmen and preparation of Standby Duty Rosters.  
(Responsibility: Roads Contracts Manager/Supervisory Staff).
- b) All HGV drivers and loading shovel operators to receive training on the safe and efficient use of plant and equipment. Familiarisation to include all machine types with demountable or interchangeable bodies as well as instruction on spread rates and patterns. Training of all personnel in the fitting of snowploughs will also be carried out.  
(Responsibility: Roads Contracts Manager/Plant Supervisors).
- b) All drivers to check and become familiar with their new route cards (all priorities) as soon as they are issued and all personnel to be given instruction on operational procedures.  
(Responsibility: Roads Contracts Manager/Supervisory Staff).
- d) All gritters to be calibrated to achieve salt spread rates of 10gm/m<sup>2</sup>; 20gm/m<sup>2</sup>; 30gm/m<sup>2</sup>; and 40gm/m<sup>2</sup>.  
(Responsibility: Roads Contracts Manager/Plant Supervisors).
- e) Gritter(s) to be loaded and available as instructed by the Roads Contracts Manager/Supervisory Staff.
- f) Action may be requested on receipt of a "ROAD DANGER WARNING".

### 4.2 Period 28th October, 2011 –10<sup>th</sup> April, 2012

- a) All rostered drivers, loaders, standby squad and ploughmen will maintain a standby presence as directed.

Gritters will **not** be automatically double-manned in snow conditions. Where conditions become extremely severe or in those instances when remote rural hilly areas or housing scheme roads with parked vehicles are being ploughed (i.e. routes normally occurring in the priority C3 categories), then Management/Supervisory staff will have discretion to double-man where necessary.

In order, however, that drivers may have assistance to change, adjust, reverse or repair plough equipment during ploughing operations it may be decided to nominate, from within the above roster, individuals who will be depot-based plough attendants. Normally one such attendant will operate where more than four ploughs are in operation.

In the event of a particularly adverse weather outlook, it will be necessary to detail additional personnel to standby duty.

- b) At all times outwith normal working hours (except as otherwise may be directed during periods of extremely low temperatures) the standby gritter fleet, augmented when necessary by demountable equipment, will remain loaded and immediately available to Standby Crews either at or near the driver's home address or at an acceptable and readily accessible local operating base or depot.
- c) Drivers must report any vehicle/equipment defects to the Works Supervisor and in the event of a breakdown during a call-out or patrol, the matter must be reported immediately to the Duty Supervisor who will either arrange a repair or the uplift of a spare gritter. It must be clearly understood that the completion of treatment on the Priority Route is the important issue at this stage.

- d) A Loading Shovel will be available overnight at Forthbank depot. Machine defect reporting as per (c) above.
- e) Personnel will be re-designated as appropriate and assigned to duty rosters. Standby payments will be made in accordance with these duty rosters. **(All personnel are reminded that the interpretation of standby is that they must be immediately available to commence gritting, etc., after call-out.)**

**The consumption of alcohol during working hours will not be tolerated and personnel on standby will, at all times, be fit to undertake their duties in a responsible manner and within legal requirements.**

- f) On receipt of the daily Meteorological Reports supplemented by site specific ice prediction forecasts, a course of action will be recommended for the treatment of Priority C1 Carriageway Routes and Priority F1 Footpath Routes over the 24 hour period to follow. This may take the form of one or more of the following
  - i) evening pre-salt at a specific time
  - ii) evening pre-salt "on hold" with subsequent action dependent on an evaluation of ice sensor data
  - iii) stand to at 0530 hours for carriageways or at 0630 hours for footways
  - iv) Supervisor route check
  - v) no planned action
  - vi) a combination of the above

**In all situations, drivers must report to the Duty Supervisor, their on and off duty times. This information is essential for record purposes and will, during emergencies, prevent unnecessary disturbance to the driver's family.**

In the 0530 hrs stand-to situation for carriageways or 0630 hrs stand-to for footpaths, the Duty Supervisor will issue instructions, based on his local knowledge and updated Icelert and Meteorological information, as to whether or not a carriageway gritting patrol/route check or footpath treatment is required. In the event of there being no such requirement, alternative duties may be detailed.

- (g) If no stand-to is required on a normal working day all personnel should report to their local depot at normal starting time or as instructed.
- (h) (i) Commencement of work/duty times for the various grades of personnel for the stand-to situation are to be:-

Duty Supervisor to be mobile at 0500 hrs  
 Gritter Drivers to commence service at 0500 hrs then report in prior to 0530 hrs.  
 Loader operator as defined by Duty Supervisor to be in depot 30 mins after call.  
 Mini-tractor drivers to report in/commence service at 0615 hrs.  
 Footpath labourers to be available to commence footpath treatment at 0630 hrs.  
 Drivers for footpaths to report in/commence service at 0615 hours.

- (h) (ii) Call out situation times will of course be unpredictable but the service level to be aimed for is a 30 min response time from call out to full mobilisation. This is not hard and fast but is a target.

#### **4.3 Period Subsequent to 10<sup>th</sup> April, 2012**

- a) For the period after Tuesday, 10th April, 2012 drivers and shovel operators may be required to maintain a skeleton standby presence as directed. In the event of a particularly adverse weather forecast being received, it may be necessary to detail



additional personnel to standby duty. In all circumstances, standby payments and remuneration at the appropriate wage rate will be made via the time sheet. Response to emergencies together with the extent and order of treatment undertaken will remain consistent with the requirements of Paragraph 2.1 of the Policy Statement. (Responsibility; Roads Contracts Manager/Supervisory Staff).

- b) Bulk gritters will remain loaded and available as instructed by the Roads Contracts Manager.

#### 4.4 **General Procedures and Arrangements**

##### a) **Meteorological Reports**

During normal working hours, area based weather information will be received by the Icelert master station. Fax may be used as a back-up. These general forecasts together with site-specific ice-sensor based ice prediction forecasts will be assessed and passed to the Roads Contracts Manager at Kelliebank with a primary, specified course of action for carriageways and footways. Outwith normal working hours, weather reports are passed directly to the Springkerse-based Duty Officer and from there to the Duty Supervisor directly as necessary. Weather Radar data is available as an additional aid.

##### b) **Action Assessments and Treatment Levels**

Road conditions can vary considerably across the area with factors such as local topography, humidity, wind speed and direction, the amount of salt remaining on carriageways and the amount of traffic all influencing the possibility of adverse conditions occurring. Some of the conditions which require a response are as follows:

- i) Temperatures falling to zero with varying cloud cover conditions, humidity and salt concentration on the roads.
- ii) Frost or light snow forecast on dry roads.
- iii) Frost forecast after rain.
- iv) Freezing conditions coinciding with rain.
- v) Ice already formed on road surfaces.
- vi) Erratic temperature movements due to changing cloud cover.
- vii) Heavy snow falls.

Any of the above conditions can occur for varying periods, day or night, throughout the winter period and may affect all or part of the road and footway network.

Essentially however, Winter Service comprises the following forms of treatment:

- Precautionary salt treatment (carriageways only).
- Treatment of ice on carriageways and footways.
- Treatment of snow on carriageways and footways.
- Treatment of hard packed snow and ice on carriageways and footways

These forms of treatment and guidance on the use of rock salt for the winter treatment of roads, including its value as an aid to ploughing operations, are set out in Appendix A. These recommended procedures should be studied and applied, as excessive salt spreading is clearly undesirable on financial and environmental grounds.

##### c) **Staff Supervision**

Standby Supervisory Staff (i.e. The Duty Supervisors) will be present to direct, control, monitor and record operations in the area during all pre-grit, call-out and stand-to situations.

d) **Call-Out Procedures**

In the event of a pre-grit being necessary or an emergency arising outwith normal working hours, the Duty Supervisor will call out Drivers and Plant Operators as required. Call-outs will normally be for the treatment of Priority C1 Routes and will, as previously detailed, be confined to the period 0530 hrs to midnight on roads where ice formation requires treatment. This does not of course apply to snow conditions where treatment will continue if necessary between midnight and 0530 hrs. On completion of the priority route or when the emergency is over, gritters will be reloaded and drivers report off duty and back to standby.

e) **Arrangements During Continuous Gritting and Ploughing Operations**

As in (d) above the Stand-by Drivers/Plant Operators will respond to emergency call-outs and proceed to deal with the emergency as instructed. Where prolonged overnight operations result in the Stand-by Drivers and Plant Operators being stood-down for rest, any subsequent requirement for continuous gritting/call-out/pregrit during the 1500/1600 hrs to 2200 hrs evening period may be detailed to the relief Drivers/Plant Operators.

During continuous operation, especially in particularly adverse conditions, the working hours of the relief drivers/plant operators should be closely monitored. It may be necessary for local Supervisory staff to instruct the Stand-by drivers/operators to return to duty prior to 2200 hrs.

All personnel will therefore operate through prolonged emergencies as instructed and stand-by duty will be recognised by appropriate payments. A general exemption from the Driving Regulations is allowed to deal with Emergencies and exceptional circumstances. All time in excess of the normal daily driving limits must however be spent in dealing with Emergencies.

f) **Weekend Arrangements**

i) **Carriageways**

In order to receive instructions on proposed action during the weekend standby period (i.e. Saturday evening to Monday morning), drivers must telephone or radio the Clackmannanshire Emergency Control Centre between 1800 hrs and 1900 hrs on Saturday and Sunday. The recommended course of action will have been determined and passed to the Clackmannanshire Emergency Control Centre prior to that time.

Emergency Control Centre - Telephone Number - ALLOA 450000  
Emergency Control Centre - Radio Call Sign -  
ALPHA BASE

ii) **Footways**

An assessment of available Weather Forecast information will be carried out at the end of each week in order to determine the proposed footway action for Saturday, Sunday and Monday mornings

g) **Public Holidays**

There will be specific periods during the Xmas and New Year Public Holidays when priority route treatment will be carried out on the basis of call-outs, there being no pre-arranged stand-to or patrols. Salt changes may, however be required. Further details will be circulated in early December 2011.

Payment for work on a Public Holiday. In accordance with Clackmannanshire Council - Single Status 2010, Appendix D, paragraph 7.2.1, fixed public holidays are set out in Paragraph 5 (currently, 2 days at Christmas, New Year and Easter and May Bank Holiday, totalling 7 days).

Where employees are required to work on any of these public holidays, all hours worked will be paid at double time (i.e. normal pay plus an enhancement of plain time) whether they are within standard hours or not. In addition, employees will be entitled to equivalent time off in lieu to a maximum of one day's full time hours. Alternatively, following meaningful consultation and taking account of the exigencies of the service, a manager can pay triple time (i.e. normal pay plus an enhancement of double time) as full recompense with no day off in lieu.

**5.0 RESOURCES**

**5.1 Vehicles, Plant and Equipment**

- a) A review of the Winter Service vehicle, plant and equipment requirements is carried out annually with overall numbers and types of equipment being determined in relation to the planned operational requirements. (Responsibility: Roads Contracts Management)
- b) Appendix 'C' details the equipment available.
- c) Appendix 'D' lists companies in the private sector, e.g. Contractors, Plant Hire Companies and Farmers who have confirmed the availability of equipment for Winter Service use. An indication of equipment type and units available is included.

- d) Each item of Winter Service vehicle, plant and equipment item will, in addition to the prescribed plant/vehicle maintenance programme carried out by the Clackmannanshire Fleet Services, be thoroughly checked over by Roads personnel to ensure that it is in proper working order and that all ancillary equipment items, e.g. snowploughs, demountable gritter bodies, etc. are compatible with their prime mover and can be fitted without difficulty.

With waxing of diesel fuels a significant problem, it is crucial to the effective performance of all equipment that water residue is removed from fuel filters, sediment bowls, etc. and that all Derv and Gas Oil used during the winter period is to winter grade specification with additives being used in exceptional conditions to further reduce the waxing point (-17°C). See also Paragraph 5.2. - Fuel Supplies.

(Responsibility: Fleet Manager, Plant/Works Supervisors, Stores Controller, Operatives.)

- e) Supervisory personnel will be issued with an "ESTIMATED RATE OF SPREAD" Chart [See Appendix A and 6.3.3(c)] for the routes under their control.

**The purpose of this chart is to allow the Supervisor to feed back to the driver an estimate of the rates of spread he has achieved when he (the driver) gives his estimate of the tonnage of salt used to grit continuously the whole of his C1 route. This will help to make everyone involved familiar with spread rates in grammes per square metre, confirm the correct control settings and economise in the use of rock salt. This information must also be recorded in the Duty Supervisor's report. (See 6.3.3.e).**

(Responsibility: Duty Supervisors, Technical Support Officer, Drivers ).

- f) Radio telephone equipment will, normally, be fitted to all Winter Service vehicles. (Responsibility: Operational Staff.)
- g) A daily update on the state of serviceability of all equipment is essential and any shortfall made good with demountable equipment if weather outlook is poor. (Responsibility: Operational Staff).
- h) The proper maintenance of all Winter Emergency Equipment is essential. All gritters (either IBS or DMG) will be activated for at least 30 minutes once per week. All equipment must be cleaned thoroughly after every period of use to prevent the build up of salt in or on any part of the machinery. (Responsibility: Works Supervisors/Duty Supervisors).
- i) In Clackmannanshire the following maintenance and repairs regime will operate:
- 1) Gritter vehicles and plant will be covered by a 24 hour stand-by service by Kelliebank workshops. Contact is through Clackmannanshire Emergency Control Centre at Limetree, Alloa who will be aware at all times of the location of Workshop rota staff. (Telephone 01259 450000). Electrical repairs will also be routed through this Workshop's rota.
  - 2) Ploughs for all forms of vehicle will be covered by Clackmannanshire Council's blacksmith service based at Fleet Workshops, Kelliebank (01259-226901). Forthbank Roads Depot Stores will maintain supplies of routine repairs items for ploughs.

During normal working hours if Clackmannanshire Council's service is not available for workload reasons then a local blacksmith service can be utilised. This will be Fraser J Dawson (01259-750479 or 07740-376826 (John Dawson)).

## 5.2 **Materials**

### **Salt**

- a) Salt stocks will be replenished if necessary during the summer months. Usage will be closely monitored throughout the Winter Period with any deficiencies made good by additional supply. (Responsibility: Roads and Street Lighting Team Leader).
- b) A stock of low-moisture rock salt is held at Forthbank Roads Depot.
- c) All salt used on carriageways, footways, grit bins etc. (except for rechargeables which should be booked out through Stores) must be recorded on the Daily Work Ticket together with the carriageway or footpath route it was used on.

It is equally important to indicate that no salt was used by entering a zero tonnage as a positive confirmation that an entry has not been forgotten. (See also 5.1.e)

### **Fuel Supplies**

- a) Fuel is available at Kelliebank on a 24 hour basis. Where necessary, appropriate arrangements shall be made for the supply of fuel outwith normal working hours. (Responsibility: Support Staff).
- b) For the provision of fuel outwith normal working hours, where fuel from Kelliebank is not available, Fleet Management have agreed with the following garage to provide a service.  
**Devonvale Garage**, Hallpark, Whins Road, Sauchie (Tel 01259 723612 - outwith hours)
- c) Supplies of Derv and Gas Oil will be to an appropriate winter grade specification (Class A2 BS 2869) or will have been suitably modified by the addition of an appropriate percentage of anti-waxing chemical. During periods of very low ambient temperatures further additives may be used with winter grade fuel to further reduce the waxing point (-17°C). Nevertheless, operators are required to ensure during refuelling stops, particularly at private garages, that all fuel drawn is suitable. (Responsibility : Stores Controller, Plant Supervisors, Operators.)

## 5.3 **Labour**

All labour required for Winter Service will be provided by Clackmannanshire Council's Roads Contracts Services supported and augmented by personnel from the other Contract Services of the Council as required. During particularly severe conditions private contractors may also be utilised.

## 5.4 **Communications**

- a) **British Telecom Telephone System:** Appendix 'D' is a comprehensive register of telephone numbers.  
Clackmannanshire Council Offices and Depots during Normal Working Hours  
Contracts Personnel Outwith Working Hours  
Client Personnel Outwith Working Hours  
External/ Adjoining Authorities  
Central Scotland Police  
Forecast Provider  
Available Plant from Private Contractors, Farmers etc.  
Street Lighting Standby Rota  
Fleet Services, Kelliebank

b) **Radio Telephones**

The radio telephone system is absolutely essential for the efficient and effective management of the Winter Service Service. In addition, it is a valuable information source and is often required during the winter period to transmit information of an urgent and emergency nature.

**All manual operatives and staff personnel are required to ensure that their use of the radio telephone system is restricted to the minimum level necessary and that they ensure radio discipline is maintained at all times.**

Appendix 'B' contains a list of Roads Section staff personnel and their current radio call signs.

## 6.0 SUPERVISORY PROCEDURES

### 6.1 Introduction

All Staff involved in the management and supervision of the Winter Service are expected to be fully aware of the Council's Winter Service Policy and will, in order to ensure compliance with this Policy, be familiar not only with the contents of this section, but with all operational procedures and guidance information provided.

Effective Winter Service operations depend upon accurate and timely weather information. In addition to the weather forecast information received daily from the forecast provider (Section 6.4 refers), Icelert sensors located in Clackmannanshire and neighbouring authorities will again be operational, 24hrs./day to enhance forecast information.

Continuous monitoring of the system is undertaken by Officers operating on the following basis;

#### **Weekdays - Daytime (0900 to 1700 hrs)**

Clackmannanshire's Roads and Transportation Team will monitor the Icelert system.

#### **Weekends/Public Holidays - Daytime (0900 to 2100 hrs) and Weekdays/Weekends/Public Holidays - Overnight (1700 to 0900 hrs)**

Duty Officers operating on a rota basis will monitor the ICELERT system at Springkerse (Tel: Stirling 447847).

The following paragraphs set out the procedures which have been established to;

- a) manage the Winter Service within the framework of the financial and policy constraints.
- b) handle the ice detection facilities and all other relevant Winter Service information.

### 6.2 Standby Supervision

In order to ensure a consistency of action across the area and a controlled response to operational requirements the well established two-tier system of Standby Supervision will again operate for the forthcoming Winter Period.

Commencing 28th October, 2011, until 10th April, 2012 and on such occasions outwith these dates as may be determined by weather conditions, responsibility for the management and control of the Winter Service outwith normal working hours will rest with the following Standby Staff:

- a) **Duty Manager** - appointed from nominated Clackmannanshire Council Roads & Transportation staff and rostered such that there will be one manager "on call" at all times outwith normal hours.
- b) **Duty Officer** - appointed from nominated staff from all three Councils and rostered such that there will be one officer on duty at all times outwith normal hours.
- c) **Standby Duty Supervisor** - Comprising members of Clackmannanshire Council Roads and Transportation staff, rostered by the Roads Contracts Manager such that there will be one supervisor on standby at all times outwith normal hours.

**Duties and Responsibilities**

- 6.3.1 In addition to the two supervisory levels set out in 6.2 above, the Roads and Transportation Manager and the Roads & Street Lighting Team Leader will have specific responsibility for the predetermining of action levels on Carriageway Priority Routes C1 and Footway Priority Routes F1A/F1B and for the authorisation of treatment on Priority C2 and C3 Routes and F2As / F2Bs in accordance with the policy constraints. The following paragraphs outline the involvement of these officers.

**Priority Routes C1 (Carriageways) and F1 (Footways)**

- a) Normal Working Hours: The Roads and Transportation Manager and/or the Roads & Street Lighting Team Leader will evaluate weather forecast and road condition information and thereafter determine the course of action appropriate to the following overnight period. The Duty Officer thereafter will initiate any necessary action through the Duty Supervisors.
- b) Outwith Normal Working Hours: Duty Officers will receive forecast information and in consultation, if necessary, with the aforementioned Duty Manager will determine whatever action is necessary and thereafter initiate.

**Priority Routes C2**

Forecast predictions may permit a course of action to be predetermined the previous day. Failing this being possible it is recommended, irrespective of the hour or day, that any treatment action required in the area should be determined following Duty Officer consultation with the Duty Manager. The Duty Officer, prior to consultation, will be expected to have an updated weather forecast for the following period and to have established accurate information on prevailing road conditions in the area.

**Priority Routes C3/F2/F3**

In exceptional weather conditions the Roads and Transportation Manager (or his nominated representative) may authorise the treatment of these routes.

N.B . A direct telephone link is in place between Central Scotland Police Control Room and the Duty Officer. All calls from the Police received on this phone will be responded to immediately regardless of whether or not there is conflicting Icelert information.

It must also be recognised that circumstances may on occasion prevail which require discretion to be exercised with regard to policy constraints, e.g. Police requests for assistance at major accident locations, or where it is established emergency vehicles are in difficulty. Such requests should not be ignored and policy constraints may be disregarded in such circumstances.

6.3.2 **Duty Officer** (All councils -Tel: Stirling 01786 447847)

- a) He/she will be in overall contact and control. All matters relating to Winter Service, Flooding, Potholes etc. (but excluding lighting) will be passed initially to the Duty Officer.
- b) He will assume responsibility for the monitoring of the ice detection equipment.
- c) He will ensure that he is fully acquainted with the weather forecasts for the areas under his control and the intended action levels. He will thereafter initiate any action required and discuss operational requirements, including salt spread rate, with the Standby Duty Supervisors in these Areas. See also Paragraph 6.3.1. above.



- d) Having initiated action through his Standby Supervisors and ensured that the degree of mobilisation is appropriate to the prevailing conditions, the Duty Officer will have no direct operational responsibilities, i.e. the Duty Supervisors will direct and control gritting operations 'in the field'. The Duty Officer must at all times maintain liaison with the Duty Supervisors and be aware of the level of activity ongoing/required within the areas.

He will at all times maintain records of all reports received by telephone and radio and of the action taken. This will be in the form of a Duty Log, a complete version of which will be available for each Council by 0900 hours each morning.

- e) The Duty Officer will in the event of a Dawn 'Stand to' having been arranged, be prepared, prior to 0530 hrs, to convey road status information from the various out-stations to the Duty Supervisors and to discuss operational requirements. Records will be maintained as per (d) above.
- f) The Duty Officer will each week-day prior to 0900 hrs prepare a brief report on overnight or weekend activities a copy of which will be made available to each Council.
- g) The Duty Officer will receive weather information during weekend and holiday periods and communicate the course of action to be adopted. For further information see Section 6.3.1 above and Meteorological Office Weather reports, Section 6.4.

### 6.3.3 **Duty Supervisors**

- a) All Duty Supervisors must be fully acquainted with the network of carriageway and footway Priority Routes in the area and prior to each period of duty he will be expected to have made himself aware of the weather forecast, the proposed treatment/action and the operational status, serviceability and location of all gritting equipment in the area together with a current roster of standby staff.
- b) In the event of an operational requirement being advised by the Duty Officer, the Standby Supervisor will assume full operational control of the subsequent action in his area. In a marginal situation he may be required to inspect, assess and report. He is required at all times to maintain contact (as mutually agreed) with the Duty Officer to inform and update on current positions.
- c) In a pre-grit or call out situation, the Duty Supervisor will mobilise the resources of plant and labour required to deal with the immediate problem and be responsible for the direction and control of the operation.

**He will instruct on all occasions the salt spread rate required to deal with the prevailing conditions and will monitor compliance with this instruction through use of the Estimated Rate of Spread of Rock Salt Chart. (See Appendix 'A' and Section 6).**

- d) In the Dawn 'Stand-To' situation, the Duty Supervisor will contact the Duty Officer at Springkerse (Tel. Stirling 447847) prior to 0530 hrs in order to discuss weather and road conditions in his area, including current information from the ICELERT out-stations and weather forecast updates. The Duty Supervisor will issue instructions to his gritters and/or footpath teams as to whether or not a route check/patrol will be required and in the event of no action being considered necessary, he may detail other duties.  
*Salt spread rates will again be instructed and monitored if action is necessary.*
- e) The Duty Supervisor will at all times maintain a 24hr Shift Report for his area recording the following;

Duty Supervisor on/off duty times.  
Weather, road and footway conditions

Routes covered

Gritter details, call-out/route completed/off-duty times.

Salt quantity used and spread rate achieved on each route.

(See Appendix A for sample of Estimated Rate of Spread of Salt Chart).

Details of interruptions to gritting operations (e.g. breakdowns etc.) and action taken to overcome them.

Attention to this last point will enable officers, if later called upon, to confidently confirm treated locations in the event of Enquiries, Court Cases or Insurance Claims. *It is recognised however that the Duty Supervisor may not always be available (e.g. following an overnight operation). In these situations, local Supervisory Staff are responsible for maintaining the Shift Report throughout the daytime period.*

A copy of the Shift Report (including any 'nil' reports) should be forwarded daily, or as agreed, to the Roads Contracts Manager's Office where they will be checked, collated and filed for reference.

- f) It should be noted that there is a requirement for the Duty Officer to submit a brief activity report for each day of the week prior to 0900 hrs (See 6.3.2 (f) above). The Duty Supervisors are therefore required to ensure that the Duty Officer is made fully aware daily of the treatment levels found to be necessary in each Divisional Area.
- g) The Duty Supervisor in each area will be responsible for dealing with all other emergency matters passed to him by the Duty Officer e.g. Flooding, Potholes etc. It is recognised however, that there may be occasions when the support and assistance of local Roads Contracts Supervisory Staff is required to mobilise resources.

#### 6.3.4 **Deteriorating Conditions**

Where there is strong evidence that widespread snow accumulations are likely outwith normal working hours, the Roads Managers will ensure at all times that additional support equipment and manpower are placed on standby in order that adequate resources are available to cope with the treatment of the entire Priority C1 route network if instructed.

It is also important when considering the duties and responsibilities of the Duty Officer and Duty Supervisors to designate additional members of staff who will be available if necessary when there is strong evidence that snow conditions will prevail. In these circumstances, the Roads Managers will liaise and appoint where appropriate a staff member who will, if called upon by the Duty Officer or Supervisor, assist in the supervision of a snow emergency when the degree of co-ordination and the extent of mobilisation (i.e. additional manpower, snowplough equipment and vehicles) requires the support of his local knowledge. The Duty Officer or Supervisor will also have discretion in deteriorating conditions or in the event of unforeseen circumstances affecting the required level of service, ( e.g. high incidence of mechanical breakdowns) to call out Operational staff to assist at a local level.

### **Meteorological Reports**

The Council will receive weather forecast information specific to the Authority's operational area. This daily service will include a 24 hour detailed forecast and a 2 to 5 day outlook plus amendments and updates as necessary. The service will be available for the full winter period.

The communication system for the receipt of weather information and the resultant actions can be summarised as follows:

- 1) During the normal working week, the 'midday' forecast will be received at Kilncraigs, Alloa.
- 2) The content of the weather forecasts, supplemented by Meteorological / Icelert based information, will be assessed by senior Roads and Transportation management who will determine, based on the degree of certainty or otherwise of the predictions, what the course of action should be for the following overnight period.

This action might be:

- a) evening pre-salt at a specific time (carriageways only).
  - b) evening pre-salt 'on hold' with subsequent action dependent on an evaluation of Icelert data (carriageways only).
  - c) stand-to at 0530 hrs for carriageways or at 0630 hrs for footpaths.
  - d) a combination of the above
  - e) no planned action
- 3) The recommended course of action will be passed to Roads Contracts Management for action if necessary. The Duty Officer will ensure that he is fully acquainted with the weather forecasts and the intended action levels.
  - 4) Outwith normal working hours, the Duty Officer will access weather forecast information (including sensor based predictions) and will recommend to the Duty Manager a suitable course of action. If, for any reason, the Duty Manager is unavailable, the Duty Officer is authorised to carry out such action as he deems necessary.
  - 5) The Duty Officer will advise the Clackmannanshire Emergency Control Room on a daily basis of the proposed course of carriageway action in each area. This is particularly important at weekend periods when the information must be communicated prior to 1800 hrs in order that it is available for passing to Standby Drivers etc. as they 'phone in for instructions on Saturday and Sunday evenings. (See Operational Procedures 4.5.f).

### **Additional Communication Requirements**

- 1) Central Scotland Police will be informed daily of the anticipated weather/road surface conditions for the ensuing 24 hour period and of the treatment action being recommended. This information will be passed to the Control Room at Force Headquarters, Randolphfield.

