

# WINTER SERVICES POLICY AND PROCEDURES

2024 - 2025



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## **NORTH LANARKSHIRE COUNCIL**

### **WINTER SERVICE**

#### **1. INTRODUCTION**

Under Section 34 of the Roads (Scotland) Act, 1984, North Lanarkshire Council has a statutory obligation to take such steps as it considers reasonable to prevent snow and ice endangering the safe passage of pedestrians and vehicles over their public roads which by definition includes carriageways, footways and footpaths.

The A725, A8 trunk roads and the M73, M8, M80 and M74 motorways are the direct responsibility of the Scottish Government.

It is the aim of North Lanarkshire Council as the local Roads Authority to:-

- (i) provide a standard of service on public roads which will permit safe movement of vehicular and pedestrian traffic appropriate to the prevailing weather conditions;
- (ii) establish a pattern of working which will keep delays, diversions or road closures to a minimum during adverse weather conditions;
- (iii) conduct operations having regard to the requirements of the Health and Safety at Work Act, 1974.

This winter service policy has been developed taking account of Well Managed Highway Infrastructure A code of Practice (2018)'.

This document is supplemented by a Winter Service Operational Plan developed in conjunction with our service provider and updated annually.

The provision of the service is supported by the Council's Customer Services Hub.

## 2. POLICY

### 2.1 TREATMENT OF ROADS

North Lanarkshire Council has the following priorities for treatment of carriageways and footways/footpaths that has been formulated on a hierarchical basis:

#### CARRIAGEWAY PRIORITIES

<p>Primary Road Network</p> <p>These roads are treated on a Precautionary Salting basis</p>	<p>All 'A', 'B' and some 'C' classified roads, main distributor roads; main roads in the vicinity of schools; access roads to hospitals, ambulance depots, main police stations and fire stations, and main bus routes. Other main roads steeper than 1 in 10 gradient (10%) and roads that are of local or national importance for the delivery of essential services. Where severe weather conditions are predicted these roads will be pre-salted and this will normally be carried out before the morning peak. Depending on weather conditions this could also involve an evening pre-salt. Where severe conditions such as snow persist, resources will remain concentrated on these roads.</p>
<p>Secondary Road Network</p> <p>These are treated on a Post Salting basis, except as described for schools.</p>	<p>Secondary distributor roads; access to isolated villages and rural communities; a main access road to each school; rural through routes not included above; spine roads into residential and industrial areas. Residential areas with road gradients steeper than 1 in 12.5 (8%), where the length of gradient exceeds 100m and where specific difficulties have been identified and where it is practical to do so.</p> <p>Secondary roads will be post treated when road surface temperatures are forecast to stay below zero for a significant period beyond 12 noon, following the precautionary treatment of the primary road network.</p> <p>Where road surface temperatures are forecast to stay below zero for a significant period beyond 12 noon and when resources are available secondary routes will be pre-treated to improve travel to school.</p>
<p>Other Roads</p> <p>These are treated on a Post Salting basis.</p>	<p>On the satisfactory completion of post salting of the abovementioned roads and if severe weather conditions persist, the remaining road network will be treated on a reactive basis. Treatment will be dependent on resources and changing weather conditions.</p> <p>Depending on weather conditions, treatment of the remaining network may take several days from onset of severe weather as priority will be given to, and concentrated on, the above stated road hierarchy.</p> <p>Post salting will only be undertaken if severe weather conditions are likely to extend for a significant period beyond 12 noon. Post salting operations will normally be undertaken out with the morning peak.</p> <p>During a period of prolonged severe weather conditions forecast to last longer than 7 days, blue light enquiries will be prioritised, and priorities will also take into account funerals, weddings, births and anyone requiring immediate hospital treatment (the council will coordinate this element of operations with NHS Lanarkshire). Reactive squads will also prioritise special education needs schools, cemeteries, council sheltered housing and ice on ponds.</p> <p>In some cases, roads may remain untreated until weather conditions ease.</p>

Snow Clearing Operations	Following the onset of heavy snowfalls the maximum available fleet of ploughing vehicles will be utilised. These operations will continue whilst snow is still falling with resources targeted to keep arterial routes open. After snow has stopped falling but is still lying, routes will be treated in line with salting priorities as resources permit. During prolonged events forecast to last more than 7 days additional resources supplied by Land Management or other resources will be deployed.
Patrolling	When marginal forecasts predict temperatures approaching but not expected to dip below zero degrees and when forecasters are low in confidence about their predictions, patrolling takes place. This operation is principally to check what the actual road conditions are on the network. A representative sample of the network will be patrolled to identify if a full pre-cautionary salt is necessary.

#### FOOTWAY, FOOTPATH AND CYCLE ROUTE PRIORITIES

Primary Path Network - Treated on a Precautionary Salting basis	Urban Shopping areas, precincts, and main pedestrian routes remote from carriageways which link major residential /commercial / industrial / educational facilities.
Secondary Path Network – Treated on a Post Salting basis.	Footways and Footpaths not covered above and Cycle Routes

The treatment of primary path network will normally be carried out before the morning peak. The Secondary path network and other paved areas shall only be considered for treatment in times of persistent ice or snow.

## **2.2 SALT STOCK LEVELS**

In extreme conditions salt stock levels can fall significantly in a very short period. In certain rare and unusual circumstances normal re-stocking of salt has in the past been prevented by external forces out with the control of the Council and its partners. If such an occurrence is repeated in the future, to conserve limited salt stocks, the winter service provision will be dedicated to the treatment of the primary networks only.

Hochtief have covered storage areas that hold a maximum of 10,000 tonnes of salt. The salt held in stock is monitored on a weekly basis to ensure that the average stock level of 7,500 tonnes is maintained during the high season. This average stock level is reduced to 4,500 tonnes at the end of February.

The Council also has a covered strategic salt stock of 10,000 tonnes to enhance corporate resilience for the delivery of all services during periods of prolonged severe winter weather.

## **2.3 LEVEL OF SERVICE**

The decision to initiate winter service operations will normally be based upon the forecast received from the council's weather service provider during the winter period. These forecasts will be provided every day at 0600hrs, 1200hrs and 1800hrs (including weekends and public holidays) to staff providing the winter service. In addition, the weather service provider will contact the Council's partner, Hochtief if there is any major change in the projected weather conditions.

Winter service operations will also be initiated by Hochtief on confirmed reports of adverse weather conditions.

As the decision to initiate winter service operations will normally be based on the weather service forecast, it is proposed where possible to treat primary roads out with the hours of peak traffic flows. Therefore, it is intended that the treatment of all primary roads will be completed prior to the morning peak (0730 hrs). Where forecasts indicate adverse conditions in the evening, all reasonable effort will be made to treat primary roads out with the evening peak, but this will not always be practicable.

Primary Path Network salting operations will be generally undertaken between the hours of 0500 hrs and 0800 hrs. Following prolonged periods of cold dry weather salting may not be undertaken if it is considered that sufficient residual salt is present. If severe weather is forecast in the evening, treatment of footpaths will be undertaken during daylight hours where there is no residual salt present and heavy precipitation is not forecast.

Carriageway treatment will normally be undertaken within the following timescales.

- Primary Road Network – completed within 3.5 hours of commencement of treatment.
- Secondary Road Network – completed within 3.5 hours of the completion of Primary roads network, subject to weather conditions and the need to repeat treatment on the primary road network.
- Other Roads – these are dependent on weather conditions and resource availability and may be measured in timescales of several days from onset of severe weather.

In recent years several attacks on the winter fleet have been perpetrated by individuals throwing missiles. This has caused damaged to vehicles and had the potential to seriously injure winter service operatives. Where such instances occur, the service will

be withdrawn / restricted until a risk assessment considers it is safe to reinstate the normal level of service.

### **3. PROCEDURES**

#### **3.1 PREPARATION OF ROUTES**

Prior to the commencement of the winter service period, the council's roads winter service contractor will prepare a list of priority routes based on the carriageway, footway, footpath and cycle path priorities shown in section 2. However, to minimise unproductive mileage some roads in a lower category may be treated out of sequence.

A full set of priority routes will be kept by the Chief Officer (Community Operations). The winter service provider will also have a full set of routes.

Any alterations to the carriageway, footway and footpath priorities will be notified in writing to the roads winter service contractor who will make the necessary adjustments to the routes.

#### **3.2 METEOROLOGICAL REPORTS**

Arrangements shall be made by the Chief Officer (Community Operations), through the West of Scotland Weather Consortium, for the weather forecast to be provided for the North Lanarkshire Area from early October to the middle of May each year.

The weather service provider will provide the Council and its roads winter service contractor with the forecast each day at 0600hrs, 1200hrs and 1800hrs and any other weather warnings out with these times throughout the winter service period.

The Council will ensure that weather service provider is provided with the telephone numbers of the members of staff responsible, on a rota basis, for initiating action out with normal working hours.

The roads winter service contractor and the Council's staff have the facility at any time to contact the weather service provider's duty forecaster to discuss/clarify the forecast.

All staff involved in decision making for the delivering of the Winter Service shall be trained in the interpretation and comprehension of climatic, temperature and weather conditions and forecasts.

### **3.3 DECISION MAKING PROCESS**

The topography of North Lanarkshire is such that three distinct geographical areas of potential climatic variation have been identified. The weather forecast provides information for these geographical areas to reflect different climatic conditions. These forecasts will be used by the council's roads winter service contractor to determine and plan the scope of work necessary and to minimise unnecessary treatment and action.

The winter service period is split into a High and a Low Period. During the High Period, mid-October to mid-April, the council's roads winter service contractor has resources on standby to react to prevailing weather forecast. During the Low Period, between early October and mid-October and mid-April to mid-May the council's roads winter service contractor may not be on standby and therefore reaction times may be greater. These periods can be altered as required to reflect longer term weather forecast.

When the staff member of the council's roads winter service contractor receives the weather forecast at 1200 hours they shall make a decision on whether or not action is required. All proposed actions will be acknowledged by the Client standby officer. Further, the Client reserves the right to amend the proposed action if deemed necessary. The Client standby officer will approve all actions. The Council has access to 5no. weather stations to assist the decision-making process.

When updates to the forecast are received out with normal working hours the staff member on standby for the council's roads winter service contractor shall take appropriate action based on the update. If there is a significant change to the weather forecast and / or proposed actions the appropriate Client staff will be informed.

During periods of low temperature, if there is uncertainty about the course of action required by the update, consultation will take place with trained members of staff and /or the duty forecaster from the weather service provider.

The provision of an internet Weather Consortium Message Board for posting of decisions taken by North Lanarkshire Council and by adjacent Authorities will allow continuity of service to be monitored and action taken where it is considered appropriate. North Lanarkshire Council actions will be posted together with updates to proposed actions.

Decisions taken regarding North Lanarkshire routes will be recorded on the Winter Service electronic management system.



### **3.4 RESOURCES**

#### **(a) Salt**

Under the Road Street Lighting and Winter Services contract, it is the responsibility of the council's roads winter service contractor to organise the provision of salt to each depot and ensure the levels of salt do not fall below the prescribed minimum levels.

At main recycling centres within the Council Area, a single quantity of 20kg or less of sand salt mix will be available for issue free of charge to the public, subject to them supplying a suitable container.

#### **(b) Personnel**

The council's roads winter service contractor will provide a stand-by rota of supervisors and manual operators for the winter service period. Standby will commence in mid-October and continue until the middle of April. However, this period may commence earlier or finish later should conditions warrant.

During moderate winter weather it is envisaged that resources from the council's roads winter service contractor will be able to provide the level of service described in section 2.2. In extreme conditions, however, additional labour may be required from other sources, including other services of the Council.

#### **(c) Plant**

During the summer period, all equipment for salting roads and clearing snow will be maintained to ensure it is in working order prior to the start of the winter service period and where appropriate ensure that ancillary items can be fitted to vehicles without difficulty.

The council's roads winter service contractor will provide a communications system between the depot and all the winter service fleet.

The winter fleet is fitted with data logging and a Geographic Positioning System (GPS).

### **3.5 ROAD CONDITION REPORTS**

Each working day throughout the winter service period, a daily report of the operations that have taken place during the previous 24 hours will be available on the electronic manager system. The report shall provide information on routes treated, salt used, time operations started, roads closed, additional resources used and details of any other major problem.

The report is available to the Chief Officer (Community Operations) and the Roads Teams, any major incident will be reported immediately to Client staff.

### **3.6 LIAISON WITH POLICE**

In recognition of the role of the Police during difficult weather conditions, the council's roads winter service contractor shall advise the Police of all adverse forecasts relating to winter operations. The council's roads winter service contractor shall also request appropriate assistance from the Police when moving equipment, arranging road closures, and dealing with abandoned vehicles.

Where appropriate, the council's roads winter service contractor shall advise the Police at the Force Control Room of all extreme adverse road conditions, including roads closed or conditions which may lead to roads being closed. The Police may report such matters to the broadcasting authorities. Such communications will be followed up by reports on progress and clearance, particularly when conditions are returning to normal. On request to their Group Traffic Superintendent, the Police have agreed to assist the movement of ploughs and salting vehicles on principal traffic routes.

The council's roads winter service contractor shall issue out of hours rotas (including amendments) to the Chief Constable, Divisional Commander's Office and local Police Offices.

Reports from the Police regarding dangerous road conditions shall be acted upon by the council's roads winter service contractor's designated staff on stand-by as soon as practicable, having regard to priorities in this document and the conditions pertaining throughout the Council's area.

### **3.7 WARNING SIGNS**

The Chief Officer (Community Operations) shall at appropriate locations arrange for the erection of signs giving warning of sections of road liable to icing.

### **3.8 ROAD CLOSURES**

Where a road is closed, the council's roads winter service contractor is responsible for ensuring that the Police and Council staff are advised and that appropriate signs are erected. When the road continues into an adjoining Council area that Council shall be kept informed.

### **3.9 SALT BINS**

Salt bins will be provided in the vicinity of all school. They may also be provided at specific locations to assist the local community in areas not on priority routes or at known trouble spots including steep gradients and sharp bends. Bins will only be provided at those locations that meet the minimum scoring criteria set out in appendix D and where agreement can be reached with the adjacent property owner/ occupier.

It is intended that these salt bins are for the self-use of the public as an enhancement to the service provided by the Council. Records of existing salt bin locations are held by the Chief Officer (Community Operations) and detailed on the Council's winter service webpage.

### **3.10 COMMUNITY SALT PILES**

Community Salt Piles will be provided at the following locations:-

- Coatbridge - Time Capsule Coatbridge
- Airdrie – Airdrie leisure Centre
- Bellshill – Matt Busby Centre
- Motherwell – aquatec
- Wishaw – sports centre
- Kilsyth – sports centre
- Cumbernauld – Broadwood stadium
- Shotts – sports centre
- Northern Corridor – Ian Nicholson Centre
- Salsburgh - Community Centre
- Viewpark – Car park at Burnhead CC
- Croy – area at hub
- Newmains – NCT Centre
- Moodiesburn – Pivot Centre

### **3.11 KEEPING AND RETENTION OF RECORDS**

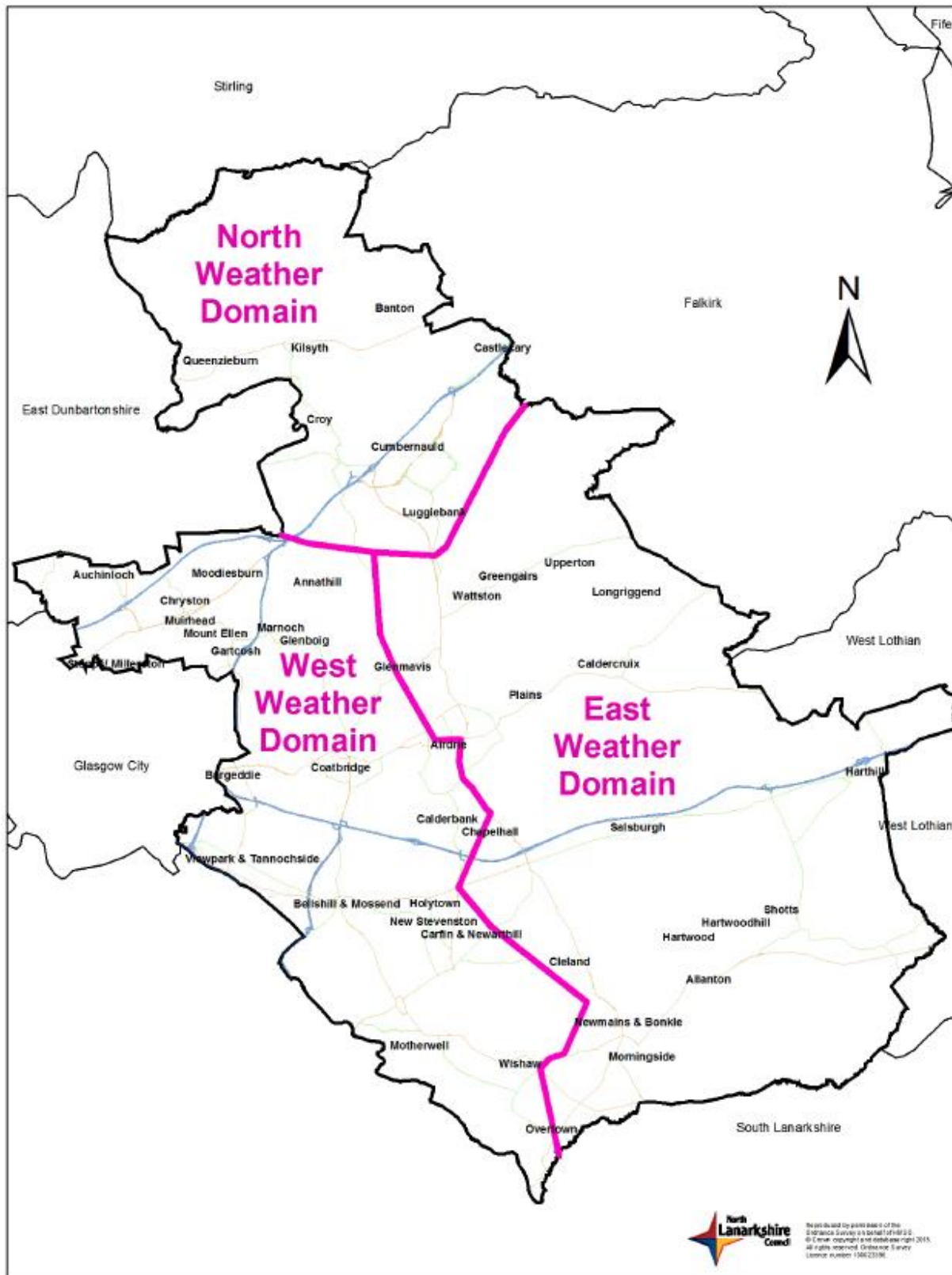
Appropriate records will be kept of the following by the council's roads winter service contractor :-

- (a) The weather forecasts, including updates.
- (b) Decisions taken based on the weather forecasts.
- (c) Decisions taken based on other reports. e.g. police reports.
- (d) Maximum and minimum air temperatures at each depot.
- (e) Details and timings of routes salted.

The council's roads winter service contractor will be responsible for preparing and retaining the above records for a minimum period of 7 years. Records from the Council weather stations are held by the service provider.

# APPENDIX A

## PLAN OF NORTH LANARKSHIRE AND WEATHER DOMAINS



## **APPENDIX B – CONTACT INFORMATION**

It should be noted that the service cannot react to individual requests for streets to be treated/cleared therefore individual requests are no longer logged.

All enquiries relating to the filling of and request of new salt bins should be directed to the following

New salt bin - [Grit bin: request a new grit bin | North Lanarkshire Council](#)

Refill a salt bin - [Grit bin: request refill | North Lanarkshire Council](#)

Website: [www.northlanarkshire.gov.uk](http://www.northlanarkshire.gov.uk)

In the event of an emergency Police Scotland should be the first point of contact.

## **APPENDIX C – DISTRIBUTION LIST**

### **Internal :-**

North Lanarkshire Local Elected Members  
Chief Executive  
Depute Chief Executive  
Chief Officer (Legal and Democratic)

### **External :-**

Trunk Road Operators  
Hochtief  
Automobile Association (AA)  
Chief Executives of Adjacent Councils :-  
(East Dunbartonshire, South Lanarkshire, City of Glasgow, West Lothian, Falkirk, Stirling)  
Community Councils  
Grid Controller, Scottish Gas  
Road Haulage Association  
Royal Automobile Club (RAC)  
Scottish Ambulance Service  
Scottish Government  
Scottish Fire & Rescue Service – Service Delivery Director - West  
Scottish Fire & Rescue Service – Chief Officer  
Strathclyde Partnership for Transport  
(Local Bus Companies distributed via SPT)  
Police Scotland - Divisional Commanders  
Scottish Road Partnership Project Ltd

## **APPENDIX D – SALT BIN DECISION MATRIX**

Road name and number	
Is there a grit bin within 300m of the location*	If yes do not proceed with assessment
Would this bin be placed on a public road	If not do not proceed with assessment
Is there a suitable hardstanding location for a salt bin	If not do not proceed with assessment
Is there agreement from the adjacent property owner/ occupier	If not do not proceed with assessment

<b>Characteristic</b>	<b>Severity</b>	<b>Standards Score</b>	<b>Assessed Score</b>
Gradient	Gradient (>1 in 20)	20	
	Gradient (<1 in 20)	0	
Bend	Bend (> 90 degrees)	10	
	Bend (< 90 degrees)	0	
Close proximity to and falling towards	A or B class Roads	10	
	Unclassified/ residential roads	0	
On a treated route	Primary carriageway	-10	
Vertical traffic calming measures	Yes	10	
	No	0	
Any special features (Hospital, doctors surgery)	Yes	20	
	No	0	
		Total of 20 or above qualifies	

\*The 300m distance would be the walking distance using the existing footways/ footpaths, shared surface, and shared spaces.