



Snow Plan



October 2011
Version 0.3



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PREFACE

In accordance with the Civil Contingencies Act 2004, North Somerset Council has a responsibility to have plans and procedures in place to deal with emergencies.

Severe weather has the potential to create and compound emergency situations. The past has shown us that there is no greater force than that of nature itself and climate change experts have warned us to expect and prepare for more extreme events to come. Emergencies will be stressful situations, both for those directly affected and for responding staff. A key step in minimising this stress is the development of robust procedures, staff awareness of those procedures and participation in appropriate training and exercises.

Severe weather will have an impact on all directorates but the effects will perhaps be more acutely felt in Adult Social Services (Home Care, Community Meals), Development & Environment (Refuse Collections, Highways) and Children & Young Peoples Services (Schools). Directorates may struggle to maintain critical services necessitating a corporate response. Recipients of this plan are to ensure that all staff are made aware of the content, understand what they should do/ may be expected to do in the event of severe winter weather and that support is given to exercises designed to test this plan.

This plan will be reviewed on a 5 yearly basis and updated as necessary. Further information and advice on the Council's role in an emergency is available from the Emergency Management Unit (EMU).

Recipients of this document are asked to:

- 1) Ensure its safekeeping.
- 2) Send details of any amendments to the EMU, NSC
- 3) Promptly insert any amendments issued by the EMU, NSC and destroy the old pages.

Jane Smith
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Services

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1. ACTIVATION

During office hours

In the event of receipt of a Severe Weather Warning from the Met Office regarding the potential for snow, ice, hail or freezing rain, the Emergency Management Unit (EMU) will make an assessment of the warning to determine whether further action is required, taking into account:

- Current weather and road conditions
- Weather forecast and duration of severe conditions
- Current status of the gritting/ salting network and opportunity to provide further salting/ gritting in the circumstances
- Met office advice
- Telephone discussions with senior officers

If it is anticipated that the severe weather is likely to cause disruption to the community, the EMU will liaise with the Senior Duty Officer, Duty Highways Engineer and other officers to activate the Snow Co-ordination Group. Suggested membership of the Snow Co-ordination Group can be found at [Annex A](#) with an outline agenda for the first snow meeting at [Annex B](#). The Snow Co-ordination Group will be the 'hub' of NSC's response to severe weather and will initially be co-ordinated by the Emergency Manager/ EMU.

Escalation

If one or more of the following criteria are met, consideration should be given to the setting up of the Corporate Emergency Response Team (CERT) and Emergency Control Centre.

- The Snow Co-ordination Group becomes overwhelmed or special measures need to be implemented
- The Police/ other emergency service declares an emergency and request the council's assistance
- An incident occurs that causes widespread disruption to the community
- An incident occurs which generates large scale media/ public interest

Outside office hours

If a red coloured warning of severe weather for the North Somerset area is received from NSWWS (National Severe Weather Warning Service), CCTV should telephone the Duty Emergency Management Officer (EMO) and Duty Highways Engineer. The Duty EMO will liaise with the Duty Highways Engineer to establish the current and planned response. EMU will also contact the Senior Duty Officer to update and agree any further actions.

2. SEVERE WEATHER WARNINGS

The Met Office operates a National Severe Weather Warning Service (NSWWS) which is available to the public, businesses, emergency services and government. For details of the types of warnings that can be issued and criteria for activation please see [Annex C](#). For types of severe weather and Met office definitions please see [Annex D](#).

[UK Weather](#) and the [BBC](#) (amongst others), offer very useful weather forecasts by postcode area.

3. NSC ROLES & RESPONSIBILITIES

Snow Co-ordination Group

- The 'hub' of the local authority's response to a severe weather incident
- Co-ordination of emergency communications
- Prioritisation of service requests
- Deployment of contractors and employees as necessary
- Acquisition of necessary/ additional resources

Emergency Management Unit

- Distribution of weather warnings during office hours as appropriate
- Assessment of warnings to determine whether further action is required
- Liaison with the Met Office to obtain further information on weather conditions and forecast
- Activation of the Snow Co-ordination Group (and member of it)
- Activation of the Corporate Emergency Response Team (CERT)
- Activation of the Emergency Control Centre
- Support Gold Liaison Team, Incident Liaison Team and Emergency Controller as appropriate and where resources allow
- Liaison with the emergency services, Avon & Somerset Local Resilience Forum and the voluntary sector
- Ensure the authority is represented at joint agency meetings/ LRF Teleconferences (if activated)
- Promotion of community resilience and winter weather preparedness
- Requests for mutual aid

CCTV

- Recipients of Met Office Warnings
- Distribution of Met Office Red Warnings outside office hours – Telephone the Duty Emergency Management Officer and Duty Highways Engineer
- Refer winter maintenance calls & requests to the Duty Highways Engineer
- Hold keys for 4x4 vehicles that are kept at the Town Hall
- Ensure that 4x4 vehicles are signed in and out of the Town Hall and that no unauthorised access is permitted

- Maintain NSC website with closure information www.n-somerset.gov.uk/snow as appropriate
- Cascade closure information through snow@n-somerset.gov.uk email

Marketing & Communications Team

- Member of the Snow Co-ordination Group
- Publication of community resilience/ winter weather preparedness messages on NSC's website and NS Life as instructed
- Requests for 4x4 volunteers drivers and vehicles through 'The knowledge' and all staff email as instructed
- Provide media statements and press releases in conjunction with other responding agencies as required
- Spokesperson 'talking head' for NSC press enquiries or appropriate officer to be nominated
- Update local media with closure information
- Media monitoring and rebuttal of inaccurate information
- Maintain NSC website with closure information www.n-somerset.gov.uk/snow as appropriate
- Cascade closure information through snow@n-somerset.gov.uk email
- Update councillors and elected members

Contact Centre

- Member of Snow Co-ordination Group
- Provide a dedicated helpline number if necessary
- Monitor calls for patterns/ indication of localised problems

Highways & Transport

- Member of the Snow Co-ordination Group
- Monitor road conditions and create a treatment strategy
- Redeployment of contractors to snow clearance as necessary
- Resources – Ensure adequate stocks of salt and instigate changes to spread rates where appropriate
- Determine when road conditions are suitable for transport based services to operate
- Road closures as necessary for safety reasons
- Ensure that highways, lighting and waste contractors have activated their business continuity plans
- Identify situations that may cause/ are causing issues for service delivery
- Consider equipping necessary H & T staff with 'Yaktraxs' (worn over boots) and snow socks/ chains for their vehicles to enable frontline services to continue to be delivered
- Completion of SITREPs as required

Streets & Open Spaces

- Member of the Snow Co-ordination Group
- Redeployment of contractors to snow clearance as necessary
- Refuse & Recycling collections – instigate changes to routes and services

where appropriate. Ensure this is communicated promptly and effectively to all residents and businesses in North Somerset

- Ensure that contractors have activated their business continuity plans
- Identify situations that may cause/ are causing issues for service delivery
- Consider equipping necessary SoS staff with 'Yaktraxs' (worn over boots) and snow socks/ chains for their vehicles to enable frontline services to continue to be delivered
- Completion of SITREPs as required

Adult Home Care & Community Meals

- Member of the Snow Co-ordination Group
- Identification of vulnerable service users and consideration of those made vulnerable by the emergency
- Consider equipping necessary ASS&H staff with 'Yaktraxs' (worn over boots) and snow socks/ chains for their vehicles to enable frontline services to continue to be delivered
- Ensure that contracted care providers have activated their business continuity plans
- Identify situations that may cause/ are causing issues for service delivery
- Completion of SITREPs as required

Human Resources

- Member of the Snow Co-ordination Group
- Issue specific advice for managers
- Re-issue advice to employees re: travel to work, home working arrangements etc if heavy snow is forecast
- Consider releasing staff early from work with priority given to those living a distance away and in remote rural areas
- Completion of SITREPs as required

Children & Young Peoples Services

- Member of the Snow Co-ordination Group
- Liaison with Schools & registered child care providers/ children's centres
- Identification of issues in relation to schools
- Identify situations that may cause/ are causing issues for service delivery
- Completion of SITREPs as required
- Advise schools to follow the agreed Severe Weather/ Emergency procedures – please see [Annex F](#).

It is for individual schools to decide whether to close. They will need to take a common sense approach based on local conditions and the potential risk to pupils and staff (in travelling between home and school). It is hoped that schools will remain open where it is safe to do so, but the decision must be taken locally.

Headteachers/ deputies should notify NSC of their decision to close by emailing snow@n-somerset.gov.uk

CYPS Transport Team

- Member of the Snow Co-ordination Group
- Monitor snow emails and NSC Website re: school closures and liaise with CCTV as appropriate for updates
- Make decisions on home to school transport according to the weather conditions and cascade outcome to schools and transport providers.
- Where possible support NSC Fleet Services with emergency transport requests –to include; prioritisation & logging, sourcing vehicle and driver and passing on information such as pick up points, times etc
- Identify situations that may cause/ are causing issues for service delivery

NSC Fleet Services

- Member of the Snow Co-ordination Group
- Hire additional 4x4 vehicles as instructed by EMU or Senior Management
- In the event of severe winter weather eg heavy snow/ ice causing disruption to services, to request, if instructed, all council 4x4 vehicles are returned to Fleet Services for emergency re-deployment
- Logging and prioritisation of transport requests
- Ensure that 4x4 vehicles under the control of Fleet Services are signed in and out and that no unauthorised access is permitted
- Responding to emergency transport requests – organising a vehicle, driver, and passing on information such as pick up point, time etc.
- Email transport logs to EMU and CCTV
- Identify situations that may cause/ are causing issues for service delivery
- Where vehicle hire contracts come to an end/ new vehicles are required, consideration should be given to purchasing/ hiring 4x4 capable vehicles as standard (where practical and reasonable).

D&E Client teams

- Member of the Snow Co-ordination Group
- Liaison with contracted services (Parkwood Leisure, Dignity)
- Identify situations that may cause/ are causing issues for service delivery
- Completion of SITREPs as required

F&R Risk Management, Business Continuity, and Client Team

- Member of the Snow Co-ordination Group
- Corporate responsibility for Business Continuity monitoring and compliance
- Liaison with contracted services (Agilysis) ensure ICT services are robust
- Identify situations that may cause/ are causing issues for service delivery
- Completion of SITREPs as required

All Service Managers

- Inform the Snow Co-ordination Group if any of your critical services are at risk of failing
- Completion of SITREPs as instructed
- Ensure your service area and its contractors, partners and volunteers have effective Business Continuity plans in place;

- Identify critical staff with difficult home to work journeys and arrange cover or agree alternative working arrangements eg home working (ensure that effective monitoring and reporting procedures are in place)
- Devise staff rotas for out of hours cover if necessary
- Identify non critical staff that would be available for snow clearance duty and maintain an up-to-date list of staff volunteers
- Identify non critical staff that would be suitable for temporary re-deployment to service critical areas and maintain an up-to-date list of names
- Identify staff with 4x4 vehicles or 4x4 driving experience who would be prepared to volunteer themselves/ their vehicle in support of critical services eg delivering community meals
- Email list of volunteer staff to Fleet Services
- Brief staff on the proper use of Yak trax, Snow Chains and Snow Socks etc

4. REPORTING

Members of the Snow Co-ordination Group, and Service Managers as appropriate, may be requested by EMU to complete SITREPS (example attached at [Annex E](#)). This is required to understand which services are most affected by severe weather and to identify those services that need, or are likely to need, support. If requested, the EMU will collate Directorate SITREPs and forward to the Local Resilience Forum as part of any local or regional resilience monitoring.

5. 4x4 TRANSPORT PLANNING

In the event of severe winter weather (heavy snow, blizzard conditions, widespread ice causing dangerous driving conditions etc), all council owned/ hired 4x4 vehicles are to be returned, if requested, to NSC's Fleet Services. The NSC Fleet Services will be responsible for re-deploying vehicles as necessary to ensure that critical services can continue to operate.

All transport requests should be logged by Fleet Services and prioritised. A sample emergency transport log sheet can be found at [Annex H](#). Transport logs should be emailed on a daily basis by Fleet Services to CCTV and the EMU to ensure an overview of the situation can be maintained.

For vehicles that are kept overnight in the Town Hall, keys will be held by CCTV. Vehicles must be signed in and out; no unauthorised access will be permitted.

Where demand exceeds supply, if possible, additional 4x4 vehicles will be hired by NSC Fleet Services. Where this is not possible please see the volunteer section below.

Service areas should have business continuity plans in place and make every effort to make alternative transport arrangements eg the use of 4x4 taxis where possible and practical, so that NSC's limited resource can be concentrated on emergency cases.

Future purchase/ hire of vehicles – NSC Fleet Services

As vehicle hire contracts come to an end/ new vehicles need to be purchased, NSC Fleet Services should consider purchasing/ hiring 4x4 vehicles or 4X4 capable vehicles as standard (where practical and reasonable). An up-to-date list of NSC vehicles is maintained by Fleet Services and is available upon request.

6. 4x4 VOLUNTEER DRIVERS AND VEHICLES

Where existing 4x4 resources and alternative options have been exhausted, the EMU will request, through the Marketing & Communications Team, staff volunteers (both 4x4 vehicles and 4x4 experienced drivers). A volunteer log sheet can be found at [Annex G](#). Volunteers must obtain their Managers permission before volunteering themselves.

The EMU will also contact voluntary agencies to provide assistance if required.

Fuel Re-imbursement

NSC Vehicles

If required, a fuel card will be issued to enable staff to fill up a NSC vehicle. Fuel cards are available from NSC's Fleet Services Supervisor.

NSC Staff who use own 4x4 vehicle

A Standard Mileage Claim form should be completed and fuel costs will be re-imbursed in accordance with the latest agreed rates. There is an acknowledgment that taking the shortest route may not always be possible as a result of inaccessibility/ dangerous driving conditions of untreated roads.

External Volunteers

Where possible, payment terms and conditions will be agreed with voluntary agencies prior to their deployment. Voluntary agencies will be re-imbursed for actual costs incurred, receipts should be submitted.

Insurance Implications

❖ Volunteers – NSC staff and Voluntary Agencies with own vehicle

Both groups are responsible for ensuring that they have the correct level of insurance i.e (business use) an appropriate and valid licence and that their vehicle is taxed and has a valid MOT. Claims for damage would be made under own vehicle insurance policies.

❖ NSC Fleet & Hired Vehicles

NSC is responsible for ensuring that the vehicle is taxed, has a valid MOT and that the employee is insured by the Motor Fleet policy and has an appropriate and valid licence. The list of volunteers engaged in the response should be sent to Fleet Services on a daily basis.

The Corporate Health & Safety Team has produced a [Code of Practice](#) for driving personally owned vehicles on council business. The code covers guidance on personal safety, road safety and vehicle safety.

Both employees and volunteers are covered for death and personal injury by the council's general insurance policy; Employee means, 'a person volunteering to assist, co-opted, seconded or appointed to assist the public authority in their business.' For further information please contact the councils Insurance Team.

7. MUTUAL AID TO OTHER ORGANISATIONS

In emergency cases North Somerset Council will endeavor to assist its partners in the provision of 4x4 transport, eg transporting patients to Weston General Hospital for essential hospital appointments. Contact should be made through the Emergency Management Unit 01934 426706 (or out of hours through CCTV, tel. 01934 634666).

8. REDEPLOYMENT OF STAFF

Non critical staff may be approached and asked to assist in critical service areas and snow clearance duties (subject to conditions).

9. SNOW EQUIPMENT – PERSONAL AND VEHICULAR

Personal Equipment

Yaktraxs

Yaktraxs are light weight ice grips made from rubber and metal coil that can be worn over regular walking shoes, winter boots or trainers to provide extra stability when walking on packed snow and ice in winter.

The YakTrax range includes Yaktrax Walker and Yaktrax Pro. Yaktrax Pro is similar to the Yaktrax Walker but with an extra safety strap. Yaktraxs are available in sizes that range from extra small to extra large and cost between £15 and £20 per pair.

For stockists please visit <http://www.yaktrax.co.uk/stockists>

Yaktraxs are also available from 'Go Outdoors' (Bristol) and Taunton Leisure.

Yaktraxs, and other similar products, would enable Home Care assistants, Community Meals staff and other officers who need to be 'out and about' to continue to deliver their services in the event of snow and ice. Managers should consider purchasing a stock of ice grips for relevant staff in service critical areas.

Staff should be encouraged to follow the [how to drive safely in extreme weather](#) advice on the Direct Gov website and in particular heed the advice to prepare an emergency kit.

A basic kit should include:

- Map
- Jump leads for the car battery
- Warning triangle
- Torch
- Ice scraper and de-icer
- first-aid kit
- warm clothes

If the journey is long or severe weather is forecast, additional items may include:

- a shovel (if there's a chance of snow)
- a pair of boots
- a blanket
- any medication you need to take regularly
- food and a thermos with a hot drink
- Sunglasses (because of the glare in snowy conditions)

Vehicular Equipment

Winter Tyres

Consideration should be given to the purchase of winter tyres to enable service critical staff to continue to deliver critical services without the need for emergency transport assistance eg Home Care.

The link below is useful in establishing the size/ type of tyre required (which is dependant upon vehicle type/ model).

http://www.mytyres.co.uk/Winter_Tyres.html

Snow Chain/ Sock

A less expensive solution to the purchase of winter tyres is the purchase of snow chains or snow socks. Snow chains/ socks are fitted over front vehicle tyres to increase traction on ice and snow. This helps to prevent skidding which thereby reduces the possibility of having an accident.

Consideration should be given to purchasing a stock of snow chains/ socks to enable critical service staff to continue to deliver essential services. Please click on the link below for more detail on the various snow chain/ sock options.

<http://www.snowchainsandsocks.co.uk/?gclid=CIIn3xffX5KYCFUEOfAodJDpN6g> and <http://www.snowchains.co.uk/>

10. PRIORITY SALTING

Ice

It is the duty of the NSC Highways Team to prevent ice from forming on NSC highways where it is practicable to do so. Following severe weather in 2009/ 2010 NSC has built a new salt store and increased its salt stocks from 600 to 2000 tonnes. Decisions about whether to salt the roads is based on the road temperature, not the air temperature as this can be very different. When temperatures drop below freezing gritters will be deployed. However it is not possible to salt every single road in North Somerset's 1,100km road network. The Highways Team has to prioritise the main, busy roads. Please contact NSC Highways for a copy of the latest Winter Service Manual and map of the salting routes.

Snow

When it snows heavily NSC's Highways Team switch from salting to ploughing. Because this activity takes longer, resources are focused first on the main roads in North Somerset; the A370, A38, A368 and A369. Once this is complete, minor roads on the salting routes will be completed as soon as possible.

NSC Highways Service Standards – NSC Highways will:

- obtain daily weather forecasts during the winter maintenance period
- make informed decisions based on the latest weather forecasts and by using own specialist equipment
- instruct NSC contractor to carry out appropriate treatments to North Somerset streets when considered necessary
- monitor how the contractor is carrying out the work
- advertise which streets will be treated
- liaise with neighbouring councils, emergency services and major bus companies.

11. GRIT BINS

Community grit bins are available at key locations across North Somerset. Parish and town councils pay to have the bins installed and decide where they are most needed eg in spots where the salting route does not cover and includes areas on steep hills and areas that are at risk of repeated freezing (shady areas). Anyone can use the salt in the bins, provided it is for public areas. It is illegal to use the salt on your own land, such as driveways or steps. If you are caught you could be prosecuted for stealing.

Grit bins can hold around half a tonne of salt and are filled at the start of the season. Grit bins will be topped up, where stocks allow, throughout the period and in response to specific reports. Requests for grit bins should be made by town and parish councils through NSC's Contact Centre, Tel. 01934 888 888.

A shovel or spade should be used to handle the grit as it is very corrosive and could cause skin damage.

12. PRIORITY CLEARANCE – ROADS & PAVEMENTS

Following completion of the winter programme road salting route, the following locations have been highlighted as requiring next priority. (These routes will be cleared/ salted on a best endeavours basis only).

Access roads to:
Hospitals: Weston General Hospital, Clevedon Community Hospital
Ambulance Stations: (Liaise with GWAS)
Police: Avon & Somerset Police HQ - Valley Road, Portishead
Avon Fire: liaise with Service Control
Cemeteries & Crematoria - Ebdon Road, Worle
Community Meals routes (liaise with ASS&H)
Home Care routes (liaise with ASS&H)

Pavement/ Entrances to:
North Somerset Council Buildings: Town Hall, WsM, Castlewood, Clevedon,
Town Shopping Centres –Town centres in North Somerset
North Somerset Secondary Schools (liaise with CYPS)
GP Surgeries

13. WASTE SERVICES

In the event of adverse weather events, the Director of Development & Environment will make the decision whether to initiate the Waste Management Emergency Team who have responsibility for making strategic decisions regarding collections of recycling and refuse.

During severe weather causing extended periods of disruption, the following collection priorities will be put in place:

1. Food waste
2. Recycling/Refuse
3. Green waste

Where disruption is expected to continue for more than three days, additional services will be put in place to provide further options for residents to dispose of their waste, where it is safe to do so. This will include the use of static recycling and refuse vehicles being located in up to 12 pre-agreed locations with parish / town councils.

The public will be proactively informed about waste services and what they can do through a variety of channels including; NSC's website, Contact Centre, TV, Radio, and use of social media such as facebook and Twitter. For more information please contact NSC's Streets & Open Spaces Team.

14. WELFARE – STRANDED MOTORISTS

The decision to close the M5 motorway and trunk roads will be made by the Highways Agency (HA) in conjunction with Avon & Somerset Police. The HA, in liaison with other agencies, is responsible for providing support and assistance to people trapped in vehicles on these roads due to bad weather. The decision to close the rest of the road network is the responsibility of NSC. North Somerset Council is therefore also responsible for providing support and assistance to stranded motorists on all roads in its area of responsibility and will, where necessary, open and manage rest centres.

15. OTHER SEVERE WEATHER RELATED ISSUES

In addition to the transport problems that severe winter weather can create there may be other issues and demands on services as a result of the severe weather that will need to be addressed. For example:

- Emergency Feeding
- Rest Centres
- Emergency Control Centre
- Evacuation
- Body Storage (excess deaths)
- Pandemic Influenza (staff absences, business continuity plans)
- Power outages
- Fuel Shortage
- School closures
- Structural damage

Aides Memoire and/ or plans are in place to deal with these issues. Please see **B:\All Staff\Emergency Management Information\Aides-memoire** and **B:\All Staff\Emergency Management Information\Manuals** to familiarise yourself with the processes and procedures in place together with information on your potential role and responsibilities.

16. LOG SHEETS

All staff engaged in planning and delivery of an emergency response must maintain an incident log in accordance with NSC policy and guidance. Emergency Log Books and Daily Attendance Records are available from EMU upon request.

17. SNOW CODE – CLEARING ICE & SNOW FROM PATHWAYS

In the event of severe winter weather the general public and businesses should be encouraged to safely clear snow from their pathways and that of their neighbours should they require assistance. The Government has published a 'snow code' providing guidance on peoples' rights and responsibilities when clearing snow and ice from public areas please see [Annex I.](#)

The snow code will be promoted by the Marketing & Communications Team and the EMU each winter.

During severe weather, information will be available on North Somerset Council's website, facebook page and twitter page. Links to advice for keeping warm in winter, driving safely in extreme weather and other useful information can be found at [Annex J.](#)

18. FINANCE

Costs will lie where they fall. Overspends will be carried by directorates until the end of the financial year. Cost codes are only set up for unique events.

19. STAND DOWN & RECOVERY

Directorates will experience disparate issues at different points in time. Stand down will only be declared by the Snow Co-ordination Group once services have returned to 'business as usual' and support of the Snow Co-ordination Group is no longer required. The main recovery issues in severe winter weather incidents tend to be repairing of roads (filling of potholes), catching up on a backlog of refuse collections and reputational damage if these issues are not dealt with swiftly and communicated properly.

20. AIM

This plan provides a framework for the activation, allocation and deployment of Council resources in the event of severe winter weather and incorporates an escalating response.

The aim of this plan is to enable the local authority's resources to be speedily mobilised to deal with any predicted or actual severe winter weather emergency, and to request, if necessary, mutual aid support from the voluntary sector and the Avon & Somerset Local Resilience Forum.

21. SCOPE

Severe weather refers to any dangerous meteorological phenomena with the potential to cause damage, serious social disruption, or loss of human life. The types of severe weather that the UK Government uses for contingency planning purposes are severe storms and gales, persistent low temperatures and heavy snow, heat waves and major flooding. This plan primarily focuses on the council's internal procedures for dealing with snow.

ANNEX A - Snow Co-ordination Group – Standing Members

Name	Department
REDACTED	Fleet Services
REDACTED	Corporate Health & Safety
REDACTED	CCTV
REDACTED	Facilities Management
REDACTED	NSC Highway & Transport
REDACTED	D&E Business Rep
REDACTED	ASS&H Rep
REDACTED	Legal
REDACTED	CYPS Rep
REDACTED	Emergency Manager (and Meeting Chair)
REDACTED	Risk Management & Business Continuity
REDACTED	Emergency Management Officers
REDACTED	Contact Centre Representative
REDACTED	Community & Environment Service Manager
REDACTED	Client Team Representative
REDACTED	Performance & HR Manager
REDACTED	NSC Highways
REDACTED	HR Manager
REDACTED	CYPS Transport
REDACTED	ICT
REDACTED	Councillor
REDACTED	Marketing & Communications

If any member is unavailable to attend they must nominate a suitable deputy to attend in their place.

If as a result of severe weather conditions members are unable to physically meet, ICT should be contacted to put teleconference arrangements in place.

ANNEX B - Snow Co-ordination Group Meeting Agenda

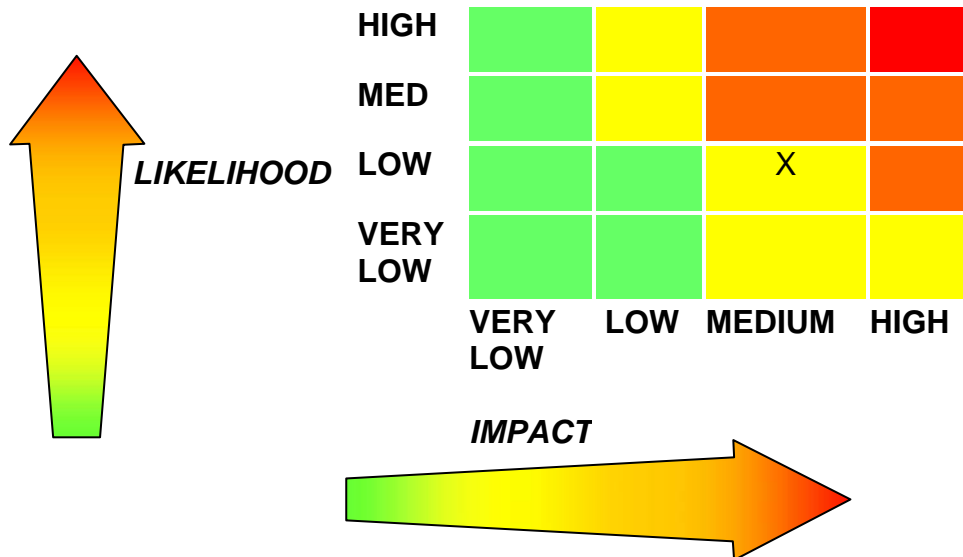
Objectives

- Maintaining critical services
- Keeping facilities, including schools open
- Early snow clearance and gritting to avoid an 'ice rink'
- Empowering the community to keep the pavements and side roads clear
- Supporting the most vulnerable
- Clear and timely communications
- Working effectively with partners

1.)	Weather Forecast and LRF Update (if applicable)
2.)	Directorate Updates D&E <ul style="list-style-type: none"> - Gritting & snow clearance update - Road conditions, closures - Waste & Recycling ASS&H <ul style="list-style-type: none"> - Home Care - Community Meals CYPS <ul style="list-style-type: none"> - Schools CSU and F&R <ul style="list-style-type: none"> - Marketing & Communications - Website - Contact Centre - Facilities - ICT Support
3.)	Public Transport
4.)	Snow Clearance priorities
5.)	Staff redeployment required?
6.)	4x4 Vehicles
7.)	Communications <ul style="list-style-type: none"> • Staff • Public
8.)	Reporting - SITREPS
9.)	Summary of agreed actions
10.)	Arrangements for next meeting

ANNEX C - MET Office Weather Warning Service

In April 2011 the Met Office introduced a new National Severe Weather Warning Service. Instead of advisories and flash warnings etc the new system is made up of Alerts and Warnings. Alerts will be issued more than 24hours ahead of severe weather whereas Warnings will be issued with less than 24hrs. Alerts and Warnings will be coloured coded to reflect the risk of severe weather occurring both in terms of likelihood and impact. See risk matrix below. Forecasters are encouraged to issue alerts/ warnings during normal office hours.

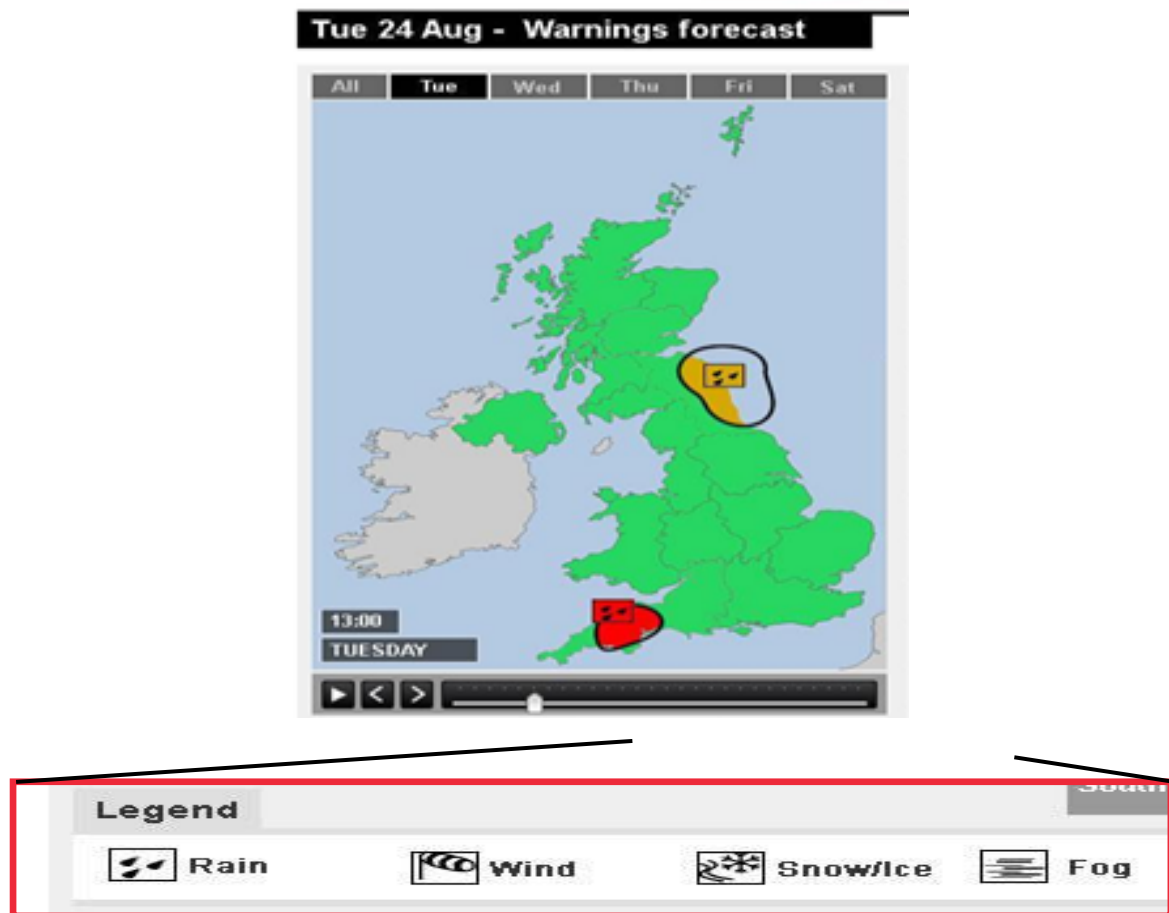


Severe Weather Warning Colour Code Meanings

	NO SEVERE WEATHER EXPECTED
	Keep up to date with latest forecast
	<hr/>
	BE AWARE
	Remain alert and keep up to date with latest forecast
	<hr/>
	BE PREPARED
	Remain vigilant, keep up to date with latest forecast and take precautions where possible
	<hr/>
	TAKE ACTION
	Remain extra vigilant, keep up to date with latest forecast. Follow orders and any advice given by authorities and be prepared for extraordinary measures

In addition to the Impacts Risk Matrix the Met Office will have an assessment from the Chief Forecaster explaining why the Alert/Warning has been assigned a particular colour. The assessment will explain where any uncertainty lies e.g. timing, spatial extent etc and will be in clear and non-technical language.

The new system also has the ability to show multiple warnings for different weather elements at a glance. See below.



The EMU receive alerts and warnings via fax and email but they are also available via text message if required. EMU will distribute warnings of severe weather as appropriate.

ANNEX D Winter Weather – Met Office Criteria

	Met Office definition
Heavy Snow	Snow falling at a rate of 2cm/hour or more expected for at least 2 hours Potential implications: Increased journey times, minor accidents
Very Heavy Snow	Snow falling at a rate of 2cm/hour or more expected for at least 2hours accumulating to 15cms or more Potential implications: Local routes impassable, loss of power and telecommunication lines
Blizzard	Moderate heavy snow accompanied by winds of 30 m.p.h. or more, reducing visibility to near zero. Potential implications: Transport infrastructure paralysed, regional loss of power and communication lines.
Widespread icy roads, glazed frost, freezing rain	When rain falls onto surfaces with temperatures at or below zero; or already wet surfaces fall to or below zero. The ice is usually clear and difficult to distinguish from a wet surface. It usually forms in sheets. Warnings are issued when any depth of ice is expected over a widespread area. Potential implications: Damage to power and telecommunications lines, driving difficulties, difficulty when walking.

ANNEX E - Severe Weather SITREP

Sitrep Number	
Department/ Service area	
Date and Time	
Primary Contact	
Secondary Contact	

Emerging Issues	
Staffing Levels	
Impacts on Service Provision	
Services Suspended	
Services Resumed	
Mutual Aid Arrangements	
Supply Chain Issues	
Local Communications	
Security Issues	

Forward Look

Other Information

Next Anticipated Siterep

ANNEX F- SCHOOL EMERGENCY PROCEDURES/ EXTREME WEATHER

Applies to Schools, Academies, Nurseries and Pre-school Settings

ACTION TO BE TAKEN BY HEADTEACHER (OR DEPUTY) OR HEAD OF ESTABLISHMENT

- Notify North Somerset Council if closed or part closure:

Schools and Academies:

Email: snow@n-somerset.gov.uk by no later than 07.30am

Nurseries and Pre-Schools:

Email: fis@n-somerset.gov.uk by no later than 07.30am

- When emailing, please title your email '**School Closure, xxxx School**' and include in the body of the email:
 - a name and direct dial phone number in case we need to contact you;
 - your DfE schools number;
 - details of any special arrangements – e.g. open from xxam, open to years x and y only, enter by the x gate, early closure at xxpm etc.;
 - your school's web address if you are also using this to notify of open/closed arrangements.

Please do not call radio stations, Press Office or Transport Section as these will be co-ordinated centrally once you have e-mailed and notified closure/ partial closure. We will start updating the radio stations at 06.30 so we need to know of your decision as soon as possible. If you have made the decision and let us know the night before, that is ideal but on the day, the earlier the better so as near to 06.00 as possible please.

- Notify school or setting staff of the expected closure period and whether or not they are required to report to the school or setting.
- Ensure that the telephone at the school/setting is manned within normal hours – staff answering telephones should be briefed on information to be given to parents (may not be possible at early years establishments).
- Notify suppliers and contractors (failure to do so may result in penalty payments being levied by contractors). Schools in receipt of transport should let contractors know by 16:00 and preferably by 12:00 on the eve of the proposed closure.
- If possible, update the front page of your website with the current situation.

Preparation:

- Each school/setting should produce a plan of action to cope with extreme weather conditions, and this should be circulated to all associated staff. Operation of a telephone cascade system is advisable.
- A responsible person with ready access to the building should be designated for emergency situations in the event of the Head experiencing difficulties of any sort in reaching the site.
- Parents should be advised that during severe weather conditions, they should listen to the local radio station for information about alterations to the pattern of school/setting provision.

ACTION TO BE TAKEN BY NORTH SOMERSET COUNCIL

1. CCTV Control Staff

- Maintain website details at www.n-somerset.gov.uk/snow
- Notify the 'snow' email contact list of any changes and/or additions to the premises status if the premises haven't already emailed 'snow@'

Email frequency:

- Hourly before 06.00,
- At 15 minute intervals 06:00 to 09:00
- At hourly intervals until 10:30
- As changes occur after 10:30
- Send emails to snow@n-somerset.gov.uk

2. Press Office

- Relay email updates at stated intervals above to local media
- Ensure www.n-somerset.gov.uk/snow is up to date with premises details
- Promote and update closure information on Twitter and Facebook feeds.
- Organise press statements/interviews

3. Resources Service, Business Support Team

Provide advice and liaise with directorate management officers and service leads.

GUIDANCE

1. SCHOOLS

Decision to Close or Reduce the School Day

- The decision to close a school must be taken by the Headteacher, or in their absence the most senior members of staff present, in consultation with the Chair of Governors.
- Any decision to close a school must take into account:
 - a) that each school should make every effort to remain open even where the number of pupils and staff present are less than normal and alternative lessons/tuition arrangements have to be provided; and
 - b) the safety of pupils - young children should never be sent home if the school is not certain of the child's ability to make the journey in safety and to be able to gain access to the home.

Staff

The Authority expects all its employees to make every effort to get to work even when there are difficulties with private and public transport. It is for the Headteacher to decide whether the reasons given by teaching staff for their inability to arrive at school are reasonable, and depending upon this decision, notify on the absence forms whether the absence is to be with or without pay. Notification of absence for non-teaching staff should be through normal channels.

2. PRE-SCHOOL SETTINGS

Nurseries and Pre-School Settings

Decision to Close or Reduce the Length of the Day

Any decision to close a setting must take into account that each setting should make every effort to remain open even where the number of children and staff present are less than normal provided that Government Statutory Welfare Requirements can be met.

Produced by Resources Service, Business Support Team

Tel: 01934 634643

Version 3

October 24th 2011

ANNEX G – Volunteer Log Sheet

Name	Contact Tel. No.s	Email Address	Own 4x4 Vehicle Yes/ No? If yes please supply registration No.	Notes
Bill Jones	01275 XXXXXX (work) 079XXXXXXXXX (Mobile) 01934 XXXXXX (Home)	Bill.Jones@n-somerset.gov.uk	Yes – NA11 HKJ	e.g. Can take 4 passengers e.g. Availability

ANNEX H – Emergency Transport Log

Serial	From	Request	When?	Going to?	Vehicle Deployed	Driver & Contact No.
001 Example	Sarah Smith Home Care Team Leader Tel. 01934 xxxxxx	Pick up Mrs.Emily Brown (Home care assistant) from xxx address E. Brown contact numbers xxxxxxxx	<u>Fri 17th</u> <u>DEC @</u> <u>10am</u>	Wrighton Home Care round. Care assistant to direct driver	1 Ranger vehicle Registration xxxx	John White Tel xxxxxxxxx

ANNEX I - Snow Code

The law on clearing snow and ice from public spaces

There is no law stopping you from clearing snow and ice on the pavement outside your property, pathways to your property or public spaces. If an incident did happen, it is highly unlikely that you would be sued as long as you:

- are careful
- use common sense to make sure that you don't make the pavement or pathway more dangerous than before

People using areas affected by snow and ice also have a responsibility to be careful themselves

Tips and advice on clearing snow and ice

- Start early – it is much easier to clear fresh, loose snow compared to compacted ice that has been compressed by people walking on it
- Don't use hot water – this will melt the snow, but may replace it with black ice, increasing the risk of injury
- Be a good neighbour – some people may be unable to clear snow and ice on paths from their property
- If shovelling snow, think where you are going to put it so that it doesn't block people's paths or drainage channels
- Make a pathway down the middle of the area to be cleared first, so that you have a clear surface to walk on
- Spreading some salt on the area you have cleared will help stop ice forming – table salt or dishwasher salt will work, but avoid spreading on plants or grass as they may be damaged by it
- Pay particular attention to steps and steep gradients
- Use the sun to your advantage – removing the top layer of snow will allow the sun to melt any ice beneath; however you will need to cover any ice with salt to stop it freezing overnight
- If there's no salt available, sand or ash are good alternatives

Annex J - Key Links

North Somerset Council
www.n-somerset.gov.uk

Met Office Severe Weather Warnings
http://www.metoffice.gov.uk/weather/uk/uk_forecast_warnings.html

Department for Transport
www.dft.gov.uk

Department for Children Schools and Families
www.DCSF.gov.uk

Advice on Snow Clearance
http://www.direct.gov.uk/en/NI1/Newsroom/DG_191868

Staying warm in winter (home and community section)
http://www.direct.gov.uk/en/HomeAndCommunity/InYourHome/KeepingSafeAtHome/DG_10027755

Safety in extreme weather (travel and transport section directgov)
http://www.direct.gov.uk/en/TravelAndTransport/Usingmotorwaysandroads/Roadsafetyadvice/DG_185021

Cold Weather Payment (money, tax and benefits section)
http://www.direct.gov.uk/en/MoneyTaxAndBenefits/BenefitsTaxCreditsAndOtherSupport/On_a_low_income/DG_10018668

Get local information on services disrupted by severe weather
<http://local.direct.gov.uk/LDGRedirect/index.jsp?LGSL=1307&LGIL=8&ServiceName=Get%20local%20information%20on%20services%20disrupted%20by%20severe%20weather>

22. INTERNAL CONSULTATION LIST

NAME	ROLE
REDACTED	Fleet Services Supervisor
REDACTED	Corporate Health & Safety Manager
REDACTED	CCTV Manager
REDACTED	Highways & Transport
REDACTED	D&E Business Continuity Champion
REDACTED	ASS&H Directorate Co-ordinator & ASSH Business Continuity Champion
REDACTED	Community Meals Manager
REDACTED	Legal Representative
REDACTED	Highways & Transport Manager
REDACTED	CYPS Policy
REDACTED	Emergency Management
REDACTED	CYPS Assistant Director
REDACTED	Risk Management & Business Continuity
REDACTED	D&E Co-ordinator
REDACTED	Insurance Officer
REDACTED	Emergency Management
REDACTED	Contact Centre Rep
REDACTED	CYPS – Resources Manager
REDACTED	Community and Environment Service Manager
REDACTED	Client Team and F&R Business Continuity Champion
REDACTED	Senior Area Officer
REDACTED	CSU Business Continuity and HR Representative
REDACTED	CYPS Transport Manager
REDACTED	ICT Representative
REDACTED	Head of Marketing & Communications

23. INTERNAL DISTRIBUTION

NAME	ROLE
REDACTED	Chief Executive Officer
REDACTED	Elected Member
REDACTED	Elected Member
REDACTED	CSU Directorate Co-ordinator
REDACTED	Fleet Services Supervisor
REDACTED	Corporate Health & Safety Manager & CSU Directorate Co-ordinator
REDACTED	CCTV Manager
REDACTED	ASS&H Directorate Co-ordinator
REDACTED	D&E Directorate Co-ordinator
REDACTED	Facilities Management
REDACTED	Highways & Transport
REDACTED	D&E Business Continuity Champion
REDACTED	D&E Directorate Co-ordinator
REDACTED	CSU Directorate Co-ordinator
REDACTED	ASS&H Directorate Co-ordinator
REDACTED	ASS&H Directorate Co-ordinator
REDACTED	Legal Representative
REDACTED	Highways & Transport Manager
REDACTED	ASS&H Directorate Co-ordinator
REDACTED	CYPS Policy
REDACTED	Emergency Management
REDACTED	CSU Directorate Co-ordinator
REDACTED	ASSH Directorate Co-ordinator
REDACTED	CYPS Assistant Director
REDACTED	F&R Directorate Co-ordinator
REDACTED	Insurance Officer
REDACTED	D&E Directorate Co-ordinator
REDACTED	D&E Directorate Co-ordinator
REDACTED	Emergency Management
REDACTED	Contact Centre Rep
REDACTED	CYPS – Resources Manager
REDACTED	F&R Directorate Co-ordinator
REDACTED	D&E Directorate Co-ordinator
REDACTED	ASS&H Directorate Co-ordinator
REDACTED	Community and Environment Service Manager
REDACTED	F&R Directorate Co-ordinator
REDACTED	Client Team
REDACTED	CYPS Directorate Co-ordinator
REDACTED	CSU Directorate Co-ordinator
REDACTED	Senior Area Officer
REDACTED	F&R Directorate Co-ordinator

REDACTED	F&R Directorate Co-ordinator
REDACTED	F&R Directorate Co-ordinator
REDACTED	D&E Directorate Co-ordinator
REDACTED	F&R Directorate Co-ordinator
REDACTED	CYPS Directorate Co-ordinator
REDACTED	CYPS Directorate Co-ordinator
REDACTED	CSU Directorate Co-ordinator
REDACTED	CYPS Transport Manager
REDACTED	ICT Representative
REDACTED	Head of Marketing & Communications

24. EXTERNAL DISTRIBUTION

NAME	ROLE
Bristol City Council	Civil Contingencies Unit
BANES	Emergency Management Unit
South Glos Council	Civil Contingencies Unit
Somerset County Council	Civil Contingencies Unit
REDACTED	Emergency Planner NHS North Somerset
REDACTED	Avon & Somerset Police – North Somerset Division
REDACTED	Avon Fire
REDACTED	Ambulance (GWAS)
REDACTED	Emergency Planner Weston General Hospital
North Somerset Council Website	Emergency Management