

Hartlepool Borough Council

Winter Maintenance Plan – Section B Planning and Preparation.



Latest Revision – October 2023

Contents

Introduction	1
Network Hierarchy and Route Plans	2
Decisions and Management Information	7
Planning of the Resources and Operational Issues	12
Winter Service Training and Development	15
Plant, Vehicles and Materials	17
Information and Publicity	19
Finance	20

Introduction

Section A - Winter Service Policy and Priorities sets the broad objectives, priorities and resource parameters. They are reviewed infrequently, in the context of corporate management reviews.

Section B - Winter Service Planning and Preparation is dynamic and interactive. It must respond to changing circumstances, and is reviewed annually in consultation with a wide range of stakeholders. It defines the procedures for dealing with the Winter Service in Hartlepool. It details the planned and co-ordinated response to Winter Service requirements. On receipt of an adverse weather forecast the Duty Officer will put the plan into operation in accordance with **Section C – Service Delivery**.

Scope of the Winter Services

Winter Services are provided on a pre-defined network of carriageway routes on a hierarchical basis. Winter Services are also provided in pay and display car parks and if necessary, on some high amenity footways.

The most important carriageway routes are classified as First Priority routes. The rest of the carriageways that have been selected for treatment are classified as Second Priority routes. Treatment of both First and Second Priority routes is carried out at any time in response to forecasts, but Second Priority routes are only treated after successful treatment of First Priority routes.

Range of Responses

The variable nature of winter conditions gives rise to the need to plan a range of responses appropriate to the prevailing weather. This plan defines a hierarchy of three types of response to likely conditions. It is important to recognise the fundamental differences between these three main components of the Winter Service:-

- **Pre-treatment – “precautionary” salting** - to prevent ice from forming. This is the principal and first stage Winter Service activity and is actioned in response to adverse weather predictions from the forecast provider. It is by far the most frequent activity of the Winter Service
- **Post-treatment – salting following the formation of ice** - to melt ice and snow already formed. This is the second stage response to adverse weather conditions. Should the first stage precautionary salting fail to adequately deal with the conditions, post-salting will be carried out continuously until the conditions recede.

- **Clearance of snow** - removal of snow greater than 30mm in depth. This is the third stage response and will be implemented only in exceptional snowfall conditions. During and immediately after heavy snowfall, snow clearance operations will be carried out on the 1st Priority routes only. Once the 1st Priority routes are clear, snow clearance operations will commence on 2nd priority snow clearance routes. Post salting will be carried out concurrently with snow clearance operations.

Network Hierarchy and Route Plans

Highways England is the Authority responsible for the treatment of the Trunk Road A19.

Hartlepool Borough Council is the Authority responsible for all public maintainable roads within the Borough.

To ensure the appropriate response and to meet the objectives of the Highway Maintenance Code of Practice for Maintenance Management within available resources, the treated carriageway network has been categorised in terms of 1st and 2nd Priority routes. A footway route and a schedule of car parks have also been defined.

The **carriageway network hierarchy** definition, **route plans**, the **response** and **treatment times** and the **rates of spread** were developed in a partnership between Cleveland County Council and the service provider Vaisala in the early 1990's. The route plans were designed to take into account the need for economic, efficient and effective resource utilisation. They have developed since through a continued partnership consisting of the neighbouring Tees Valley Authorities and the current service provider and are of crucial importance. They are designed to accommodate:-

- transport priorities
- other council policy priorities
- known problems, including significant gradients, exposed areas and other factors
- climatic and thermal differences within the area
- co-ordination and co-operation with other authorities
- overall risk assessment including the need to maintain consistency

Carriageway Network Hierarchy

1st Priority Salting routes -

- Primary routes including slips and interchanges
- Other principal roads including any slips and interchanges
- Important commuter routes with traffic volumes over 3,000 vpd
- Roads leading to important industrial establishments
- Important bus routes including those with services before 08:00
- Roads serving main shopping centres

1st Priority routes will be treated by pre-salting in the case of a frost warning and will also take priority for post-salting in the event of persistently icy conditions. In the event of snow, all resources will be concentrated on the first priority carriageway routes. They will be treated at any time including times outside normal working hours.

2nd Priority Salting routes -

- Known trouble and accident spots not covered in 1st Priority Salting routes
- All other authorised bus routes
- Other commuter routes
- Main feeder routes
- Roads serving other shopping centres

2nd Priority routes will be treated by pre-salting in the case of a frost warning but will only be commenced after the successful treatment of the 1st Priority routes. They will be treated at any time including times outside normal working hours. When icy conditions still persist or in the event of snow, 2nd Priority routes will not be treated until 1st Priority Salting routes are clear.

Co-ordination and co-operation to ensure effective service integration across the administrative boundary is also carried out with Stockton Borough and Durham County Councils.

Cold Route –

In the event of a forecast predicting 'plus' zero temperatures at Low Stotfold and Newburn sensors in conjunction with a sub-zero temperature of between 0 degs and -0.5 degs at Swarthole for approximately two hours in duration, it will part of the decision making options to implement the designated 'Cold Route' if required.

All aspects of the existing decision making policy will be considered by the Duty Supervisor prior to the introduction of this treatment.

Route Plans

First Priority salting routes have been prepared in accordance with both the recommendations of the Service Provider TMI route optimisation study using the **10g/m²** routes and the network hierarchy defined above. Formal route plans have also been prepared for a selective number of 2nd Priority Salting routes.

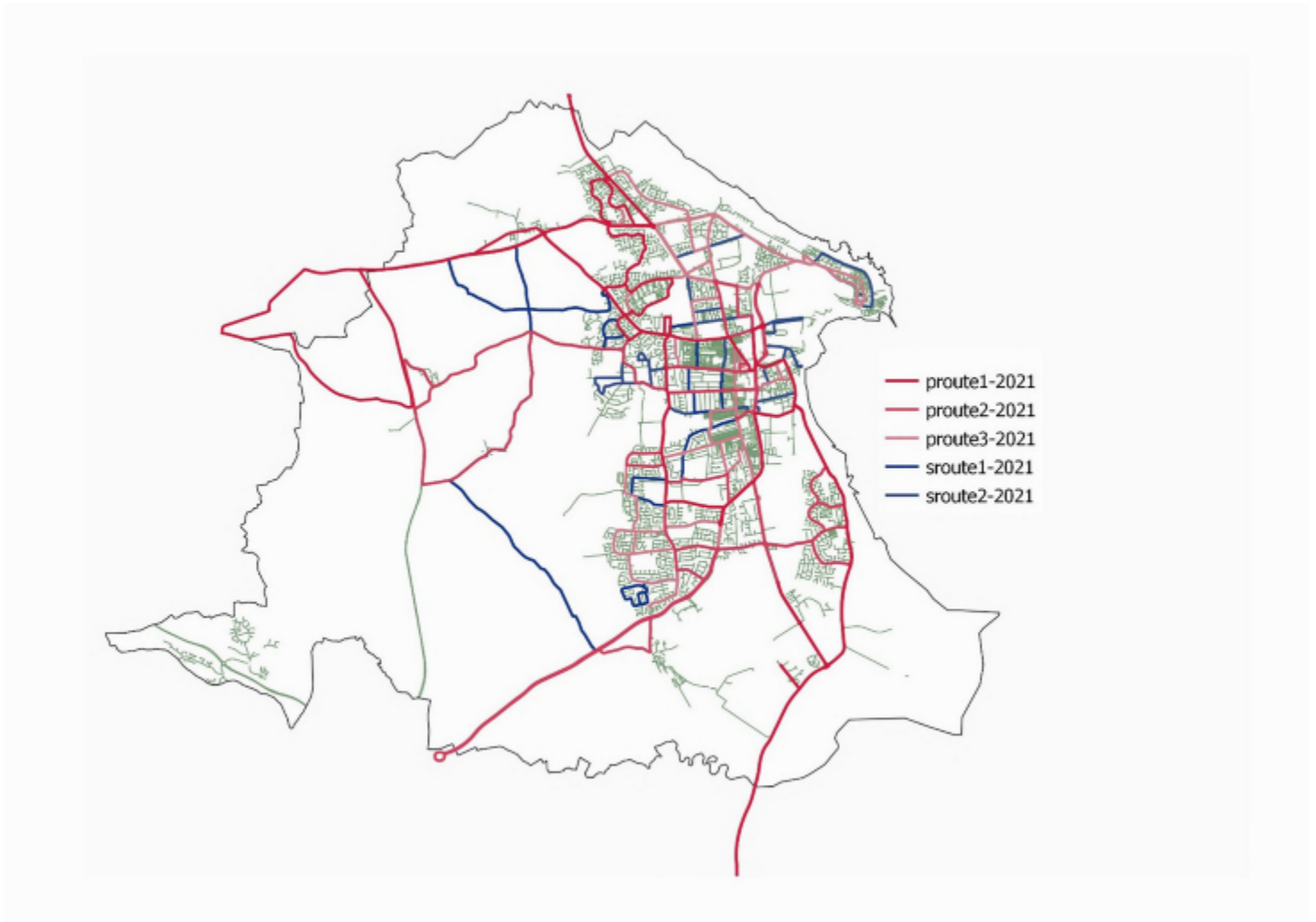


Figure 1 – The combined First and Second Priority Carriageway Routes

Footway salting routes have also been prepared for some high amenity town centre footways that are promoted by Hartlepool Borough Council details of which can be found in **Section C- Service Delivery** of the Operational Plan.

The schedule of car parks to be treated is:-

1. Pay and Display Car Parks
1. Westside
2. Waldon Street and Roker Street including access roads
3. Open Market
4. Marks and Spencers
5. Albert Street
6. Andrew Street
7. Gainford Street
8. Eden Street
9. Mill House
10. Dover Street
11. Transport Interchange and Royal Vaults
2. Free/Permit controlled Sites
12. Wesley Square
13. Back of Victoria Road
14. Rocket House, Seaton Carew
3. Staff Car Parks
15. Grand Hotel/Civic Centre
16. Bryan Hanson House
17. Lauder Street
18. Municipal Buildings

Table 1 – Car Parks

Detailed plans for each car park are shown in **Appendix B**

Response and Treatment Times

The **Response Time** is the period between a decision being taken to begin treatment and vehicles leaving the depot. The Response Time is appropriate only in circumstances where

the conditions had not been predicted and consequently the activity was not planned. The target response time is to commence treatment of First Priority Salting routes no later than one hour after being called out by the Duty Officer.

The **Treatment Time** is the period between vehicles leaving the depot and the completion of treatment of all priority routes. The target treatment time is two hours for the First Priority Salting and one hour for the Second Priority Routes and car parks.

Rates of Spread

Salt will melt ice and snow at temperatures as low as -20°C, but below -10°C the amount needed becomes environmentally and economically undesirable. A spread rate of 10 g/m² will be effective to at least -5°C and where traffic is heavy to -10°C. On previously untreated roads, salt will therefore be applied at the rates recommended in the code of practice as shown in the table below. Where residual salt is present, the rates may be reduced to prevent unnecessary environmental damage.

Table H2 – Treatment Matrix Guide			
Weather Conditions Road Surface Conditions Road Surface Temperature (RST)	Treatment		
	Air Temperature	Salting (g/m ²)	Ploughing
Frost or forecast frost RST at or above -2°C		10	No
Frost or forecast frost RST below -2°C and above -5°C		20	No
Frost or forecast frost RST at or below -5°C and above -10°C and dry or damp road conditions		20	No
Frost or forecast frost RST at or below -5°C and above -10°C and wet road conditions (existing or anticipated)		2 x 20	No
Light snow forecast (<10mm)		20	No
Medium/heavy snow forecast		2 x 20	No
Ice formed (minor accumulations)	above -5°C	20	No
Ice formed	at or below -5°C	2 x 20	No
Snow covering exceeding 30mm		20-40 (successive)	Yes
Hard packed snow/ice	above -8°C	20-40 (successive)	No
Hard packed snow/ice	at or below -8°C	salt/abrasive (successive)	No

Rate of spread for precautionary treatments may be adjusted to take account of residual salt or surface moisture.

Table 2 – Rates of Spread (Table H2 from the Code of Practice)

Other Winter Services

Salt bin locations will be as shown in **Figure 4**. Salt bins will be inspected and re-filled, where required, during September each year prior to the start of the winter season.

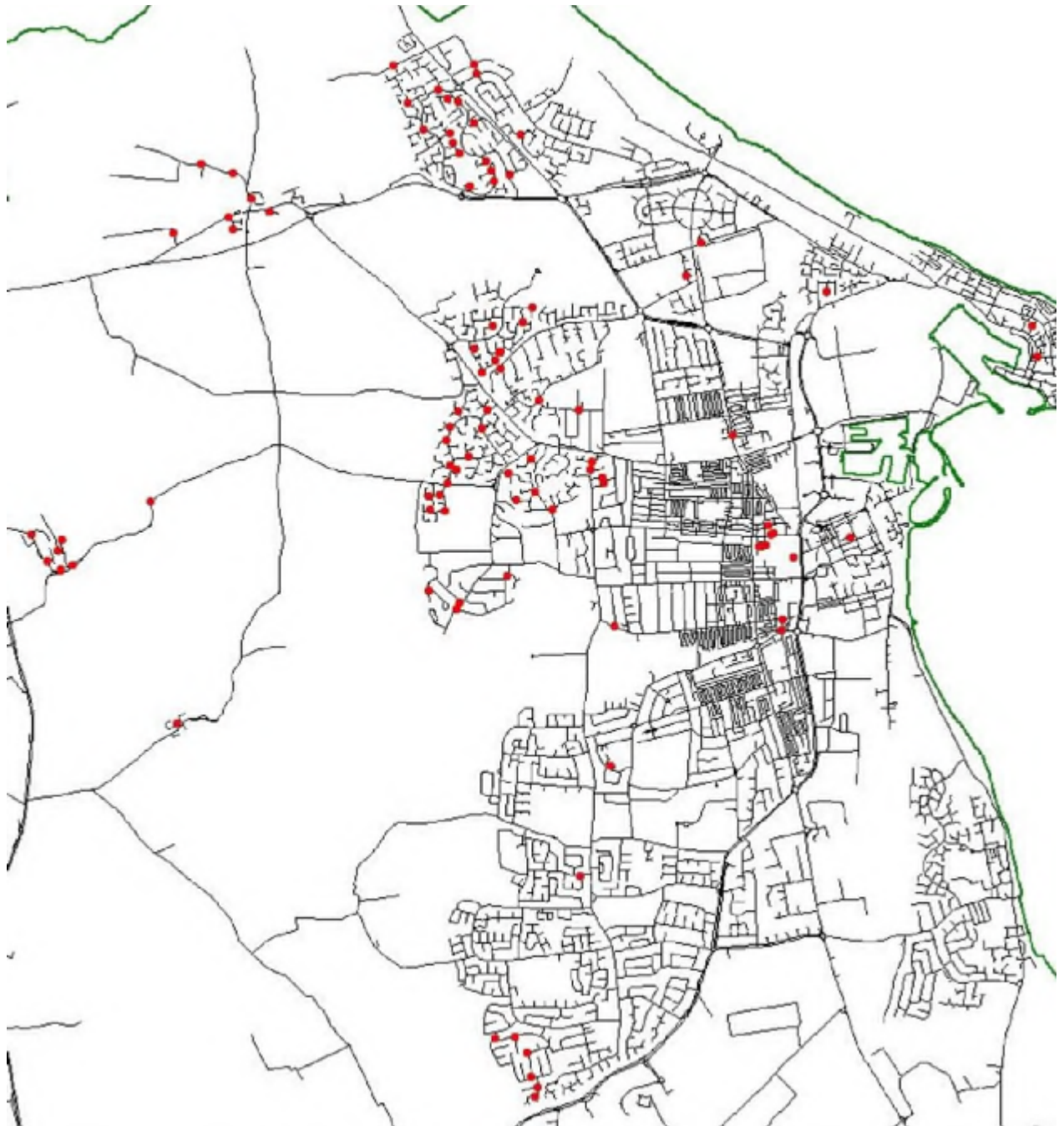


Figure 4 – Grit Bin Locations

Decisions and Management Information

Clear and efficient decision making processes supported by accurate weather prediction and information systems are the foundation for effective winter service delivery. The decision support system includes:-

- Weather forecasts
- Thermal maps
- Ice detection monitoring stations
- Weather radar

Each of the above uses current information and trends in conjunction with relevant software to extrapolate and display predicted conditions over a range of periods.

The Weather Forecasting Service will be accessed by the Duty Officer via the Ice Prediction System. The forecasting service will be available from the start of October until the end of March. The Forecasts are transmitted to the bureau of the Ice Prediction System and are obtained by appropriate Hartlepool Borough Council Winter Service staff via the internet.

For each standby period there will be one Duty Officer who will be responsible for all operational decision making.

Severe Adverse Weather Salt Stock Monitoring

In the event of prolonged periods of severe adverse weather salt stocks may become depleted. If this is the case the Government will activate its "Salt Cell" who will determine whether the use of salt should be reduced to protect supplies and ensure that the strategic national road network is kept open.

Should this arrangement be implemented, Hartlepool Borough Council will be in a position to reduce salt usage by treating only the First Priority routes throughout the town, Second Priority routes will be reintroduced when salt stock levels return to normal

Decision Making Responsibilities of the Duty Officer

A rota of Duty Officers, who must be available at all hours for the whole of the forecast period is prepared prior to the commencement of the winter season each year. The rota for the current year is shown in **Section C- Service Delivery**.

The Duty Officer will operate on a 24 hour standby basis. Any necessary rota variations will be notified to the Highway, Traffic and Transport Manager and the Meteorological Office before commencement of the duty period.

The Duty Officer is responsible for all operational decision making. The Duty Officer will determine what action is to be taken in response to the predicted weather conditions. To this end, the Duty Officer downloads ice prediction data from the Meteorological Office via the internet.

The following forecast data is available:-

- (a) by 1000 hours - Preliminary forecast

- (b) by 1400 hours - 24 hour forecast
2-5 day outlook

Prediction graph for Swart Hole Weather Station

Regional network thermal map

- (c) Amendments as necessary are issued throughout the 24 hour period

The Meteorological Office service includes a consultancy facility and the Weather Centre welcomes direct contact between Forecasters and Duty Officers, not only to answer specific queries but to be made aware of actions being taken in response to forecasts. This helps the

Forecasters in deciding the need to update information to the Authority. As part of this consultation the Duty Officer can establish a daily contact with the Duty Forecaster each evening to discuss the overnight actions and weather trends.

The defined routine weather forecasts are accessible via the Web Site at any time. In the event of unscheduled forecast updates the Weather Centre will inform the Duty Officer, who will in turn verify the changes on their own computer and notify the Service Delivery Team, whose actions will be modified by the updated information.

The decision support information is used together with local knowledge and experience in deciding the action to be taken. The decision is the responsibility of the Duty Officer, although in marginal and/or varying climatic conditions, consultation with the Highways, Traffic and Transport Manager or an experienced colleague is appropriate. The decision making procedure will follow the recommendations shown in **Figure 5** over page, wherever possible.

The Duty Officer issues the Winter Service instruction to the Service Delivery Team every day of the defined winter season as soon as possible after the 14:00 hr forecast. The instruction is also relayed to the Meteorological Office for information.

Variations can be made to the 14:00 hr instruction if there is an update to the forecast from the Meteorological Office or there is an obvious and unpredicted change in weather conditions. The Service Delivery Team is instructed to carry out variations by telephone. All variations are logged by the Duty Officer along with the reasons for them and the responses to them. Variation instructions can only be given by the Duty Officer (or his alternate during the day).

In exceptional circumstances, the Duty Officer can issue a preliminary instruction to the Service Delivery Team (which may be for immediate action) on receipt of the 1000 hrs preliminary forecast.

The service focuses initially on delivering precautionary treatment. On all forecast frost events, treatment is commenced at such a time as to ensure completion of all first and second priority carriageway routes and the car parks. On unforecast frosts and snow events, the service focuses on the First Priority carriageway routes. The service is implemented on other priorities in accordance with the following guidelines:-

- i)** All First Priority Salting routes have been treated and are clear of frost and ice.
- ii)** The icy conditions persist between 0730 and 0900 and are likely to continue thereafter.
- iii)** Manpower and plant resources are available, having regard to the statutory requirements for drivers hours and consequent potential disruption of other priority works being carried out.

Response to requests for treatment of any carriageway, footway or car park other than those defined in this plan will not be permitted without prior agreement of the Duty Officer.

Table H1 – Decision Matrix Guide				
		Predicted Road Conditions		
Road Surface Temperature	Precipitation	Wet	Wet Patches	Dry
May fall below 1°C	<u>No</u> rain <u>No</u> hoar frost <u>No</u> fog	Salt before frost	Salt before frost (see note a)	No action likely, monitor weather (see note a)
Expected to fall below 1°C	<u>No</u> rain <u>No</u> hoar frost <u>No</u> fog			
	<u>Expected</u> hoar frost <u>Expected</u> fog	Salt before frost (see note b)		
	<u>Expected</u> rain <u>BEFORE</u> freezing	Salt after rain stops (see note c)		
	<u>Expected</u> rain <u>DURING</u> freezing	Salt before frost, as required during rain and again after rain stops (see note d)		
	<u>Possible</u> rain <u>Possible</u> hoar frost <u>Possible</u> fog	Salt before frost		Monitor weather conditions
	<u>Expected</u> snow		Salt before snow fall	
The decision to undertake precautionary treatments should, if appropriate, be adjusted to take account of residual salt or surface moisture. All decisions require continuous monitoring and review.				

Figure 5 - Decision Making Procedure (Table H2 from the Code of Practice)

Notes to Figure 5 - Decision Making Procedure Actions

- a) Particular attention should be given to the possibility of water running across carriageways and other running surfaces e.g. off adjacent fields after heavy rains, washing off salt previously deposited. Such locations should be closely monitored and may require treating in the evening and morning, and possibly on other occasions.

- b) When a weather warning contains reference to expected hoar frost considerable deposits of frost are likely to occur. Hoar frost usually occurs in the early morning and is difficult to cater for because of the probability that any salt deposited on a dry road too soon before its onset may be dispersed before it can become effective. Close monitoring is required under this forecast condition which should ideally be treated just as the hoar frost is forming. Such action is usually not practicable and salt may have to be deposited on a dry road prior to and as close as possible to the expected time of the condition. Hoar frost may be forecast at other times, in which case the timing of treatment must be adjusted accordingly.
- c) If, under these conditions, rain has not ceased by early morning, crews should be called out and action initiated as rain ceases.
- d) Under these circumstances rain will freeze on contact with the running surfaces and full pre-treatment should be provided even on dry roads. This is a most serious condition and should be monitored closely and continuously throughout the danger period.
- e) Weather warnings are often qualified by altitudes in which case differing action may be required from each depot.
- f) Situations may arise when it is more viable to only salt part of the network i.e. the Cold Route and / or the three Primary Routes. This may occur either in extreme weather conditions when focus of resources may be given to the Primary Routes or during 'borderline' temperature readings when it is deemed not necessary to attend to the Secondary Routes. In each case decision to salt will be at the discretion of the on duty Supervisor.

The quality of decisions made by the Duty Officer is the key factor in determining both the effectiveness of the Winter Service and also how it is perceived by users and the community. In these circumstances a "learning organisation" culture, rather than a tendency to allocate blame is crucial to the delivery of Best Value.

Planning of the Resources and Operational Issues

A key factor in ensuring that response and treatment times are met, once a decision has been taken to treat is the availability of appropriately trained personnel.

Identifying the extent of resources needed under various scenarios and the potential source of these is an important aspect of pre-season planning. The pre-season planning assessment covers a wide range of requirements and conditions likely to be encountered, including:

- Pre-season preparation □ Precautionary treatment
- Post treatment
- Snow clearance
- Post snow emergencies (flooding etc) The assessment also covers:

- The need for Duty Officer(s) to be available throughout risk periods
- The need for the treatment operations to be co-ordinated and supervised
- Resources for dealing with vehicle breakdowns, problems with fuel supply and communications failure
- Resources for the delivery and loading of salt

Issues to be addressed by the Transport and Infrastructure Manager include:

- Implications of Drivers Hours Regulations
- Extent and nature of double manning and driver support
- Shift system arrangements

Communications

Winter Service operations are controlled by the Duty Officer who has 24 hour communication access to all duty operatives. All operational vehicles must be equipped with two way radios to ensure constant operational contact.

Clear communication channels are established between Hartlepool Borough Council and adjacent authorities. The details of the external contacts are also listed in the operational details.

The Duty Officer also liaises with the Press Relations Officer when appropriate. The Press Relations Officer is responsible for all communications with the media (Press/Radio/TV). Information and Publicity are dealt with on Page 18 of this document.

Responsibilities of the Duty Officer

Implementation of the Plan

Routeing

Standards

Priorities

Day to day decision making

Day to day operations

Vehicles

Manning levels

Salt stocks

Performance monitoring

Accounts

The Service Delivery Team standby for each period is:-

- 3 No. Drivers

A rota of Drivers, who must be available at all hours for the whole of the forecast period is prepared prior to 1st October each year. The defined response time for First Priority Salting routes requires that essential operatives commence treatment of no later than one hour after being called out by the Duty Officer. This is an important issue for consideration when defining the Driver's rota for the season.

Winter Service Training and Development

All personnel involved in the Winter Service are trained to required levels of competence, both in respect of the overall job requirements and particularly the special health and safety considerations applying.

Hartlepool Borough Council seeks to ensure that high standards of health and safety are achieved on the Winter Service operations and has specific health and safety policies and guidance. The policies and guidance are issued to and discussed with all personnel and form the basis of the service training.

Issues addressed by the health and safety policies and guidance include the following:–

- training for **all Duty personnel** on the content and operation of the Winter Service Operational Plan
- training for **all Duty Officers** in familiarisation and interpretation of weather forecast information and usage of the ice prediction system.
- training for **all Duty Officers** in operations - detailed on-site training on the decision making process. The training will cover the full content and application of this Winter Service Plan. This training will be led by experienced senior officers during the normal operational period. Inductees will receive a minimum two week supervision period before taking sole responsibility for decision making
- training for **all Duty Officers** for on-site inspections - detailed on-site training on known localised hazards.
- training for **all Duty Officers** on operations - detailed on-site training on the salting process. This training is led by experienced senior officers during the normal operational period. Inductees receive a minimum two week supervision period before taking responsibility for controlling the salting process.

It is important that drivers understand their role in achieving specified spread rates to ensure that the defined routes receive appropriate treatment. It is also important in the interests of safety and efficiency that drivers have an understanding all of the machinery that they are using and are familiar with treatment routes, particularly in severe weather conditions. As a consequence, all drivers receive training in the following areas before taking responsibility for the delivery of Winter Service Operations:-

- training for **all Drivers** for the control of operations - an overview of the Winter Service process and their role within it. Particular attention is given to Health and Safety requirements and driving in difficult and hazardous conditions including duty of care to other road users. Further training must include the use of the two way radio and reporting procedures within the contracting organisation, in order that the requirements of this plan are adhered to.
- training and successful accreditation of **all Drivers** salting or ploughing on roads in accordance with City and Guilds 6157 (prior to 01/11/2008) or it's successor qualification, City and Guilds 6159(after 01/11/2008).
- training for **all Drivers** for the control of grit spreading machines - training on the operation of the spinner, belt and gate system and how they interact to produce the appropriate spread rate. Training should be sufficiently detailed to enable competence in on-site alteration of machinery settings and any other appropriate running remedial action.
- training for **all Drivers** for the control of mechanical loaders. To enable maximum flexibility, all drivers must be capable of loading their own wagon.

- training for **all Drivers** for circumstances where special safety considerations apply.
- training for **all Drivers** for the avoidance of spraying pedestrians, cyclists and vehicles where practicable with salt or slush when salting or ploughing
- training for **all Drivers** for the avoidance of risks to pedestrians and cyclists when using vehicles in segregated or partially segregated areas and in treating footway
- training for **all Drivers** for ploughing and manoeuvring in restricted circumstances
- training for **all Drivers** regarding other road vehicles that may not be under proper control Only experienced winter service personnel holding NVQ accreditation are employed outside normal shifts. Other issues include:-
- training for **all personnel** in dealing with potential emergency scenarios
- training for **all personnel** in dealing with post ice and snow emergencies especially flooding

In addition to such general guidance, it is necessary to ensure that all personnel are provided with information during operational periods on current network characteristics and constraints, including:

- Nature and location of highway works, including statutory undertakers
- Nature and location of any traffic diversions
- Nature and timing of any events likely to affect network use

Plant, Vehicles and Materials

This Plan does not deal in detail with the equipment and materials used for the Winter Service, but refers to the strategic issues relating to procurement and sustainability.

Vehicles

The size, composition, standard, and location of the vehicle fleet and depots are key parameters influencing the economy, efficiency, and effectiveness of resources to deliver defined standards of Winter Service. It is also unlikely that, with the level of investment involved, Hartlepool Borough Council will be able to make frequent changes to the fleet, other than replacement or renewal. It is important however that opportunities are taken either at five yearly Best Value reviews or when overall service procurement changes are being contemplated to thoroughly review Winter Service strategy and equipment procurement.

It is important to continually review equipment requirements for dealing with footways and cycleways. If government or local targets for increased walking and cycling are to be achieved it will be necessary to keep under review the nature and level of treatment applied, and specialist equipment may be necessary for this purpose.

The Service Delivery Team must ensure that the specified vehicles, plant and equipment is available during the Winter season. The annual servicing programme for vehicles must be complete before 1st September.

The Service Delivery Team must ensure that the winter service fleet has the first priority for vehicle maintenance. The Service Delivery Team must also ensure that there is an adequate stock of spares and detailed stand-by manning arrangements for out of hours repairs.

Salting routes have been optimised according to the carrying capacity of the vehicles. It is therefore imperative that calibration checks are made prior to 1st October. Preparations include certified calibration checks by a NaMAS accredited laboratory.

The Service Delivery Team uses Winter grade class A2 fuel to BS2869 with a waxing point of -12°C for winter service vehicles. The stock of fuel must not be allowed to fall below three weeks supply.

The vehicles, plant and equipment must be kept under cover when not in use.

Salt Purchase, Storage and Handling

Salt is the prime material for dealing with ice and snow on the highway but it has some undoubted environmental consequences. It can adversely affect vegetation and pollute watercourses. It can also damage the highway structure, bridges and structures, utility apparatus and vehicles. In the interests of sustainability therefore this authority undertakes to ensure that only the minimum of salt is used to deal with the prevailing conditions. Recommended rates of spread are given in Table 2 on page 5.

The cost of salt is a significant consideration. It is purchased through a consortium arrangement involving the Tees Valley authorities.

The Highways Team Leader administers the salt for the Winter Service. Salt quantities are monitored daily by the Service Delivery Officer and reports on salt usage and stockpile levels are provided to the Duty Officer.

The salt must be kept as dry as possible because dry salt causes less environmental damage and less damage to the spreading and handling equipment. Dry salt is easier to handle and can be more accurately spread at the specified rates and is consequently be stored in a covered barn.

A salt stockpile containing a minimum quantity of 1500 tonnes is available at the commencement of the season on the first Thursday of October. A stockpile is purchased during the summer months in order to take advantage of “out of season” discounts.

The Service Delivery Team must not allow salt stocks to reduce to less than 700 tonnes at any time during the winter service season.

The salt stockpile must be rotated to ensure that old salt is not allowed to accumulate at the end of each season.

Where the Service Delivery Officer carries out treatment of private roads and premises under separate contracts the cost of any salt used must be charged directly to that contract and not charged to the Winter Service contract.

Information and Publicity

The Winter Service provides special opportunities and challenges with respect to information and publicity.

It is of crucial importance that the Policy and Standard of Winter Service is widely available and understood by users and the community. This helps to ensure that expectations are realistic and consistent with the resources available.

There is also a need to establish effective working arrangements with local press and broadcast media to enable the presentation of timely and accurate current information and advice on network condition and use. Local radio in particular considers this to be a most important aspect of their service to the community and it therefore provides the opportunity to build good working relationships over wider issues. Hartlepool Borough Council has specialist press and public relations personnel and it will be important to clarify and agree respective service and specialist responsibilities.

It is important to define and agree key contacts with press and broadcast media and also establish a clear understanding of the most effective timings for information to be provided in order to reach necessary audiences and broadcast schedules. It may be helpful to arrange joint workshops or training sessions to build understanding and relationships.

It is anticipated that three types of media liaison will be required:-

- 1) **Pro-active Media Relations** - at the beginning of each Winter Service season the Press Relations Officer will detail Hartlepool Borough Council's policy, approach and coverage of winter service treatment in an official press release. This function is aimed at raising public awareness of the limitations of provision and will be reinforced throughout the season as appropriate.
- 2) **Re-active Media Relations** - when appropriate, the Public Relations Officer will respond to enquiries from the media after consulting with the Duty Officer.
- 3) **Emergency conditions** - in the event that conditions deteriorate to such an extent that emergency snow clearance procedures need to be implemented, the Duty Officer will immediately inform the Press Relations Officer. The Officers will then closely liaise to ensure that appropriate up to date information can be disseminated to the various media agents. This arrangement will remain in place until emergency conditions cease. Contact numbers for the Press Relations Officer are listed in the operational details.

It is not anticipated that there will be a need for media communications under normal operating circumstances.

In addition to the provision of information through press and broadcast media it will be important to provide information directly to key stakeholders, including all emergency services, public transport operators, motoring organisations and key local organisations. It provides an important opportunity to demonstrate an understanding of users' needs, and a strong service commitment.

Finance

The Council will allocate funding to cover reasonable costs incurred in carrying out the Winter Service functions detailed in this plan.

The Council will pay the successful Service Delivery Team the tendered rates for carrying out their Winter Service functions in accordance with this Winter Service Plan.

Payment will be made at 4-weekly intervals based on claims submitted and approved by the Duty Officer. No payment will be made against unsubstantiated accounts.

The Service Delivery Team will review their financial controls, accounting and invoicing procedures.


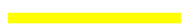

The Council may, in future years, revise the cost information required from the Service Delivery Team to accord with any changes in accounting procedures or audit requirements.

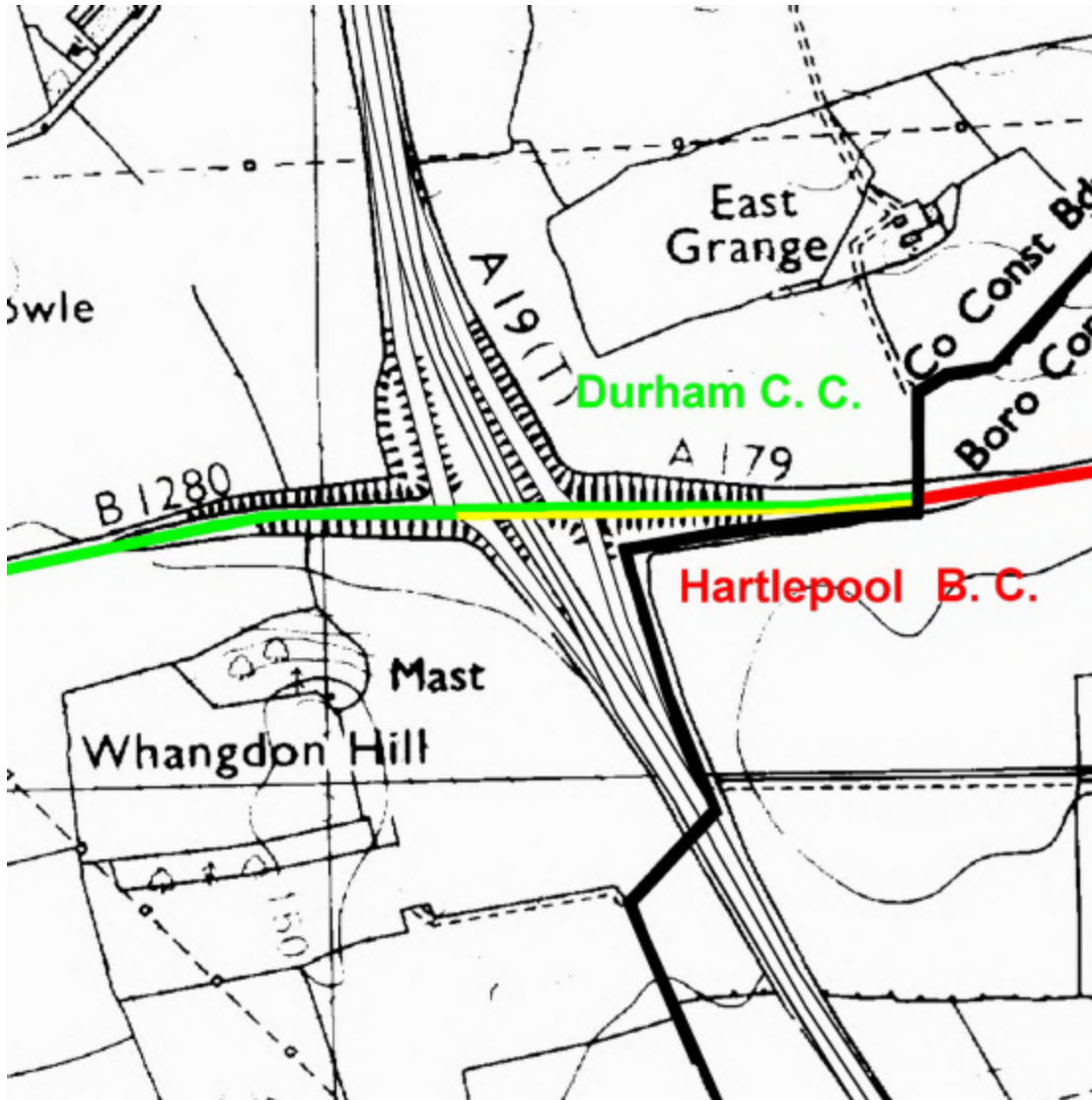
Appendix A

Cross Boundary Arrangements

Location CB1 – Crimdon Dene

Legend

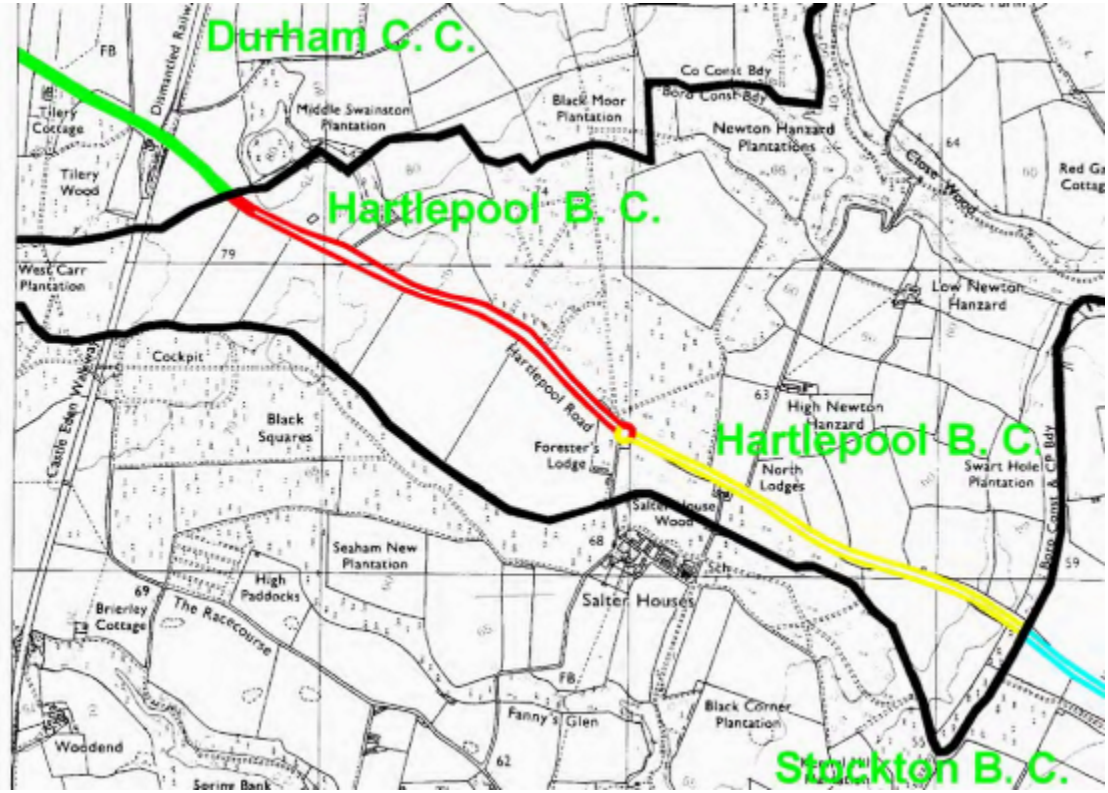
-  Route treated by Hartlepool B.C.
-  Route treated by Hartlepool B.C. on behalf of Durham C.C.
-  Route treated by Durham C.C.



Location CB2 - Sheraton

Legend




- ▬ Route treated by Stockton B.C.
- ▬ Route treated by Stockton B.C. on behalf of Hartlepool B.C.
- ▬ Route treated by Durham C.C. on behalf of Hartlepool B.C.
- ▬ Route treated by Durham C.C. on behalf of Hartlepool B.C.

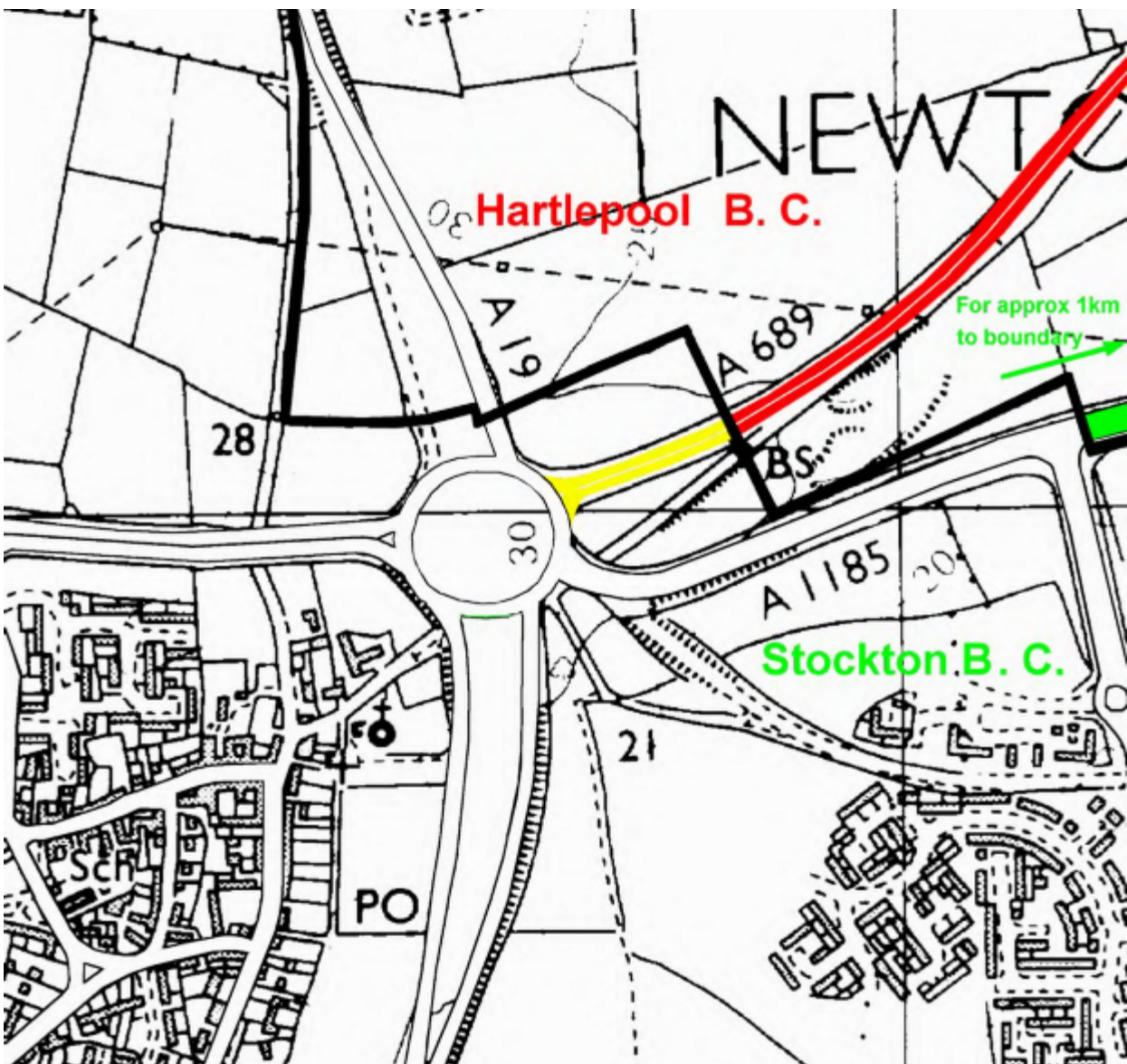


Location CB3 - Wynyard

Location CB4

Legend

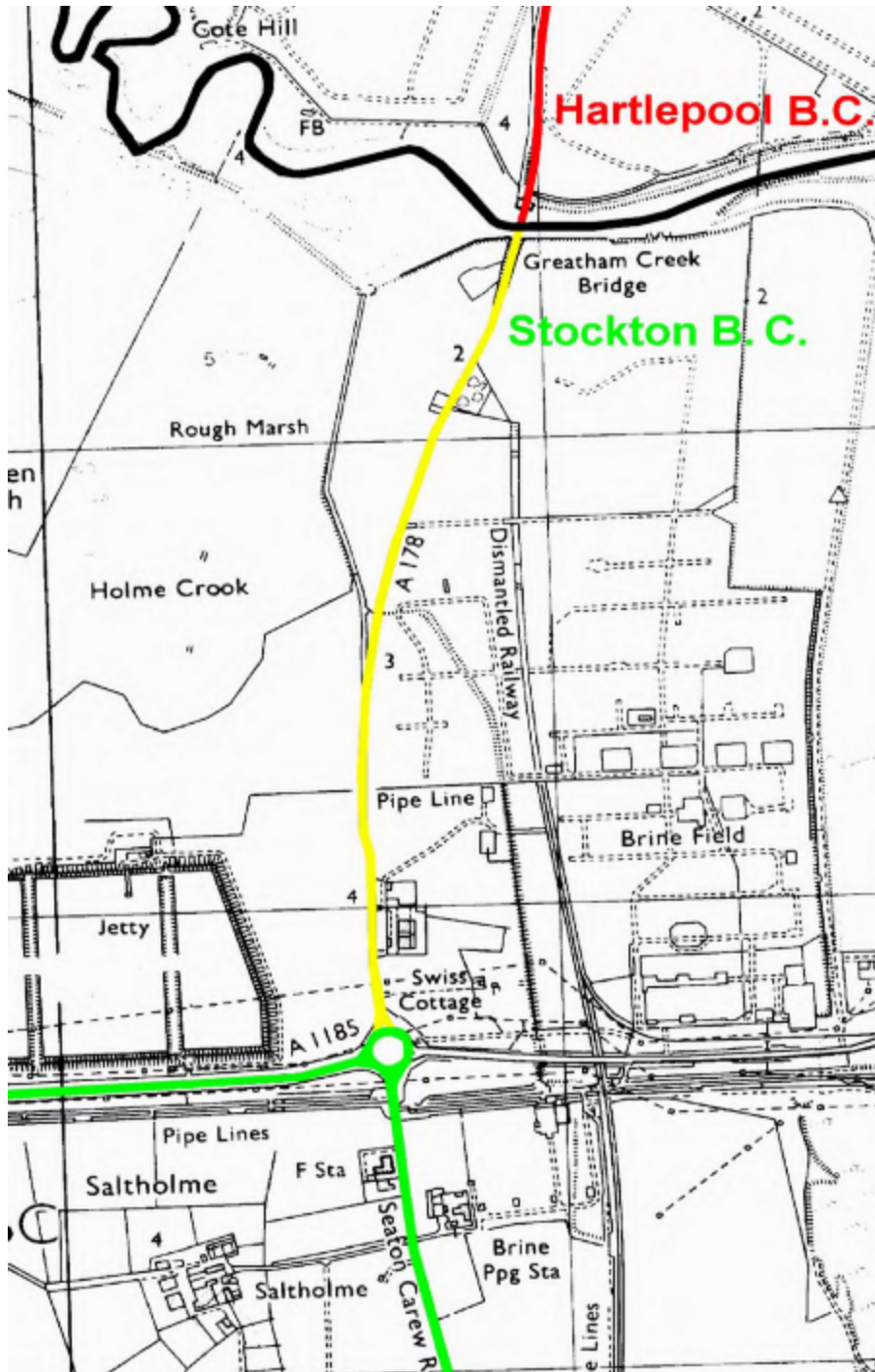
-  Route treated by Hartlepool B.C.
-  Route treated by Hartlepool B.C. on behalf of Stockton B.C.
-  Route treated by Stockton B.C. on behalf of Hartlepool B.C.



Location CB4 - Wolviston

Legend

- Route treated by Hartlepool B.C.
- Route treated by Hartlepool B.C. on behalf of Stockton B.C.
- Route treated by Stockton B.C.



Location CB5 – Seal Sands

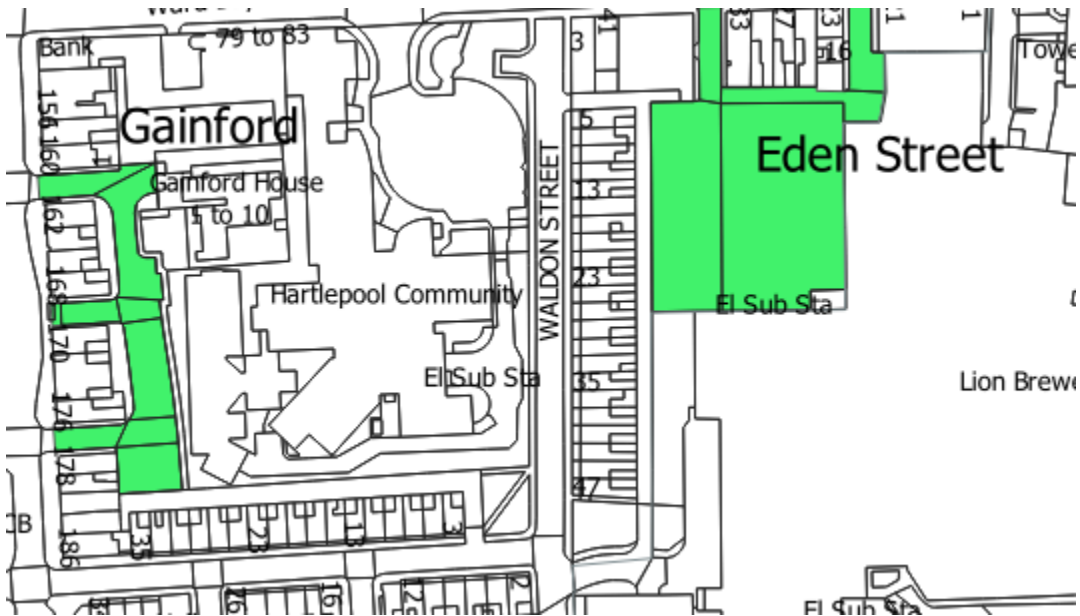
Appendix

B

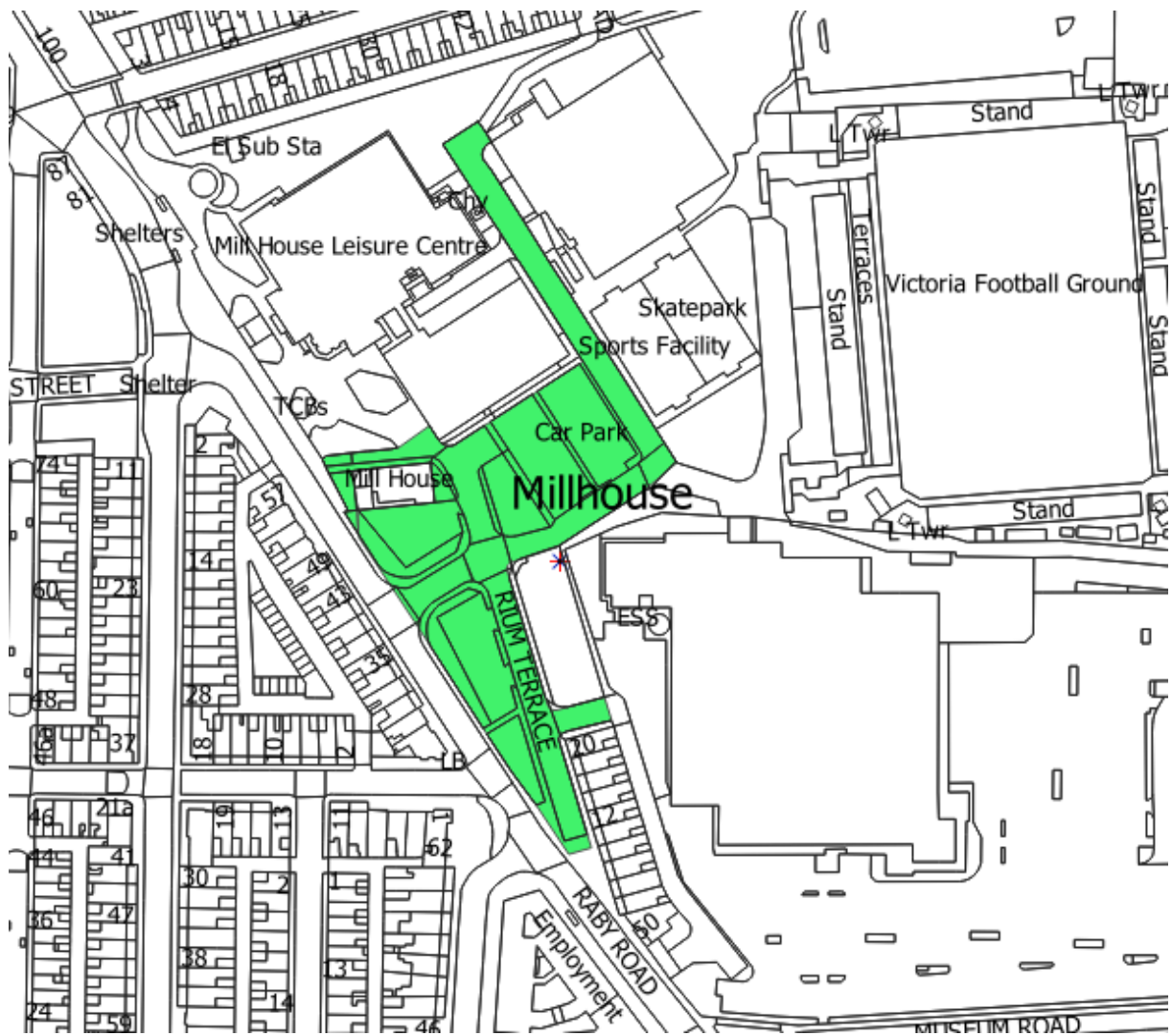
Car Park Treatment Details



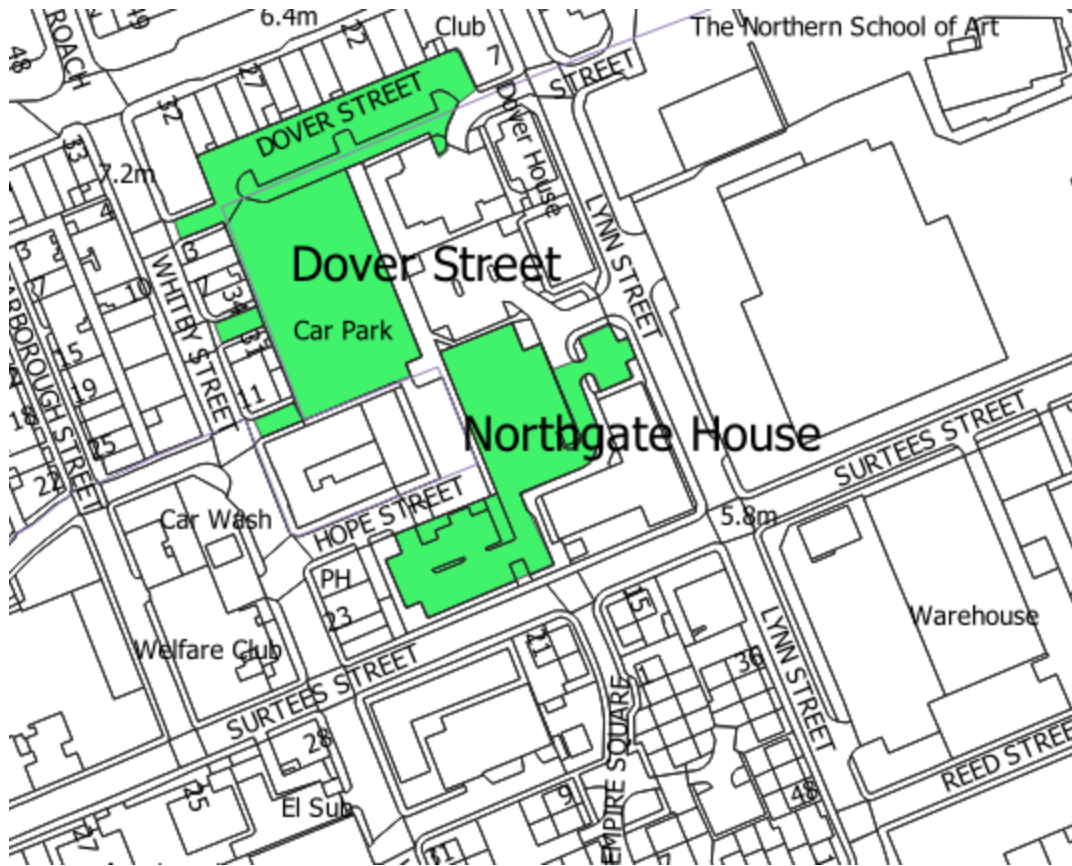
The main Town Centre Pay and Display Car Parks



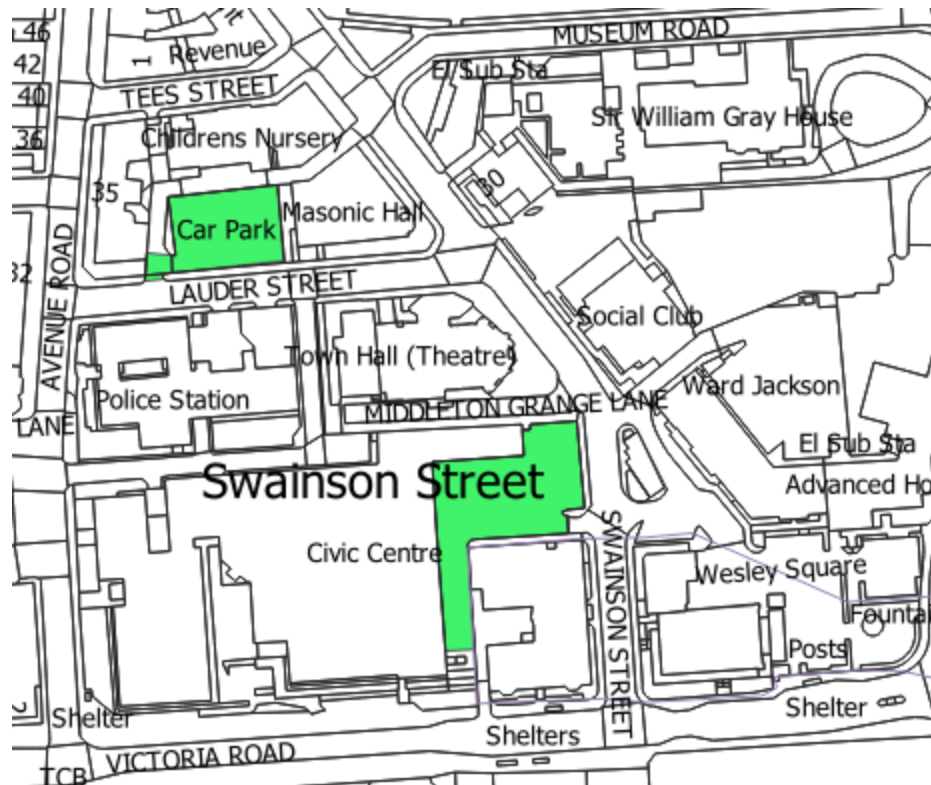
Gainford Street and Eden Street Pay and Display Car Parks



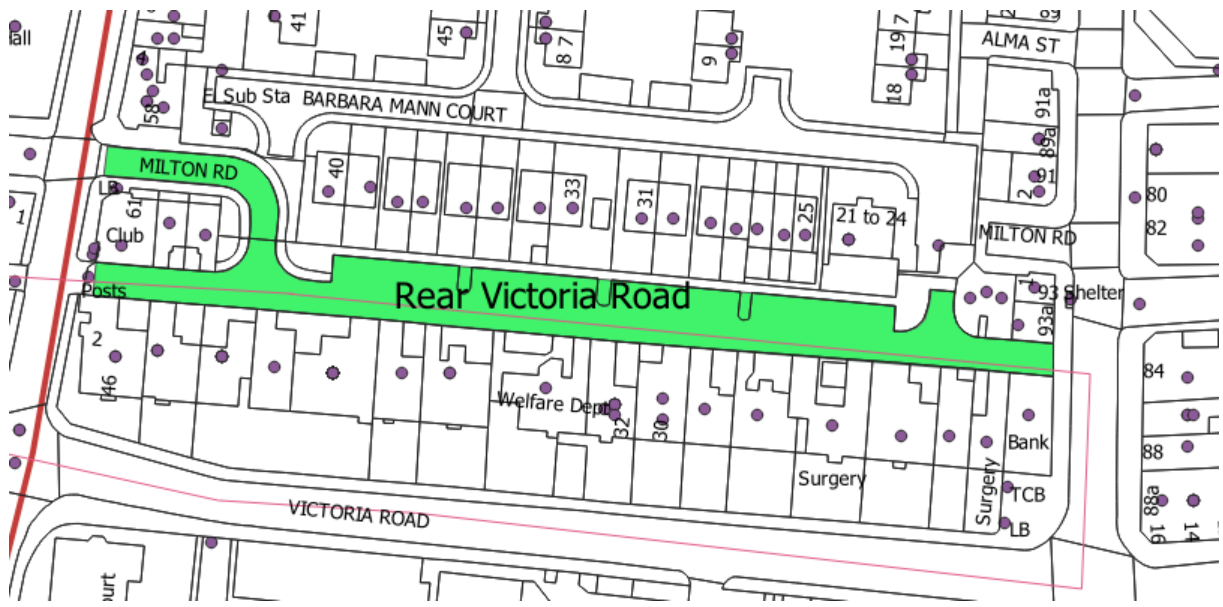
Mill House Pay and Display Car Park



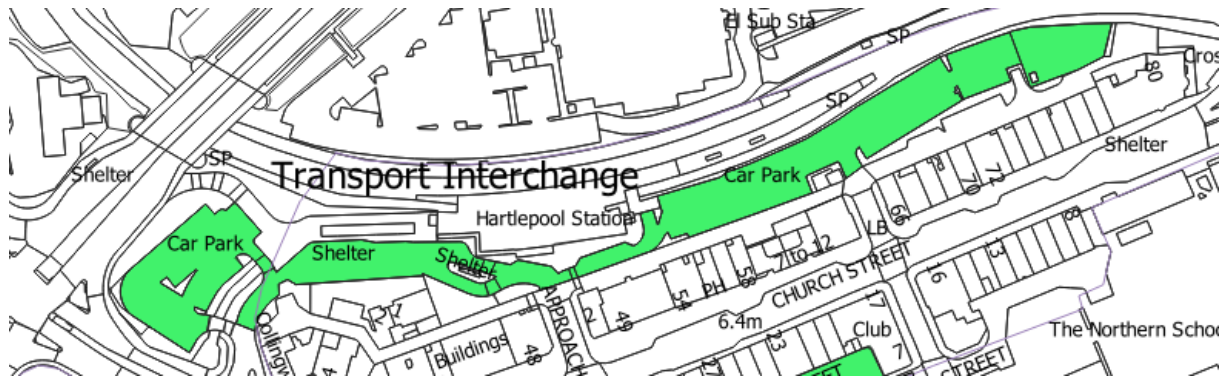
Dover Street Pay and Display Car Park and Bryan Hanson House Staff Car Park



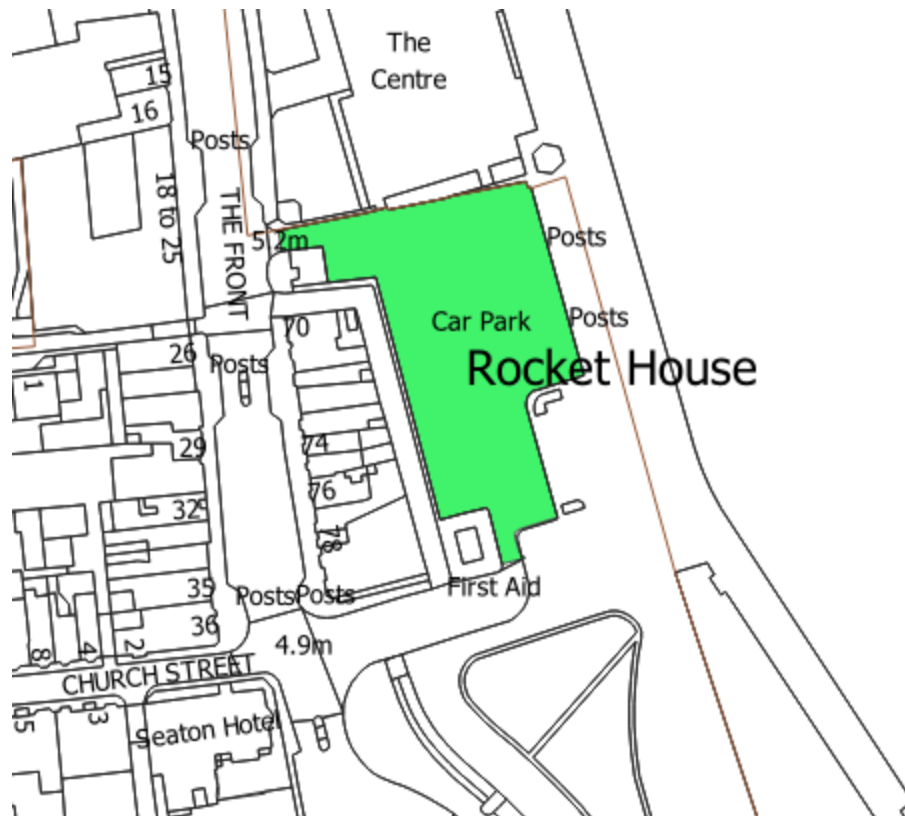
Staff Car Parks



Back of Victoria Road Free/Permit controlled Car Park



Transport Interchange and Royal Vaults Pay and Display Car Park



Rocket House Free/Permit controlled Car Park