

PERTH AND KINROSS COUNCIL

Environment and Infrastructure Committee

18 August 2021

POLICY AND LEVEL OF SERVICE FOR WINTER 2021/2022

Report by Head of Environmental and Consumer Services
(Report No. 21/121)

PURPOSE OF REPORT

This report recommends the level of service to be approved by committee for the gritting and snow clearing of roads and footways in Perth and Kinross during the winter of 2021/2022 using plant and labour resources of Tayside Contracts and other Council Services. **As in previous years, changes to the policy and level of service are shown in italics.**

1. BACKGROUND / MAIN ISSUES

- 1.1 Within Perth and Kinross, there are a number of winter service arrangements for our public roads. Around 910km of the Council's 2,500km road network is designated as a high priority for winter service. These priority routes receive precautionary treatment that aims to keep them generally ice-free, although this can never be guaranteed.
- 1.2 The Council also provides a high level of service on priority footways in busy urban areas. Lower levels of treatment are provided on the remainder of the carriageway and footway network, as and when required during normal working hours.
- 1.3 Some very low priority carriageways and footways are normally not treated unless hard packed snow or ice threatens to prevent access for essential services.
- 1.4 In periods of prolonged severe weather, resources are targeted towards keeping the strategic road and footways network open. As a result, it can be a considerable time, in some cases several days, before lower priority routes are reached. The availability of operatives also impacts on the level of cover that can be provided for footway treatment.
- 1.5 The Scottish Government is responsible for the winter service on the 250km of trunk road network within Perth and Kinross covering the M90, A90, A9 and A85. This service is provided by the Operating Company - BEAR (Scotland) Ltd.
- 1.6 Experience of recent winters has shown that the level of service as set out in this Policy is generally achievable, *although public expectation is significantly higher in severe snow and ice events than can reasonably be delivered. This*

is particularly the case on the lower priority roads and footways. The seven continuous weeks of required daily repeat treatment of the category 1 network in 2021 meant that category 2 routes could not be completed as resources were required to stay on the main category 1 routes. Drivers worked continuously, within statutory limits, to deliver the service with all weekends covered by more than the routine standby personnel.

- 1.7 *Winter seasons are always unpredictable but 2020/21 was an extremely unusual season. Very few treatments were required prior to Christmas due to milder and wetter conditions. However, the network required constant retreatment during the seven-week period from Boxing Day to late February, due to frequent snowfall and freezing temperatures. Weather conditions across the Council area also differed, in that the Highland area, which is normally more severely hit, experienced more benign winter weather than the eastern and southern domains, although regular treatment was still required.*
- 1.8 *Operationally, more actions were carried out compared to the previous winter and the seven-year average. However, activity and response was compressed into a far shorter period, placing a significant demand on available resources. Forecasts and planned activity are based on road surface temperatures rather than air temperatures as reported in news forecasts. Table 1 Operational Activity Statistics details additional activity carried out over last winter compared to previous years, highlighting:*
 - *37 days of snowploughing (measured as treatment across 50% of the network), the second highest recorded level in the past seven winters, and almost 4 times greater than 2019/20;*
 - *24,158 tonnes of salt were spread, an increase of 6,000 tonnes on the previous winter.*
- 1.9 *Committee approved a reduction in the nightshift route operating from Aberfeldy (introduced in 2017/18) at its meeting in August 2020 (Report No. 20/133 refers). This did not impact on the network treatment.*
- 1.10 *The removal of the nightshift control had minimal impact on the service and maximised officer availability during the day. It is intended this would be the arrangement for this winter should it be required.*
- 1.11 *With over 1,600 grit bins, keeping them fully stocked when demand is high is challenging. Last winter, 3rd party contractors, housing repairs and greenspace colleagues assisted in stocking grit bins. In addition, bulk bags of salt were placed in communities in response to requests, supplementing the grit bins. Additional push along barrows were also issued to community groups/individuals to assist in treating areas we cannot routinely get to. Staff resources are also required to ensure that community groups have sufficient stocks of salt.*
- 1.12 *Expenditure during 2020/21 reflected the severe weather experienced and was the second highest over the last seven winters at £4,774,268, with only winter 2017/18 exceeding this cost at £5,045,623.*

- 1.13 At the end of each winter, a review of operations is undertaken with stakeholder consultation to identify areas of good practice, challenges faced, capacity and resource issues and improvements or adjustments to future plans. Changing weather patterns, resources and personnel constraints mean that the winter service needs to be agile and flexible to respond effectively. These management reviews seek to provide an acceptable level of service whilst minimising costs, complying with working time directives and managing the work/life balance for personnel. As part of the review *all elected members and Community Councils were contacted and invited to provide feedback on the 20/21 service to inform improvements or adjustments for the current year. Despite many requests for service during the period of severe weather, minimal feedback was received.*
- 1.14 Section 2 details the proposed changes for winter 2021/22.
- 1.15 A reduced level of vehicles is available during the lead in and lead out periods and *last winter rotas started later, reflecting weather patterns.* In circumstances when unseasonal weather is experienced, volunteers are sought to support any response and work out with normal hours. Using reduced staffing levels during these periods assists in containing costs however presents capacity risks when adverse weather is encountered, especially if this occurs early or late in the season.

Table 1 – Operational Activity Statistics

Action	14/15	15/16	16/17	17/18	18/19	19/20	20/21
Category 1 pre gritting	45	46	46	70	33	56	53
Category 1 Morning De Ice or Snow Clearing	99	80	71	108	53	66	66
Treatment on night shift routes	80	82	63	91	55	82	61
Number of snow days (>50% of network)	42	37	29	35	7	10	37
Treatment on Cat 2 network	46	34	24	56	28	20	44
Treatment on Cat 3 network	10	7	5	12	3	1	17
Treatment on footway network	27	23	11	50	19	12	38
Salt used (t)	21,212	21,300	13,301	30,632	12,191	18,681	24,158
Grit Sand used (t)	1,083	466	965	3,322	675	875	3,412
Red/Orange Alert in operation (days)	8	3	2	19	0	2	35

2. PROPOSALS 2021/22

- 2.1 The Winter Maintenance Policy is designed to deal with a typical winter and the level of service complies with the recommendations laid down in Code of Practice 'Well-managed highway infrastructure' (the code). The code refers to practical guidance by the National Winter Service Research Group (NWSRG).

All roads and footways in Perth and Kinross will continue to be categorised according to their relative importance and resources allocated to ensure that

public safety is maximised and accessibility maintained on the most heavily used roads and footways.

During prolonged periods of snow, the most important routes within the Category 1 network, designated Category 1a will be prioritised for gritting and snow clearing treatments as listed in Appendix 3.

Severe snow events may prevent access. During times when demands exceed the available resources teams will continue to focus their efforts on priority routes whilst *continually reviewing conditions and routes to ensure optimal efficiency.*

- 2.2 Cover will be provided between *18 October 2021 and 3 April 2022*. Appendix 1 details the resources available and the times that the agreed level of service will be provided if treatment is required. However, in periods of prolonged severe weather, this level of service is often not achievable given the need to ensure operatives are not overstretched and are given adequate (statutory) rest breaks. This is particularly evident during the lead-in/lead-out period. *Over weekends and the public holiday, a driver cohort that can treat only the Category 1 road and footway network is available. This is because the entire workforce is required to widely treat the lower categories, and to do this would prevent road workers getting adequate (statutory) breaks.*
- 2.3 In severe weather conditions, as *January / February 2021* the higher priority routes may have to be treated several times before resources can be diverted to lower usage roads. This is to ensure that people can move around beyond their local area on cleared roads. Treatment may be restricted to clearing only the carriageway or one footway. Restricting activity in this way helps to ensure that limited resources are utilised across communities as widely as possible.
- 2.4 Response Time: 1 Hour - the maximum time between the decision to begin treatment and vehicles leaving the depot. (for un-planned activities this includes calling operatives from home).
- 2.5 Target Completion Time - during the main cover period the target completion time for routine morning de-icing of Category 1 carriageways is 07:30 (09:00 on Sundays and nationally recognised public holidays). The treatment time in severe weather conditions will be longer. When snow falls it can take twice as long to complete treatment, as vehicles need to travel more slowly and ploughing is required in both directions. With the exception of the four nightshift routes which operate during the main standby period, no treatment will routinely extend beyond 21:00 (see Appendix 2a):
 - Category 1 priority roads will be treated seven days per week as detailed above.
 - Category 2 roads will be treated five days per week (Monday to Friday) as resources permit between 08:00 – 15.00.
 - Category 3 routes comprise of roads which are not normally treated, except in prolonged ice or snow conditions and only when resources

become available. Each treatment route will be arranged so that the most important parts are treated first, whilst taking account of operational efficiency.

2.6 Footways receive treatment according to their usage and importance in the public road network (see Appendix 2a). Based on this assessment:

- Category 1 priority footways will be treated seven days per week within the main winter period, with extended hours on weekdays if an alert is called. No footway treatment will be carried out on Christmas Day and New Year's Day as (in general) shops are not open on those days. *However, as Christmas Day/New Year's Day both fall on a Saturday it is intended to rota staff for the public holidays of Monday 27 and Tuesday 28 December and Monday 3 and Tuesday 4 January 2022. This is to prevent four consecutive days in each week without footway treatment.*
- *In periods of daily repeat treatment, officer discretion will be applied to treating the side of a footway "not normally treated". Consideration will also be given to rotation of treatment across settlements to ensure fair coverage. This flexibility will widen route coverage whilst not compromising category 1 route safety.*
- Category 2 footway routes will be treated five days per week (Monday to Friday) as resources permit between 08:00 – 15.00.
- Category 3 routes comprise of footways which are not normally treated, except in prolonged ice or snow conditions and only when resources become available. Each footway treatment route will be arranged so that the most important parts are treated first, whilst taking account of operational efficiency.

2.7 Situations occur which need restrictions on hours, routes, and the employment of contractors etc. to be relaxed, to deal more effectively with the emergency. This is allowed for and controlled by a system of 'Alerts'. In serious situations, either an Orange or Red Alert can be authorised by the Road Maintenance Partnership Manager, to allow working arrangements out with the 'normal' policy such as employing 3rd parties to work on clearing/lifting snow or exceeding driver hours to deal with un-forecast situations. *It is also proposed that this arrangement include emergency situations such as flood events, and that the winter maintenance budget be utilised to respond to flood events when necessary. Those on winter rotas will be redirected to deal with flooding etc as a higher priority as appropriate as described in the report "Flooding in Perth & Kinross of 11/12 August 2020".*

2.8 *Over the last five years, November average statistics indicate that the winter nightshift were utilised for 42% of the dates they were on duty. As significant snowfall does not tend to occur until December, it is intended therefore to reduce the nightshift cover period to 12 weeks over December, January and February.*

2.9 *Last winter season required 24,158 tonnes of salt to be spread, increasing the seven-year average to 20,210. For season 2021/22, it is intended to*

again hold a starting stock of around 23,000 tonnes with 15,561 on order to achieve that stock holding. Whilst the salt price remains steady, transport costs over sea have increased significantly this year with marine salt expected to cost an extra £16 / tonne. This translates to an additional £0.120m restocking cost.

2.10 The Council currently provides in excess of 1,600 grit bins, reflecting our approach to encourage self-help and the policy not to treat some minor roads routinely. Resources to service and replenish these containers is at capacity and, therefore, any request for additional grit bins may require relocation of bins with minimal usage. Grit bins are generally provided on steep gradients, tight bends, and steps or in some special cases where there is a specific community need.

2.11 Stakeholder feedback has highlighted our communities have a desire to help themselves, and officers have consulted with various stakeholders, including community councils and other interested community groups. It is hoped to continue to build on support for interested/able local individuals willing to treat sections of footway that the Council cannot ordinarily treat through:

- *additional push along barrows will be available for community use for winter 2021/22 in line with the budget motion which approved £35k on 10 March 2021*
- *whilst it remains a challenge to provide additional and replenish grit bins whilst also carrying out gritting operations, additional bulk bags of salt will be available on request to supplement the grit bin provision, also from the above budget motion funding*
- *Criminal Justice, greenspace and housing colleagues are available to assist with labour resources during snow conditions and it is intended to develop this further over the coming winter as required. Additionally 3rd party contractors will be utilised to re-supply grit bins and thus keep the retained workforce for actual snow clearing/gritting*

2.12 *Operational groups of staff, including supervisors and drivers have been involved in review discussions to ensure we continue to operate as efficiently as possible. Improvements such as the way we load/supply footway ploughs in some areas, occasional dead journeys going back to treat a single category 2 route that could have been done in passing whilst on the category 1 will be implemented for next winter.*

2.13 Voluntary arrangements are in place with 42 farmers to whom the Council supplies snow ploughs, which they fit to their own vehicles to clear snow on specified lengths of public road, and their own private roads. Farmers provide an invaluable additional resource, however *there was a significant reduction last winter of farmers returning insurance and driver details which advise the Council of changes to vehicles or employees, necessary to ensure the insurance details are in place. Without these returns, the Council cannot indemnify them to clear snow from the public roads and so they cannot be called upon. The previous 68 farmers included on this agreement covered around 300km of road, just under 8% of the overall Council road network.*

Officers will endeavour to re-engage with those farmers not returning documentation and will encourage notes of interest from other farmers interested in the scheme.

- 2.14 In addition, 28 farmers have indicated that they are available to be employed in severe conditions to undertake snow clearing of additional lengths of road. These farmers are called on for Orange Alerts as the sooner they are out on the network the sooner the benefit will be achieved. These farmers provide a much appreciated and important service.
- 2.15 *Tayside Contracts have four purpose built gritters and one demount body on order but these will not be supplied until February / March 2022 due to industry wide delivery issues. The vehicles they are replacing were being retired one year early to smooth the fleet replacement programme, however they will remain in operation until the replacements arrive. Replacement snow plough blades for farmers are also on order with an anticipated October 2021 delivery.*
- 2.16 *The weather forecast contract for the winter of 2021-22 will again be provided by MetDesk Weather Services. Winter 2020-21 was the fourth year of a 3 (plus 1 plus 1) year contract with MetDesk. As such, this is the final year of the contract. Metdesk delivered 90% accuracy of forecasting, which is within contractual tolerances.*
- 2.17 The Council have 7 weather stations and 8 camera sites (3 sites have dual directional cameras) placed strategically across the network. The station data and images are shared with neighbouring authorities & BEAR Scotland and their information shared with Perth and Kinross. The camera images are also available on the Council website alongside a community camera at Spittal of Glenshee (which the Council helped fund) and Braemar. This infrastructure is maintained, and information retrieved / interpolated by Vaisala. The MetDeska and Vaisala contracts are administered by Tayside Procurement Consortium on behalf of seven councils working collaboratively to achieve economies of scale.

Developments in technology are enabling less expensive and intrusive infrastructure to be installed to assist in decision making. Prior to winter, two new road sensors will be installed on A91 west of Carnbo village and A924 approximately 3km north east of the Edradour Distillery road junction. In addition, a new forecast station will be installed on A822 between Muthill and Braco. This £26k investment will reduce the need for officers to travel the network so extensively and give early warning of poor weather conditions in an area that is often affected by localised lying snow.

- 2.18 *There is a national desire for people to reduce car usage and move to other forms of active travel such as buses, bicycles and walking. This approach will differ across urban and rural locations and will require a revised approach to de-icing and snow clearing utilising different equipment and driver rotas. Over the course of this winter, officers will examine how best to achieve this and include in next year's report for potential implementation in 2023/2024.*

3. CONCLUSION AND RECOMMENDATIONS

3.1 It is recommended that the Committee agrees that:

- i. the winter maintenance service should be delivered as outlined in this report.
- ii. the Executive Director (Communities) is authorised to make arrangements out with the policy and level of service in exceptional conditions such as snow *and flooding* emergencies
- iii. *the winter maintenance budget, (£3.81m) be used to also fund other weather related emergencies such as works to mitigate immediate risk of flooding to properties/roads and wind damage, directly affecting free movement across the network.*

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Approved

Name	Designation	Date
Mark Butterworth	Head of Environmental and Consumer Services	10 August 2021

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1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

Strategic Implications	Yes / None
Community Plan / Single Outcome Agreement	Yes
Corporate Plan	Yes
Resource Implications	
Financial	Yes
Workforce	Yes
Asset Management (land, property, IST)	None
Assessments	
Equality Impact Assessment	Yes
Strategic Environmental Assessment	Yes
Sustainability (community, economic, environmental)	Yes
Legal and Governance	None
Risk	Yes
Consultation	
Internal	Yes
External	Yes
Communication	
Communications Plan	Yes

1. Strategic Implications

Community Plan / Single Outcome Agreement

- 1.1 The winter maintenance service is provided to ensure that transport links essential to economic and social activity can continue to be used safely throughout most of the winter. However, it is not the intention and is not possible to keep all roads free from ice and snow at all times.
- 1.2 The Council's policy is set out in Report 96/180 "Summary of Council Policies for Roads and Transport" approved by the Roads and Transport Committee on 24 April 1996: (Art. 63/96). It is deemed that this policy is still relevant.
- 1.3 Policy 5 of the above report - The Council will operate a priority system of winter maintenance which will, as far as reasonably practicable, permit the safe movement of vehicular and pedestrian traffic on the more important parts of the road and footway network, taking into account the finance which has been made available. The priority system will be applied uniformly and will, as far as possible, contain costs to an acceptable level.
- 1.4 The objective of this policy is to enable the Council to comply with its statutory duty as set out in Section 34 of the Roads (Scotland) Act 1984 which states: "A roads authority shall take such steps as they consider reasonable to prevent snow and ice endangering the safe passage of pedestrians and vehicles over public roads." The policy allows the Council to meet its statutory obligations by providing the most effective winter maintenance service it can

within the constraints of its finite resources. During severe weather, the Council will endeavour to keep delays to a reasonable minimum.

Corporate Plan

1.5 The Council's Corporate Plan for Securing the Future 2018 and Beyond lays out five Objectives which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. This report impacts on the following:-

- i) Promoting a prosperous, inclusive and sustainable economy
- ii) Supporting people to lead and independent, healthy and active life
- iii) Creating a safe and sustainable place for future generations

2. Resource Implications

Financial

2.1 The following table illustrates the pattern of expenditure in recent years.

Year	Budget	Standing Charges	Operating Costs	Outturn Cost
2004/05	£2.826m	£1.359m	£1.241m	£2.600m
2005/06	£2.911m	£1.378m	£1.477m	£2.855m
2006/07	£2.888m	£1.275m	£1.086m	£2.361m
2007/08	£2.888m	£1.433m	£1.202m	£2.635m
2008/09	£2.888m	£1.549m	£1.966m	£3.515m
2009/10	£2.888m	£1.752m	£3.333m	£5.085m
2010/11	£2.795m	£1.794m	£4.169m	£5.963m
2011/12	£2.795m	£1.776m	£1.765m	£3.541m
2012/13	£2.880m	£1.997m	£2.387m	£4.384m
2013/14	£3.317m	£1.317m	£1.676m	£2.993m
2014/15	£3.617m	£1.986m	£1.895m	£3.881m
2015/16	£3.617m	£2.088m	£1.568m	£3.656m
2016/17	£3.617m	£2.148	£1.223	£3.371m
2017/18	£3.717m	£2.185m	£2.857m	£5.042m
2018/19	£3.714m	£1.738m	£1.833m	£3.571m
2019/20	£3.714m	£1.436	£2.885	£4.321m
2020/21	£3.714m	£2.278m	£2.495m	£4.774m
Mean				£3.953m

2.2 The actual expenditure on the Winter Service will be dependent upon the severity of the weather throughout the winter and other emergencies throughout the year and will be closely monitored and reported regularly to the Strategic Policy & Resources Committee.

2.3 The costs of providing a winter service is split into two distinct areas:

- Standing Charges – these are the costs involved in having specialised plant, depots, hired plant and standby personnel etc in place to provide

the service. these are effectively “up front” costs incurred irrespective of weather conditions.

- Operating costs – cover the cost of fuel, routine repairs, salt, grit sand and the actual cost of paying staff and operatives to provide the service.
- 2.4 As detailed in the table in paragraph 2.1 the mean outturn cost over the past ten years is £3.953M which exceeds the budget figure. *Last winter although the 2nd highest in the last 10 years was considerably lower than 2010/11 and so reduced the overall mean value. Five of the last ten winters have exceeded the budget and the Council will continue to utilise reserve funds to meet the full cost of the Winter Service.*
- 2.5 The Council have this year set a budget for £3.81M for winter 2021 – 2022 and this report is brought it to committee to enable preparations to begin for the winter season. It is recognised that in these continuing unprecedented times the Council financial position may change requiring a subsequent alteration in the levels of service delivery to match the available budget.
- 2.6 The Council will continue to implement operational and efficiencies savings to contain costs but as winter is unpredictable the cost will vary.

Workforce

- 2.7 The staff and the operatives of Tayside Contracts and the Council Services who provide the service, have demonstrated over the life of the Council, that they have the experience, flexibility and expertise to effectively tackle the worst of winter weather, although public expectation will exceed the ambitions of what officers can realistically achieve.

3. Assessments

Equality Impact Assessment

- 3.1 An equality impact assessment has been completed with the following outcomes for functions, policies, procedures or strategies in relation to race, gender and disability and other relevant protected characteristics. This supports the Council’s legal requirement to comply with the duty to assess and consult on relevant new and existing policies.
- 3.2 The function, policy, procedure or strategy presented in this report was considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:
- (i) Assessed as relevant and actions taken to reduce or remove the following negative impacts:
 - There are finite resources which limit the amount of treatment which can be carried out.

- (ii) Assessed as relevant and the following positive outcomes expected following implementation:
- (iii) The Winter Manual will have a list of priorities for snow clearing. It will also include giving priority to clearing bus stops disabled parking bays and pedestrian crossing points (both designated pedestrian facilities, and at road junctions) to assist pedestrians, to complete the link between cleared footways and carriageways.
- (iv) Publicity information on the Winter Service via, local media and www.pkc.gov.uk will recommend that members of the community should look out for vulnerable community members and see if they can provide any assistance to them. It will also emphasise that the Council needs the assistance and support of as many members of the community as possible in order to restore the roads and footways to a safe condition.

Strategic Environmental Assessment

- 3.3 Strategic Environmental Assessment (SEA) is a legal requirement under the Environmental Assessment (Scotland) Act 2005 that applies to all qualifying plans, programmes and strategies, including policies (PPS).
- 3.4 The matters presented in this report were considered under the Environmental Assessment (Scotland) Act 2005 and pre-screening has identified that the PPS will have no or minimal environmental effects. It is therefore exempt and the SEA Gateway has been notified.
- 3.5 The reasons for concluding that the PPS will have no or minimal environmental effects is that over the years the roadside verges have already been impacted and have adapted, resulting in vegetation, particularly grass, which is tolerant to the salt. It is not anticipated that there will be any long-term, frequent, permanent or cumulative environmental effects, or impacts on areas of high biodiversity or cultural heritage value, as a result of the policy.

Sustainability

- 3.6 Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. In terms of the Climate Change Act, the Council has a general duty to demonstrate its commitment to sustainability and the community, environmental and economic impacts of its actions.
- 3.7 Perth and Kinross Council also has the following mitigation measures in place to ensure there is minimal environmental effect as a result of the Winter Service Policy including:
 - Salt Management – gritters are calibrated and data from IEWS system and the specialist weather forecast enables treatment to be targeted at the areas that require it.

- The majority of the salt storage is in buildings or covered in tarpaulins in locations which have been approved by SEPA, thus helping to prevent leaching into the ground.
- Discharge of surface water from new developments addresses the potential environmental effects to prevent pollution.
- The Winter Service is reviewed on an annual basis to take account of changing climatic factors and planning for extreme weather events.

Risk

- 3.8 The Council as Roads Authority have a statutory duty as set out in Section 34 of the Roads (Scotland) Act 1984 which states: “A roads authority shall take such steps as they consider reasonable to prevent snow and ice endangering the safe passage of pedestrians and vehicles over public roads.”
- 3.9 This policy allows the Council to meet its statutory obligations and minimise exposure to risk by providing the most effective winter maintenance service it can within the constraints of its finite resources. During severe weather, the Council will endeavour to keep delays to a reasonable minimum.

4. Consultation

Internal

- 4.1 As in previous years Elected Members are given the opportunity throughout the winter and in April 2021 to become involved in agreeing the route categories with the Roads Maintenance Partnership. The policy also allows unadopted roads with an important community use to be included within the categorisation and is not restricted to adopted roads.
- 4.2 As local circumstances, and travel patterns change, winter maintenance categories are subject to change and Elected Members have a role in identifying and agreeing such changes. However the resources available to carry out winter maintenance are finite, so if the relative priority of a road or footway is to be raised then that of another road or footway within a particular Ward must be reduced.
- 4.3 The Council will always receive complaints about the winter maintenance service due to high public expectations, limited available resources and the vagaries of the weather. A distinction has to be made between complaints related to proven failures to meet the approved level of service and complaints regarding the policy.
- 4.4 At the end of the 2020 - 2021 winter comments on the winter service provision were invited from Elected Members and from Community Councils.

4.5 Despite the severe winter weather which led to widespread requests for service very few responses were received. Those responses that were received were a mix of complimentary comments and requests that require extensive additional plant and labour resources.

5. Communication

5.1 Communication will take place in due course and the policy and level of service, along with specific detail on gritting routes and times will be made available on the Council website. Ongoing winter action and road conditions will be made available via Council facebook and twitter.

2. BACKGROUND PAPERS

2.1 Well Managed Highway Infrastructure 2016

2.2 Road (Scotland) Act 1984

3. APPENDICES

3.1 Appendix 1 - PERIODS OF COVER

3.2 APPENDIX 2a - LEVEL OF SERVICE & PRIORITY SYSTEMS
(CARRIAGEWAYS)

3.3 APPENDIX 2b - LEVEL OF SERVICE & PRIORITY SYSTEMS
(FOOTWAYS)

3.4 APPENDIX 3 - CATEGORY 1A CARRIAGEWAY SNOW ROUTES

