



# **Newport City Council**

# **Adverse Weather Plan**

Version .  
16th February 2012

UNCONTROLLED DOCUMENT  
NCC ADVERSE WEATHER PLAN

Contents

<b>AMENDMENTS &amp; DOCUMENT CONTROL</b> .....	<b>4</b>
<b>BACKGROUND</b> .....	<b>5</b>
<b>LEGISLATIVE DUTIES</b> .....	<b>5</b>
<b>CORPORATE PREPAREDNESS</b> .....	<b>5</b>
<b>KEY MESSAGES</b> .....	<b>5</b>
<b>INTRODUCTION</b> .....	<b>6</b>
<b>AIM</b> .....	<b>6</b>
<b>OBJECTIVES</b> .....	<b>6</b>
<b>SCOPE</b> .....	<b>6</b>
<b>RISK OF ADVERSE WEATHER</b> .....	<b>7</b>
<b>CONCEPT OF OPERATIONS</b> .....	<b>7</b>
<b>WARNING SYSTEMS</b> .....	<b>8</b>
MET OFFICE.....	8
ENVIRONMENT AGENCY .....	9
<b>STREET SCENE - WEATHER FORECAST AND MONITORING</b> .....	<b>9</b>
<b>INCIDENT MANAGEMENT</b> .....	<b>9</b>
<b>ASSESSMENT AND ACTIVATION</b> .....	<b>9</b>
<b>COMMUNICATIONS</b> .....	<b>10</b>
CORPORATE COMMUNICATIONS .....	10
SCHOOLS .....	11
<b>GRITTING AND SNOW CLEARANCE</b> .....	<b>11</b>
STREET SCENE .....	11
ROUTE PRIORITISATION .....	13
<b>4X4 VEHICLES</b> .....	<b>13</b>
<b>DANGEROUS STRUCTURES AND TREES</b> .....	<b>14</b>
<b>CONTACT INFORMATION</b> .....	<b>14</b>
<b>LINKS WITH VOLUNTEERS</b> .....	<b>14</b>
<b>HEALTH AND SAFETY</b> .....	<b>14</b>
<b>FINANCE</b> .....	<b>15</b>
<b>COMMUNICATIONS &amp; INFORMATION SERVICES</b> .....	<b>16</b>
<b>RECOVERY</b> .....	<b>16</b>
<b>DE-ESCALLATION / STANDOWN OF INCIDENT</b> .....	<b>16</b>

UNCONTROLLED DOCUMENT  
NCC ADVERSE WEATHER PLAN

<b>DEBRIEF .....</b>	<b>16</b>
<b>APPENDIX A .....</b>	<b>17</b>
SUGGESTED AGENDA FOR THE CORPORATE EMERGENCY RESPONSE TEAM FIRST MEETING	17
<b>APPENDIX B .....</b>	<b>18</b>
4X4 VEHICLES.....	18
<b>APPENDIX C .....</b>	<b>21</b>
GUIDANCE FLOW CHART TO REQUEST 4X4 ASSISTANCE.....	21
<b>APPENDIX D .....</b>	<b>22</b>
REQUESTS FOR 4X4 ASSISTANCE.....	22
<b>APPENDIX E.....</b>	<b>23</b>
4 X 4 PRE – REGISTERED REQUESTS FOR ASSISTANCE.....	23
<b>APPENDIX F.....</b>	<b>24</b>
KEY REFERENCE DOCUMENTS.....	24
<b>APPENDIX G .....</b>	<b>25</b>
DISTRIBUTION LIST.....	25

## AMENDMENTS & DOCUMENT CONTROL

To ensure that the validity of this plan is maintained, plan holders are requested to inform the CCU of any amendments, by e-mail to:-

[civil.contingencies@newport.gov.uk](mailto:civil.contingencies@newport.gov.uk)

Any enhancement or amendment of the plan will be submitted by the CCU for authorisation, with supporting evidence, to the Corporate Management Team and will be distributed to all plan holders as indicated at Appendix G

Additional copies are available from the CCU. All major policy revisions will be subject to Cabinet / Cabinet Member approval.

Controlled copies will be managed by the CCU. The plan will be reviewed and updated as necessary on an annual basis.

Date	Author	Amendment	Current Version
16.2.12	CCU	First issue	1.0

## 1 BACKGROUND

- 1.1 In 2009 the UK was subjected to adverse weather conditions not seen for 18 years. This unusual event was followed by further snowfall events in 2010 and 2011 which provided conditions not seen for 30 years. As a result many local authorities, including Newport, found difficulty in providing all of their services and specific arrangements had to be implemented to protect critical services at risk. Many roads were affected by snow and some people were unable to get to work. There were school closures, some areas were isolated and all efforts were made to keep the main arterial routes passable despite issues around the potential lack of supply of salt which proved to be a UK wide issue.
- 1.2 This plan has been developed to provide guidance and actions for any such future event taking account of the lessons learned from debriefs within all affected service areas.

## 2 LEGISLATIVE DUTIES

- 2.1 The Civil Contingencies Act 2004 and its supporting, (Contingency Planning) Regulations 2005, place a number of duties upon Local Authorities. These include a requirement to maintain plans to enable the Council to respond to an emergency whilst continuing normal service delivery as far as is reasonably possible and to ensure that every plan is supported by relevant training and exercising to aid the effectiveness of such plans.
- 2.2 All highway authorities have statutory duties to ensure as far as is reasonably practical that 'safe passage along the highway is not endangered by snow or ice'. There is an established Code of Practice for highway authorities which covers the planning and delivery of winter service. This was updated following the UK Road Liaison Group (UKRLG) reports of 2009 -10.

## 3 CORPORATE PREPAREDNESS

- 3.1 In line with the principles of our Corporate Emergency Management Arrangements it is essential that all Service Areas set into place appropriate contingency arrangements for potential adverse weather events. These may require some services to assist in the emergency response and others in the application of business continuity arrangements to ensure continuity of critical services in the recovery operation.

## 4 KEY MESSAGES

- 4.1
- Most adverse weather conditions are forecast in advance and all senior managers are linked into relevant alert systems
  - There is a structured system, through senior management, for the assessment and co-ordination of the potential and actual implications of adverse weather conditions
  - There are a variety of detailed plans to aid the mitigation of the implications of adverse weather conditions and to support continued service delivery and the functioning of the community e.g.
    - Communications – internal and external
    - Gritting

UNCONTROLLED DOCUMENT  
NCC ADVERSE WEATHER PLAN

- 4 wheel drive vehicle support for critical services
- Dangerous tree cutting services
- Dangerous building management services

Health and safety of staff and clients in adverse weather conditions is challenging and paramount, requiring both pre-planning and dynamic management

## 5 INTRODUCTION

- 5.1 The purpose of this plan is to outline the alert procedures and actions, which are available to be used by Newport City Council in the event of adverse weather. The application of these arrangements will vary according to the nature of the event.

## 6 AIM

- 6.1 The aim of this plan is to outline the emergency response arrangements to mitigate the effects of adverse weather within the Newport City Council area.

## 7 OBJECTIVES

- 71
- To ensure activation at the appropriate level within the Council at the initial stages of an adverse weather incident
  - To develop the Council strategy for dealing with an adverse weather incident
  - To ensure co-ordinated management of any adverse weather incident
  - To ensure a co-ordinated approach with partners, where required, during an adverse weather incident.

## 8 SCOPE

- 8.1 The types of adverse weather and flooding conditions 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 (coastal, tidal and fluvial at local and national scales).

This plan does not directly address the issues of:

- Flooding - where a specific plan is currently under development; or
- Heat wave - where a Gwent Resilience Forum plan is being developed

It is intended as a generic plan to encompass all other adverse weather risks (see below).

- 8.2 The Councils management arrangements for emergencies and those for joint agency response are well established in other documents and are therefore not replicated in any detail in this document. In essence the Councils Service Area, Corporate Emergency Management and Business Continuity Plans will form the basis for a co-ordinated NCC response. The Gwent Major Emergency Response Arrangements detail those for the co-ordination of the joint agency response.
- 8.3 This plan sets out the wider corporate arrangements for the response to adverse weather events not already covered in the above generic documents. The detailed operational arrangements of the response are contained in a variety of specific documents as set out / referenced in the Street Scene Corporate Winter Service Plan.

## 9 RISK OF ADVERSE WEATHER

The Gwent Local Resilience Forum Community Risk Register classifies adverse weather risks as follows:

Nature of Risk	Description of Risk	Level of Risk
Storms and Gales	Storm force winds affecting most of a region for at least 6 hours. Most inland, lowland areas experience mean speeds in excess of 55mph with gusts in excess of 85mph. Up to 50 fatalities and 500 casualties ( <i>across the UK</i> ).	Medium
Low Temperatures and Heavy Snow	Snow falling and lying over most of the area for at least one week. After an initial fall of snow there is further snow fall on and off for at least 7 days. Most lowland areas experience some falls in excess 10cm, a depth of snow in excess of 30cm and a period of at least 7 consecutive days with daily mean temperature below -3C. Up to 1000 fatalities and thousands of casualties, mainly amongst the elderly ( <i>again across the UK</i> ).	Very High

## 10 CONCEPT OF OPERATIONS

- 10.1 The Council has various systems for monitoring potential adverse weather conditions. Some of these systems are independently contracted; others are linked to Met Office and Environment Agency UK / Wales systems. They provide the opportunity for the Council, either independently, or in conjunction with partner organisations, such as Gwent Police, to anticipate adverse weather events and to set in train preparatory measures for a sustainable response using generic emergency management and business continuity arrangements. The primary emphasis is upon the advanced recognition of such events and establishing appropriate mitigation measures for use prior to the time of impact.
- 10.2 In addition, should, for any reason, the warning systems not lead to the establishment of appropriate measures, both the Council and partner agencies have generic emergency response systems which can quickly recognise adverse weather events as they occur and can mobilise an appropriate response. For the Council these include:
- Receipt of an unusual level of public calls relating to the adverse weather event, via the Contact Centre or Out of Hours call handling contractor, which will be flagged with Civil Contingencies / Street Scene as appropriate
  - Street Scene road monitoring via deployed crews or remote monitoring stations
  - Street Scene receipt of calls for assistance from emergency services.
- 10.3 Should any partner agency, including NCC, consider the situation to be of sufficient concern, they may instigate a formal joint agency Strategic Co-ordinating Group. This can be done under the current Gwent Major Emergency Response Arrangements in order to review the situation and determine upon any appropriate joint actions.

## 11 WARNING SYSTEMS

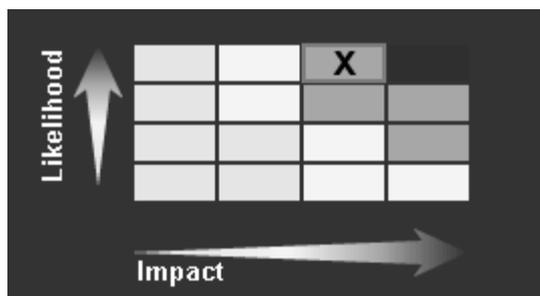
### 11.1 MET OFFICE

11.1.1 The Met Office provides warnings of severe weather, including heavy rainfall, snow, strong winds, icy roads and fog. There are two types of warning:

**Warnings**- issued when severe weather is expected within 24 hours

**Alerts**- issued when the severe weather is expected beyond 24 hours.

11.1.2 The warnings/alerts are now assessed by looking at the likelihood of severe weather and the potential impacts. A colour code is then assigned to each warning/alert by using the following impact matrix.



Hence, RED warnings (high likelihood of high impacts) are the most serious whereas YELLOW warnings are of a lesser concern.

11.1.3 The following key indicates possible actions for each colour

	No severe weather
	Be aware
	Be prepared
	Take action

(A full colour version of the grid and key is located on the website address below. Colour is not utilised in this plan in order to minimise replication costs)

11.1.4 All alerts and warnings will appear on the Met Office website at:

[http://www.metoffice.gov.uk/weather/uk/uk\\_forecast\\_warnings.html](http://www.metoffice.gov.uk/weather/uk/uk_forecast_warnings.html)

11.1.5 All Amber and Red warnings/alerts received from the Met Office are automatically forwarded by email from Civil Contingencies to approximately 150 Managers across all Service Areas including Corporate Directors, Heads of Service and Head Teachers. This list can be revised as necessary at the request of Service Areas to Civil Contingencies. Media weather forecasters will also make reference to warnings and alerts when they are in force.

11.1.6 In addition to the publicly available information Civil Contingencies can also access a range of additional Met Office services including web based forecasts / satellite information and direct liaison with a forecaster.

UNCONTROLLED DOCUMENT  
NCC ADVERSE WEATHER PLAN

11.2 ENVIRONMENT AGENCY

Although flooding events are covered in other contingency arrangements it is feasible that flooding may arise in conjunction with the risk focussed upon in this plan; it is therefore necessary to note the following:

- 11.2.1 Where the adverse weather event may lead to potential flooding the joint Met Office and Environment Agency Flood Forecast Centre issue National Flood Guidance Statements up to 5 days in advance. These are monitored by the NCC Civil Contingencies Unit.
- 11.2.2. Where the adverse weather event may lead to potential flooding in the local area i.e. Gwent, the joint EA & Met Office system enables them to initiate a multi agency discussion to consider possible implications. The Civil Contingencies Unit will be advised of such discussions, which may be conducted by tele-conference, under agreed notification arrangements. Following such discussions Civil Contingencies will initiate any internal NCC actions in accordance with existing contingency plans.

12. **STREET SCENE - WEATHER FORECAST AND MONITORING**

- 12.1 NCC Street Scene maintains a contract with Meteo Group weather forecasting to provide specific forecasts for road conditions within Newport. The service provides detailed information regarding potential conditions which informs Street Scene decisions regarding road gritting and associated measures. The service provides regular updates and if necessary the ability to discuss forecasts. It is also utilised, via Civil Contingencies and Street Scene as a cross check with the Met Office forecast.
- 12.2 In addition Street Scene also maintains 6 independent road monitoring stations which are also utilised to inform operational decisions. This system is linked to neighbouring Councils in order to provide an overview of approach routes to the City.

13 **INCIDENT MANAGEMENT**

- 13.1 As previously indicated, the Council's Emergency Management and Business Continuity arrangements would be implemented as necessary. In line with these arrangements the assessment of the appropriate initial response will be made by the Managing Director. Subsequently an Emergency Response Team structure is likely to be implemented to co-ordinate and manage the Council response. At joint agency level, a Strategic / Tactical Co-ordinating Group is likely to be implemented in line with the Gwent Major Emergency Response Arrangements.

14 **ASSESSMENT AND ACTIVATION**

- 14.1 Civil Contingencies and Street Scene operate independent 24 hour duty officer systems which monitor and assess ongoing weather conditions. At the time of potential adverse weather, or warnings of adverse weather, arrangements are in place to enable a joint consideration of the available data. Following such joint consideration Civil Contingencies in conjunction with Street Scene will brief the Managing Director.

UNCONTROLLED DOCUMENT  
NCC ADVERSE WEATHER PLAN

14.2 This plan will be activated at the direction of the Managing Director (or Deputy) following an assessment of information received from Civil Contingencies and /or Street Scene.

14.3 In line with the Council's generic Emergency Management and Business Continuity Plans this plan will be implemented flexibly and proportionally to the potential nature of the event. A draft agenda for an initial Emergency response Team meeting is set out at Appendix A.

## 15. **COMMUNICATIONS**

15.1 The communication of advance warnings, preparatory measures, and emergency response arrangements are critical throughout the various stages of an adverse weather event. Such communications relate to elected members, staff, customers, clients, contractors and the public in general.

### 15.2 CORPORATE COMMUNICATIONS

15.2.1 The primary communications role will be led by the Corporate Communications Team (CCT) in conjunction with the City Contact Centre. The CCT have a range of potential actions which can be implemented to assist in the communication of information and advice, these include:

- Update the NCC website including a scrolling banner on the front page linking to supporting details
- Update of the intranet
- Staff email bulletins
- Use of media outlets
- The provision of updates to the Information Station, City Contact Centre / Out of Hours to assist in handling public and staff enquiries.

Whilst such communications will relate to the nature of the adverse weather event it may also encompass such topics as:

- Staff health and safety
  - Service user health and safety
  - Public safety
  - Changes in Council service provision
  - Advice to the public on their potential response to the adverse weather event e.g. assisting neighbours with mobility problems; and individuals clearing snow / ice on pavements from outside their own properties or businesses
- [http://www.direct.gov.uk/en/NI1/Newsroom/DG\\_191868](http://www.direct.gov.uk/en/NI1/Newsroom/DG_191868)
- Appropriate local use of grit from Council provided bins
  - The encouragement of local community support to vulnerable persons / those in need of assistance, where it is safe to do so.

All services share this responsibility for communication in relation to their own stakeholders internally and externally. Where services areas, such as Street Scene, have twitter accounts it will be essential to issue updated information.

15.2.2 To ensure that prompt and accurate information is available via these systems, for both staff and public, it will be critical for service areas to provide appropriate information updates on any changes to normal service provision.

Whilst service areas may update their respective web pages, provision of updates to corporate communications will be important for the front page and the corporate overview. Therefore where there are changes, as a result of the weather, to service arrangements service areas must provide notification of initial and any ongoing changes to:

UNCONTROLLED DOCUMENT  
NCC ADVERSE WEATHER PLAN

[CCC.Admin@newport.gov.uk](mailto:CCC.Admin@newport.gov.uk)  
[Public.Relations@newport.gov.uk](mailto:Public.Relations@newport.gov.uk)

- 15.2.3 In adverse weather conditions the Council can anticipate an increased rate of enquiries. Should the situation warrant it the Corporate ERT may determine to encourage the public to contact the Council with regard to specialist assistance e.g. for the vulnerable in the community. Such a decision will be taken in conjunction with the City Contact Centre management. Information may also be cascaded to the public via the Newport Web site and this will be initiated via HR personnel. The “helpline” will be delivered under generic arrangements utilising City Contact Centre resources.
- 15.2.4 If the decision is taken at a corporate level to activate the Adverse Weather Plan then the lead Director will ensure that an adverse weather Corporate Emergency Response Team meets as soon as possible to agree strategy and communications.
- 15.2.5 The lead Director will be responsible for agreeing statements to the press and briefings to Councillors.
- 15.2.6 At the time of adverse weather conditions, it is possible that the Cabinet Office / Welsh Government (as happened in 2009, 2010, and 2011), will issue “Top Line Briefings” on a daily basis. These provided updates and advice to authorities and covered issues such as: transport, flooding, energy supply, health/NHS issues, business impacts, cold weather payments, schools and waste. Civil Contingencies will forward the initial briefing to Corporate Directors and Heads of Service. Subsequently copies will be shared with Corporate Communications with update to services as necessary, possibly via the Corporate Emergency Response Team structure.
- 15.2.7 In line with the generic major emergency arrangements the Corporate Communications Team will also act as the link with external partners such as Gwent Police and Welsh Government regarding public / media statements on joint agency and wide area issues.
- 15.3 SCHOOLS
- 15.3.1 Education maintain a detailed procedure with schools to ensure that, following a risk assessment, NCC is advised by Head Teachers of their decisions regarding schools opening / closure. The Education Service procedure co-ordinates the information received and through Corporate Communications is quickly available on the NCC website and to the media. Support with snow clearance is available to schools see para 16.1.7 below.

## 16 GRITTING AND SNOW CLEARANCE

### 16.1 STREET SCENE

- 16.1.1 The Councils Street Scene Corporate Winter Service Plan sets out the priority routes for the Councils gritting and snow clearance operations. The priority routes and the location of grit bins are also detailed on the Council website.

<http://my.newport.gov.uk/ishare/mynewport.aspx?StartEastinq=333800&StartNorthing=187448&StartZoom=40000&Layers=Gritting%20Routes%20>

UNCONTROLLED DOCUMENT  
NCC ADVERSE WEATHER PLAN

This information is not duplicated in this plan, however it should be noted that recent changes ensure the coverage of emergency service key locations and the linking of transport hubs and bus / rail station forecourts. The plan already encompasses the gritting of all main road bus routes. It also includes the clearance of routes to critical Council sites although these are, to a large degree, variable in terms of potential prioritisation.

- 16.1.2 Salt stocks have been increased over recent years with pre-winter levels adequate for approximately 80-90 runs of the full route at standard operating levels. This compares favourably against the October 2010 Winter Resilience Review recommendation of a benchmark 48 runs. Similarly stock levels exceed the agreed Welsh Government guidelines of 1.5 times the average usage over the past 6 years. In white out conditions, when significantly increased rates of salt application are required, levels can be anticipated to last up to 15 days. When necessary, revisions to operating arrangements can be made to reduce salt stock usage. Such measures will be implemented when stock levels have reduced and the supply chain is inadequate to match operational demand.
- 16.1.3 NCC primary salt stocks are sourced from a major UK contractor. The Council has also entered into Wales wide arrangements co-ordinated by the WLGA and the Welsh Government for the provision of additional stocks. These Wales wide arrangements can also facilitate the establishment of a mutual aid system if required. In the event of a major disruption to the supply chain UK and Welsh Governments "Salt Cell" contingency arrangements will be instigated to determine prioritisation of stocks.
- 16.1.4 In addition to central salt stocks community grit bins are strategically located throughout the city. Again these have been increased and are routinely replenished as required. During periods of reduced supply from external contractors this may, even after the introduction of "cutting" with sand to reduce stock usage, prove unsustainable.
- 16.1.5 In the city centre and other suitable locations the Council utilise brine spray machinery to minimise risk from ice / frost conditions.
- 16.1.6 Dependant upon resources and competing priorities, the Council will work in conjunction with key partner agencies such as the Wales Ambulance Service and the Aneurin Bevan Health Board, to extend gritting of roads to cover the movement of patients with urgent medical requirements e.g. dialysis chemotherapy treatments or operations. In such circumstances the external partner would have to request the initiation of these arrangements and ensure they maintain systems to co-ordinate and prioritise such requests. It is recognised that such an extension of service may have to be limited in scale and closely monitored against the changing nature of the situation, resources and priorities.
- 16.1.7 Street Scene has contractual arrangements in place with various service areas and external partners to assist in snow clearance operations at multiple establishments. These include some schools, sheltered housing complexes, cemeteries and leisure establishments. When necessary prioritisation of operations is in line with the principles laid out in the Council's business continuity arrangements.
- 16.1.8 The Civic Amenity Site maintains a small stock of salt / grit to ensure continuity of its operations.

UNCONTROLLED DOCUMENT  
NCC ADVERSE WEATHER PLAN

16.2 ROUTE PRIORITISATION

- 16.2.1 The Council's Street Scene Corporate Winter Service Plan places a necessary priority upon the protection of safe passage upon priority highway routes and key emergency service locations. Where routes are not covered businesses and operators within these areas are encouraged to ensure they make adequate business continuity arrangements e.g. for their own salt / grit stocks in order that they may minimise disruption to their services. Consideration has and will continue to be given by the Council to the gritting of other routes and locations e.g. access routes to industrial parks, retail facilities, bus stops, cycle ways and footpaths. However, this will only be undertaken where it does not prejudice the protection of pre agreed higher priority routes.

17 **4X4 VEHICLES**

- 17.1 The Council has a fleet of 4x4 vehicles which are available for redeployment in adverse weather events. Any such redeployment will be made to assist in the delivery of the Council's emergency response or in support of the continuity of its critical services.

An indicative list of 4x4 vehicles within the Authority is listed at Appendix B.

- 17.2 Service areas requiring 4x4 vehicles will initially seek to redeploy from within their own control. Where this is not feasible a request may be made through their respective Head of Service or designated senior manager to the Council's Integrated Transport Unit, based at Telford Street depot, who will co-ordinate the prioritisation and allocation process. For authorisation and prioritisation it is essential that service areas ensure that they co-ordinate requests from their staff prior to any requests to the Integrated Transport Unit – see Appendix C.

- 17.3 The majority of the current pool of 4x4 vehicles are already within service areas that are critical in adverse weather events. Some temporary redeployment of these vehicles may still be feasible and will be brokered by the Integrated Transport Unit with the respective service areas. A minority of 4x4 vehicles are currently within non critical service areas consequently these will be the first to be redeployed. Again the Integrated Transport Unit will broker any such redeployment. An indicative list of probable requests for 4x4 vehicles within the Authority is listed at Appendix E.

- 17.4 During extended office hours (0730 -1730) Service Areas must email requests to the Integrated Transport Unit ([itu.emergency@newport.gov.uk](mailto:itu.emergency@newport.gov.uk)) utilising the pro-forma attached at Appendix D. All requests must be supported by a follow up call to the Integrated Transport Unit. This arrangement can be utilised for requests requiring action at any time of the day / night.

For **emergency** requests outside of the above hours calls can be made via the Council's normal out of hours arrangements who will relay to the Street Scene Duty Officer for consideration / action.

All vehicles provided via this system will be accompanied by a driver experienced in the use of the vehicle (usually the normal driver).

- 17.5 The current Council pool of 4x4 vehicles can be supplemented with the hire of additional vehicles. This must be undertaken through the normal hire car system in order to co-ordinate and prioritise any such requests against what will be limited resources. The Integrated Transport Unit will co-ordinate this process if required. Where hire vehicles are utilised, service areas must ensure that the intended driver(s) are suitably trained / experienced in the use of 4x4 vehicles in such conditions.

UNCONTROLLED DOCUMENT  
NCC ADVERSE WEATHER PLAN

- 17.6 The Council may, if essential, request further 4x4 assistance from partner agencies, including specialist voluntary organisations. The Integrated Transport Unit will flag any such requirement with the Corporate ERT. Such assistance will then be co-ordinated through the Gwent Tactical / Strategic Co-ordination Group arrangements.
- 17.7 Where 4x4 assistance is requested it should be assumed that the service area providing the capability will make a relevant charge to the requesting service area. The Managing Director / Corporate ERT may determine to waive this charging regime. Where service areas facilitate requests internally they may determine whether charges should be applied.
- 17.8 Where 4x4 vehicle capacity is insufficient and conditions permit, the Council may give consideration to the use of winter tyres on other vehicles to assist in business continuity and emergency response. The Integrated Transport Unit will co-ordinate this process if required.

**18 DANGEROUS STRUCTURES AND TREES**

- 18.1 Should an adverse weather event lead to reports of unsafe structures Building Control will investigate and where appropriate take measures to seek to ensure public safety.
- 18.2 Should such an event lead to reports of dangerous trees e.g. fallen across the highway, or otherwise affecting public safety, Street Scene can, either using Council staff or contractors, mobilise a specialist resources to the scene to make safe or remove the hazard.

**19 CONTACT INFORMATION**

- 19.1 As part of its generic arrangements the Council maintains a structure system of contact details. The Corporate Emergency Contacts List is reviewed several times a year and provides 24hr contact details for key Council staff that may have a direct or supporting role in an emergency. The Civil Contingencies Unit also maintain a more comprehensive data base of relevant external contacts, copies of which are held by all CCU Duty Officers and at the designated Council Emergency Centres. All service areas have contact arrangements in place for all managers and they in turn for their respective staff.

**20 LINKS WITH VOLUNTEERS**

- 20.1 Where voluntary sector partners are involved in service delivery on behalf of the Council, Service Areas must ensure that consideration is provided to their needs for specialist support e.g. 4x4 vehicles.
- 20.1 Where additional support may be required to ensure Council service delivery all Service Areas should give consideration to potential voluntary sector support. All requests for such support must be channelled through the Corporate Emergency Response Team to ensure appropriate co-ordination and prioritisation.

**21 HEALTH AND SAFETY**

- 21.1 The Health and Safety of employees operating in adverse weather conditions remains paramount.

UNCONTROLLED DOCUMENT  
NCC ADVERSE WEATHER PLAN

21.2 It is essential that all service areas consider potential health and safety requirements, for employees and clients, in adverse weather conditions. Where services are critical to clients it is essential that significant consideration is given to ensuring that such services can be continued whilst protecting the health and safety of employees. Conversely where services are not critical and particularly where their continuation cannot be reasonably protected by appropriate health and safety measures for both staff and clients; consideration must be given to the need for the continuation of such services and to the circumstances for their re-instatement.

21.3 Managers should review all relevant risk assessments to ensure they take account of issues likely to arise during adverse weather conditions. Particular attention should be paid to:

- The provision of accurate, current information on weather conditions for staff, and advice on its effect on risk levels
- Staff training to ensure competence to carry out critical tasks safely, particularly with reduced staffing levels
- The likelihood of increased lone working
- The effect of adverse weather (both extreme heat and extreme cold) on staff with known medical conditions
- The need for staff to take appropriate breaks
- How equipment (including IT and telephones), tools, materials and vehicles function at low or high temperatures, or during wet weather
- The provision of Personal Protective Equipment that is suitable for use during adverse weather, including high temperatures
- Health and Safety issues that might affect service users during adverse weather
- Whether agile working presents opportunities to maintain service delivery without exposing staff to hazards presented by adverse weather.

21.4 It is impossible to foresee and prepare for every situation. Managers should therefore ensure employees are competent to assess risks as they arise, and to take appropriate action to keep themselves, their colleagues and service users safe, so far as is reasonably practicable.

21.5 Premises Managers and Head Teachers should seek H&S advice when utilising external (non Council) personnel / volunteers to undertake any mechanised snow / ice clearance work. All clearance work involving heavy machinery can be extremely dangerous and should only be organised and carried out by competent persons.

## 22 **FINANCE**

22.1 The generic financial arrangements for the response to adverse weather events are set out in the Council's Corporate and Service Area Emergency Management Plans.

## 23 **COMMUNICATIONS & INFORMATION SERVICES**

- 23.1 Adverse weather events create a significantly increased demand upon C&IS systems from both the public and staff. Such demand can only be effectively managed with advance planning. Utilisation of agile working, whilst permissible under current HR policies, raises a range of potential issues in terms of health & safety, information security, and system capability. Service areas and relevant authorising managers must give advance consideration to such issues and their associated policies, if agile working to be successfully implemented at the time of any such event.

## 24 **RECOVERY**

- 24.1 Recovery arrangements are set out in the Council's Corporate Emergency Management Plan and the Gwent Resilience Forum Recovery Plan.

## 25 **DE-ESCALATION / STANDOWN OF INCIDENT**

- 25.1 This will be a Corporate decision via the ERT. Heads of Service will ensure that:
- All staff and agencies previously notified during the response are told of the de-escalation / stand down
  - All managers should ensure staff are aware of debriefs to be arranged.

## 26 **DEBRIEF**

- 26.1 After the adverse weather event has passed it is important to review the Council's response and ensure the identification of any potential lessons. This will be achieved through the conduct of formal debriefs. Service Areas will be required to debrief prior to the corporate debrief and any multi agency debrief / review.

## APPENDIX A

### SUGGESTED AGENDA FOR THE CORPORATE EMERGENCY RESPONSE TEAM FIRST MEETING

1. Ensure that Democratic Service take notes of the meeting and log all key decisions and supporting reasoning
2. Introductions
3. Review Membership
4. Update on any Joint Agency Tactical / Strategic Co-ordination Group issues
5. Assessment of forecast / current weather conditions as appropriate
6. Review by each service area of potential and / or implemented mitigation / emergency response measures
7. Review by each service area of potential and / or implemented mitigation / business continuity measures
8. Determination of Corporate mitigation / response issues
  - Initial scale and structure of emergency response team(s)
  - Designation of Corporate ERT lead
  - Health and safety of staff involved in emergency response and business continuity
  - Health & safety of service users affected by adverse weather
  - Communications strategy for staff / public / members / customers / clients / contractors / business / media / contact centre / helpline / website
  - Resources - sharing, co-ordination and prioritisation e.g. 4x4 vehicles
  - Mutual aid in relation to other LA's / partner organisations e.g. dialysis patient support
  - Define and agree the corporate strategy for mitigation / response
  - Joint working with partners e.g. co-ordinating home visits between Health and social care.
9. Finance – consideration of initial and potential financial implications and arrangements for co-ordination and management.
10. Recovery – consideration of the need to establish a recovery group (may be delayed until impact / emergency response phase)
11. Elected member briefing / approval for mitigation / response measures
12. Review and log agreed key actions
13. Agree initial schedule of meetings

### CORPORATE STRATEGY – POINTS FOR CONSIDERATION

The Council will endeavour to deploy its resources and to co-operate with others in order to assist in:

- the protection of life
- maintaining critical services to the community, particularly, but not necessarily exclusively, in relation to the Councils own critical services
- the emergency response in support of those impacted by the adverse weather event
- the mitigation measures that can reasonably be undertaken to reduce the risk, or impact, upon the community and the Council services
- a co-ordinated, effective and timely recovery of the community from any significant impact of the adverse weather event.

UNCONTROLLED DOCUMENT  
NCC ADVERSE WEATHER PLAN

**APPENDIX B**

4x4 VEHICLES

ALL CONTACT DETAILS HAVE BEEN REMOVED FROM THIS APPENDIX BUT ARE AVAILABLE TO THE INTEGRATED TRANSPORT UNIT

Fleet NO.	Reg	Make/ Model	Dep.t	Manager	Contact No.	Driver	Contact No 1	Contact No.2	Seating capacity	Priority
80179	CA06ZZY	Hilux 4x4	Street Scene Christchurch Cemetery							1
80178	CE56KYO	Landrover Defender 4x4	Street Scene Forestry							2
87488	P936WAX	Defender 4x4 Off Roader	Street Scene Countryside							2
80190	CK56WBY	Hilux 4x4	Street Scene Waste Disposal Site							1
89257	FE07ZHB	Hilux 4x4	Street Scene Waste management - Hired vehicle							1
80743	CT55LFH	Ford Ranger Super cab 4x4	Street Scene Engineering Consultancy						2	3

UNCONTROLLED DOCUMENT  
NCC ADVERSE WEATHER PLAN

<b>Fleet NO.</b>	<b>Reg</b>	<b>Make/ Model</b>	<b>Dep.t</b>	<b>Manager</b>				<b>Contact No.2</b>	<b>Seating capacity</b>	<b>Priority</b>
80301	CN53 KPA	Santa fe 4x4	Street Scene							1
80302	CN53KOV	Santa fe 4x4	Street Scene							1
80303	CN53KPE	Santa fe 4x4	Street Scene							1
80304	CN53OTC	Santa fe 4x4	Street Scene							1
80306	CN53OTD	Santa fe 4x4	Street Scene							1
80318	CK05BXB	Landrover Freelander 4x4	Street Scene							1
80320	CK05BXD	Landrover Freelander 4x4	Street Scene							1
80321	CK05BXE	Landrover Freelander 4x4	Street Scene							1
80322	CK05BXF	Landrover Freelander 4x4	Street Scene							1
80331	CF55WHP	Landrover Freelander 4x4	Street Scene							1
80332	CF55	Landrover Freelander 4x4	Street Scene							1
80333	CF55WHS	Landrover Freelander 4x4	Street Scene							1
80334	CF55WHT	Landrover	Street Scene							1

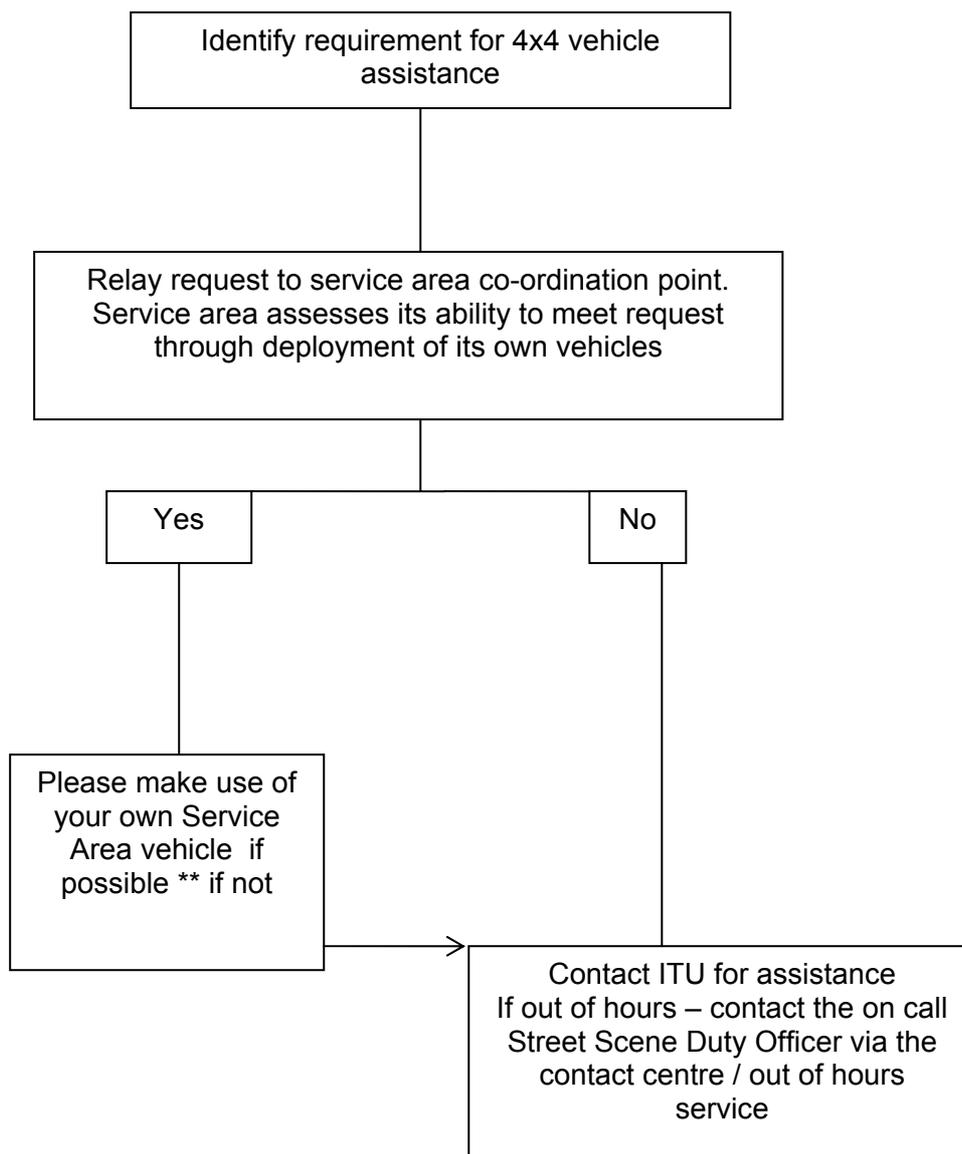
UNCONTROLLED DOCUMENT  
NCC ADVERSE WEATHER PLAN

<b>Fleet NO.</b>	<b>Reg</b>	<b>Make/ Model</b>	<b>Dep.t</b>					<b>Contact No.2</b>	<b>Seating capacity</b>	<b>Priority</b>
		Freelander 4x4								
80335	CP08DGY	Hilux 4x4	Street Scene							1
80336	CV08YNT	Hilux 4x4	Street Scene							1
87315	CK06PKN	Ranger Supercab 4x4	Leisure							3
87320	CV08RCX	Ranger Supercab 4x4	Leisure							3
80191	CA07KBF	Defender 4x4	Street Scene							3
83010	CV09OCD	Ranger 4x4 Double Cab	Street Scene							3
83011	CV09OCF	Ranger 4x4 Double Cab	Street Scene							3

## APPENDIX C

### GUIDANCE FLOW CHART TO REQUEST 4X4 ASSISTANCE

If, after following the flow chart, the request is still warranted, complete the form, as at Appendix D and forward to the integrated Transport Unit (ITU).



UNCONTROLLED DOCUMENT  
NCC ADVERSE WEATHER PLAN

**APPENDIX D**

REQUESTS FOR 4X4 ASSISTANCE

Date.....

Time Required	Service Area & Nature of Emergency	NCC Contact	Pick Up Name(s) Address Inc Post Code	Contact Tel. no(s):	Destination Address & Contact Tel. No.	Special Reqts e.g. wheelchair access, breathing apparatus, escort reqd.	Allocated Vehicle

UNCONTROLLED DOCUMENT  
NCC ADVERSE WEATHER PLAN

## APPENDIX E

### 4 X 4 PRE – REGISTERED REQUESTS FOR ASSISTANCE

SERVICE AREA	SERVICE	REQUEST
C&IS	Information Station & City Contact Centre (CCC)	Assistance to “operators” with transport to / from Information Station & City Contact Centre (The CCC will be incorporated into the Information Station in early 2012)
L&S	Registrars	Assistance to Registrars with transport in conduct of wedding services
L&S	Election Office	Assistance in the transport of election staff to / from polling stations / count
R&R	Homelessness	Assistance to Homelessness Officers with transport to / from operational base for conduct of emergency re- housing
Education	Schools	Assistance with transport home, from school, of stranded pupils
CLL / Social Services / Housing	Emergency Rest Centre Provision	Assistance to ensure appropriate staff attendance at the rest centre(s)
CLL	Examinations	Assistance to ensure invigilators attendance at licensed exam venues
CLL	Tredegar House Weddings (until 1.3.12)	Assistance with ensuring staff opening / closure of wedding venue.

## **APPENDIX F**

### KEY REFERENCE DOCUMENTS

This plan has been prepared utilising a number of key reference documents as listed below:

- Newport City Council Corporate Emergency Management Plan
- Newport City Council Corporate Business Continuity Plan
- Newport City Council Street Scene Corporate Winter Service Plan
- Newport City Council Overview and Scrutiny Forum Reviews of: Winter Maintenance 2009/10; and The closure of schools as a consequence of adverse weather 2009/10
- The Wales Resilience Forum Report - Severe Winter Weather in Wales 2009/10
- The Local Government Association – Weathering the storm & Weathering the storm II - Improving UK resilience to Severe winter weather
- The Resilience of England’s Transport Systems in Winter - An Independent Review – Interim Report July 2010 & Final Report October 2010

UNCONTROLLED DOCUMENT  
NCC ADVERSE WEATHER PLAN

## APPENDIX G

DISTRIBUTION LIST	Copies
Leader of the Council	2
Cabinet Member, Regulation	1
Elected Members Library	1
Tracey Lee, Managing Director	2
Sheila Davies, Corporate Director	2
Stewart Greenwell, Corporate Director	2
Debra Wood-Lawson, Interim Director of Corporate Services	1
Brett Pugh, Chief Education Officer	1
Ffion Lloyd, Head of Continuing Learning & Leisure	1
James Harris, Head of Education	1
Mike Nicholson, Head of Children & Family Services	1
Rob Sainsbury, Head of Integrated Services (Social Care & Health)	1
Andrew Morris, Head of Street Scene	1
Susan Bolter, Head of Regeneration and Regulatory Services	1
Gareth Price, Head of Law & Standards	1
Mark Neilson, Head of Customer & Information Services	1
Chris Barton, Head of Finance	1
Tracey McAdam, Integrated Transport Unit	1
<b>Service Area Liaison Officers</b>	
John Byard, Finance	1
Tariq Slaoui, C&IS	1
Richard Jeffries, Law and Standards	1
Martin Coombes, Street Scene	1
Amanda B Davies, Education	1
Tracy McKim, C&IS	1
Paul Keepins, Regeneration and Regulatory Services	1
Neil Lewis, Human Resources, Policy & Performance	1
Angela Turner, Continuing Learning & Leisure	1
David Turner, Social Services	1
Civil Contingencies Unit	8
Managing Director, Newport Transport Limited	1
<b>Total</b>	<b>42</b>