

OPERATIONAL REQUIREMENTS – WINTER EMERGENCIES

INTRODUCTION

1. Section 111 of the Railways and Transport and Safety Act 2003 places a duty on the Council as Highway Authority to ensure, so far as reasonably practicable, that safe passage along a highway is not endangered by snow and ice. This Act amended section 41 of the Highways Act 1980 to include the above provisions. The amendment means that the Council has a duty to remove snow and ice that accumulates on the highway. The Contractor shall ensure that the Council complies with the provisions of this legislation at all times.
2. The Contractor shall provide sufficient staff, equipment, and transport to salt and clear snow or ice from the Royal Borough's roads, pavements and passages. Salt (sodium chloride) will be provided by the Council. The Contractor shall ensure a rapid and effective response to snowfall in order to ensure the safe passage of users along the highway and pavements.
3. To ensure that a prompt response can be guaranteed at the period of highest risk, the Contractor shall provide a winter emergency call-out service twenty-four hours a day for every day each year between 1 December and 16 April inclusive.

RESPONSIBILITY FOR CALL-OUT

4. Decisions on whether the Contractor's staff should be called for duty out-of-hours or taken off their normal duties during the day for salting, gritting, or snow clearance will normally be made by the Authorised Officer or his nominee, although the Contractor may call its staff for duty on its own initiative if reasonable efforts have been made by the Contractor to contact the Authorised Officer, but without success, and the Contractor has reason to believe the circumstances warrant calling staff for duty. In particular, in the event of actual snowfall anywhere in the Royal Borough, whether anticipated or not, the Contractor shall immediately call its staff for duty.
5. The Contractor shall nominate a senior employee to co-ordinate all such work in conjunction with the Authorised Officer. At all times, whether a Council Officer is on duty or not, the Contractor will immediately inspect the following locations whenever one of the following events may occur:

Relevant events

- A Met Office warning of frost or snowfall

- imminent snow fall
- sub zero temperature

Locations to be inspected

- all river bridges, with particular attention to Albert Bridge
- Ladbroke Grove at its junction with Kensal Road
- Sloane Square
- Campden Hill Road

6. If after inspecting the locations it is found that, in the opinion of the Contractor, the weather conditions are of a nature to cause or risk disruption or danger to vehicular or pedestrian traffic, then the Contractor shall contact the Authorised Officer or his nominee (normally the Council's Duty Officer) requesting authorisation to start the winter emergency call-out procedure.

STAND-BY STAFF FOR WORK OUTSIDE NORMAL OFFICE HOURS

7. The Contractor shall have the following staff available on stand-by out of normal office hours throughout the period specified above; relief staff must also be available if any of the stand-by staff are unavailable for any reason:
- 1 Duty Manager
 - 1 Assistant Duty Manager
 - 4 HGV Drivers
 - 1 Shovel Driver
 - 10 Labourers
8. The Contractor shall ensure that the names and telephone numbers of the Duty Manager and the Assistant Duty Manager are available at all times to the Council's out-of-hours Control Room.
9. The Contractor shall ensure that all stand-by staff are fully qualified and capable of using any equipment, vehicles, or plant that may be required to provide the service; and that they all have exclusive use of a telephone at their homes; and that they all have exclusive use of a mobile telephone during journeys to and from work and while at work.
10. The Contractor shall mobilise all stand-by staff who should be able to reach the nominated salt storage depot within one hour of being called. As at April 2011 the nominated storage depot is Cremorne Wharf, Lots Road, SW10.

11. The Contractor shall re-direct to salting and snow clearance duties such other staff who may be unable to carry out their normal duties because of snow and ice.

VEHICLES AND EQUIPMENT

12. The Contractor shall maintain the following vehicles and equipment for winter maintenance in the Royal Borough, and, except with the express written agreement of the Authorised Officer, the Contractor shall replace each vehicle and item of equipment as soon as it is 10 years old:
 - 1 x 6 cubic metre capacity HGV
 - Permanently mounted gritter complete with snow blades
 - 3 x 4 cubic metre capacity (non-HGV)
 - De-mountable gritters to be used with multi-purpose vehicles (may also be used with the skip lift vehicles).
 - 1 x $\frac{3}{4}$ cubic metre high lift loading shovel
13. The Contractor shall ensure that no vehicle shall stand loaded with salt for any time longer than operationally necessary, and shall ensure that all vehicles used to transport salt shall be thoroughly washed at the end of each episode of salt distribution.

SALT

14. The Council will provide the Contractor with salt (sodium chloride) complying with British Standard 3247. The Contractor shall load the salt onto the spreading vehicles from the stockpile(s) maintained at the depot(s) designated by the Authorised Officer. The Contractor shall ensure the safe, dry, and tidy storage of the stockpile(s) of salt at all times, including during and after deliveries of fresh salt.

OPERATIONAL REQUIREMENTS – GENERAL

15. The Contractor's Duty Manager shall provide to the Authorised Officer by 10:00 on the day following any salting of carriageways or footways in the Royal Borough information including the following:
 - the resources used, including the number of gritters and operatives deployed and their start and finish times;
 - the tonnage of rock salt drawn;
 - the names of all streets that have been fully salted;
 - the names of all streets that have been partly salted, with a precise description of the extent of the salting;

- the estimated tonnage of salt delivered to other departments of the Council;
 - the estimated tonnage of salt released free of charge
16. The Contractor shall ensure that reasonable steps are taken at all times to protect vehicles, members of the public, and private gardens from being struck by salt during distribution. The Contractor shall ensure that all staff working on salt distribution take particular care to keep salt as far as possible away from the bases of street trees.

OPERATIONAL REQUIREMENTS – CARRIAGEWAYS

17. On receipt of instructions to commence salting, the Contractor shall, unless instructed otherwise by the Authorised Officer, promptly salt the carriageways listed as Priority 1 in the schedule of carriageways set out in Appendix A. On completion of salting the Priority 1 carriageways, salting shall start on the Priority 2 carriageways; on completion of salting the Priority 2 carriageways, salting shall start on the Priority 3 carriageways; on completion of salting the Priority 3 carriageways, salting shall start on the Priority 4 carriageways. Following completion of Priority 4 carriageways, the Contractor may be requested by the Authorised Officer to salt any carriageways not included on the priority list. Salting is sometimes subject to national or London requirements, which may alter (for example) frequencies, locations, and salt gradings. The contractor shall follow those requirements where instructed to do so by the Authorised Officer.
18. A number of the carriageways on the schedule are the responsibility of TfL. However at the request of the Authorised Officer the Contractor shall salt these carriageways as if they were the responsibility of the Royal Borough.
19. If during the course of salting it becomes apparent that the conditions are such that carriageways of a higher priority may require to be re-salted, then the Contractor shall seek instructions from the Authorised Officer.
20. The Contractor shall ensure that at least one lane is maintained in use in each direction at all times on Priority 1 carriageways.
21. The Contractor shall ensure that, so far as reasonably practicable, carriageways shall be salted such that they maintain a bare wet surface. To achieve this requirement the Contractor shall comply with Good Industry Practice and all relevant British Standards for salt, salt spreaders etc.

22. The Contractor must ensure that every reasonable precaution is taken during snow ploughing to avoid damage to carriageway surfaces, studs and street furniture.

OPERATIONAL REQUIREMENTS – FOOTWAYS AND FOOTPATHS

23. On receipt of instructions to commence salting, the Contractor shall, unless instructed otherwise by the Authorised Officer, promptly salt the vulnerable locations listed in Appendix B. followed by the footways on those streets listed as Priority 1 in Appendix A. On completion of salting on the Priority 1 footways, salting shall start on the Priority 2 footways; on completion of salting on the Priority 2 footways, salting shall start on the Priority 3 footways; on completion of salting on the Priority 3 footways, salting shall start on the Priority 4 footways. Following completion of Priority 4 footways, the Contractor may be requested by the Authorised Officer to salt any footways not included on the priority list. Salting is sometimes subject to national or London requirements, which may alter (for example) frequencies, locations, and salt gradings. The Contractor shall follow those requirements where instructed to do so by the Authorised Officer.
24. A number of the footways on the schedule are the responsibility of TfL. However the Contractor shall salt these footways as if they were the responsibility of the Royal Borough at the request of the Authorised Officer.
25. When salting footways the Contractor shall ensure that all pedestrian crossings are salted as a first priority.
26. The Contractor shall ensure that non-mechanical methods of salting are used for footways except with the express permission in writing of the Authorised Officer.
27. The Contractor shall ensure that no salt is placed on or immediately adjacent to tree bases.
28. The Contractor shall ensure that channels and gully gratings are kept clear and that a small amount of salt is spread over gullies to achieve a free flow.
29. The Contractor shall ensure that when snow is cleared from footpaths it should be swept out beyond the channel to avoid flooding but when parked cars prevent this the Contractor may place snow in ridges along the kerb.

DISPOSAL OF SNOW

30. The Contractor may take advantage of the permission that the Council has obtained from Thames Water to deposit clean snow into sewer manholes, provided that this is done in such a manner as to avoid any obstruction, and provided that only those manholes designated by the Authorised Officer are used. The Contractor shall ensure that records are maintained of all loads deposited in the designated manholes, including estimated amounts and time of deposit, and such records shall be included in the Duty Manager's daily report to the Authorised Officer.
31. The Contractor may seek permission from the Port of London Authority and Thames Water to deposit clean snow in the River Thames, subject to such conditions as either agency may apply at their discretion. No snow shall be deposited in the River Thames unless all necessary permissions have been granted from all relevant agencies and all conditions imposed by such agencies have been observed.

SALT BINS AND SALT HEAPS

32. The Council owns approximately 130 salt bins which are placed out during the winter season at strategic points identified in Appendix C.
33. The Contractor shall place all salt bins in their designated positions during November and fill them with salt, and shall withdraw them all in April or May at the direction of the Authorised Officer for storage over the summer months. The Contractor shall transport, maintain, and repair all salt bins, placing them back in their designated locations following repair or maintenance. The Contractor shall wash each salt bin externally at least twice a year – at least once in the Spring and at least once in the Autumn - and wash each salt bin internally before storage over the summer months.
34. During periods of freezing weather or heavy snowfall the Contractor may place on the footway small heaps of salt to a maximum of 2 cubic metres per heap for immediate use by sweepers. The Contractor shall ensure that such heaps are never sited within the rooting area of trees or hedges.

PAYMENT FOR SERVICES OUT-OF-HOURS

35. The Contractor may invoice the Council against the schedule of rates for the hours for which staff and/or vehicles have been deployed out-of-hours to undertake emergency work. The Council will pay at least two hours pay for each of the Contractor's employees working out-of-hours.

ARRANGEMENTS FOR SALTING DURING NORMAL WORKING HOURS

36. Should the decision to commence salting be taken during the working day the Contractor shall ensure that so far as practicable the waste collection and recycling services continue as normal; the Contractor may suspend the litter bin collection service for up to eight hours to allow drivers to be re-directed to drive salting vehicles; the Contractor shall ensure that salt is delivered to each salt bin, which should be filled and a pile of approx ½ cubic metres placed by the side of the bin; the Contractor shall ensure that a full skip of salt is delivered to Denyer Street Depot and a skip and salt left at the Council Offices, Pembroke Road, and Tavistock Depot in addition to the salt bins already placed in those Depots.

SALT STOCKS

37. The Contractor shall ensure that salt stocks are replenished in the salt storage area(s) at Cremorne Wharf from off-site storage when that is available.