



## **Rossendale Winter Service**

### **Stakeholder Briefing – October 2010**

#### **Executive Summary**

This briefing note provides an overview of the winter service planning in Rossendale for the 2010/11 winter period. It provides information on partnership preparation to deliver continuous services and support vulnerable people.

This should be read in conjunction with the Lancashire County Council winter service briefing

## 1. Introduction

Following the severe winter experienced in 2009/10, Rossendale Borough Council have co-ordinated a local, multi-agency working group to enable joined up planning of our response to severe winter weather.

Organisations involved are:

- Rossendale Borough Council
- Lancashire County Council
- Whitworth Town Council
- Help Direct
- Lancashire Constabulary
- Lancashire Fire & Rescue
- East Lancashire Primary Care Trust
- Rossendale GPs
- North West Ambulance Service
- Greenvale Homes
- Rossendale & Pendle Mountain Rescue

These organisations have been meeting monthly since August 2010 with a view to producing a Rossendale Multi-Agency Winter Maintenance Plan. The plan links to the Lancashire Winter Resilience plan and outlines how the agencies within Rossendale will respond to warnings of severe or extreme weather conditions in the Borough and still continue to deliver their services to best effect, with the main aim of avoiding duplication of effort and filling gaps in service delivery to the people of Rossendale, particularly those people who may be more vulnerable.

The plan sets out the contact details for key people in the various organisations and clarifies the notification structure to be used in the event of severe weather. It then goes on to specify the roles and responsibilities of the different organizations and how they will support one another. There is particular detail about how Rossendale Borough Council will respond and deploy staff.

So far joint working has enabled, for example:

- General awareness raising of roles and responsibilities between different agencies;
- Provision of key contact details so agencies can contact one another easily when needed;
- Clarity of notification of severe weather and joined up response;
- PCT Falls Prevention Team and Help Direct to work with RBC Mobile One Stop Shop (STAN – Services To A Neighbourhood) to develop targeted falls prevention and winter heating take up campaign;
- Help Direct to work with Ambulance Service to ensure that Paramedics and Control Room staff are able to pass on their details to vulnerable people;
- Ambulance Service to work with Highways to request road clearing assistance in the case of emergency, and Highways to be able to verify calls;
- RBC close working with LCC with regard to deployment of resources;

## **2. Priority Network**

Lancashire County Council will be responsible for clearing and treating priority roads and footpaths, as set out in their winter service briefing. Where conditions are particularly severe, RBC staff will assist with clearing priority footpaths.

In addition to these, Rossendale Borough Council will aim to service the following:

- Areas around Council buildings to allow staff to continue to deliver services, and allow the public to access them, i.e. One Stop Shop, Hardmans Mill, Futures Park, Stubbylee Hall, Henrietta Street and other Operational Depots;
- Municipal Cemeteries at Whitworth, Bacup, Rawtenstall and Haslingden, prioritising those where burials are planned;
- Footpaths serving the main shopping areas at Whitworth, Bacup, Rawtenstall and Haslingden;
- Footpaths in areas of particular vulnerability, e.g. where residents may require particular support or assistance (to be identified in conjunction with NHS provider services);
- Markets, to allow public and trader access, i.e. Haslingden, Bacup and Rawtenstall;
- Public Car Parks – numerous across the Borough;

### **3. Salt Stockholding**

Lancashire County Council will hold 2000 tonnes of salt at the Bacup depot for use on priority routes, as set out in their winter service briefing note. In addition, they are providing 30 tonnes of a salt/sand mix for storage by RBC, for use on the footway network, in accordance with Highways Department guidance.

RBC is purchasing a further 30 tonnes, to be stored at various places across the Borough for use on footways and other areas that are not covered by the LCC identified priority routes.

This salt will be accessed by Operations Department Staff for use at the areas outlined above.

### **4. Forecasting**

The Met Office issues severe weather warnings up to 3 days in advance and individual agencies will monitor this via their access to the Met Office website. RBC and other agencies have access to the Hazard Warning Manager Site which is password protected. The Emergency Planning Officer for RBC is responsible for monitoring this site.

The Lancashire Constabulary Force Incident Manager also monitors these warnings until 24 hours prior to expected severe weather and then rings the Met Office to confirm the warning and probable geographical impact. If the warning is confirmed, the FIM notifies the Severe Weather Liaison Officer in each of the local police divisions. In Rossendale this will be Inspector Andy Carter, who will also nominate a Duty Sergeant.

The FIM will also notify the LCC Emergency Planning Officer, who will ensure that the District Councils are aware.

At this point, the partnership has agreed that the RBC Emergency Planning Officer will ensure that all partner contacts are informed that winter service plans need to be invoked, via an email to all key contacts. Councillors will also be informed at this stage, if they wish.

## **5. Resources**

Rossendale Borough Council in particular will redeploy Operational and other staff as and when necessary.

Street Cleansing Staff (16 full-time equivalent) can be deployed to clear snow and lay grit. There are currently 3 pavement sweeper vehicles which can be used to clear snow. It is also possible to attach a grit spreader to the back of these vehicles and one will shortly be tested, with a view to purchasing one for each vehicle.

If it is not possible to deploy refuse and recycling collection vehicles due to the level of snow, these staff (26 full-time equivalent) will also be deployed to clearing snow and gritting in the areas highlighted above.

Parks staff will be mainly deployed to assist with clearing access to cemeteries and with grave digging to ensure that burials can continue with as little disruption as possible.

If there is disruption to refuse and recycling collection services, the collection of refuse will be prioritised where possible and communications will be invoked, as set out in the section below. A member of the Communications Team will be redeployed to Henrietta St to ensure that all communications are up to date

Administrative Staff will be redeployed to the Operations Depot at Henrietta St to assist with the increased enquiries that service disruption will cause.

In the case of prolonged disruption to service, all staff will be asked to assist when it is possible to re-instate the service, in order to facilitate the return to business as usual.

## **6. Communications**

In advance:

LCC are producing 2000 leaflets for each district, which are mainly aimed at drivers and will be distributed via petrol station, libraries and other outlets. In addition, the

Rossendale partnership is producing a more targeted local leaflet, also to be available in various outlets. This will include:

- Clarification of the Government's advice to the public on clearing snow and ice themselves (attached for information);
- Where to get up to date information in the event of bad weather;
- The role of and contact details for Help Direct, who can provide a wide range of support for vulnerable people; and
- Advice on home heating.

The Rossendale mobile One Stop Shop (STAN – Services To A Neighbourhood) will also be targeting vulnerable groups and providing information on falls prevention, winter heating and Help Direct contact details.

#### In the event:

Within RBC, information with regard to any service disruption and how to contact various agencies will be regularly updated via the following:

- RBC internet home page;
- Use of social media including a live Twitter feed and use of Facebook;
- Regular feeds to local radio, including Rossendale Radio and Radio Lancashire;
- Updated telephone message which customers would hear prior to being connected;

## **7. Wider work with the Community**

The Communities Team at RBC are working with communities in the Borough to understand how willing they are to assist with clearing communal areas and supporting vulnerable residents in other ways, such as food shopping and provision of 4x4 vehicles to help access more difficult areas. The Team will facilitate and assist with this where there is interest.

## **8. Key Contacts**

Fiona Meechan, Director of Customers and Communities, RBC, 01706 252591

Lesley Cropper, Emergency Planning Co-ordinator, RBC, 01706 252551

