

# Newport City Council

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# Adverse Weather Plan



**Version:** 4.0

**Date:** 01/06/2022

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## Document Maintenance

### Document Review

This plan has been developed by Newport City Council's (NCC) Civil Contingencies Unit (CCU). It will be reviewed every 3 years or as necessary.

### Amendments

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)

All major policy revisions will be subject to Cabinet/Cabinet Member approval.

Date	Author	Amendment	Current Version
16.02.12	CCU	1 <sup>st</sup> issue	1.0
14.03.17	CCU	2 <sup>nd</sup> issue	2.0
01.07.20	CCU	3 <sup>rd</sup> issue	3.0
01.06.22	CCU	Inclusion of Met Office Extreme Weather Alerts	4.0

### Distribution List

The CCU will provide copies to the below Distribution List. Copies will be also generally available from the NCC intranet page.

- Chief Executive
- Strategic Directors
- Heads of Service
- Corporate Communications
- Civil Contingencies Unit
- Civil Contingencies Duty Officers
- Environment & Sustainability (City Services)

## Overview

In recent decades the UK has experienced a rise in the frequency of adverse weather conditions and is a trend meteorologists predict will continue as climate change impacts increase. In addition to the increasing likelihood, the impact of such events is becoming increasingly understood and considered within the planning and response processes.

Most winters now find many local authorities, including Newport, facing challenges in providing all of their services and specific arrangements had to be implemented to protect critical services at risk. Roads are affected by snow and some people are unable to get to work. There are school closures, some areas can be isolated and great efforts are required to keep the main arterial routes open to traffic.

Whilst heat waves have to date proved less of an issue there is ample evidence (August 2003 France – estimated 14000 additional deaths) that such events have significant impacts upon communities and particularly the vulnerable and must therefore also be considered.

### Aim

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.

### Objectives

- To aid awareness of adverse weather arrangements within the Council.
- To ensure activation for assessment and potentially response, at the appropriate level, within the Council in the initial stages of 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.

### Scope

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, heatwaves, drought, and major flooding (coastal, tidal, fluvial, and surface water at local and national scales).

This plan does not directly address the issues of flooding where a specific corporate flood plan is in place.

Severe space weather – such as geomagnetic storms, radiation storms, or solar flares have terrestrial impacts, where generic emergency management and business continuity plans would currently be utilised to manage any response to impacts.

The Council's 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 Corporate Emergency Management and Business Continuity Plans will form the basis for a co-ordinated NCC response. The Gwent Major Incident Response Arrangements detail those for the co-ordination of the joint agency response.

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 Environment & Sustainability Corporate Winter Service Plan.

### Legislative Duties

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.

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 2016.

### Corporate Preparedness

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.

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. For example:

- Communications – internal and external.
- Gritting.
- 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.

## The Definition and Risk of Adverse Weather

The Met Office utilise a flexible “likelihood” and “impact” assessment approach. This is intended to reflect those impacts that are variable across communities and should be considered on a locality basis.

Government guidance utilises descriptions for its risk analysis. This is reflected in the Gwent Local Resilience Forum (GLRF) Risk Register which is based on the UK Government National Security Risk Assessment and classifies adverse weather risks as follows:

Nature of Risk	Description of Risk	Level of Risk
Storms	Storm force winds affect multiple regions for at least 6 hours during a working day. Most inland and lowland areas experience mean speeds in excess of 55mph and gusts in excess of 85mph. Although the storm will be over in less than a day, disruption to infrastructure including power, communications, transport networks, homes and businesses could last for 1-4 days and for up to 5 days in remote rural locations. There may be a number of casualties and fatalities, mainly due to falling trees, structures or other debris. Some social disruption and economic impacts are likely, due to disruption to transport networks, power supplies, telecommunications links and water supplies, predominantly from fallen branches, trees and other debris. Storms may also have an effect on agriculture as crops could be destroyed.	HIGH
Low Temperatures and Heavy Snow	Snow falling and lying over multiple regions of the UK, including substantial areas of low-lying land, (below 300m) 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 snow depths of 10cm, in excess of 30cm in places, and a period of at least 7 consecutive days with daily mean temperature below minus 3C. Such a spell of weather would affect vulnerable communities, particularly older people, and those with pre-existing conditions, such as cardiovascular and respiratory disease. An increase in injuries (e.g., fractures) and hypothermia would also be expected by a prolonged period of cold, snow and ice. There will be a large number of excess morbidity/mortality deaths above the number experienced in a normal winter, with potentially thousands of casualties and fatalities. This will place significant pressure on health and social care services. Considerable social disruption, along with economic impact, is likely due to disruption to transport networks, power supplies, telecommunications, and water supplies. Schools and businesses would be hampered by such disruption and school closures would impact staffing levels in other sectors, exacerbating the economic impact. The agricultural sector may suffer loss of livestock.	HIGH
Heatwave	Daily maximum temperatures in excess of 28C and minimum temperatures in excess of 15C over most of a region of the UK for at least 2 weeks. 5 consecutive days will have maximum temperatures exceeding 32C. Such a spell of weather would affect vulnerable members of the public, particularly the elderly. 2000 excess deaths above the number experienced in a normal summer and 1000 to 2500 excess casualties would be expected. There will be some low level social and economic disruption due to disruption to transport networks, power supplies, telecommunications links and water supplies.	MEDIUM
Drought	Shortage of water for people, agriculture, industry, or the environment country wide	MEDIUM

These descriptions are based upon the Reasonable Worst Case Scenario for the whole of the United Kingdom and should not be considered as a benchmark for defining adverse weather at a local level. Of more significance is the fact that even for such extreme events the risk of their occurrence is considered relatively high.



## Concept of Operations

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 England / Natural Resources 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.

There may be instances where the warning systems do not lead to the establishment of the appropriate measures. However, 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 facility, which will be flagged with Civil Contingencies / City Services as appropriate.
- City Services road monitoring via deployed crews or remote monitoring stations.
- City Services receipt of calls for assistance from emergency services.

Should any partner agency, including NCC, consider the situation to be of sufficient concern, they may instigate a Pre-Event Assessment Teleconference (PEAT) and following this, instigate a formal joint agency Tactical or Strategic Co-ordinating Group. This can be done under the current Gwent Major Incident Response Arrangements in order to review the situation and determine upon any appropriate joint actions.

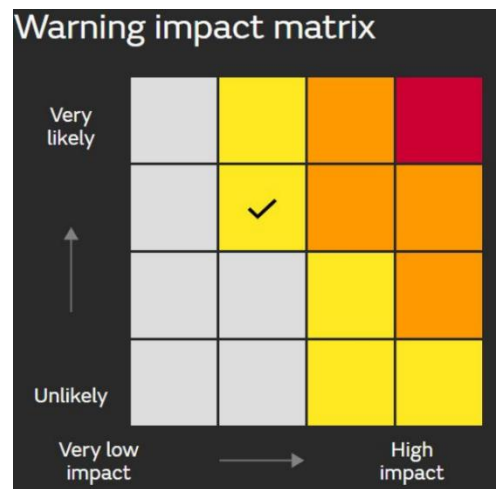
## Warning Systems and Advice

It will be noted from the following section that there are several warning systems in place for adverse weather conditions, all of which are utilised by NCC.

The Met Office provides warnings of severe weather, including heavy rainfall, snow, strong winds, icy roads, fog and extreme heat from up to 5 days in advance.

The warnings are 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 'Warning Impact Matrix'.

RED warnings (high likelihood of high impacts) are clearly the most serious. However, YELLOW warnings, although of lower likelihood, can still have high impacts and as such must not be ignored.



The basic message associated with each warning level on the 'Warning Impact Matrix' is:

Likelihood	
High	You may need to take action as we are expecting... There will be...
Medium	We should be prepared for... There is likely to be...
Low	Be aware of the potential/possibility ... There is the small chance of...
Very Low	Be aware that there is a very small risk of...

What the colours mean:

**Yellow Warning:** Yellow warnings can be issued for a range of weather situations. Many are issued when it is likely that the weather will cause some low-level impacts, including some disruption to travel in a few places. Many people may be able to continue with their daily routine, but there will be some that will be directly impacted and so it is important to assess if you could be affected. Other yellow warnings are issued when the weather could bring much more severe impacts to the majority of people but the certainty of those impacts occurring is much lower. It is important to read the content of yellow warnings to determine which weather situation is being covered by the yellow warning.

**Amber Warning:** There is an increased likelihood of impacts from severe weather, which could potentially disrupt your plans. This means there is the possibility of travel delays, road and rail closures, power cuts and the potential risk to life and property. You should think about changing your plans and taking action to protect yourself and your property. You may want to consider the impact of the weather on your family and your community and whether there is anything you need to do ahead of the severe weather to minimise the impact.

**Red Warning:** Dangerous weather is expected and, if you haven't already done so, you should take action now to keep yourself and others safe from the impact of the severe weather. It is very likely that there will be a risk to life, with substantial disruption to travel, energy supplies and possibly widespread damage to property and infrastructure. You should avoid travelling, where possible, and follow the advice of the emergency services and local authorities.

Potential impacts and associated advice for all forms of severe weather, against the above likelihood scale, are described on the Met Office website below:

[What to do in severe weather - Met Office](http://www.metoffice.gov.uk/guide/weather/severe-weather-advice)

(<http://www.metoffice.gov.uk/guide/weather/severe-weather-advice>)

All 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)

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

All Amber and Red warnings received from the Met Office are automatically forwarded by email from Civil Contingencies to approximately 150 Council staff across all Service Areas including the Chief Executive, Strategic 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 refer to warnings when they are in force. All warnings are monitored by Civil Contingencies who will raise awareness levels as necessary.

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.

### Natural Resources Wales (NRW)

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:

- NCC is linked to the NRW flood warning system via Civil Contingencies and Highways Duty Officer systems.
- There are tried and tested systems in place to enable multi agency discussions with NRW and the Met Office via teleconference to evaluate potential flood risk and the requirement to escalate to Strategic / Tactical levels in order to assess situations and agree responses. The systems that can be utilised are the Flood Advisory Service teleconference system and the Pre-Event Assessment Teleconference (PEAT) system.

### Extreme Weather Advice

From the summer of 2021 the Met Office introduced an Extreme Heat warning into the existing National Severe Weather Warning Service.

The formal definition of a heatwave from the Met Office is:

“A UK heatwave threshold is met when a location records a period of at least three consecutive days with daily maximum temperatures meeting or exceeding the heatwave temperature threshold.”

Advice for extreme cold weather and extreme hot weather can be found at the following:

- Met Office: [Advice - Met Office](https://www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice) (<https://www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice>)
- PHW: [Extreme Hot Weather - Public Health Wales \(nhs.wales\)](https://phw.nhs.wales/services-and-teams/environmental-public-health/extreme-hot-weather/) (<https://phw.nhs.wales/services-and-teams/environmental-public-health/extreme-hot-weather/>)

In addition, consideration will be given to:

- Provide appropriate advice to the public describing what actions can be taken to minimise associated public health risks.
- Consider the need to issue a proactive media statement to draw attention to the advice.

### Impacts for Newport City Council:

For Newport, the daily threshold temperature to be classified as a heatwave is 26°C, lasting for a period of at least three consecutive days, as defined by the Met Office. Once these trigger levels have been met (temperature likely to reach 30°C for one day or temperatures to exceed 26°C for at least three consecutive days), then Civil Contingencies will liaise with the Gold Duty Officer and consider if information and advice needs to be shared with staff and the public.

## NCC: Weather Forecasts and Monitoring

NCC City Services maintain a contract with weather forecasting organisations to provide specific forecasts for road conditions within Newport. The service provides detailed information regarding potential conditions, which informs City Services 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 City Services as a cross check with the Met Office forecast.

In addition, City Services also maintain 6 independent road monitoring stations which are utilised to inform operational decisions. This system is linked to neighbouring Councils in order to provide an overview of approach routes towards and away from the City.

## Incident Management

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 the NCC Gold Duty Officer (Chief Executive, Strategic Director or Head of Service). Subsequently an Emergency Response Team (ERT) 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 Incident Response Arrangements.

## Plan Assessment and Activation

Civil Contingencies and City Services operate independent 24-hour duty officer systems that monitor and assess on-going 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.

On receipt of an amber severe weather warning from the Met Office, a formal assessment process between Civil Contingencies and City Services will take place to consider the potential impacts.

This plan will be activated at the direction of the NCC Gold Duty Officer following a brief from Civil Contingencies and/or City Services of the expected impacts upon the Newport area.

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 ERT meeting is set out at Appendix A.

## Communications

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.

### Corporate Communications

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.
- Updates of information on the intranet.
- Staff email bulletins.
- Use of media outlets (i.e., using social media platforms to share guidance regarding information from trusted and reliable sources);
- The provision of updates to the Information Station, City Contact Centre / Out of Hours to assist in handling public and staff enquiries.
- Use of 'Gov Notify' notifications to elected members and/or staff

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;
  - [\[ARCHIVED CONTENT\] Clearing snow and ice from pavements yourself : Directgov - Newsroom;](http://webarchive.nationalarchives.gov.uk/20121015000000/www.direct.gov.uk/en/NI1/Newsroom/DG_191868)  
([http://webarchive.nationalarchives.gov.uk/20121015000000/www.direct.gov.uk/en/NI1/Newsroom/DG\\_191868](http://webarchive.nationalarchives.gov.uk/20121015000000/www.direct.gov.uk/en/NI1/Newsroom/DG_191868))
  - Gov.uk link: [Clearing snow from a road, path or cycleway](https://www.gov.uk/clear-snow-road-path-cycleway) (<https://www.gov.uk/clear-snow-road-path-cycleway>)
- 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.

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 on-going changes to:

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

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

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 NCC Website, and this will be initiated via Corporate Communications personnel. The “helpline” will be delivered under generic arrangements utilising City Contact Centre resources.

NCC Corporate Communications team also operate social media accounts on Twitter and Facebook that can be used as channels of information to the public regarding severe weather events.

If the decision is taken at a corporate level to activate the Adverse Weather Plan, then the NCC Gold Duty Officer will ensure that an adverse weather Corporate ERT meets as soon as possible to agree strategy and communications.

The NCC Gold Duty Officer will be responsible for agreeing statements to the press and briefings to Councillors.

At the time of adverse weather conditions, it is possible that the Cabinet Office / Welsh Government will issue “Top Line Briefings” daily. These provided updates and advice to authorities may cover 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 the Chief Executive, Strategic Directors, Heads of Service and Corporate Communications. Subsequently copies will be shared with the Corporate Communications Team providing updates to services as necessary, possibly via the Corporate ERT structure.

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.



### Schools

Education maintains 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 via a City Services contractual arrangement.

## Gritting and Snow Clearance

The Council's Environment & Sustainability (City Services) 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:

[https://my.newport.gov.uk/mynewport.aspx?StartEasting=333800&StartNorthing=187448&StartZoom=40000&Layers=Salt\\_Route](https://my.newport.gov.uk/mynewport.aspx?StartEasting=333800&StartNorthing=187448&StartZoom=40000&Layers=Salt_Route)

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.

Newport City Council has pre-winter level salt stocks adequate for approximately 30 runs of the full route at standard operating levels. The winter maintenance plan indicates that a minimum of 14 days resilience is in place to carry out minimal coverage (4 treatments per day) of the strategic gritting route network. 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.

NCC primary salt stocks are sourced from a major UK contractor. The Council has also entered a Wales wide arrangement co-ordinated by the WLGA and the Welsh Government for the provision of additional stocks, however all Local Authorities should be self-sufficient. 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.

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.

In the city centre and other suitable locations, the Council utilise brine spray machinery to minimise risk from ice / frost conditions.

Dependent upon resources and competing priorities, the Council will work in conjunction with key partner agencies such as the Wales Ambulance Services NHS Trust (WAST) and the Aneurin Bevan University Health Board (ABUHB), 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 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.

City Services 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.

The Civic Amenity Site and Telford Depot maintains stocks of salt / grit to ensure continuity of its operations.

### **Route Prioritisation**

The Council's Environment & Sustainability (City Services) Corporate Winter Maintenance 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, active travel routes and footpaths. However, this will only be undertaken where it does not prejudice the protection of pre-agreed higher priority routes.

### **4x4 Vehicles**

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.

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 B.

The majority of the current pool of 4x4 vehicles is 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 D.



During extended office hours (07:30 -16:00) Service Areas must email requests to the Integrated Transport Unit utilising the pro-forma attached at Appendix C. All requests must be supported by a follow up call to the Integrated Transport Unit.

For **Emergency** requests outside of the above hours, calls can be made via the Council's normal out of hour's arrangements who will relay to the Highways 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).

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.

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.

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 NCC Gold Duty Officer / Corporate ERT may determine to waive this charging regime. Where service areas facilitate requests internally, they may determine whether charges should be applied.

Where 4x4 vehicle capacity is insufficient and conditions permit, the Council may consider 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.

## Dangerous Structures and Trees

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.

Should such an event lead to reports of dangerous trees e.g., fallen across the highway, or otherwise affecting public safety, City Services can, either using Council staff or contractors, mobilise specialist resources to the scene to make safe or remove the hazard.

## Contact Information

As part of its generic arrangements, the Council maintains a structured system of contact details. The Corporate Emergency Contacts List is reviewed twice 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 maintains a more comprehensive database of relevant external contacts, copies of which are held by all CCU Duty Officers. All service areas have contact arrangements in place for all managers and they, in turn, for their respective staff.

## Links with Volunteers

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.

Where additional support may be required to ensure Council service delivery, all Service Areas should consider potential voluntary sector support. All requests for such support must be channelled through the Corporate ERT to ensure appropriate co-ordination and prioritisation.

## Health and Safety (H&S)

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

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 be given to ensure 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.

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 (PPE) 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.

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.

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.

### Finance

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.

### Communications and Information Services

Adverse weather events create a significantly increased demand upon communication 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.

### Recovery

Recovery arrangements are set out in the Council's Corporate Emergency Management Plan and the Gwent Local Resilience Forum Recovery Plan. Access to these documents can be provided by Civil Contingencies.

### De-Escalation/Stand down of Incident

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 have ensured staff are aware of debriefs to be arranged.

### Debrief

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

### Draft Agenda For Initial Emergency Response Team Meeting

1. Ensure that Democratic Services 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:
  - a. Initial scale and structure of emergency response team(s).
  - b. Designation of Corporate ERT lead.
  - c. Health & safety of staff involved in emergency response and business continuity.
  - d. Health & safety of service users affected by adverse weather.
  - e. Communications strategy for staff, public, elected members, customers, clients, contractors, businesses, media, contact centre, helpline, website.
  - f. Resources – sharing, co-ordination and prioritisation e.g., 4x4 vehicles.
  - g. Mutual aid in relation to other LA's/partner organisations e.g., dialysis patient support.
  - h. Define and agree the corporate strategy for mitigation/response.
  - i. 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

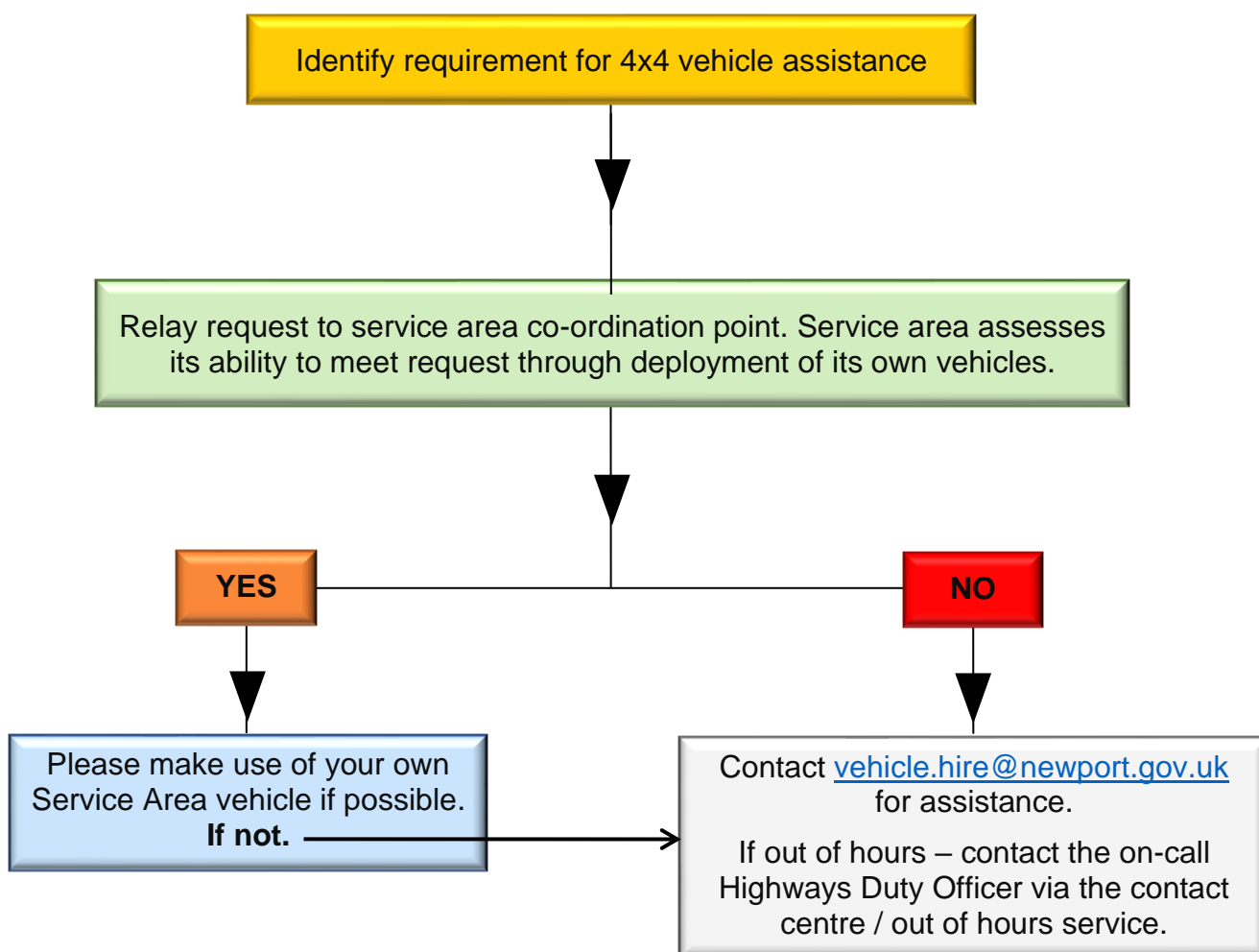
The council will endeavour to deploy its resources to co-operate with others in order to assist in:

- 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 impacts of the adverse weather event.

## Appendix B

### Guidance Flow Chart To Request 4x4 Assistance

If, after following the flow chart, the request is still warranted, complete the form, as at Appendix C and forward to City Services via [vehicle.hire@newport.gov.uk](mailto:vehicle.hire@newport.gov.uk) (This email address is accessible by the Integrated Transport Unit and Highways Duty Officers)



## Appendix C

### Requests For 4x4 Assistance Form

Date:

Time Req'd	Service Area & Nature of Emergency	NCC Contact	Pick Up Name(s) Address Including Post Code	Contact no(s)	Destination Address & Contact No.	Special Requests (e.g., wheelchair access, breathing apparatus, escort required.)	Allocated Vehicle

PLEASE EMAIL REQUEST TO: [vehicle.hire@newport.gov.uk](mailto:vehicle.hire@newport.gov.uk)

## Appendix D

### 4x4 Pre-Registered Requests For Assistance

SERVICE AREA	SERVICE	REQUEST
<b>Finance / Environment &amp; Public Protection</b>	Customer Services / Out of Hours Contact Centre	Assistance to “operators” with transport to provide customer contact and out of hours emergency call provision.
<b>Law &amp; Regulation</b>	Registration	Assistance to Registrars with transport in conduct of wedding services.
	Electoral Office	Assistance in the transport of election staff to / from polling stations / count.
<b>Housing and Communities</b>	Homelessness	Assistance to Homelessness Officers with transport to / from operational base for conduct of emergency re- housing.
<b>Education</b>	Schools	Assistance with transport home, from school, of stranded pupils.
	Examinations	Assistance to ensure invigilators attendance at licensed exam venues.
<b>Newport Live / Social Services / Regeneration &amp; Economic Development</b>	Emergency Rest Centre Provision	Assistance to ensure appropriate staff attendance at the rest centre(s).



## Appendix E

### 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(s).
- Newport City Council Environment & Sustainability (City Services) Corporate Winter Maintenance Plan.
- Newport City Council Flood Plan.
- Newport City Council Care Centre Arrangements.
- Gwent Local Resilience Forum Plans:
  - Severe Weather Plan.
  - Gwent Major Incident Response Arrangements
  - Gwent Recovery Plan
  - Gwent Warning and Informing Plan
  - Pre-Event Assessment Template