



# **Worcestershire County Council Highways and Public Rights of Way**

## **Highways Emergency and Resilient Network Plan PUBLISHED VERSION**

### **Version Control**

Version number: 9.0

Reviewed and updated: March 2022

Owner: Worcestershire County Council

Target review date: March 2023

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# 1 Introduction

The Highways Emergency and Resilient Network Plan operates in conjunction with the Worcestershire County Council Emergency Response Framework, a copy of which is held in the Emergency Response Centre, County Hall. A hard copy of this Plan is held by a variety of Managers, Teams and Officers shown in the distribution list at key locations at County Hall, Sixways House, Warndon depot, Newland Depot and Lydiate Ash Depot.

This Plan is in four sections:

- WCC Emergency Response framework
- Minor emergency Incident Plan
- Major emergency Incident Plan
- The resilient network

In line with the Code of Practice “Well Managed Highways Infrastructure”, this Plan describes Worcestershire County Council’s arrangements for dealing with adverse and extreme weather on the highway that includes:

- Snow and ice
- Flooding
- High Winds
- Heat
- Cold temperature (see also WCC Cold Weather Plan)

Worcestershire County Council has access to information directly from the Met Office to monitor the weather throughout the year, especially in times of extreme or adverse weather forecasts. In addition during the whole of the winter period we operate a specialist weather forecasting system with Met Desk. This arrangement allows WCC to take appropriate action, as far as is reasonably practicable, in order to safeguard the travelling public.

**All Highways Officers should read this plan and be aware of the emergency procedures it refers to. In particular, all managers, senior officers, Highways Duty Manager's, Out of Hours Duty Officers and key managers in the Directorate Management team, will need to be familiar with the content of this plan and its general operation.**

## Section 1 - WCC Emergency Response Framework

This plan has been written to ensure all Bronze, Silver and Gold category emergencies can be dealt with effectively and efficiently in line with the WCC Emergency Response Framework in relation to Highway matters. The levels of emergency as detailed in the WCC Emergency Response Framework are set out below:

### **Level One – Directorate Incident**

This is an incident that affects one Directorate area and can be dealt with by the normal operational procedures. This means that the Directorate activates its own Directorate Emergency Arrangements.

### **Level Two – Local Authority Incident**

This level of incident would affect more than one Directorate in the County Council and would require the activation of functional plans or aspects of the Emergency Response Framework. WCC would inform partners of the level of situation and put them on standby in case of escalation of the incident.

### **Level Three – West Mercia Major Emergency**

This is a major emergency declared by one or more of the local responders, requiring a significant level of response from other Category One responders under the definition in the Civil Contingencies Act.

### **Level Four – Significant/Serious/Catastrophic**

An emergency with a Regional or National Government Lead that is due to the scale or national interest of the emergency. This would also be the case for an emergency involving a request for mutual aid.

## 1.1 Management, Control and Co-ordination

There is a tiered Command and Control System in place across the region to ensure all levels of incident can be managed effectively and efficiently. This tiered command structure, incorporates Worcestershire County Council Highways as detailed below:

#### **i. Tier 1 – West Mercia Joint Emergency Response Arrangements**

This is a joint response to emergencies covering Herefordshire, Shropshire and Worcestershire. (A copy of this document is held by Emergency Planning).

#### **ii. Tier 2 - Worcestershire County Council Emergency Response Framework**

This covers all aspects of emergency planning for Worcestershire County Council. (A copy of this document is held by Emergency Planning).

#### **iii. Tier 3 – Worcestershire County Council Highways Emergency and Resilient Network Plan**

(This document)

## 1.2 Levels of Command in an emergency

This plan covers all aspects of emergency planning for the Highways function, including specific responsibilities in a major emergency.

The following details and describes the level of Command, which in general reflects, Strategic (Gold), Tactical (Silver) and Operational (Bronze) delivery in an emergency. The terms Strategic, Tactical and Operational are used in a multi-agency setting. Gold, Silver and Bronze is the terminology for a single agency.

### 1.2.1. Strategic (Gold) Command

Where an event or situation has a significant impact or substantial resource implication, involves a large number of organisations or lasts for an extended duration, then it may be necessary to implement multi-agency management at the gold level. The multi-agency group, which brings together Gold Commanders from the relevant organisations, is called the Strategic Co-ordinating Group (SCG), although it is referred to as Gold Command.

The purpose of the SCG is to take overall responsibility for the multi-agency management of the emergency and to establish the policy and strategic framework within which silver command will work.

### 1.2.2. Tactical (Silver) Command

The purpose of the Silver level is to ensure that the actions taken by bronze command are co-ordinated, coherent and integrated in order to achieve maximum effectiveness and efficiency. Silver command will usually comprise the most senior officers of each agency committed within the area of operations and will assume tactical command of the event or situation. The multi-agency group, which brings together Silver Commanders from the relevant organisations, is called the Tactical Co-ordinating Group (TCG)

### 1.2.3. Operational (Bronze) Command

Bronze is the level at which management of immediate “hands-on” work is undertaken at the site(s) of the emergency or other affected areas. Where the Silver level of management is established, bronze commanders become responsible for the operational implementation of the silver tactical plan within their geographic area or functional area of responsibility. The majority of work completed in relation to Highways Teams and Officers, will be Bronze level activity.

## 1.3 Nature and Type of Emergency Event

The emergency events in the vast majority of circumstances will fall into the following type and nature:

- a) **A minor event** – such as a tree fall, serious vehicle collision etc.
- b) **A major event or Sudden Impact Events** - More unusual are sudden impact events, such as explosion, fire or a terrorism event. This Emergency Plan deals with these events and the actions/procedures to be taken in relation to Highways matters in such emergencies.
- c) **Severe Winter Weather** - Severe winter weather emergency events will be dealt with via the separate arrangements detailed in the 'Winter Service Plan' and not under this plan.
- d) **Other Severe Weather Events** - The large majority of other types of severe weather being; flooding, storm/winds, heat-wave, develop as a 'Rising Tide' with more time usually available

to prepare. This Emergency Plan deals with these events and the actions/procedures to be taken in relation to Highways Matters in such emergencies.

## **1.4 Roles and Responsibilities**

There is a requirement to ensure that Highways functions are prepared for and effectively organised to respond to such developing situations. To provide for the effective delivery of these situations in the early stages of potentially Major Emergency Incidents development, the following role/s and procedures must be completed where necessary;

### **1.4.1 Creation of Bronze Level Commander for Highways (BLCH)**

The Highways Duty Manager (HDM) should in liaison with the Duty Silver Commander, Director of Economy and Infrastructure and Highways Operations Manager, agree who will lead on the Bronze level Command activity (this could be the HDM, or another Unit/Team Manager). The HDM should also ensure that the BLCH, puts in place a rota to ensure they have suitable rest breaks should the emergency incident continue for some time.

The BLCH will then take control of all key Bronze level coordination activity for Highways response to the emergency and link in with Silver Command as necessary.

### **1.4.2 Highways Duty Manager (HDM) role**

In summary, the HDM is responsible for providing management support and cover in relation to the development of potential severe weather events/rising tide, or sudden impact/major emergency incidents and support with/for the Bronze Level Commander Highways during such an emergency.

There is a HDM on duty on a rota basis, 24 hours per day, 7 days a week, 365 days a year, to advise the Out of Hours Officers or support in Emergency situations. In particular to advise on:

- A 'sudden impact' major emergency occurs and then has a continuing impact for a prolonged period of time. Or;
- A 'rising tide' major emergency begins to develop and where this materialises into such an emergency e.g. major flood event.

The HDM role includes responsibility for:

- a) Monitoring the development of potential severe weather events (from information provided by the Met office) to see if further action/escalation may be required, in terms of preparedness of key Highways functions in support of the BLCH.
- b) Initiating the Severe Weather Event – Weather Log (see section below).
- c) Where required putting in place key actions as detailed in section below, in close liaison with the BLCH.
- d) Where escalation needs to be considered or is required, contacting and providing a detailed briefing to the Highways Senior Manager Responsible (HSMR). In reality, generally the Highways Operations Manager, Infrastructure Asset Manager or Highways Operations Manager North/South in their absence.

#### **1.4.2.1 Severe Weather Event – Weather Log**

The HDM will ensure that a severe weather event log is completed as required (see above).

The 'Weather Log' is completed by a small number of officers who will have been trained in its completion (See Appendix A). It includes the following items:

- a) Regional/local weather forecasts/advisories/warnings from, the Met Office, the BBC and Metcheck. These cover the period of any potential severe weather (as the forecast allows).
- b) Detailed actions taken to ensure preparedness for such potential forecast severe weather (e.g. Highways gangs on standby etc).
- c) Other key actions which may be required.

Alongside the initial urgent response being made to the incident, where this was an unanticipated/sudden impact incident, or where a 'Rising tide' build up to a major emergency situation is taking place, the following issues/actions should be considered and addressed/implemented effectively where required.

#### ***1.4.2.2 Key groups/meetings and conference calls***

It is critical that the following groups/meetings and/or conference calls are considered and put in place where required to aid for the effective coordination and delivery of Bronze level activity in any emergency;

- Bronze Level Highways Response Group – to ensure all key activity is coordinated. (To be led by the BLCH, with the HDM, Managers of the EOC's, Network Control/Permitting Team Manager, Flood Risk Management (FRM) Team and key Senior Officers as felt necessary).
- Silver Command attendance – the Highways Operations Manager, BLCH or a representative to attend.
- District Council's/other key stakeholders – Consideration should be given to putting in place a conference call facility and holding regular calls with our District Colleagues and other critical stakeholders (such as the Environment Agency in flooding incidents), to aid communication and effective joined up coordination/delivery. This should be led by the HDM.

#### ***1.4.2.3 Effective communications and liaison***

The Highways & Transport Control Centre (HTCC) will lead by putting in place effective communications and liaison on Highways matters in conjunction with the Corporate Communications Team. This will include;

- Ensuring the County Council's website is updated regularly and in a timely fashion.
- Providing regular road closure/diversion updates for the media/website.
- Dealing with media enquiries (through and with the central Communications team).
- Providing regular member updates in relation to key issues.
- Liaising with the Worcestershire Hub and Parish/Town Councils.
- Being the point of contact (via the Hub) for all Highway related matters for the above and other occasional stakeholders liaison.
- Emergency Operations Centres (EOC's, often termed as Storm or Snow rooms in severe weather events).

In a major emergency, the BLCH should ensure (with instruction to the HDM), that EOC's are set up at the following locations, as necessary:



- Highways and Transport Control Centre (HTCC) (based at the Warndon depot).
- Lydiate Ash Depot, Bromsgrove.
- Newland Depot, Malvern.

Each EOC must be organised/laid out in a similar fashion, with visual management playing a major role, e.g. use of Emergency GIS (EGIS) system and flip charts/plans on desks etc, all located around administrative/command areas at HTCC/Depots. This will include:

- Aim and Purpose of Highways role in the emergency.
- Key events (timeline) log.
- Common Recognised Information Picture (The key facts and issues in relation to the emergency incident).
- Actions log (use of PEM/Service requests system, but will need back up in case of power failure. May often log all actions/PEM's via flip chart if power failure occurred).
- Road closures/diversions list (including close liaison/communication with the Network Control/Permitting Team).
- EGIS available on screen (as a backup, a hard copy county wide large scale map is displayed in depots).
- Visual listing of other critical items (e.g. rest rota's, Highways emergency contacts directory, gritting log etc).
- Radio – set to local station (if required).
- Telephone/email/radio – clear dedicated landline/mobile/hand held radio contact and email address monitored and checked.

Each EOC must have a Manager/Senior Officer responsible for its overall management and coordination. This would normally be the relevant Highways Operations Manager for each Highways Depot and the Customer and Communities Team Leader for the Highways and Transport Control Centre.

#### ***1.4.2.4 Rest periods and rota's for staff***

The HDM should check with the Directorate Support Team Manager that all of the below is in place and operating effectively:

- a) **County Hall/HTCC** – The Directorate Administration/Support Team if required, will in the event of a major emergency, put in place a rota system to ensure that reasonable rest periods are taken by key officers.
- b) **Depots** – The Senior Administrative Officers will in the event of a major emergency, put in place a rota system to ensure that reasonable rest periods are taken by key officers.
- c) **Sixways House, Worcester** – Ringway will in the event of a major emergency, put in place a rota system to ensure that reasonable rest periods are taken by key officers.

#### **1.4.3 Network Control/Permitting Team**

The Network Control/Permitting Team will work closely with the Highways and Transport Control Centre to ensure that the management and coordination of the Highways network is dealt with as effectively as is practicable in the event of any major emergency developing and/or taking place.

#### **1.4.4 The Out of Hours Highways Duty Officer (OHHDO) system**

Outside of normal working hours, the 'Out of Hours' Highways Duty Officer system comes into play.

The HDM (overseen by the BLCH) must ensure that the OHHDO system is in place and operating effectively during any major emergency incident.

There are four 'Out of Hours' Highways Duty Officers, in place covering the four areas in Worcestershire, and a further 'back-up' Officer on a secondary phone who takes calls if one of the four Officers can't answer. This system provides cover outside normal working hours, 7 days a week, 365 days a year. The HDM is available on a rota basis, 7 days a week, 365 days a year, to advise the OOH officers or support in Emergency situations.

#### **1.4.5 Highways Maintenance Contractor – Ringway Out of Hours Rota and standby gangs**

The HDM (overseen by the BLCH) must ensure that Ringway confirm that their Out of Hours rota and standby provision is in place and operating effectively.

#### **1.4.6 Storms/Strong winds – Tree contractor gangs**

The HDM (overseen by the BLCH) must ensure that the Highways Depots/Ringway have contacted the Tree Contractor gangs and that standby provision is in place and operating effectively if required, where weather information is received regarding the potential for strong winds/storms.

#### **1.4.7 Admin officers at HTCC and depots**

In the event of a 'rising tide' Emergency incident, the Admin Officers at the HTCC and Highways Depots, should liaise and briefly review the Out of Hours system to ensure all Out of Hours Rotas are up-to-date, mobile phones, messaging systems and officers are in place and working correctly.

### **1.5 Post event and review**

A review and lessons learned meeting must be convened as soon as reasonable after the event to ensure that all aspects are considered to identify potential improvements. Any resulting actions would be disseminated with the final log kept as a record of the meeting. The WCC FRM team should be involved, where appropriate, in this review as the review might form part of WCC's statutory 'Duty to Investigate'.

### **1.6 Activation, Alert and Standby – when the plan is activated**

The procedures for alerting, placing on standby and then activating the key teams, including the procedure for determining when an emergency has occurred are outlined in section 2.

### **1.7 Emergency contact numbers**

A comprehensive list of emergency contact numbers is kept up to date within our GIS system.

**Please ensure you do not use paper copies as these may be out of date.**

## Section 2 – Minor Emergency Incident Plan

### 2.1 During normal working hours (09.00am to 5.00pm)

Any minor emergency incident (e.g. vehicle accident, tree fall, minor flooding incident) should be dealt with in the following manner:

In the first instance, the incident should be reported to the **Worcestershire Hub on 01905 765765** (where this is an external party eg; member of public). Calls are then directed to the Highways and Transport Control Centre at Warndon.

The incident will be logged by the Hub team and then forwarded to the Highways and Transport Control Centre (HTCC) in the Customer and Community Team (based at the Warndon depot. If the nature of the incident is very urgent eg; significant traffic accident, the police do have a direct line to the HTCC. In such situations the HTCC will log the issue as a Service Request/PEM, deal with the matter in close liaison with the relevant Highways Depot/Police (and once the incident is addressed, update the Hub regarding the incident via the one serve service request system).

This incident will then be logged as a PEM and passed to the relevant Highways Depot (being Newland Depot, Malvern for South Worcestershire and Lydiate Ash Depot, Bromsgrove for North Worcestershire).

The relevant Highways Depot, as normal, will then deploy the necessary resources to the location to address the incident in close liaison with the relevant emergency services as necessary.

Once the incident is addressed, the Highways Depot will ensure that the PEM is updated/completed, as appropriate with adequate information detailed to enable the Hub to respond to the originator effectively, should this be required.

### 2.2 Outside of normal working hours

There is an 'Out of Hours' Duty Officer, in place covering four geographical areas in Worcestershire which are within the GIS system:

Malvern Hills and Worcester City

Redditch and Bromsgrove

Wychavon

Wyre Forest

As a back-up, if any one of the 4 first stage phones are unanswered, the call is automatically diverted to a fifth back up phone known as the second stage phone. This ensures further capacity should all four existing officers be fully occupied. This system provides cover outside normal working hours, 7 days a week, 365 days a year. Any minor emergency incident should be dealt with in the following manner:

The incident will be reported via the relevant contact number for the area where the incident has occurred, to the relevant 'Out of Hours' Duty Officer.

The incident will be logged by the 'Out of Hours' Duty Officer. They will as necessary then contact our Highways Maintenance Contractor Ringway (who have 4 Highways Gangs and a jetter/gully emptier on standby across the County as standard for 'Out of Hours' cover).

Ringway will then deploy resources as requested to the incident location and address the issue as necessary.

The Ringway and WCC 'Out of Hours' Duty Officer, will as necessary continue to liaise should this be required. Dependent upon the circumstances/duration and type of incident in question.

The WCC 'Out of Hours' Duty Officer will if necessary update the party who contacted the 'Out of Hours' Service in the first instance. (This may be required for instance, where a police incident is ongoing etc).

The WCC 'Out of Hours' Duty Officer will update and complete the necessary log/record sheets for each incident that occurs out of hours. This log is then passed to the relevant Highways Depot Admin Officer and is kept as a record of incidents for future reference and also information is passed to relevant officers on duty during the day as is necessary if incidents require further attention.

Potential for minor emergency to develop into major emergency incident – If the Out of Hours Duty Officer believes that the incident has significant potential/is increasing in scale, or where they receive a call and they feel this may be or has the potential to rapidly become a major emergency incident. They should provide the necessary urgent support (as detailed above), and then complete necessary actions as detailed in section for Major Emergency Incidents.

## Section 3 - Highways Major Emergency Incidents Plan

### 3.1 During normal working hours (9am to 5pm)

In the event of a major emergency during normal working hours (09.00am to 5.00pm), which will require Highways involvement, such as fire/explosion, flood, industrial accident, transport accident, an act of terrorism or a major disease outbreak at or affecting a Worcestershire County Council location such as:

- Office Base and Depots
- Area of Highway/Highway land
- Public Right of Way

**Where an immediate/urgent response is required, then the following procedure should take place:**

If necessary, **contact the relevant emergency services by ringing 999** and detailing the nature of the incident. (This will ensure that the relevant 'blue light' emergency services are engaged as speedily as possible).

In most circumstances, the first call/contact for actions required from Highways may come directly from either the Police, the Duty Emergency Planning Officer or the Hub, to the Highways and Transport Control Centre (HTCC). In this situation the HTCC if requested may contact the relevant Highways Depot first to ensure that any particularly urgent deployment of resources (e.g. for road closures/diversions) are initiated as early as practicable. The following procedures should still then take place:

- a) The person raising the major emergency incident (e.g. member of staff, Worcestershire Hub, Police, Emergency Planning Officer, other party) should contact the HTCC. If the HTCC is busy, the person should contact the Economy and Infrastructure Directorate Support Team (EIDST). The numbers of which are within the emergency GIS system.
- b) As a matter of urgency, the HTCC or EIDST will contact the Highways Operation Managers at the Lydiate and Newland depots regarding any escalation required. The HTCC or EIDST will also contact the Duty Emergency Planning Officer/Emergency Planning Team (EPT) providing the key details of the type, nature and extent of the emergency incident, to enable the EPT to initiate required actions such as the escalation of the issue as appropriate to the Duty Silver Commander and Duty Director as may be necessary.
- c) The Highways Operations Manager (North or South) contacted will then make a short assessment of the type, nature and extent of the emergency incident in relation to the required deployment of resources from a Highways perspective. This may require despatching an engineer or an inspector to the site if further details are required and it is safe to do so (Close liaison with the Emergency Services needs to occur before any deployment to ensure we send the right resources and also deploy resources/people safely). (The HTCC should brief the Highways Operations Manager if some initial deployment of resources has been initiated from another source, detailing the resources deployed from where, timing, location etc. The Highways Operations Manager will then take this into account in their assessment).

- d) The Highways Operations Manager will then contact the Duty Emergency Planning Officer/EPT based at Hindlip Police HQ and detail the intended Highways actions that may be immediately/further required (e.g. road closures/diversions) and then ensure these are implemented as soon as possible where agreed with the EPT.
- e) The Highways Operations Manager should then immediately inform the Highways Operations Manager or in their absence, the Strategic Commissioner (Major Projects) or in their absence, Head of Strategic Infrastructure and Economy. They would then implement the Bronze Level Commander Highways role and link into Silver Command, as required.

### **3.2 Outside of normal working hours (Out of Hours)**

If there is a major emergency outside of normal working hours (09.00am to 5.00pm), which will require Highways involvement, such as major disease outbreak, fire, flood, industrial accident, transport accident or a terrorism incident at or affecting a Worcestershire County Council location such as:

- Office Base and Depots
- Area of Highway
- Public Right of Way

The following procedure should be followed:

In the vast majority of circumstances in the case of a major emergency, the first call/contact for actions required from Highways in an Out of Hours situation, will come directly from the Police, the Duty Emergency Planning Officer or more unusually a member of the public to the relevant 'Out of Hours' Highway Duty Officer (OHHDO).

If the relevant OHHDO is contacted first they should, if urgently required by the Police, deploy initial resources as necessary, following the procedure detailed in the Minor Emergency Incident 'Out of Hours' response section.

The OHHDO must then contact the Highways Duty Manager (HDM) and provide details of the type, nature and extent of the emergency and the resources deployed.

The HDM will then follow the procedure detailed above and implement any other issues/actions considered necessary as detailed below in the 'other key actions' section of this plan.

## Section 4 - The resilient network

### 4.1 Introduction

The Department for Transport's document: "A review of the resilience of the transport network to extreme weather events 2014", makes a recommendation that Local Highway Authorities identify a 'resilient network' to which they will give priority, in order to maintain economic activity and access to key services during extreme weather.

This recommendation aligns with our wider strategies, including the Local Transport Plan, Winter Service Plan, local flood risk management strategy and our transport and climate change policy.

This plan covers arrangements for roads and structures in Worcestershire that are the responsibility of Worcestershire County Council. It excludes arrangements for roads that are the responsibility of National Highways). However, we do work closely and collaborate with HE and other surrounding Local Highway Authorities covering and relating to the following:

- A46.
- M5, M50 and M42 motorways.
- Surrounding Authorities being; Birmingham, Stourbridge, Dudley, Staffordshire, Shropshire, Herefordshire, Gloucestershire, Warwickshire and the West Midlands.

The Resilient Network in Worcestershire is made up of routes in the County that are considered essential for economic activity and for key services and access in the event of extreme weather events, major incidents and other disruption. We treat these roads as a priority in the event of any such incidents and focus our resources on keeping them available for use where practicable. During extreme weather, we focus our resources on gritting the county roads. These are known as the Primary and Secondary gritting routes and these are given priority in order to maintain economic activity and access to the Strategic Network, key locations, centres of population and services such as hospitals and crematoria during extreme weather.

In addition, we focus a strong element of our associated maintenance and management activity on the resilient network, for example in terms of surfacing and repair, management and resolution of flooding and drainage issues, reaction to major emergency events and coordinated management of street works and congestion matters where practicable

**As such the Primary and Secondary routes are shown on the Worcestershire County Council [website](#) and are the resilient network, and are defined as follows:**

#### **Primary Network (red lines)**

The primary Network are those roads comprising the Principal Road Network, main and secondary distributor roads, links to villages, major bus routes, key businesses, emergency service locations and reasonable proximity to schools. Winter Service operations will give priority to these routes.

#### **Secondary Network (blue lines)**

Treatment of the secondary network takes place in exceptional conditions such as freezing rain forming ice on surfaces and heavy falling or lying snow, so long as physical resources are available and are not needed on the Primary Network. The Secondary Network comprises, less important

local, village and estate distributor roads having significant traffic flows. Minor bus routes and school transport routes operated by Worcestershire County Council.

A review of the Resilient Network will take place at least once every two years. It will include:

- Links to the Strategic Network in the region.
- Access to and from main and secondary distributor roads for major population centres adjacent and within the County.
- Links to villages.
- Major bus routes.
- Key businesses and locations.
- Emergency Services locations.
- Reasonable proximity to schools.

## 4.2 'Rising Tide' severe weather emergency events

As previously stated, most severe weather events will develop over a period of a few days, with information on severe weather advisories/warnings, being provided by the Met Office as the situation develops. Thus, they are defined in emergency planning terms as 'rising tide' events.

The types of severe weather often coming under this term are flooding, storms/winds, winter weather and heat-waves.

### 4.2.1 Cold temperatures, snow and ice

WCC is under a duty to 'ensure, so far as is reasonably practicable, that safe passage along the highway as agreed, is not endangered by snow or ice' (Highways Act 1980 Section 41 (1A)).

This duty is not absolute given its qualification of reasonableness and practicability.

Our core winter period is from October to April and when icy road conditions are forecast during this period precautionary salting will be carried out on the primary and secondary network as appropriate and defined in the Winter Service Plan.

In particularly severe winter weather conditions, eg; a major snow event, additional resources are deployed in respect of our 30 snow contractors to augment our fleet of 32 gritters. Locally we also liaise with our Parish Council colleagues and District Councils to arrange for snow clearance work on local roads and footways in a prioritised manner.

If the country (nationally) experiences prolonged periods of snow or extremely low temperatures which in turn causes problems with salt deliveries and would involve the Department for Transport and escalation of such an emergency, then we will consider our actions within Worcestershire to reduce salt usage through the introduction of our core Resilience Network (Minimum Winter Network). We may also consider the use of our core Resilience Network if weather conditions are very extreme or if available resource is limited due to for example a major pandemic incident developing.

Proactive winter maintenance and other emergency operations will normally be undertaken based upon available weather forecast information, knowledge of prevailing local weather conditions and resource availability. WCC has a separate [Winter Service Plan](#) which is available on our website. A separate Emergency Planning WCC Cold Weather Plan is also in place, in order to:



- Identify the risks of severe cold weather to health;
- Identify those groups of patients and service users most at risk during the winter;
- Set out the roles and responsibilities of WCC both prior to and during severe cold weather;
- Outline the command, control and co-ordination arrangements both internally, and in the multi-agency context

#### **4.2.2. Flooding**

The county has experienced a number of flood events over recent years and these fit under two headings, either river or surface water flooding or can be a combination thereof. Working closely with the Environmental Agency and other bodies in the county we have a good understanding of the impact of river levels on the county and the impact of intensive rain on surface water run-off.

The management of such events are coordinated and managed effectively, via the use of this plan and also WCC's EGIS system, where all of the information and key documents are retained. There is also a Multi Agency Worcestershire Flood Framework which sign posts to other documents such as Multi Agency Flood Plans (maintained by District Councils) and Rapid Response Catchments.

#### **4.2.3 High Winds**

Worcestershire County Council manages the impact of high winds and our emergency response is provided jointly with WCC and Ringway, our Highways Maintenance Service Contractor (HMSC). The extent of the service provided will vary depending upon the severity and nature of high wind conditions and resources availability.

Worcestershire County Council has a Tree Risk Management Plan which details the arrangements for managing both Highway and private trees where they have the potential to impact the Highway.

#### **4.2.4. Heat**

WCC Highways via this plan link in with our Emergency Planning Framework MA and WCC Heatwave Plan. The Severe weather plan does cover and detail arrangements for a heatwave and/or prolonged periods of very hot weather. WCC and Highways has access to the Met Office to provide weather warnings in period of high temperatures.

Where it is forecast that temperatures may/do rise to a level sufficient to impact the highway, we ensure we have adequate access to material and equipment to manage any resulting impacts.

The two key issues are melting/fatting up of roads and cracking through underlying drying out of clay or other similar sub base materials etc. In both circumstances we ensure we have stocks of dust to address and inspect and monitor key locations and areas to identify and address highways locations found to have issues. We also have a 24/7 reactive service that can address immediate urgent issues as they arise.

### **4.3 Roles and Responsibilities**

These are outlined in the previous sections (see Highways Minor and Major Emergency Incident Plans).

## 4.4 Communications

During periods of severe weather, close coordination is maintained with the police and other key organisations and stakeholders. The names and telephone numbers of appropriate personnel, including their deputies are on record in our GIS system and in the Highways Transport Control Centre.

To ensure coordinated and efficient communications, the WCC emergency GIS system incorporates information from third parties such as the Met Office, Environment Agency and National Highways. The integration of this information into one system allows the automatic generation and dissemination of a Situation Report to regularly update and alert key organisations and stakeholders.

WCC also uses Twitter and the WCC website to provide updates to the general public in relation to severe weather and any emergency road closures and diversions in place will be updated in Roadworks.org.

We will also provide information to the Town and Parish Councils as well as members of the public on our Winter Operations including the distribution of winter guidance on our website.

We provide details of our planned operations to our neighbouring authorities that we have agreements with, to ensure we provide a consistent approach across boundaries.

## Appendix A – Weather log example email and circulation list

INSERT DATE

Websites checked/date/time: Met Office/BBC 3 July 2021 at 11.00am

Today: A drier day than yesterday with plenty of sunshine, and feeling increasingly warm. Breezier towards the end of the day with cloud building from the southwest.

Tonight: Warm and humid, with heavy, thundery showers moving northeast during the evening, bringing the risk of hail and some locally torrential downpours. Becoming dry later in the night.

Saturday: Often cloudy during the morning, but becoming increasingly sunny through the day. Less hot than Friday, but still warm, with fine conditions continuing into the evening.

Outlook for Sunday to Tuesday: Sunny spells on Sunday but also isolated showers, perhaps heavy with thunder. Dry to start Monday, but cloudier, with rain in the west later. Breezier on Tuesday with scattered showers.

Warnings/Advisories

Worcestershire

Yellow early warning of rain From: 1900 on Fri 3 July

To: 1200 on Sat 4 July

Updated 2 July at 10:14

Alert

Isolated heavy, and possibly severe, thunderstorms are expected to develop on Friday evening across parts of England and Wales. These are likely to become more frequent later and spread northwards towards southern Scotland. Some torrential downpours are possible leading to localised surface water flooding, with large hail and frequent lightning also possible hazards.

The public should be aware that there is a chance of some very localised significant disruption.

Message from Met Office

For most of today it will be fine and pleasantly warm across much of England, - but tonight's weather looks like it could get quite interesting.

We'll see a series of quite active thunderstorms move across Gloucestershire, and West Mercia LRF/Police Force areas from Wales later this evening – before spreading quickly North eastwards across Warwickshire, West Midlands Conurbation and Staffordshire LRF/Police force areas before midnight. These Thunderstorms will give some spells of quite heavy rain later this evening - at times it could become quite torrential – this will obviously mean we could see some instances of surface water flooding. On the other hand though the thunderstorms will be moving across the wider West Midlands area relatively quickly so the most intense rainfall is unlikely to affect any particular area/community for too long - and we should see worst of the weather move away completely from West Midlands and into Northern England/Southern Scotland during the early hours of Saturday morning.

Nevertheless for a period of time this evening and overnight –between approximately 2100 and 0300 there could be some absolutely atrocious weather out there – with plenty of scope for

instances of minor surface water flooding, and if we are unlucky then perhaps we could see a few places affected by more significant surface water flooding too. Thunder, lightning and heavy rain will be a feature of the weather tonight then – we'll probably see some hail in a few places too. One other thing to bear in mind is that the kind of weather we are expecting this evening can produce some very localised gusts of strong winds of up to 60mph or so. This means that with chance of some localised strong winds and lightning strikes it's possible that we could see a few instances of damage to buildings/structures/trees overnight although the chances of this affecting any particular individual location/community are very small. We currently have a Yellow Warning in place on our website at <http://www.metoffice.gov.uk/public/weather/warnings> for heavy rain - that will shortly be updated to indicate a Low Likelihood of Medium Impacts for Gloucestershire, Warwickshire, West Mercia, West Mids Conurbation and Staffordshire Police/LRF areas. Note that although the warnings will be valid for much of today and tomorrow – the risk period for the us (West Mids areas and Gloucestershire) is Friday evening tonight, and the early hours of Saturday morning.

Highways Actions

4 ART Highway gangs on standby (two North Worcestershire & two South Worcestershire).  
2 Gully emptier/jetter on standby.  
Highways Duty Officers x 5 on out of hour's standby as necessary, for any issues that may arise.  
Key managers and officers have phones on out of hours to address issues as necessary  
Ford Crossings inspected  
Tree Contractors on Standby  
Cover will be in place Friday to Monday