

Skills for all- what do you and your operatives need to know?

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Winter services from 2018

Competency in Winter Services

- Guidance
- Winter Service Delivery
- Maintaining competency

Well-maintained Highway Infrastructure

part 2 –Highways Section 7 Winter Services

- Compliance by October 2018
- Risk based approach throughout
- Fewer if any prescribed standards
- Appendix H removed and to be replaced by NWSRG Practical Guide

Section 7 & accompanying guidance

- Appendix H removed
- Principle of risk based service approach introduced

Guidance

- Delivery of a successful Winter Service is dependant on the individual decisions mad and actions taken by all those involved. These actions and individual decisions must be supported by adequate training of staff and operative involved

The Statutory Situation

- England and Wales- Section 41(A) of the Highways Act 1980 –added on 31 Oct 2003 by Section 111 of the Railways and Safety Transport Act 2003
- Scotland- Section 34 of the Roads (Scotland) Act 1984
- Northern Ireland- Roads (NI) Order 1993 SI 1993/3160 (NI 15)

Compliance with Legal Duty

- Establish policies and priorities for WS
- Review regularly
- Endorsed by Authority
- Involve key stakeholders
- Risk assessed service
- Affordability

Winter Service Delivery

- Decisions and Management
- Information Recording and Monitoring
- Claims Management Procedures
- Training and development

Decisions and Management

- Guidance from NWSRG
- Decision Rationale
- Use of effective decision making processes
- Recording and retention of actions
- Transfer of Risk

Records to be retained

- Road Death Investigation Manual
- Claims Protocol
- Breakdowns and trouble spots

Police Investigations

An in-depth investigation into the performance of the highway authority will typically seek answers to the following key questions:

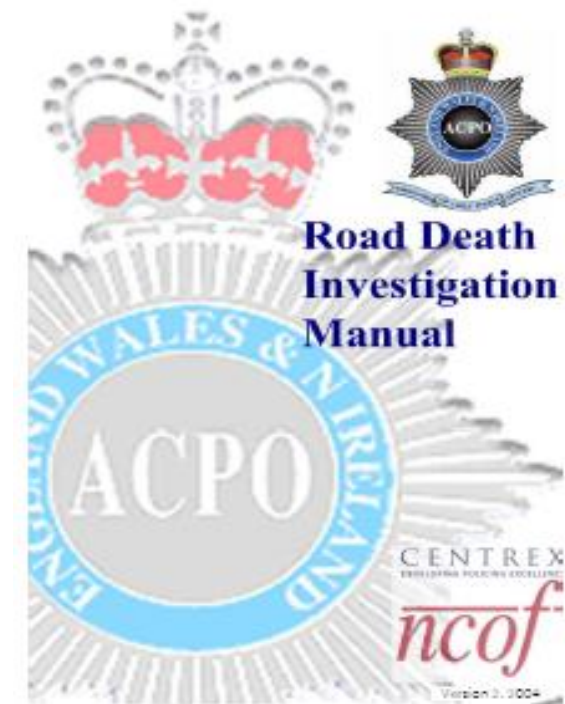
- ✧ Were the policies, procedures and practices developed by the highway authority reasonable and well considered, when taking into account statutory duties, powers, and national and local best practice?
- ✧ Were the policies, procedures and practices developed by the highway authority consistently implemented?
- ✧ Did the highway authority act reasonably in response to all of the pertinent information it had available?

APPENDIX 'F' Examples of documentation likely to be required from the highway authority in the investigation of:

Vehicle skidding on frost or ice.

- National code of practice in place at the material time
- Winter maintenance plan for the relevant period (and relevant details relating to its development and approval)
- Documentation relating to the development and issue of winter maintenance salting routes
- Evidence of staff training (e.g. driver City and Guilds certificates)
- Specification of salt ordered and results of quality assurance checks
- Various weather forecasts received by the authority
- Details regarding climatic domains within the area and the provision, siting and maintenance of automatic weather stations
- Thermal mapping
- Data from an ice detection system
- Details on drainage design and maintenance (if ice related)
- Salting vehicle fleet listings and maintenance records for relevant vehicle/s
- Salting instructions from client/consulting engineer to contractor (and confirmation of receipt)
- Any contemporaneous notes made by the client/consulting engineer regarding the salting decision reached
- Works supervisor logs (both client and contractor, as applicable) and works record sheets
- Tachograph discs from salting vehicles, if available
- Any data logger or black box information from the salting vehicles
- Calibration records of salt spreading equipment
- Details of staff rotas (decision makers, chargehands, supervisors, drivers etc)
- Details of any monitoring/performance checks made
- Reports of collisions at the material site in the last six years
- Reports of collisions in the authority area in the 24-hour period
- Details relating to any liaison with emergency services and the general public etc around the time in question, relating to adverse conditions at the location
- Details relating to media coverage and local authority advice (at the beginning of the winter season) as to provision of winter maintenance services across the network
- Details relating to liaison with adjoining authorities/bodies regarding winter maintenance decision-making.

Road Death Investigation Manual Version 2, 2004



Civil Claims Management

- 2 Types of Highway Claims- personal and property
- Pre- Action protocol for low value Injury (£1k-£25k)
- Claims Portal
- “Cards on the Table” approach
- Awareness of Fraud

Groups involved in delivering winter services

- Winter Decision Makers
- Winter Policy Managers
- Supervisory staff
- Drivers and plant operators
- Senior Management
- Elected Members

Decision makers and policy makers

- IHE/NWSRG Professional Certificate in Winter Services

Supervisory Staff

- Specific City and Guilds 6159
- Module for first tier of management

Drivers and Plant Operators

- City and Guilds 6159
- NOS Winter Service Operatives

Senior Managers & Executive Members

- IHE Foundation Course
- Internal Briefing

Key issues dealt with

- Legal responsibility
- Record keeping
- Communications
- Service risk assessment
- Weather, climate change and ice detection systems
- Severe weather event
- Network opportunities

Practitioner level training

- Suitable for decision makers and key operational staff
- 4/5 days training
- End of course assessment
- Portfolio of evidence against competency standards required
- Peer review
- National register of Decision Makers and managers

Foundation level training

- Two day short course
- QCF Level 3/4
- Appropriate for new entrants to service delivery
- Also appropriate for senior manager and leading members

Maintaining Competency

- Training Plans and Records
- Route and equipment familiarisation
- Exercising

Training Plans and records

- Guidance suggests that organisations have a system of formal training records
- System should record and monitor the training and competence of each individual involved in Winter Service
- Able to identify and plan training requirements and refresher training
- Contracted out service providers should be required to maintain similar systems

Route and Equipment Familiarisation

- Use of dry runs
- Tool box talks
- Important to new operatives
- Important if route changes have been made
- Important if new equipment is provided

Exercising

- Ability to confirm that the plans and procedures are robust to cope with conditions in a safe and non consequence environment.
- Requirement for Category 1 responders(Local Authorities) to exercise their plans to validate and test them
- Winter Services may need to be included in current plans as severe snowfall has resulted in emergency plans being invoked
- Benefit for undertaking this on regional basis

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