



Newcastle University **Winter Maintenance** **Policy & Procedure**



Update Ref: D10

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DOCUMENT MANAGEMENT

Date	Ref	Revision	Author
13.08.19	D1	Document Created	TV
20.03.20	D2	Document Management Sheet Added	TV
28.09.20	D3	MetDesk App detail added	TV
21.10.20	D4	COVID19 detail added to 'Grounds Staff Working Hours...'	TV
04.01.21	D5	Grounds staff finish times added	TV
11.01.21	D6	COVID19 detail removed, working example of call out added, general update.	TV
28.01.21	D7	Weather Forecasting method updated	TV
28.10.21	D8	Early call out team adjusted in 'Working Hours' section, info added to 'Salt Bins' Appendix 1 – Map added	TV
1.10.22	D9	Appendix 1 and 2 Maps updated, QTY of staff updated pg 4, Review date updated pg 8.	TV
29.11.22	D10	University Logo updated	TV

Introduction

The University has a duty of care to maintain a safe site for all Campus users during periods of frost and snow and will operate a winter maintenance program over the recognised winter period, usually November until the end of March.

The winter maintenance program is carried out by the University Grounds Team with assistance from the Building Facilities and Security Teams.

During the recognised winter period, the Grounds Team will endeavour to maintain safe access and movement across campus for pedestrians and vehicles by clearing routes through snow and treating surfaces with rock salt.

The Grounds Team will decide which routes to maintain, which are prioritised based on site knowledge and will ensure that routes/areas that are selected for treatment are checked regularly during working hours thereafter.

Regrettably, we do not have the resource to ensure that all areas of the estate are free of frost/ice/snow for 24 hours per day, 7 days per week. For this reason we will carry out preventative winter maintenance during normal working days/hours with the hope that this will suffice until our early call out team can be actioned the following morning.

In extremes of weather, it may not be possible to clear all routes or car parks across campus.

Responsibilities

The Grounds Manager will be responsible for organising snow clearance and gritting throughout the University and he will be supported by the Assistant Grounds Manager.

Grounds staff are responsible for recording their salting activity on the sheets provided and submitting to the Assistant Grounds Manager to file safely.

Building Facilities staff will be responsible for salting doorways/entrances with white salt provided by the Grounds team. If the salt containers are low on salt, Building Facilities staff must inform the Grounds Manager who will action a re-fill.

University Security staff have the ability to call out X3 designated Grounds Staff from 05.00am 7 days per week (**Restrictions apply – see ‘Working Hours’ and ‘Worked Example’ sections**) in the event of snow or ice that was not forecast by the Met Office.

During periods where Grounds staff are not on site during the late evening/early morning and localising frost/ice is discovered e.g. a section of path or steps/stairs, Security staff are encouraged to use the yellow salt bins to treat areas as necessary.

The Grounds Manager or Assistant Grounds Manager will email security.control@ncl.ac.uk each afternoon throughout the recognised winter maintenance period to inform them whether the early call out staff have been scheduled the following morning.

The Grounds Manager will ensure that Security staff have up to date contact details for the early call out staff each year, to be stored at Barras Building reception.

As stated previously, given that we cannot guarantee every area of the estate will be free of frost/ice/snow and we are unable to operate a 24 hour service, there is an expectation that all site users take reasonable responsibility for their own safety. This means ensuring that you use practical footwear when outdoors, being extra vigilant for potential slip hazards, avoiding slopes/gradients and using steps and handrails where possible and concentrating on foot placement.

Working Hours

The Grounds Maintenance Team will carry out the winter maintenance service as follows:

- General presence on central campus from 7am – 4pm Monday to Friday except Official closure dates and bank holidays.

Staggered staff starting times will mean fewer personnel at the start and end of the day, as such, high priority work will be carried out at these times.

- Early call out staff driving tractors and spreaders from 5am – 3pm Monday – Friday and 5am – 5pm (latest time to call) on Saturday and Sunday.

The early call out team, consisting of x7 Grounds staff, will specifically treat roads, paths and car parks and are not able to treat steps and doorways.

Owing to the time taken for staff to complete treatment of their allocated route, which could be 3 or 4 hours, they can only be **actioned on 2 separate occasions during any given day** to allow them enough time for rest and recuperation, hence last call out time at 5pm on a weekend that could mean staff still completing their route at 9pm/10pm.

Procedure

The Grounds manager or Assistant Grounds Manager will inform the staff if they are required to attend site early in the morning, the afternoon before, which will be decided based on weather forecasts for overnight and early morning **road temperatures**. Temperature predictions of 0.5 Degrees Celsius or colder (red or orange warning) for a prolonged duration* throughout the night according to Met Office forecast data, will mean the Grounds Manager informs staff to attend site early the following morning. This Data is displayed in a traffic light system included on daily email reports that are sent from the Met Office as part of a paid subscription.

***a short duration e.g. 1 hour at 2am followed by an increase in RST would not constitute a call out.**

Examples Below:

Red

Frost, Ice and/or Snow are forecast to occur.

Orange

Road Surface Temperature (RSTs) are forecast to be +0.5°C or below (including DRY roads below 0.0°C) - there is still a risk of frost, ice or snow. See the detail of the forecast for more information.

TIME, DATE & COLOUR STATE	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	00:00	01:00	02:00	03:00	04:00	05:00	06:00
AIR TEMPERATURE (°C)	1.6	2.2	2.5	2.8	3.0	2.9	2.9	2.9	3.1	3.0	2.8	2.9	3.1	2.9	3.1	3.2	3.1	3.0	3.0
ROAD SURFACE TEMPERATURE (°C)	0.5	1.6	2.2	2.5	2.5	2.5	2.4	2.4	2.4	2.4	2.2	2.2	2.3	2.2	2.3	2.4	2.5	2.4	2.4
ROAD STATE	Rain	Wet	Rain																
RAIN ACCUMULATION (MM)	0.8	1.2	0.6	0.7	0.9	1.3	0.9	1.0	0.8	2.1	3.2	2.5	1.9	1.6	1.3	1.0	1.1	1.3	1.5
SNOW FALLING (CM)	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

The Grounds Manager and Assistant Grounds Manager will monitor longer term weather forecasts, again using Met Office data, to inform staff on a Friday afternoon whether they will be required to salt on Saturday, Sunday and Monday. The Grounds Manager and Assistant Grounds Manager will continue to communicate salting requirements to staff through times of University closure such as Christmas and inform the dedicated call out staff as required.

Grounds staff on foot and using utility vehicles will grit their allocated area and record this on the given paper document as part of their normal working day. The Grounds Supervisors will then check these areas to ensure they have been treated sufficiently and also record this process on a separate sheet. These staff will not be available during times of University closure and the service will be carried out by the early call out team only, who will salt main roads and main paths.

Completed sheets are kept on file for a period of 3 years.

Worked Example

If the early call out staff are instructed by the Grounds Manager on Friday afternoon to carry out salting on Saturday morning at 5am, the University Security Team on shift at the time have the ability to make x1 further call to these staff if required any time **before 5pm**. If this team do attend site a second time in the same day, they **cannot be called a third time** later that evening. In this instance the next opportunity to call the team out would be Sunday morning at 5am. I.e. they cannot be called at 5am, 1pm and 5pm in the same day.

Road Salt

The Grounds Manager or Assistant Grounds Manager will ensure of sufficient stocks of salt before and during the defined winter period.

Salt Bins

Yellow bins filled with road salt will be placed strategically around the campus (Appendix 1 & 2) during the winter months primarily for the use and convenience of the grounds staff; however, staff may freely use the grit to address local difficulties on campus where required.

These bins will be replenished as required after all areas have been treated for snow and ice.

Report a Fault or empty salt bin

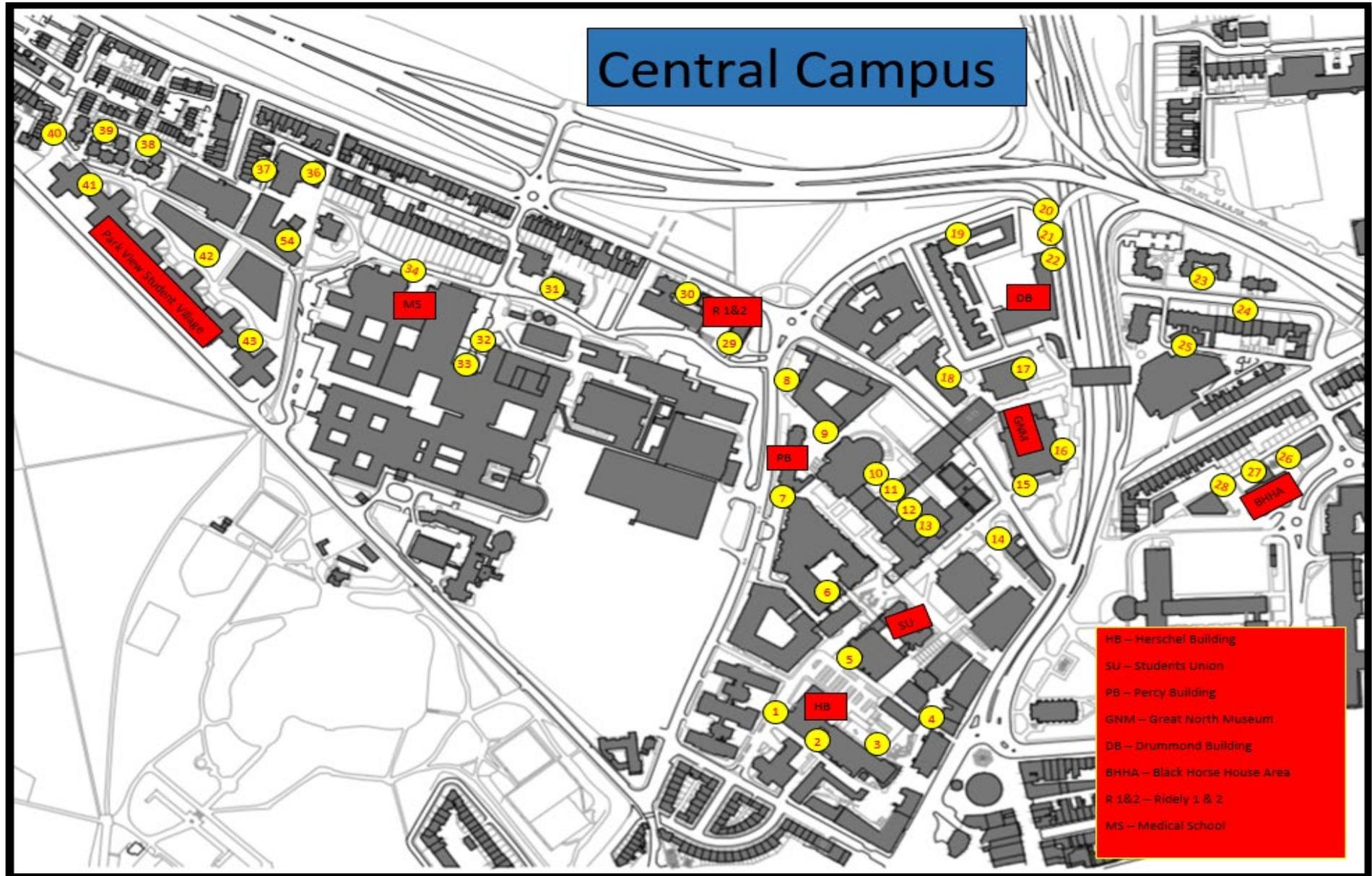
Requests for the team to respond to areas of the estate that require salt or snow clearing during normal working hours should be sent through the Estate Support Service helpline.

Email: ess-helpdesk@ncl.ac.uk | Tel: 0191 208 7171 | Opening hours are 8.30 am to 5.00 pm.

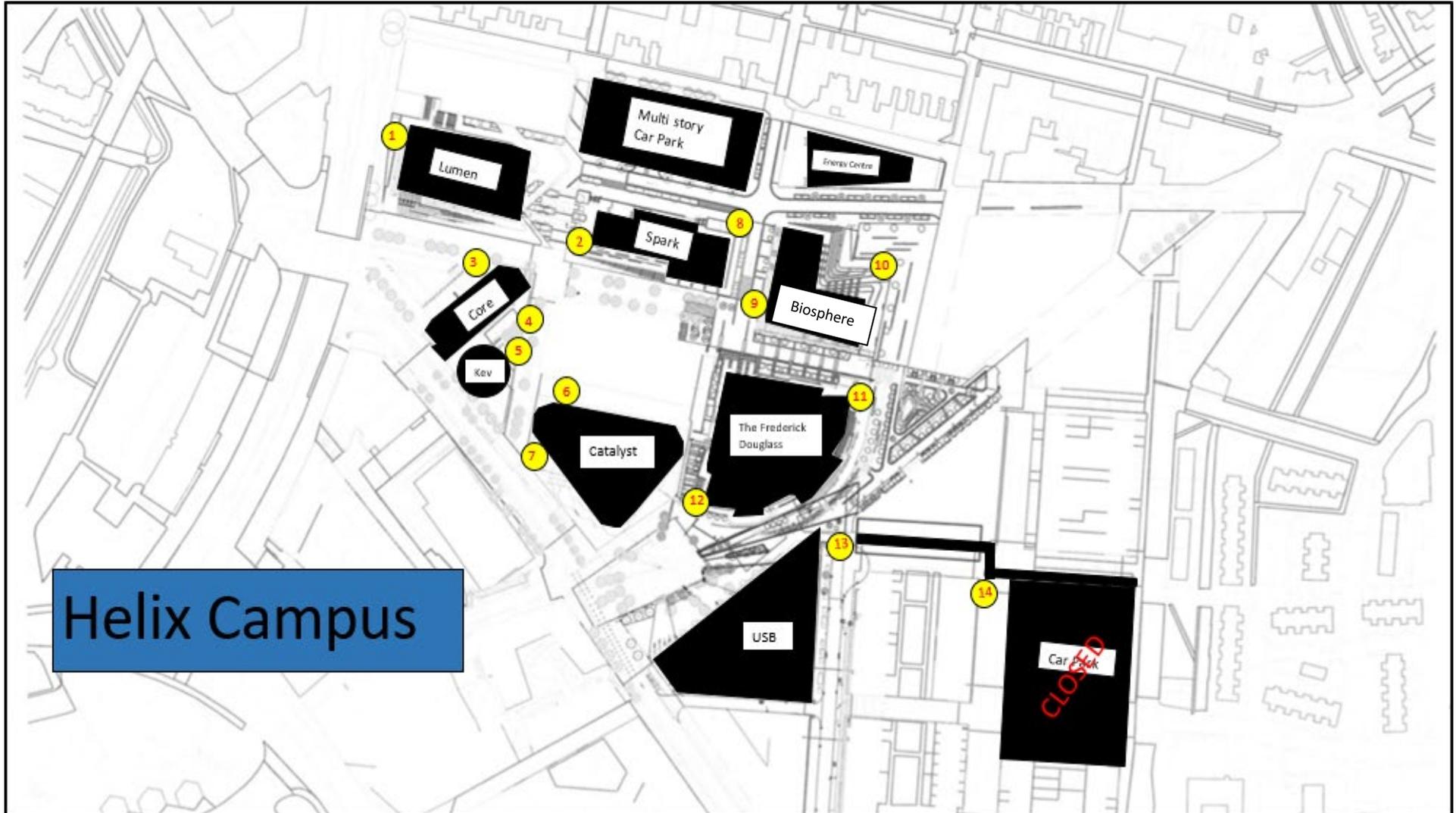
For emergencies out of office hours please contact our Security Control Centre 24 hour phone line on 0191 208 6817.

To report an empty salt bin, contact the helpdesk and state the number marked on the salt bin

Appendix 1 – Salt bin map of University Central Campus



Appendix 2 – Salt bin map of Newcastle Helix



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Newcastle University

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