

Snow and Ice Policy



Reference:	HS_POL_ASM_SIP_2.0	Author:	Assistant Director of Property Services
Scope:	Housing Solutions properties, Residents, staff. Emergency services	Approved by:	Steve Brookfield, Director of Property & Development
Legislation:	Occupiers' Liability Act 1957 Workplace (Health, Safety & Welfare) Regulations 1992 – Regulation 12	Date of approval:	23 rd May 2023
Regulatory/ Governance:	None	Date of next review:	23 rd May 2026
Related Policies:	Grounds Maintenance Policy Health & Safety Policy		

1. Policy Statement

- 1.1 This policy outlines Housing Solutions' policy in relation to the risks presented by snow and ice. The Occupiers Liability Act 1957 (amended 1984) places an obligation on the owner/occupier of land or building to ensure safe access and egress from that premise, which includes an obligation to minimise the adverse effects caused by snow and ice.
- 1.2 Housing solutions will endeavour to provide a single ingress / egress route for the use of emergency services and essential medical staff only. The gritting service is not charged with the clearance of all access routes to a property for staff or residents. The advice to staff and visitors is to use the single egress / ingress route cleared for use by the emergency services.
- 1.3 Snow and ice may present risks to the continuation of the provision of emergency services to and from the identified locations. It is therefore important to plan ahead for potential problems that may be caused by snow and ice. Housing Solutions is required to demonstrate that that it is acting reasonably in the event of snow and ice conditions and that it has plans to reduce the risks.

2. Scope

- 2.1 This policy applies to all buildings and grounds as identified by Housing Solutions that serve as Supported & Sheltered locations plus Housing Solutions offices at Waldeck Road. It does not apply within the boundaries of individual properties where residents have a responsibility for their own safety and that of visitors.
- 2.2 Grit may be applied to treat surfaces around the main entrance of Housing Solutions premises when the temperature is forecast to drop to 0 degrees or

below as reported by the Met Office. This includes the main access to offices and car parking areas.

3. Roles and Responsibilities

Board	Support the organisation in the safeguarding of residents, employees, contractors and third parties.
Executive Team	Support, as required in the delivery of this policy.
Assistant Director of Property Services	Approve and ensure application of policy
Estate Services Manager	Monitoring the air temperature by way of the Met Office.
Estate Services Lead	Monitors the air temperature in the absence of the Estate Services Manager. Organises and mobilises the team rota and gritting supplies.

4. Definitions

- 4.1 ESM – Estate Services Manager
- 4.2 ESL – Estate Services Lead

5. Legislation

- 5.1 Occupiers’ Liability Act 1957 - Property owners are under an obligation to take such care as is reasonable to see that visitors are reasonably safe visiting their property.
- 5.2 Workplace (Health, Safety & Welfare) Regulations 1992 - Regulation 12(3) applies to places of work. Arrangements should be made to minimise risks from snow and ice. This may involve gritting and snow clearing so far as reasonably practicable and the possible closure of some routes.

6. Procedure

- 6.1 A risk assessment on all sites has been carried out, any new sites will be assessed and added to the list, under appendix one, as required. These premises will be the first to receive the gritting service when the air temperature is expected to fall to 0 degrees or below as reported by the Met Office and as such, will be the first port of call for the Gritting Rota Team when applying salt and clearing snow.
- 6.2 Where staff carry out ice/snow clearance and/or gritting operations, appropriate equipment, personal protective equipment (PPE) and training will be provided by Housing Solutions. Whenever possible, all gritting will be carried out during works hours or as soon as possible after working hours. An agreed payment will be made for staff engaged in gritting. All persons carrying out gritting operations should be provided with a site specific risk assessment and procedure to follow. See Appendix 2 for Process Flow Chart
- 6.3 Any equipment provided for use should be returned to an appropriate store and cleaned to ensure that equipment is always readily available for use and in a serviceable condition. Staff carrying out ice/snow clearance may be responsible for completing a log which will assist with monitoring and assisting in protecting

Housing Solutions position in the event of any investigation or claim. Staff must also report back to their manager when grit is running low or if there are any problems with equipment.

- 6.4 All staff are responsible for reporting areas of ice or snow that may present a hazard to others, for example a blocked fire exit and to ensure that, where necessary, appropriate and practicable measures are taken to assist with gritting and snow clearing operations.
- 6.5 Staff should always be aware of their own health and safety and when inclement weather is forecast should wear appropriate clothing and suitable footwear to help reduce the risk of slipping. In severe conditions when snow makes vehicular access difficult staff should not park in such a way as to cause further disruption to services or other site users.
- 6.6 In extreme weather, classified as danger to life to travel (red warning from the met office), staff members will not be deployed to carry out their gritting duties, however, as soon as possible, following a risk assessment (and adjustment to red category), sites will be attended as required by this policy.
- 6.7 Staff not directly employed in the gritting Team i.e. Maintenance Staff, may be called upon in severe conditions to assist with site clearance to help maintain essential services.
- 6.8 Prolonged exposure to wind chill and cold temperature (prolonged exposure to low temperatures) increases the risk of hypothermia; all staff are required to take regular breaks as defined in the Procedure for Snow and Ice Clearance.
- 6.9 A generic risk assessment is in place, covering the actions that may need to be taken in the event of snow and ice conditions. The risk assessment includes what may be required to carry out ice/snow clearance at the site and includes:
 - The sequence in which any areas affected by ice/snow will be attended to.
 - When ice/snow clearance will be implemented –for example, will it be preventative or reactive?
 - How ice/snow clearance work will be carried out, who will do it and what equipment will be used, this should also include a manual handling risk assessment.
 - Any Health and Safety or lone working considerations of staff carrying out the ice/snow clearance.
 - Any PPE Requirements.
 - A system for monitoring the weather to ensure preventative gritting is carried out at the right time.
 - A system for monitoring the effectiveness of operations.
- 6.10 The risk assessment will determine and aid the development of procedures for ice/snow conditions and identify the equipment required to safely carry out any clearance operations. Local procedures should specify the conditions under which ice/snow clearance will be undertaken and the extent to which these procedures will cover. Where footpaths and car parks are accessible to visitors all areas should be incorporated into the clearance procedure where practicable.
- 6.11 Ice/snow conditions can often be widespread, but very often can also be localised. It is therefore imperative that local conditions are checked when ice/snow conditions are forecast. The local Met Office weather reports online will be used

for forecasting ice and snow. If the forecast predicts snow or the air temperature to fall to 0 degrees or below, pro-active operations to reduce the effects of ice/snow will be implemented.

6.12 In severe conditions such as heavy snow, it may not be possible to clear the snow and managers may have to consider closing non essential buildings for safety reasons.

6.13 Historically, there have been 21 Priority sites* each requiring 25kg of rock salt per site. Therefore, the minimum stock level required for seven days resilience is:-
3 deployments per week x 525kg per day = 1,575 kg plus a 20% contingency = 2 tonnes

*list of sites included in Appendix 1

6.14 All rock salt will be stored in garage locations currently managed by the Estate Service Leads and accessible 24x7 by all in the Community Maintenance team.

6.15 Guidance for staff involved in gritting and snow clearing operations is included in Appendix 3.

7. Training Implications

7.1 All Housing Solutions staff should be made aware of the key points within this policy, and any local procedures that may accompany this policy. Housing Solutions will offer advice and guidance annually to coincide with the onset of winter, and to remind people of their responsibilities during periods of inclement weather. Where appropriate, either by legislative requirement or as identified in a risk assessment, information training and any associated equipment will be provided by Housing Solutions.

8. Monitoring Arrangements

8.1 This policy and any associated procedures will be reviewed for effectiveness and amended to reflect practices and procedures as set out in the table below.

Area for Monitoring	Method	Who by	Reported to	Frequency
Legislation	Review of guidance provided by government websites	Estate Services Manager	Compliance Manager	Annually ahead of gritting period.
Procedures and Protocols	Review of local procedures	Managers / Heads of Service	Compliance Manager	Annually ahead of gritting period
Adverse Incidents	Accident / Near Miss Report	Estate Services Manager	HR / Compliance Manager	Immediately following any incident

9. Vulnerable Customers

- 9.1 This snow and ice policy is implemented to allow access for emergency services and essential medical staff only to the sites listed in appendix one. The gritting service is not charged with the clearance of all access routes to a property for staff or residents.

10. Equality, Diversity & Inclusion

- 10.1 Housing Solutions recognises the needs of a diverse population and always acts within the scope of its own Equality, Diversity & Inclusion Policy, and Equalities Act 2010. Housing Solutions works closely with its partners to ensure it has a clear understanding of its resident community with clear regularly updated service user profiles. Housing Solutions will record, analyse and monitor information on ethnicity, vulnerability and disability.

11. Confidentiality

- 11.1 Under the Data Protection Act 2018, UK General Data Protection Regulation (UKGDPR), all personal and sensitive organisational information, however received, is treated as confidential. This includes:

- anything of a personal nature that is not a matter of public record about a resident, client, applicant, staff or board member
- sensitive organisational information.

- 11.2 Housing Solutions employees will ensure that they only involve other agencies and share information where there is a legal basis for processing the information.

12. Review

- 12.1 This policy will be reviewed on a 3 yearly basis or more frequently in response to changes in legislation, regulatory guidance, good practice or changes in other relevant Housing Solutions' policy.

- 12.2 Our performance in relation to the delivery of the services and activities set out in this policy will be monitored on an ongoing basis through our established reporting mechanisms to the Executive Team, Board and associated committees.

13. Appendices

Appendix 1: Snow & Ice Clearing Risk Matrix and Site Priorities

Appendix 2: Process Flow Chart

Appendix 3: Guidance for staff involved in Gritting and Snow Clearing Operations

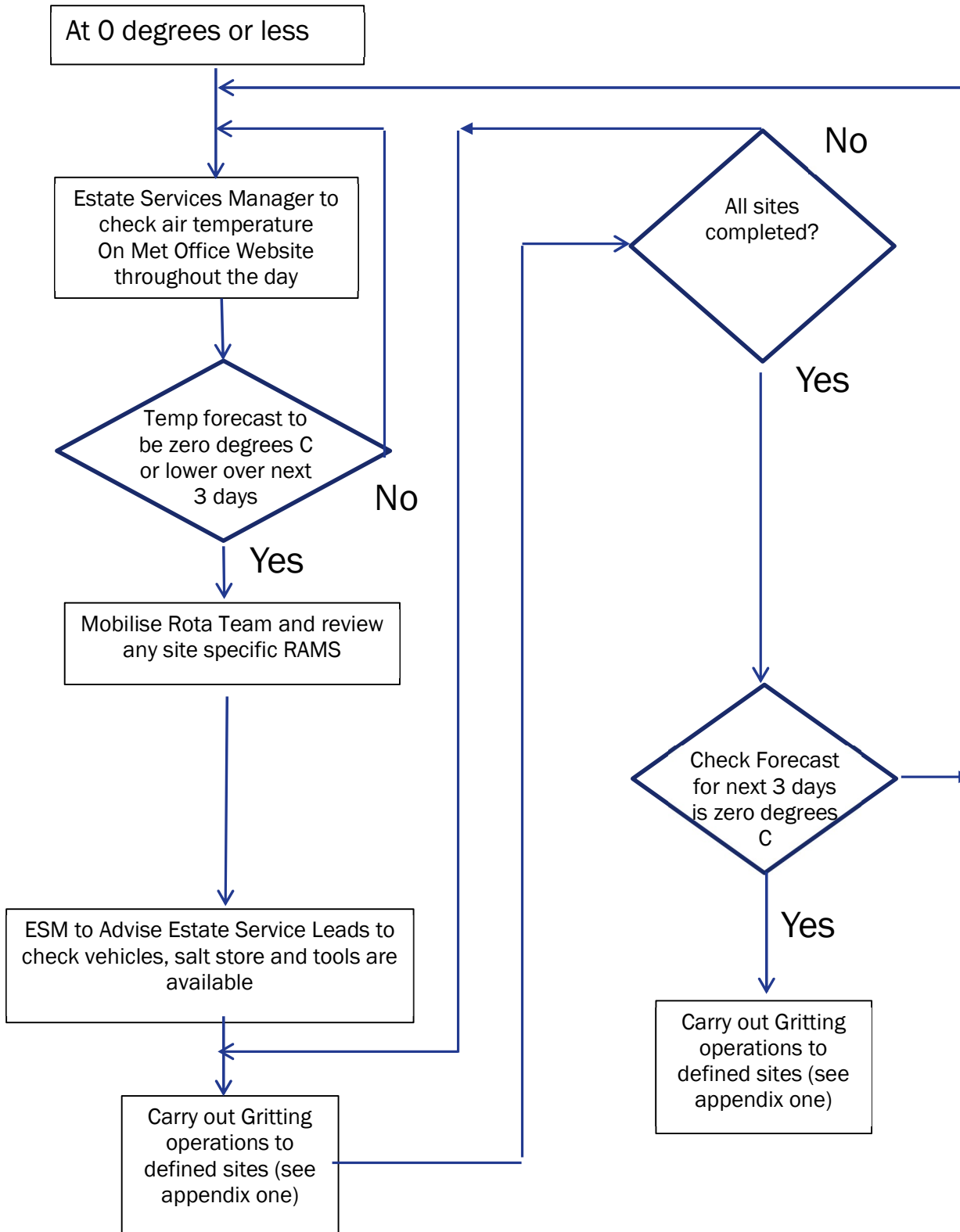
Appendix 1 – Snow & Ice Clearing Risk Matrix

Anything classified as red (with a score of 8 and above) will form the sites for gritting during adverse weather, as stipulated in the policy	Usage and conditions which could increase chance of slip.	Area not essential use for day to day activities or access	Exposed Flat or gentle slope with effective drainage area essential use	Exposed Few steps - steeper slope - Possibly with Handrail available-essential use	Exposed steep Slope No Hand Rail- Multiple Steps Possibly only access to property, poor drainage/prone to icing.
Resident risk category	Severity	1	2	3	4
Low-General needs- No known vulnerable Customers	1	1	2	3	4
Some known vulnerable customers – e.g. General needs blocks with some residents in category	2	2	4	6	8
Some vulnerable customers with pre identified support needs – e.g independent supported living	3	3	6	9	12
All Vulnerable Customers e.g Care/supported/sheltered *responsible to Housing Solutions	4	4	8	12	16

Site Priorities

Site priorities
Santa Maria, 268 London Road, Wokingham, RG40 1RD
Pinta, 548 Reading Road, Winnersh RG41 5HA
Orchard House, 31 Hyde End Lane, Ryeish Green, RG7 1EP
Salters Close, Maidenhead, SL6 8PT *due to access and egress through the site to George Herring Flats
Neve House, Norfolk Road, Maidenhead, SL6 7AX
Jakes House, Holman Leaze, Maidenhead, SL6 8AL
Maudsley House, Ray Street, Maidenhead, SL6 8PS
St. Pauls Court & South Road Flats, Maidenhead, SL6 1NX 1NU
Christian Smith House, Folijohn Way, Maidenhead, SL6 3HZ
George Herring Flats, Salters Close, Maidenhead, SL6 8PD
Blandford House, Ashcroft Road, Maidenhead, SL6 6 JQ
Southgate House, Maidenhead, SL6 7YW
20 Boadicea Close, Slough, SL1 5UJ
72 Eltham Avenue, Slough, SL1 5UP
1 & 2 Abell Gardens, Maidenhead, SL6 6PS
11 Allenby road, Maidenhead SL6 5BF
237 Courthouse Road, Maidenhead, SL6 6HF
Foxdown, Paley Street, Maidenhead, SL6 3JF
Lady Elizabeth House, Boyn Hill Road, Maidenhead – SL6 4EP
HSL Office, Crown Square, Waldeck Road, Maidenhead, SL6 8BY
The Birches, Englefield Place, Wokingham RG6 1FR

Appendix Two: Process Flow Chart



Appendix 3: Guidance for staff involved in Gritting and Snow Clearing Operations

Clearing ice/snow and grit spreading in winter can be hazardous and care should be taken to ensure your own safety. No gritting should take place without first completing a site specific risk assessment.

Always:

Ensure you are up to date with Statutory Manual Handling Training.

- Dress appropriately for the conditions.
- Wear good sturdy footwear.
- Be aware of your own capabilities.
- Wear Hi Visibility clothing when gritting car parks and access roads.
- Let other staff know you are outside gritting/snow clearing.
- Complete a log of gritting operations including any problems you encountered.
- Clean and return to storage all equipment used.

Wherever possible 2 people should be involved in the gritting operation as the inherent risk of injury from slipping is high and with sub-zero temperatures this poses a high risk assessment rating.

Snow Clearing

Take care when shovelling snow. Cold air makes it harder to work and breathe, which adds extra strain on the body. Take your time, rest when you need to, make sure you have plenty to drink and be safe.

Fresh snow is relatively easy to clear. As traffic starts to compact it then it becomes harder. It is therefore better to clear snow as soon as it has settled.

Dry powdery snow is best cleared simply by use of a sweeping brush. Wet snow will require more effort using a snow shovel or ordinary shovel.

When clearing snow it is important to think about where to put it, wherever possible move it to the bottom of a slope rather than the top. This prevents the ensuing melt water re-freezing across the path/road. Paths should be gritted as soon as possible after clearing snow.

For light snow (less than 2 inches) it is not always necessary to remove the snow as grit salt will be effective, especially if applied before the snowfall. NB. It is an offence to move snow onto a public highway or public footpath.

Gritting

Gritting paths and roads on private land that is open to the public is necessary to fulfil our duty of care under the terms of the Occupiers Liability Act 1984. Housing Solutions is liable to prosecution if it does nothing to reduce the risk of slipping on ice and snow.

Grit salt is most effective in temperatures down to -10 degrees Celsius. In temperatures below this road salt becomes less effective although it can still melt ice down to -21degrees. Grit salt is also effective under snow as the salt will form a barrier between the pavement and the snow so reducing the chance of slipping, however when snow is deeper than 2 inches salt becomes ineffective and manual snow clearance is recommended before gritting.

Do not use too much grit salt, a light coverage is all that is necessary, using too much grit is wasteful, can cause pollution of ground waters and can actually create a slip hazard especially for cars.

Salt is corrosive so all equipment used should be washed immediately after use and left serviceable for the next person.

Take care when handling bags of salt, bags are heavy and the cold conditions make handling more hazardous. Follow advice as given during manual handling training, and if necessary complete a manual handling risk assessment.

Personal Protective Clothing (PPE) will be provided by Housing Solutions for any staff member required to apply grit or clear snow. As a minimum requirement PPE should include:

- Gloves
- Hi Vis Jacket

Any other PPE deemed necessary should be considered by managers according to the individuals need such as wellington boots, hats and coveralls. For advice on clearing snow and ice at home visit the Meteorological Office advice pages online: [The Snow Code](#)