

Service	Highways
Completed by & title	Melvyn May – Highways
What effect did the adverse weather have on your service?	<p>Deteriorating road condition as a result of heavy rainfall, high water tables and localised flooding on the highway.</p> <p>Increase demand on service:</p> <ul style="list-style-type: none"> - safety inspections - condition surveys - preparation of repair programmes - preparation of bids for additional post flood repair/pothole funding - design and supervision of remedial works in addition to approved Highway Improvement Programme - third party claims
What plans did your service have in place beforehand to help manage the impact of the severe weather?	<p>Highway Asset Management Plan</p> <p>Highway Maintenance Policy and Procedure</p> <p>Corporate Major Incident Plan</p> <p>Winter Service Plan</p> <p>Adverse Weather Plan</p>
Of the actions that you had planned, what worked well?	<p>Clear lines of responsibility between Highways and Project teams</p> <p>Close working relationship with Volker Highways, Projects Team and Traffic Services.</p>
What worked less well or would you change for future events and why?	<p>EOC operations were variable depending on who was in the role of EOC controller.</p> <p>Initially, all operations were managed in CR2 resulting in a noisy/somewhat chaotic environment. Matters improved when CR1 came into operation so there may be some benefit separating communications from operations.</p> <p>Better management of Member involvement/ local political agendas</p> <p>Incident related service requests (ELMS) need to go through the EOC to help them assess hotspots/the scale of the problem and to avoid duplication within service areas.</p> <p>If you have a plan – follow the plan. This did not happen re sandbag policy.</p>
What changes, if any, were made to your plan in response to events and what effect did they have?	<p>Whilst the Winter Service Plan focuses on ice and snow, its principles and procedures apply to any adverse weather condition and has worked satisfactorily in combination with the corporate Adverse Weather plans over the last 3 years. No changes have been made following flooding.</p>
Please outline any other comments that you may have for the Commission	NA