

Winter Weather – Working Together

Stakeholder Engagement

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The City Of Edinburgh Council

Background



Options

Proposals were required at three levels:

- Tier 1: Improvements at little cost
- Tier 2: Improvements requiring additional resources within existing overall budgets
- Tier 3: A 'step change' to Scandinavian levels of preparedness, requiring significant increases in resources

Customer Engagement

- Neighbourhood Partnerships and Community Groups
- School Parent Council's and Vulnerable People Groups
- An online customer survey
- Customer Focus Groups



Staff Engagement

- An on-line survey of all Council staff
- Interviews and focus groups with key staff



Other Stakeholders

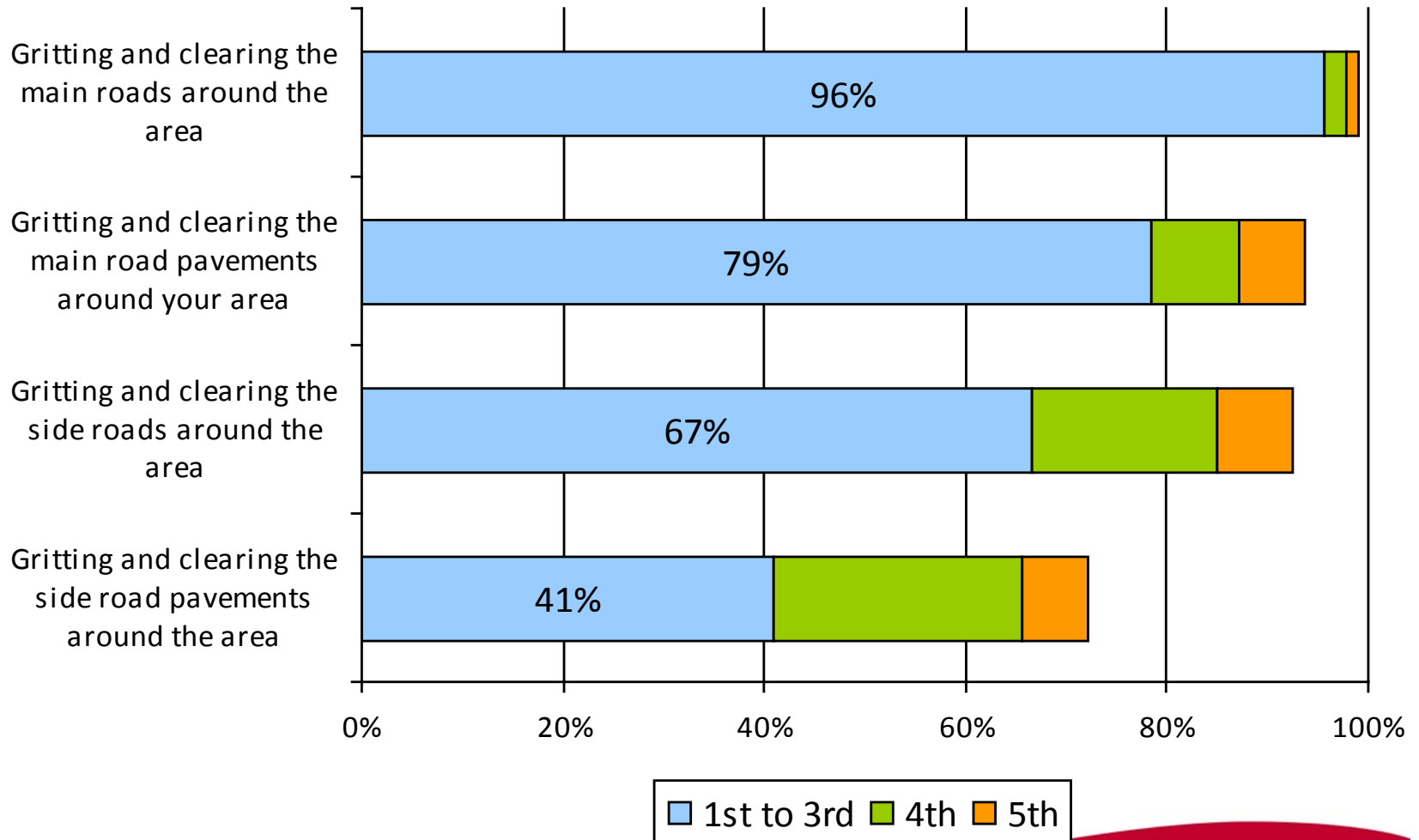
- 'Blue-light' emergency services
- Transport operators
- Business organisations
- Colleges and Universities
- Charities



What Went Well



Customer Priorities



Public Communications

BE PREPARED FOR WINTER!

ADVICE, INFORMATION AND CONTACTS

www.edinburgh.gov.uk/winterweather
www.twitter.com/edinburgh_cc

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SEVERE WEATHER SERVICES

During severe winter weather, the Council will provide regular updates on which roads and pavements we will salt and when. We will also tell you about any school closures, disruption to traffic, help available to vulnerable people, where you can find salt bins and what you can do with your rubbish and recycling if normal services are affected.

You can get information from our website at any time and during severe weather, you can get the latest updates from our Twitter account or local radio.

We have listed the website, Twitter and telephone details that you may need in this leaflet. So keep it to hand throughout winter.

BE PREPARED

Tips on how to help yourself and your community.

Before winter:

- * have your heating system checked
- * stock up on salt from your local DIY shop
- * get a good, strong snow shovel
- * have some food stocks
- * talk to family and friends about child care
- * review your travel plans
- * get your car a winter health check.

During severe winter weather:

- * check on neighbours
- * keep up to date with roads, schools and travel information on our website, Twitter and on local radio
- * stay warm
- * avoid using your car unless really necessary
- * help by clearing snow and ice in your area

- * don't leave your car where it may block buses, gritters or emergency vehicles.

JOIN THE SNOW CLEARING EFFORT

The Council will do all it can to keep the city moving. However, our focus has to be on priority routes for buses and emergency vehicles and giving access to hospitals, health centres and schools.

In previous years, we have been encouraged by the number of residents who contact us to see how they can help. There is a lot you can do by clearing pavements in your area and checking on neighbours. Your local Neighbourhood Team may be able to help with equipment. Get their contact details on the back of this leaflet.

We are enlisting some volunteer snow wardens to be our eyes and ears in their community. They can tell us about specific problems and support residents with the local effort to clear snow and ice from pavements.

To find out if you could be a Volunteer Snow Warden call 0131 529 3687 or visit our website.



CLEARING SNOW AND ICE

Follow these hints and tips for the best and safest way to clear snow and ice:

- * Wear warm clothes and footwear with a good grip. Don't take risks on the road and wear visible clothing so you can be seen.
- * Try to clear snow or ice early. It's easier to move loose snow and the sun will help melt ice.
- * Clear a small path down the middle of the pavement for a safe surface to walk on then shovel from the centre to the kerbside. Don't block paths, driveways or drains.

- * Use salt or sand – not water, as it will freeze. Ordinary table salt can be used, but you can buy bags of rock salt from DIY shops. Use more salt on steps and steep pathways. Sand gives a good grip, but won't stop the path icing over.

There is no law stopping you from clearing snow and ice from pavements. Go to the Ready Winter pages on www.readyscotland.org for the Scottish Government's advice on clearing snow and ice and preparing for winter.

CONTACTS

Information and queries, including school closures
 0131 200 2000 (during and out of normal working hours)
www.edinburgh.gov.uk/winterweather
www.twitter.com/edinburgh_cc

Local radio
 Forth One 97.3 FM
 Forth 2 15.48 AM

Concerned about someone's welfare
 Social Care Direct
 0131 200 2324
 0800 731 6969 (out of hours)

Roads, pavements and traffic updates
clarence@edinburgh.gov.uk
 0800 232 232
 Twitter @edintravel

Rubbish and recycling
 0131 529 3030

Neighbourhood Teams – local information on Council services

East	0131 529 3111
City Centre and Leith	0131 529 7061
North	0131 529 5050
South	0131 529 5151
South West	0131 527 3800
West	0131 529 7440

Lothian Buses
 0131 555 6363
www.lothianbuses.com
www.mybustracker.co.uk

NHS24
 08454 242424



You can get this document on tape, in Braille, large print and various computer formats if you ask us. Please contact Interpretation and Translation Service (ITS) on 0131 242 8881 and quote reference number 11-2021. ITS can also give information on community language translations. You can get more copies of this document by calling 0131 529 3687.

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Public Communications

Address Search
 Search

Drag the pin onto the map to set your location

Home, Info, Location, Refresh icons

Find my nearest grit bins and find my gritting route
First of all set your location either by finding your address in the address search above or by dragging the blue pin onto the map

Find grit bins and routes
Once you have set your location use the searching links that will appear in this panel to find your nearest grit bins or to find your gritting route

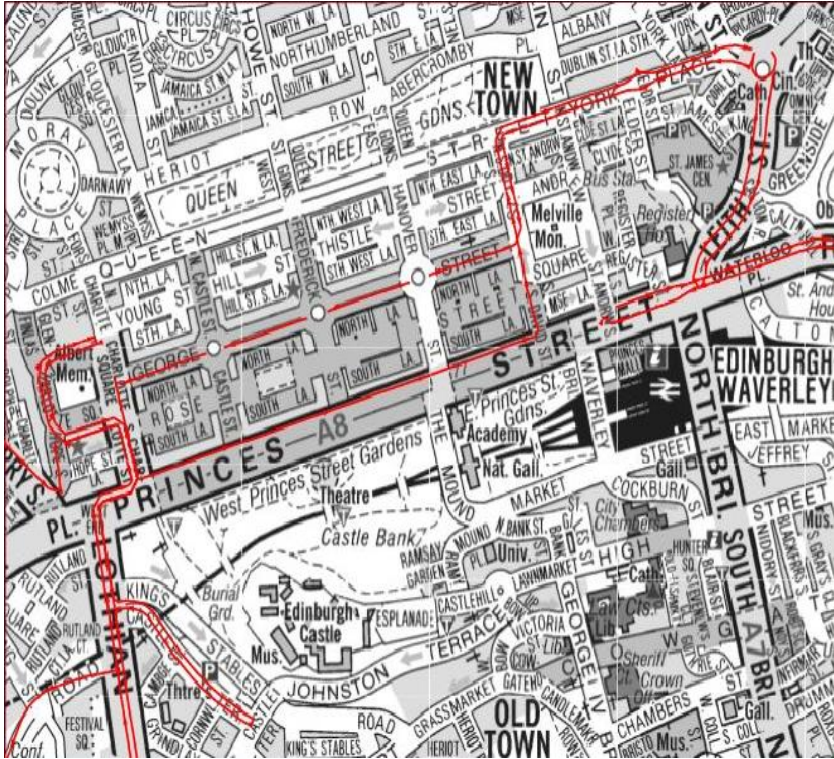
Map features
Overlay grit bin locations and gritting routes on the map (they are turned on by default)

Map showing Edinburgh area with yellow pins and red routes. Labels include: FORTH OF FORTH, Edinburgh Airport, Cramond, Leith, Bonnington, Juniper, Liberton, Craighall, A68, A720, A723.

Pedestrians



Roads

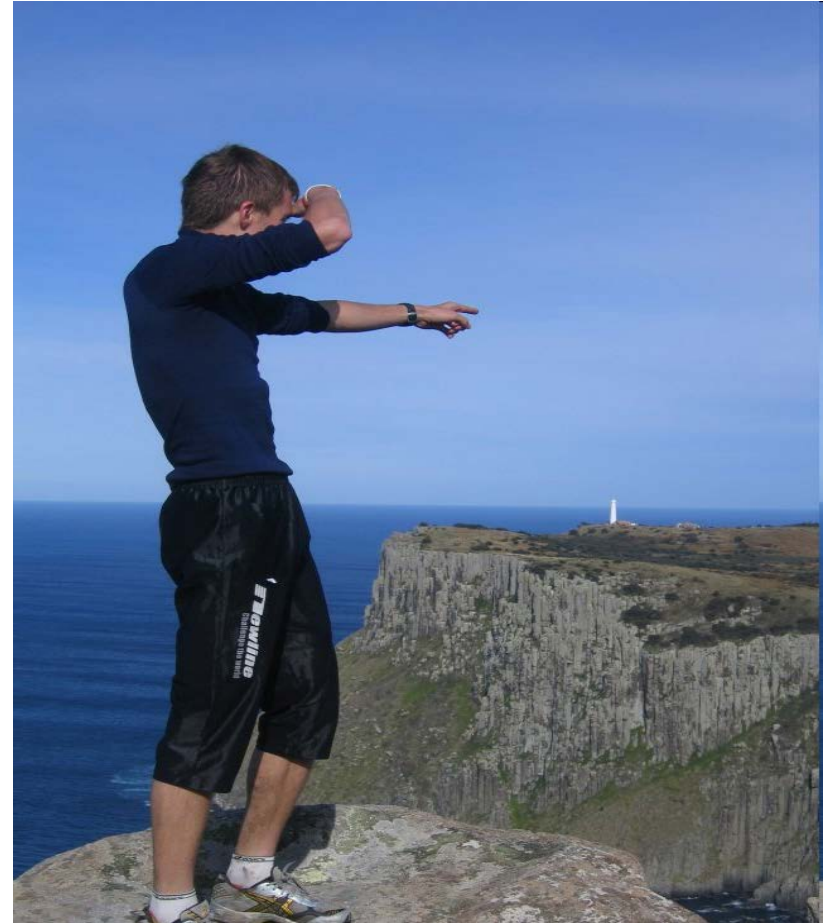


Volunteer Scheme



Looking Forward

- Continuous Improvement
- Developing this new way of working
- Customers at centre of everything we do



Thank You

