

Customer First Analysis

Winter Maintenance Arrangements

Purpose

A report to Cabinet 14th September, 2011 outlines the arrangements for winter maintenance activities during the forthcoming season. Lancashire County Council is responsible for gritting highways maintainable at public expense. Hyndburn is responsible for gritting car-parks and other public areas in its ownership and will provide assistance to Lancashire CC in clearing priority footpaths at times of need.

This CFA looks at the service provided by Hyndburn in taking reasonable steps to minimise the risk to residents gaining safe access to car-parks, shopping areas, parks and the cemeteries/crematorium at times of snow and ice. Details will be available on the Council's website

Evidence

The Council now has a supply of rock salt and more equipment to spread it. Similar arrangements were introduced last year and were well received by residents. We have now increased our available resources to build in further capacity and resilience. The arrangements benefited all members of the community. No complaints were received at our call centre from an equalities perspective.

Impact

The service is non discriminatory. The removal of ice and snow benefits all members of the community by helping them go about their daily duties.

Actions

There is no evidence to suggest that the scheme benefits or disadvantages a particular group. Less able bodied people may still have more difficulty getting around when conditions underfoot are tricky. The removal of snow and spreading of grit will not guarantee a slip free surface and people in this group may still require assistance from a relative, friend or neighbour.