

Winter Service Plan Report, Appendix 2, Feedback and Consultation Feedback

	Source of feedback	Detail of feedback	Response in Winter Service Plan
1	LBH – Head of Catering	Mattison Road and Pemberton Road iced over, difficulty delivering school meals	This was a problem because to conserve grit we had to stop gritting Priority 2 & 3 carriageways. Any school that is on a Priority 2 or 3 carriageway has been identified and listed separately in the revised plan. This is the new Priority 1B Carriageway category. If a snow event occurs in term time this list will be invoked to bring forward carriageway gritting for schools on Priority 2 or 3 carriageways. This should prevent a similar problem re-occurring.
2	LBH - Supported Housing Team Leader	Problem with dial a ride and other gaining vehicle access to residential care home in Jellicoe Road, Cavell Road and Fryatt Road.	This was a problem because to conserve grit we had to stop gritting Priority 2 & 3 carriageways. Those on Priority 3 carriageways which include those named on this feedback were worst affected.
3	Elderly resident in N22	Could the Council clear her pathway of snow and ice.	All carriageways that were in the Priority 3 category that have Residential Care Homes have now been put into the Priority 2 Carriageway category. The Council is not responsible for clearing private pathways as part of its Highways Act obligations. The resident was referred to other Council services designed to support vulnerable people. Officers in Homes for Haringey, Parks, CYPS and Corporate Property Services have been advised that they need to have plans in place to deal with snow and ice within the premises they are responsible for. We will be providing general advice on the web-site to

			residents and drivers to help them cope with snow and ice conditions.
4	Resident in Allison Road	Please install a grit bin in Allison Road because it is quite steep. Please review priority of carriageway gritting of 'ladder' roads.	Site identified in Allison Road as a proposed Priority 1 grit bin installation location. 'Ladder' road carriageways were virtually all Priority 2 or 3. Several 'ladder' road carriageways have been re-categorised as Priority 1 due to weight of traffic carried or gradient.
5	Cllr. Lyn Weber	Please install a grit bin in Northwood Road because it is quite steep.	Site identified in Northwood Road as a proposed Priority 1 grit bin installation location.
6	Police / Head of Sustainable Transport	Problems for traffic attempting to pass between Wightman Road and Green Lanes along 'ladder' roads.	'Ladder' roads carriageways were virtually all Priority 2 or 3. Several 'ladder' road carriageways have been re-categorised as Priority 1 due to weight of traffic carried or gradient.
7	Cllr. Martin Newton	Please install grit bins at Dukes Avenue, Methuen Park, Donovan Avenue, Barringer Road, Hill Road, Greenham Road, Tetherdown, Muswell Rd, Kings Avenue, St. James Lane, Hillfield Park, Linden Road, Muswell Hill Place, Ellington Road, Onslow Gardens, Woodland Rise, Woodland Gardens, Beresford Road and Effingham Road.	Sites identified in these roads as proposed Priority 1, 2 or 3 grit bin installation locations.
8	Cllr. Alexander	Some 'ladder' roads have gradients which make them treacherous when iced over.	This was a problem because to conserve grit we had to stop gritting Priority 2 & 3 carriageways. 'Ladder' road carriageways were virtually all Priority 2 or 3. Several 'ladder' road carriageways have been re-categorised as Priority 1 due to

			weight of traffic carried or gradient.
9	Cllr. Canver and resident of the Gardens area off Green Lanes	Non-specific request to install grit bins in Gardens area.	The Gardens area is flat. There were no locations found in the Gardens area where it was considered a priority for installing grit bins.
10	Cllr. Canver, St. Ann's and Harringay Area Assembly, 16 th February 2010	Concern over gritting near schools	The revised Winter Service Plan recognises the importance of keeping schools open. Carriageways serving schools that are usually categorised Priority 2 or 3 have been identified in a new category called Priority 1B Carriageways. In the event of heavy snow fall during term time Priority 1B will be invoked to speed up carriageway gritting near schools, this work will follow immediately after Priority 1 Carriageway gritting has been completed.
11	Deputy Director CYPS	Please prioritise gritting for schools.	Footpaths serving schools have been identified in a category called Priority 2 Pavements. Again, this will be invoked in term time as required by weather conditions. See 10 above.
12	Cllr Reid, Resident and Hornsey & Stroud Green Area Assembly of 9 th March 2010	Suggested roads for sites of new grit bins: Newland Road, Boyton Road, Boyton Close, Harvey House, Pembroke Road, Audley House, Newland Road near Nightingale Lane. There are no grit bins north of High Street	This request relates to grit bins suggested for the Campsbourne estate and has been passed to Homes for Haringey officers for consideration. 5 sites have been identified north of High Street as proposed Priority 1, 2 or 3 grit bin installation locations, these are North View Road, Newland Road, Campsfield Road, Boyton Close and Boyton Road.

	Roads designated Town Centre and therefore top priority include Brook Rd, Boyton Rd and Nightingale Lane. Brook Rd is not Town Centre. Why does Park Avenue South have 2 grit bins (1 at each end) and designated Priority 1? What makes this road so important? Why are these roads Priority 2? (Farrer Road, Hillfield Avenue, Lightfoot Road, Rectory Gardens) How are Boyton and Brook Rd designated Priority 3 when they are also classified as Town Centres for top priority gritting? The exposed E/W Newland Road facing north which gets severely iced up with every snowfall and thaws much later than many roads effectively trapping pedestrians and	These roads are Priority 1 for pavement gritting as they serve Residential Care Homes. Residential Care Homes are treated as Priority 1 along with Town Centres and are gritted on the same schedules. Park Avenue South meets the criteria for being placed in Priority 1 Carriageways due to gradient and weight of traffic although it is acknowledged as being towards the lower end of the Priority 1 category overall The grit bins in Park Avenue South have been there for some time. There are no plans to remove them at the moment. These roads are categorised Priority 2 Carriageways as they carry moderate levels of traffic and/or have slight gradients. Boyton and Brook Roads have been moved to Priority 2 Carriageways due to there being Residential Care Homes on them. The same principle has been applied to all Residential Care Homes that were on Priority 3 Carriageways. Newland Road has been moved up from Priority 3 to Priority 2 for carriageway gritting as a means to access Residential Care Homes. It is also warranted to do this due to exposure. The pavement of Newland Road does not have specific risk factors that would place it in either Priority 1 or 2 for pavement
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	drivers.	gritting. It would be gritted to support completion of refuse and recycling collections as Priority 3 pavement gritting. The following roads surrounding Campsbourne Estate have been moved up from Priority 3 to Priority 2 Carriageways: Boyton Road, Brook Road, Newland Road and Nightingale Lane. Pavements of Boyton Road, Brook Road and part of Nightingale Lane are Priority 1 for pavement gritting. The remainder of Nightingale Lane is Priority 2 for pavement gritting due to the schools at the end. The responses immediately above cover the issues raised in this feedback. These pavements do not have specific risk factors that would place them in either Priority 1 or 2 for pavement gritting nor as Priority 3 gritting to support refuse and recycling collections. They would be gritted as Priority 4. This feedback has been passed to Homes for Haringey officers to consider.
13	Resident	Campsbourne Estate has low priority despite the only 2 roads out of the estate (Boyton Road and Nightingale Lane) not getting gritted and only some patches of the pavement in Nightingale Lane. Both Boyton Rd and Nightingale Lane are on steep slopes with limited sun/light (both run N/S) and are exposed to the open area of Ally Pally to the north. The footpath from Campsfield Rd across Boyton Close to Pembroke Rd is also (in part) on a steep incline and freezes up like a ski slope leaving residents with no way off the estate safely. There are no grit bins on the Campsbourne estate for residents to use themselves. Please install a grit bin at Northwood Road junction with Site identified as proposed Priority 1 grit bin installation location.

		Claremont Road	
14	Resident	Please install grit bins in Barnard Hill, Goodwyn's Vale, Wilton Rd, Greenham Road and Muswell Avenue N10.	Sites identified in these roads as proposed Priority 1, 2 or 3 grit bin installation locations.
15	Cllr. Gorrie	Nightingale Lane is listed as a Priority 3 Carriageway but it is the only access for Campsbourne Primary School and the only access route for North View Road, South View Road, Beechwood & Hawthorn Roads.	Nightingale Lane has been moved to a Priority 2 Carriageway for general gritting purposes. In the event of snow fall during school term time Nightingale Lane would be treated as a Priority 1B Carriageway immediately after Priority 1 Carriageways have been completed. Pavements leading to all schools have been identified and categorised as either Priority 1 or 2. The is already one grit bin in each of these roads in that area, Inderwick Road, Mayfield Road and Nelson Road. Two potential new sites have been identified as proposed Priority 1, 2 or 3 grit bin installation locations at Denton Road and Uplands Road. The pavements of Cholmeley Crescent and Northwood Road do not have specific risk factors that would place them in either Priority 1 or 2 for pavement gritting. They would be gritted to support completion of refuse and recycling collections as Priority 3 pavement gritting.
16	Cllr Reid, Chair of Rathcoole Gardens Residents' Association	Consideration should be given to grit bins that covers the area between Rathcoole Avenue and Inderwick Roads, Rokesly Avenue down to Elder Avenue.	Sites identified in these roads as proposed Priority 1, 2 or 3 grit bin installation locations.
17	Resident	Cholmeley Crescent and Northwood Road pavements should be gritted as a priority.	
18	Cllr Wilson	Please install grit bins in Oakfield Road, Denton Road, Uplands Road, Mount Pleasant Crescent, Woodstock Road and Albany Road.	

19	Cllr Engert		'Forgotten grit bin'.	A grit bin was found dumped and broken at the exit of Muswell Hill car park. It was not on the recognised grit bin list and does not appear to have been placed in situ by the Council. The grit bin was removed.
20	Cllr Newton		Damaged grit bin bottom of Muswell Hill. Officers agreed to look at a dilapidated grit bin at the bottom of Muswell Hill.	This bin was not owned by the council and has now been removed.