

-----Original Message-----

From: Debra Reading On Behalf Of Ian Trenholm

Sent: 22 December 2009 10:39

To: Cllr Adams; Cllr Barton; Cllr Baskerville; Cllr Bateson; Cllr Beer; Cllr Bicknell; Cllr Burbage; Cllr Bursnall; Cllr C Bursnall; Cllr Chelani; Cllr D Wilson; Cllr Dudley; Cllr Endacott; Cllr Etherington; Cllr Fido; Cllr Gard; Cllr Grey; Cllr H Wilson; Cllr Harris; Cllr Hendry; Cllr Herdson; Cllr Hilton; Cllr Holness; Cllr Hunt; Cllr J Evans; Cllr Kellaway; Cllr Kemp; Cllr Khan; Cllr Knight; Cllr Lenton; Cllr Luxton; Cllr Mackay; Cllr Majeed; Cllr Maxwell; Cllr McBride; Cllr Meadowcroft; Cllr Muir; Cllr Napier; Cllr Newbound; Cllr Penfold; Cllr Pitteway; Cllr Proctor; Cllr Quick; Cllr Rayner; Cllr Richards; Cllr S Evans; Cllr Saunders; Cllr Smith; Cllr Stock; Cllr Story; Cllr Stretton; Cllr Thompson; Cllr V Howes; Cllr Walters; Cllr Werner; Cllr Wiles; Cllr Yong; Cllr Alison Knight (correspondence) (E-mail); Cllr Liam Maxwell (E-mail)

Cc: David Oram

Subject: CURRENT WEATHER CONDITIONS - 10.34am - Tuesday 22nd December 09

Importance: High

Dear Councillor,

In common with much of the country, the Royal Borough suffered from the severe weather and traffic conditions last evening. Also, the current very cold weather conditions are predicted to continue for the next few days.

I therefore thought that you might find it helpful if I provided you with a summary of what we have done over the last few days and particularly over night and also advise you of our current plans. Our contractors have gritted the primary and secondary routes as far as they are able given a number of areas where we have had abandoned vehicles. They went out from 4.30 pm until midnight and then again from the early hours through to this morning.

Our team has also been out again this morning gritting the Town Centre paths and our car parks and we continue to replenish the grit boxes.

With the very low temperatures and the compacted snow, side roads and footpaths remain very difficult and we continue to give out public information messages via press, local media and website.

Our plans for today are to continue to use our main contractors to continue with the gritting of primary and secondary routes and supplement this with our own staff to tackle town centres and car parks etc.

We are also now using our contractors to tackle vulnerable areas on a prioritised basis.

If you therefore have high priority areas in your wards such as around local shops etc., that would benefit from this targeted approach, then please e:mail: winter.service@rbwm.gov.uk <<mailto:winter.service@rbwm.gov.uk>>, so that we can try and prioritise these. This mail box will be monitored regularly. Please do try and highlight key areas to help us address those in real need. I am

arranging for Democratic Services to try and contact you direct to highlight this service.

We are also contacting Parish Council Chairman and Clerks with the offer of delivery of supplies of sand to local facilities so that they can support us in local areas where the community may wish to support with gritting of local paths or other community areas.

We have liaised with our Social Care Team so that we can include elderly persons / sheltered housing schemes where we are able to support.

Last evening we offered our own car parks for anyone who wished to park their vehicles overnight rather than continue with their journey or abandon vehicles on the highway. We are therefore also suspending car parking enforcement today.

The Town Hall was also opened as a refreshment stop for local residents who were finding it difficult to get home.

The Homecare service is running, along with some day care services. Localised gritting has taken place outside some social locations, but the main problem with day care services remains transporting them to the centre.

Libraries and Leisure Centres are open.

There are no problems in Children's Services.

Ian Trenholm
Chief Executive

-----Original Message-----

From: Debra Reading On Behalf Of Ian Trenholm

Sent: 07 January 2010 12:52

To: Cllr Adams; Cllr Barton; Cllr Baskerville; Cllr Bateson; Cllr Beer; Cllr Bicknell; Cllr Burbage; Cllr Bursnall; Cllr C Bursnall; Cllr Chelani; Cllr D Wilson; Cllr Dudley; Cllr Endacott; Cllr Etherington; Cllr Fido; Cllr Gard; Cllr Grey; Cllr H Wilson; Cllr Harris; Cllr Hendry; Cllr Herdson; Cllr Hilton; Cllr Holness; Cllr Hunt; Cllr J Evans; Cllr Kellaway; Cllr Kemp; Cllr Khan; Cllr Knight; Cllr Lenton; Cllr Luxton; Cllr Mackay; Cllr Majeed; Cllr Maxwell; Cllr McBride; Cllr Meadowcroft; Cllr Muir; Cllr Napier; Cllr Newbound; Cllr Penfold; Cllr Pitteway; Cllr Proctor; Cllr Quick; Cllr Rayner; Cllr Richards; Cllr S Evans; Cllr Saunders; Cllr Smith; Cllr Stock; Cllr Story; Cllr Stretton; Cllr Thompson; Cllr V Howes; Cllr Walters; Cllr Werner; Cllr Wiles; Cllr Yong; Adam Afriyie House of Commons (E-mail); Theresa May - House of Commons (E-mail); Cllr Alison Knight (correspondence) (E-mail); Cllr Burbage (E-mail); Cllr Liam Maxwell (E-mail)

Cc: Anna Crispin; Anthony Kemp; Christabel Shawcross; Cliff Turner; David Oram; Andrew Brooker; Andrew Elkington; Carol Naismith; Maria Lucas; Tim Slaney

Subject: RBWM update on winter weather response, Thursday 7th January
Importance: High

Dear Members and MPs,

Following yesterday's heavy snow falls and the current icy conditions I am writing to give you some headlines;

Current Situation

1. Services for vulnerable and elderly at home, such as Meals on Wheels, Residential Care and homelessness are running, albeit with some delays in places. Community wardens have been out in 4 x 4 s to deliver meals in some places
2. Windsor and Maidenhead Leisure centre's are open (and being used), but will close early with events on the evenings being rearranged.
3. Gritters were out overnight and continue to clear snow, etc. 3 roads could not be gritted by the large lorries because of parked cars and they were followed up by smaller lorries this morning, so have now been done.
4. Town centre footpaths and Car parks have been gritted
5. Additional gritting is taking place in areas reported by residents or members on a priority basis.
6. Offer to parish councils to deliver sand to them for local hotspot gritting has been repeated
7. Salt levels at present are adequate and being built up ready for the coming few days of cold weather
8. Traffic levels (pedestrian and vehicle) are higher than yesterday but still not back to normal levels
9. Waste collection today has been cancelled and will be replaced by a double run same time next week. We are putting in place contingency arrangements for next week. We are making collections from the council's 'bring sites', where they are accessible.
10. All schools remain closed, but are being asked to consider ways to make up the time / send out homework on line, etc.

11. Social care teams able to respond to emergency safeguarding situations

12. CSC has been open but receiving relatively few calls. Website traffic is 60% up on last year with school closure and winter services pages being well viewed and commented on via GovMetric.

13. Building Control, stand ready to deal with dangerous structures, although none reported

14. Thames Water report a 50% increase in burst water mains. No other issues with utilities reported.

Risks being managed

1. Salt stocks are now government controlled from the Salt Union depot in Warrington. We are supplementing our stocks with supplies from other sources and appear in better shape than most other councils in Berkshire.

2. We are continuing to provide as much information to residents as we can via the radio, web and Twitter (which enables residents to receive free text alerts on issues such as gritting, weather conditions and waste collection times.)

3. We are actively planning for weekend cover

Overall, we have received excellent support from our contractors and council staff are working hard to minimise the impact on residents. My key objective remains to keep people safe, and restore services as soon as possible.

If you have particular problems in your Ward, please me know.

Thank you

Ian Trenholm
Chief Executive
Royal Borough of Windsor and Maidenhead
01628 796222

-----Original Message-----

From: Debra Reading On Behalf Of Ian Trenholm

Sent: 08 January 2010 10:34

To: Cllr Adams; Cllr Barton; Cllr Baskerville; Cllr Bateson; Cllr Beer; Cllr Bicknell; Cllr Burbage; Cllr Bursnall; Cllr C Bursnall; Cllr Chelani; Cllr D Wilson; Cllr Dudley; Cllr Endacott; Cllr Etherington; Cllr Fido; Cllr Gard; Cllr Grey; Cllr H Wilson; Cllr Harris; Cllr Hendry; Cllr Herdson; Cllr Hilton; Cllr Holness; Cllr Hunt; Cllr J Evans; Cllr Kellaway; Cllr Kemp; Cllr Khan; Cllr Knight; Cllr Lenton; Cllr Luxton; Cllr Mackay; Cllr Majeed; Cllr Maxwell; Cllr McBride; Cllr Meadowcroft; Cllr Muir; Cllr Napier; Cllr Newbound; Cllr Penfold; Cllr Pitteway; Cllr Proctor; Cllr Quick; Cllr Rayner; Cllr Richards; Cllr S Evans; Cllr Saunders; Cllr Smith; Cllr Stock; Cllr Story; Cllr Stretton; Cllr Thompson; Cllr V Howes; Cllr Walters; Cllr Werner; Cllr Wiles; Cllr Yong; Cllr Alison Knight (correspondence) (E-mail); Cllr Burbage (E-mail); Cllr Liam Maxwell (E-mail); Adam Afriyie House of Commons (E-mail); Theresa May - House of Commons (E-mail)
Cc: Anna Crispin; Anthony Kemp; Christabel Shawcross; Cliff Turner; David Oram; Andrew Brooker; Andrew Elkington; Carol Naismith; Maria Lucas; Tim Slaney
Subject: RBWM update on winter weather response, Friday 8th January
Importance: High

Dear Members and MP's

Following the recent heavy snow falls and the current icy conditions I am writing to give you some headlines;

Current Situation

1. Services for vulnerable and elderly at home, such as Meals on Wheels, Residential Care and homelessness continue to run with support from community wardens in 4 x 4 vehicles. Support from private care contractors has been excellent.
2. Windsor and Maidenhead Leisure centre's are open but most evening events over the weekend are being rearranged.
3. Libraries have been open on a best endeavours basis. Mobile and container library services have not been running, but a number of static services have where access and staff availability has allowed. The service has been well used in the towns, particularly by parents with children.
4. Gritters were out overnight and continue to clear snow, etc. and where access is not possible smaller trucks are being used and roads gritted by hand. We are receiving strong support from all contractors and our own staff. Balfours doing primary roads, Streetcare teams doing secondary roads, Veolia doing footpaths and ISS Waterers doing car parks. Veolia have been redeploying waste bulk carrier trucks to collect salt for us from Warrington.
5. Additional gritting is taking place in areas reported by residents or members on a priority basis.

6. Salt bins have been restocked on a a rolling basis.
7. Offer to parish councils to deliver sand to them for local hotspot gritting remains.
8. Salt levels at present are adequate but yesterday the government began more formal control of all salt stocks. We expect this to mean reduced supplies in coming days.
9. We have been using a range of salt sources over the past few weeks to build a small stock and we do not intend to change current gritting plans (including car parks and pavements) over the next two days. These plans will remain under continuous review over the weekend. Informally we have been told we are a 'priority' area but do not know what this means in practice.
10. Traffic levels (pedestrian and vehicle) are higher than yesterday but still not back to normal levels. Town centre shops are well stocked and staffed, but have relatively few customers.
11. Waste collection today has been cancelled and will be replaced by a double run same time next week. We are putting in place contingency arrangements for next week. We are making collections from the council's 'bring sites', where they are accessible.
12. Contrary to some press reports we are confident that we have attempted to collect waste from every household at least once every 2 weeks - and in most cases once a week over the Christmas period. Where bins have been missed (in some cases because we changed the bin collection day and residents had taken in their bins) we have been back to collect from individual households. Despite knocking on doors to ask people to put out bins and campaigns on the web etc I realise that for some this has not worked particularly well. The juxtaposition of Christmas and cold weather has added complexity. We will be reviewing this element in particular as part of our lessons learned. However the actual number of complaints is very low set in the context of the 240,000 bin and recycling lifts we were expected to perform over the last two weeks This is not a cause for complacency but I would seek your support in positively promoting the efforts being made by our staff and those of our contractors, and putting them in context.
13. About two thirds of schools remain closed. 17 schools were open for specific year groups and 9 primary schools were fully open. We are offering support where needed and have removed snow, etc in some cases. In other cases schools themselves have mobilised parents to help.
14. Specific requests are being made to those schools still closed to be prepared to reopen on Monday. This includes requests to check heating oil levels and run heating systems to make sure that if the weather improves we are not met with burst pipes, etc.
15. Social care teams are able to respond to emergency safeguarding situations.

16. CSC has been open but receiving relatively few calls. Website traffic is significantly up. The website is being updated a number of times each day and I would ask that if you can, you promote this source of information to residents who contact you.

17. Building Control, stand ready to deal with dangerous structures, although none reported.

18. A handful of dangerous trees have been reported and dealt with immediately using our normal contractors.

19. Thames Water report a 50% increase in burst water mains. No other issues with utilities reported.

20. All council services remain open, although in some cases the weather may prevent physical attendance at some locations.

Risks being managed

1. Salt stocks will become a concern early next week, although we are starting from a stronger position than most. Current resupply rates are a little faster than usage rates.

2. The website and Twitter feeds will be updated over the weekend. We have reporting points of 1000hrs, 1800hrs on Saturday and 1200hrs and 1800hrs on Sunday (the web will be updated shortly after reports are received). I would stress the value of signing up to Twitter as this will enable you to receive immediate SMS text messages as things change, in the longer term, it also gives you text alerts for councils meetings and events.

3. Weekend cover arrangements are in place. We will decide whether demand for the CSC is sufficient to justify opening over the weekend. Staff are on standby to deliver a telephone service from either Maidenhead, or can support at Tinkers Lane.

4. Where appropriate crews have been rotated and rested to ensure we can continue at this level for the foreseeable future, both in terms of dealing with snow and ice now but the recovery phase (additional pothole repairs and localised flooding).

5. On the basis that this weather may go on for a couple of weeks we are talking to parishes and others such as the Crown Estate about setting up a service with them to broker connections between residents who need help (collections of small amounts of shopping, prescriptions, etc) and those who are able to provide help (notably 4 x 4 drivers). We will be finalising details in the next few hours and hope to have it live by the end of the day.

Overall, we have received excellent support from our contractors and council staff are working hard to minimise the impact on residents. I have been pleased with the way our teams, in all parts of the council, have risen to the challenge and been very flexible in their approach.

My key objective remains to keep people safe, and restore services as soon as possible.

If you have particular problems in your ward, please me know.

Thank you.

Ian Trenholm
Chief Executive
Royal Borough of Windsor and Maidenhead
01628 796222

-----Original Message-----

From: Debra Reading On Behalf Of Ian Trenholm

Sent: 12 January 2010 12:12

To: Cllr Adams; Cllr Barton; Cllr Baskerville; Cllr Bateson; Cllr Beer; Cllr Bicknell; Cllr Burbage; Cllr Bursnall; Cllr C Bursnall; Cllr Chelani; Cllr D Wilson; Cllr Dudley; Cllr Endacott; Cllr Etherington; Cllr Fido; Cllr Gard; Cllr Grey; Cllr H Wilson; Cllr Harris; Cllr Hendry; Cllr Herdson; Cllr Hilton; Cllr Holness; Cllr Hunt; Cllr J Evans; Cllr Kellaway; Cllr Kemp; Cllr Khan; Cllr Knight; Cllr Lenton; Cllr Luxton; Cllr Mackay; Cllr Majeed; Cllr Maxwell; Cllr McBride; Cllr Meadowcroft; Cllr Muir; Cllr Napier; Cllr Newbound; Cllr Penfold; Cllr Pitteway; Cllr Proctor; Cllr Quick; Cllr Rayner; Cllr Richards; Cllr S Evans; Cllr Saunders; Cllr Smith; Cllr Stock; Cllr Story; Cllr Stretton; Cllr Thompson; Cllr V Howes; Cllr Walters; Cllr Werner; Cllr Wiles; Cllr Yong; Cllr Alison Knight (correspondence) (E-mail); Cllr Burbage (E-mail); Cllr Liam Maxwell (E-mail); Theresa May - House of Commons (E-mail); Adam Afriyie House of Commons (E-mail)

Cc: Andrew Brooker; Andrew Elkington; Carol Naismith; Maria Lucas; Tim Slaney; Anna Crispin; Anthony Kemp; Christabel Shawcross; Cliff Turner; David Oram

Subject: Winter weather update , 12th January

Dear Members and MP's

Following the recent heavy snow falls and the current icy conditions I am writing to give you some headlines; Current Situation

- 1) Services are almost all back to normal
- 2) Gritters were out overnight, and on standby for tonight
- 3) Salt levels at present are adequate, but deliveries are slowing.
- 4) Waste collection today is running as normal, although we expect that some areas will still be inaccessible. We are returning to about 30 roads in Maidenhead which were missed yesterday on a best endeavours basis.
- 5) No schools closed.
- 6) CSC traffic slightly higher yesterday as people called about waste collection.
- 7) No issues with utilities reported, but concern about burst pipes as thaw continues
- 8) Army and other 4 x 4 support being scaled back.

Risks being managed

1. Salt stocks are a concern. Resupply rates are starting to fall behind usage rates, however the better weather has meant we have not needed to grit at quite the same level. We are modelling a range of grit stock reduction scenarios.

2. A dusting of snow is expected tonight.

Our overall direction of travel is moving from a focus on keeping people safe, towards restoring services as soon as possible.

As such I will not be providing this daily update from now onwards unless there is a change in the current weather patterns. I will be away from the office for the next three days and David Oram will be taking over.

As ever if you have particular problems in your ward, please me know. Please can you continue to signpost people to our website, Twitter feed and the CSC all of which will have the latest information.

Thank you

Ian Trenholm
Chief Executive
Royal Borough of Windsor and Maidenhead
01628 796222

-----Original Message-----

From: Anne Dackombe

Sent: 07 January 2010 13:11

To: Everyone (excluding Schools)

Subject: Message from the Chief Executive: Update on Winter services, Thursday 7th January

This message is sent on behalf of the Chief Executive

Dear all

Following yesterday's heavy snow falls and the current icy conditions I am writing to give you some headlines;

Current Situation

1. Services for vulnerable and elderly at home, such as Meals on Wheels, Residential Care and homelessness are running, albeit with some delays in places. Community wardens have been out in 4 x 4 s to deliver meals in some places
2. Windsor and Maidenhead leisure centres are open (and being used), but will close early with events on the evenings being rearranged.
3. Gritters were out overnight and continue to clear snow, etc. 3 roads could not be gritted by the large lorries because of parked cars and they were followed up by smaller lorries this morning, so have now been done.
4. Town centre footpaths and car parks have been gritted
5. Additional gritting is taking place in areas reported by residents or members on a priority basis.
6. Offer to parish councils to deliver sand to them for local hotspot gritting has been repeated
7. Salt levels at present are adequate and being built up ready for the coming few days of cold weather
8. Traffic levels (pedestrian and vehicle) are higher than yesterday but still not back to normal levels
9. Waste collection today has been cancelled and will be replaced by a double run same time next week. We are putting in place contingency arrangements for next week. We are making collections from the council's 'bring sites', where they are accessible.
10. All schools remain closed, but are being asked to consider ways to make up the time / send out homework on line, etc.
11. Social care teams able to respond to emergency safeguarding situations
12. CSC has been open but receiving relatively few calls. Website traffic is 60% up on last year with school closure and winter services pages being well viewed and commented on via GovMetric.
13. Building Control stand ready to deal with dangerous structures, although none reported
14. Thames Water report a 50% increase in burst water mains. No other issues with utilities reported.

Current issues

1. Salt stocks are now government controlled from the Salt Union depot in Warrington. We are supplementing our stocks with supplies from other sources and appear in better shape than most other councils in Berkshire.

2. We are continuing to provide as much information to residents as we can via the radio, web and Twitter (which enables residents to receive free text alerts on issues such as gritting, weather conditions and waste collection times.)

3. We are actively planning for weekend cover

Thank you for your continued support. I know a lot of you have had difficult journeys to and from work - it is much appreciated. My key objective remains to keep people safe, and restore services as soon as possible.

Thank you

Ian Trenholm
Chief Executive
Royal Borough of Windsor and Maidenhead
01628 796222

-----Original Message-----

From: Anne Dackombe

Sent: 08 January 2010 10:28

To: Everyone (excluding Schools)

Subject: Message from the Chief Executive: Update on icy conditions, Friday 8th January

This message is sent on behalf of Ian Trenholm, Chief Executive

Dear colleague

Following the recent heavy snow falls and the current icy conditions I am writing to give you some headlines;

Current Situation

1. Services for vulnerable and elderly at home, such as Meals on Wheels, Residential Care and homelessness continue to run with support from community wardens in 4 x 4 vehicles. Support from private care contractors has been excellent.

2. Windsor and Maidenhead leisure centres are open but most evening events over the weekend are being rearranged.

3. Libraries have been open on a best endeavours basis. Mobile and container library services have not been running, but a number of static services have been open where access and staff availability has allowed. The service has been well used in the towns, particularly by parents with children.

4. Gritters were out overnight and continue to clear snow, etc. and where access is not possible smaller trucks are being used and roads gritted by hand. Balfours doing primary roads, Streetcare teams doing secondary roads, Veolia doing footpaths and ISS Waterers doing car parks.

5. Additional gritting is taking place in areas reported by residents or members on a priority basis.

6. Salt levels at present are adequate but yesterday the government began more formal control of all salt stocks. We expect this to mean reduced supplies in coming days.

7. Traffic levels (pedestrian and vehicle) are higher than yesterday but still not back to normal levels. Town centre shops are well stocked and staffed, but have relatively few customers.

8. Waste collection today has been cancelled and will be replaced by a double run same time next week. We are putting in place contingency arrangements for next week. We are making collections from the council's 'bring sites', where they are accessible.

9. About two thirds of schools remain closed, but some are open completely or for some year groups.

10. Specific requests are being made to schools to be prepared to reopen on Monday. This includes requests to check heating oil levels

and run heating systems to make sure that if the weather improves we are not met with burst pipes, etc.

11. Social care teams are able to respond to emergency safeguarding situations

12. CSC has been open but receiving relatively few calls. Website traffic is significantly up. The website is being updated a number of times each day and I would ask that if you can, you promote this source of information to residents who contact you.

13. Building Control stand ready to deal with dangerous structures, although none reported.

14. A handful of dangerous trees have been reported and dealt with immediately using our normal contractors

15. Thames Water report a 50% increase in burst water mains. No other issues with utilities reported.

16. All council services remain open, although in some cases the weather may prevent physical attendance at some locations.

Issues being managed

1. Salt stocks will become a concern early next week, although we are starting from a stronger position than most. Current resupply rates are a little faster than usage rates.

2. The website and Twitter feeds will be updated over the weekend. We have reporting points of 1000hrs, 1800hrs on Saturday and 1200hrs and 1800hrs on Sunday (the web will be updated shortly after reports are received). I would stress the value of signing up to Twitter as this will enable you to receive SMS text messages as things change, in the longer term, it also gives you text alerts for councils meetings and events.

3. Weekend cover arrangements are in place.

4. Where appropriate crews have been rotated and rested to ensure we can continue at this level for the foreseeable future, both in terms of dealing with snow and ice now but the recovery phase (additional pothole repairs and localised flooding).

5. On the basis that this weather may go on for a couple of weeks we are talking to parishes about setting up a service with them to broker connections between residents who need help (collections of small amounts of shopping, prescriptions, etc) and those who are able to provide help (notably 4 x 4 drivers). Details are being worked through in the next few hours but hope to have it live by the end of the day.

Overall, I have been pleased with the way our teams, in all parts of the council, have risen to the challenge and been very flexible in their approach - thank you.

My key objective remains to keep people safe, and restore services as soon as possible.

Thank you

Ian Trenholm

Chief Executive

Royal Borough of Windsor and Maidenhead

01628 796222

-----Original Message-----

From: Anne Dackombe

Sent: 11 January 2010 12:35

To: Everyone (excluding Schools)

Subject: Message from the Chief Executive: Winter weather update , 11th January

The message is sent on behalf of Ian Trenholm, Chief Executive

Dear Colleague

Following the recent heavy snow falls and the current icy conditions I am writing to give you some headlines; Current Situation

1. Services for vulnerable and elderly at home, such as Meals on Wheels, Residential Care and homelessness have continued to run with support from community wardens in 4 x 4 vehicles. Over the weekend the Army assisted in delivering meals and homecare. This will continue today.
2. Windsor and Maidenhead Leisure centre's are open
3. Libraries are open as per normal opening hours, including the container library
4. Gritters were out overnight.
5. Additional gritting is taking place in areas reported by residents or members on a priority basis
6. Salt bins have been restocked on a rolling basis.
7. Salt levels at present are adequate, but deliveries are slowing.
8. Waste collection today is running as normal, although we expect that some areas will still be inaccessible.
9. Only 3 schools are closed. All secondary schools are open for exams. Only Holyport Manor is closed due to access issues and the council is using a contractor to help clear the site of snow with the aim of re-opening tomorrow.
10. Social care teams are able to respond to emergency safeguarding situations.
11. CSC has been open but receiving relatively few calls. Website traffic is significantly up. The website is being updated a number of times each day and I would ask that if you can, you promote this source of information to residents who contact you.
12. All council services remain open, examples of work being done includes the Tourist Information centre assisting visitors to re-make plans where needed.
13. We have a cadre of 4x4 in place (from the Army, Crown Estate, Ascot and Legoland) ready to support the voluntary sector. Our own community wardens also have some capacity. We are therefore able to offer limited help to vulnerable residents who are struggling. Access is via the CSC in the first instance. If you are aware of a voluntary group who is struggling to get about and needs 4x4 support please contact us and we can try and help. We have no sense of how popular this service will be and so at this stage we are offering help on a best endeavours basis only and we are deliberately not widely promoting it. The message is if you know of someone, or a voluntary group, which needs help then let us know via the CSC and we will try and help. We are also proactively ringing as many groups as we can to see how they are getting on.

Other Issues

1. Salt stocks are a concern. Resupply rates are starting to fall behind usage rates, however the better weather has meant we have not

needed to grit at quite the same level. We are reviewing the position on a continuous basis.

2. Weather forecasts are variable. Yesterday predicted snow did not arrive but Advisory warnings are in place for Tuesday/Wednesday.

Thank you all once again for the great way in which you have risen to the challenge, we just need to keep it up for the next few days.

My key objective remains to keep people safe, and restore services as soon as possible. The emphasis has clearly moved more towards restoration of services, but this may swing back again on Wednesday if there is further snow fall.

Thank you

Ian Trenholm
Chief Executive
Royal Borough of Windsor and Maidenhead
01628 796222

-----Original Message-----

From: Anne Dackombe

Sent: 12 January 2010 12:21

To: Everyone (excluding Schools)

Subject: Message from the Chief Executive - Winter weather update ,
12th January

This message is sent on behalf of Ian Trenholm, Chief Executive

Dear Colleague

Following the recent heavy snow falls and the current icy conditions I am writing to give you some headlines; Current Situation

- 1) Services are almost all back to normal
- 2) Gritters were out overnight, and on standby for tonight
- 3) Salt levels at present are adequate, but deliveries are slowing.
- 4) Waste collection today is running as normal, although we expect that some areas will still be inaccessible. We are returning to about 30 roads in Maidenhead which were missed yesterday on a best endeavours basis.
- 5) No schools closed.
- 6) CSC traffic slightly higher yesterday as people called about waste collection.
- 7) No issues with utilities reported, but concern about burst pipes as thaw continues
- 8) Army and other 4 x 4 support being scaled back.

Risks being managed

1. Salt stocks are a concern. Resupply rates are starting to fall behind usage rates, however the better weather has meant we have not needed to grit at quite the same level. We are modelling a range of grit stock reduction scenarios.

2. A dusting of snow is expected tonight.

Our overall direction of travel is moving from a focus on keeping people safe, towards restoring services as soon as possible.

As such I will not be providing this daily update from now onwards unless there is a change in the current weather patterns. Please can you continue to signpost people to our website, Twitter feed and the CSC all of which will have the latest information.

Once again a big thank you for your efforts over the last few days. We are probably not 'out of the woods' but the weather forecast gives us grounds for optimism. I would however ask that you remain vigilant and take care moving about on foot and in cars, and underline that to residents you come into contact with. Once things calm down a little we will be looking at lessons learned so I would ask that give that some thought over the next few days.

Thank you

Ian Trenholm

Chief Executive

Royal Borough of Windsor and Maidenhead

01628 796222

-----Original Message-----

From: Anne Dackombe

Sent: 13 January 2010 12:51

To: Everyone (excluding Schools)

Subject: Message from David Oram - Severe weather update 13 January

This message is sent on behalf of David Oram, Deputy Chief Executive and Strategic Director of Environment

Dear Colleague

We thought yesterday that we were saying goodbye to the severe weather but the snowfall overnight and this morning was heavier than the Met Office's predicted 'dusting' so we are once again working to minimise the effects on our residents.

I am conscious of the huge amount of hard work going on across the council to ensure that we continue to deliver services throughout this very challenging period. This work has not gone unnoticed and I send you my heartfelt thanks for your sterling efforts.

Current Situation

- 1) Some services are suffering minor disruptions today.
- 2) Gritters were out last night treating both the primary and secondary routes. They are out again this morning to deal with the snowfall and will be on standby for later today and tonight, depending on the weather conditions.
- 3) Waste collections have now been suspended for today but some were done along main roads earlier this morning. Weather permitting, today's collections will be done tomorrow (Thursday), with Thursday's on Friday and Friday's on Saturday.
- 4) A number of schools are closed today but all secondary schools where public examinations are scheduled are open - the council has been working closely with headteachers and gritted outside these schools to ensure that students could get in.
- 5) CSC staff are continuing to field calls from the public, particularly about waste collections and gritting.
- 6) There are a few issues with utilities reported, but these are being addressed. We still have concerns about burst pipes during a thaw.

7) Our community wardens are once again helping the WRVS with meals deliveries. Thames Valley Police are helping with social care transport in the Cookham and Knowl Hill areas and the Irish Guards will be providing 4 x 4s for essential night-time services.

Risks being managed

1. Salt levels at present remain adequate, but we have now been instructed by the government to decrease usage by between 40 and 60%. We have sent a robust letter to challenge this as we believe that local authorities should be allowed to decide how best to grit their local roads, given the salt stocks available. For example, we have already mixed sand with salt for use in town centres and car parks.

2. We are closely monitoring the weather forecast to make sure we are prepared. However, it looks as if things will ease up as the day progresses. Freezing temperatures are forecast for tonight and we will be gritting accordingly.

Despite today's new snowfall, we are still moving from a focus on keeping people safe, towards restoring services as soon as possible. As ever, please continue to signpost people to our website, Twitter feed and the CSC all of which will have the latest information.

Thank you again for your efforts.

David Oram

Deputy Chief Executive and Strategic Director of Environment

Royal Borough of Windsor and Maidenhead

01628 796106

From: Anne Dackombe
Sent: 15 January 2010 12:33
To: Everyone (excluding Schools)
Subject: Winter weather update - message from David Oram

This email is sent on behalf of David Oram, Strategic Director of Environment and Deputy Chief Executive

Dear Colleagues

I'm sure you'll all have picked up that the weather forecast for the next few days is promising above-freezing temperatures so we have reduced the council's state of high alert which has been in operation for several weeks.

We don't expect to need to grit roads, footways or car parks over the weekend, schools are back to normal, waste collections have almost caught up and services across the council are settling into their usual routines.

This means that the large team of officers who have been working long hours, sometimes through the night, should be able to get a well-deserved break.

So, having 'weathered the storm', this is a good opportunity to thank everyone for your fantastic work, help and support during what was a challenging time for all of us. Thank you to the council staff and contractor teams who were at the sharp end in direct response to the severe weather. Your efforts helped us keep the borough on the move and provide services to our residents against difficult odds. Thank you to all members of staff across the council for battling into work, continuing to ensure 'business as usual' wherever possible and retaining a great sense of humour when the going was tough.

We can only hope that the worst of the winter weather is behind us. However, there may be more to come over the next couple of months so we will be asking you all to review how we did so we are well prepared to support our residents in the future.

In the meantime I hope you have an enjoyable and relaxing weekend.

With kind regards

David Oram
Strategic Director of Environment and Deputy Chief Executive

-----Original Message-----

From: David Oram

Sent: 23 December 2009 11:28

To: Cllr Adams; Cllr Barton; Cllr Baskerville; Cllr Bateson; Cllr Beer;
Cllr Bicknell; Cllr Burbage; Cllr Bursnall; Cllr C Bursnall; Cllr
Chelani; Cllr D Wilson; Cllr Dudley; Cllr Endacott; Cllr Etherington;
Cllr Fido; Cllr Gard; Cllr Grey; Cllr H Wilson; Cllr Harris; Cllr
Hendry; Cllr Herdson; Cllr Hilton; Cllr Holness; Cllr Hunt; Cllr J
Evans; Cllr Kellaway; Cllr Kemp; Cllr Khan; Cllr Knight; Cllr Lenton;
Cllr Luxton; Cllr Mackay; Cllr Majeed; Cllr Maxwell; Cllr McBride; Cllr
Meadowcroft; Cllr Muir; Cllr Napier; Cllr Newbound; Cllr Penfold; Cllr
Pitteway; Cllr Proctor; Cllr Quick; Cllr Rayner; Cllr Richards; Cllr S
Evans; Cllr Saunders; Cllr Smith; Cllr Stock; Cllr Story; Cllr
Stretton; Cllr Thompson; Cllr V Howes; Cllr Walters; Cllr Werner; Cllr
Wiles; Cllr Yong

Subject: Winter Weather - Update

To All Members

Dear Councillor

Further to our briefing note of yesterday I write to update you on our current activities.

The gritting teams have been out again over night to grit our primary and secondary routes and our teams have again been out in the town centres and car parks.

As a result, the majority of our buses were running yesterday and plan to do so today.

Our frontline social care team continues to support the vulnerable and elderly in our community but if you do have any concerns about any elderly folk in your local community then please do contact Allan Brown's team. Telephone number for the Access Team is 01628 683744.

Our Community Wardens are also out and about and visible in local communities to offer support where they can.

Yesterday, we deployed our staff and contractors to try and address some of those areas that have been highlighted by yourselves and through the CSC. We plan to continue to do this through today.

8 parish councils have taken up our offer of supplies of sand so that they can help with the support of their local communities.

I am pleased to say that our salt stocks are being replenished to help us continue with our efforts.

Our Lead Member, Councillor Colin Rayner and Stephen Brown have continued to keep Radio Berkshire and the local radio stations updated of our activities and plans. Yesterday the Leader, Councillor David Burbage, was interviewed by Radio Berkshire and he and Colin held a press briefings for the local newspapers. Our press briefings will continue.

I think many of us have been encouraged by some very good news stories of local community support.

We will continue to keep you informed as matters progress.

Regards.

David Oram

Strategic Director of Environment

& Deputy Chief Executive

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