



Get the Facts...

Don't wait for more winter weather, begin your preparations so you are ready and prepared.

Be Prepared for Winter Weather

Be Prepared to Help Residents – Tameside Council Services

In the event of severe winter weather, this is the kind of information you can expect to see on the councils website. Links will be given for each section to enable you to find out more information.

Latest Update on Keeping Schools Open

Tameside Council will do the best it can in helping schools stay open during periods of severe winter weather whilst at the same time working to maintain standards of health and safety. During heavy periods of severe weather, teams are working around the clock to ensure access to public transport, schools and health centres.

Waste and Recycling Collections

The refuse collection service will endeavour to operate as normal with extra staff drafted in, if required. Residents will be advised as to when to leave their bins out for collection if different from normal collection times.

Any missed rounds of recyclable waste will be collected in the next phase of visits; blue bin collections will take place as scheduled with additional crews assisting with the missed collections.

Essential and Emergency Services:

During the periods of inclement weather the council do its utmost to operate all of its essential and emergency services. These services are, Care Services and Social Services the registration of births and deaths and the operation of the cemeteries.

[View more information on Essential and Emergency Services](#)

Gritting

In adverse weather the Gritting Teams will be working around the clock to ensure that all the main and emergency routes in Tameside remain passable. Tractor Teams will be working on clearing snow and ice from residential estates.

In the event of a widespread severe weather situation, contingency plans have been prepared (e.g. Greater Manchester Councils are working together to support each other, with additional salt reserves held at Trafford MBC). If National Grit Stock levels become low, Grit Salt being supplied to the Council is in line with the Governments National Delivery Schedule.

The priority winter gritting routes for Tameside are:

- [Route A1 - Mottram/Hyde](#)
- [Route A2 - Ashton/Mossley/Stalybridge](#)
- [Route A3 - Stalybridge/Mossley](#)
- [Route A4 - Ashton/Stalybridge/Mottram/Hyde](#)
- [Route A5 - Ashton/Audenshaw/Droylsden](#)
- [Route A6 - Ashton/Dukinfield/Hyde](#)
- [Route A7 - Hyde/Denton/Audenshaw/Ashton](#)
- [Route B1 - Ashton/Denton/Audenshaw/Dukinfield/Stalybridge](#)
- [Route B2 - Ashton/Droylsden/Audenshaw](#)
- [Route B3 - Hyde \(Godley, Werneth, Hattersley, Newton\)](#)
- [Route B4 - Dukinfield/Hyde/Stalybridge](#)
- [Route B5 - Ashton \(Town Centre/Hazelhurst/Smallshaw\)](#)
- [Route B6 - Ashton \(Town Centre/Crowhill\)](#)
- [Route B7 - Audenshaw/Denton](#)
- [Route B8 - Midi Gritter Route \(all areas\)](#)

Weather Warning and Travel Information

You will be able to find out the latest weather and travel information from the following web sites:

www.metoffice.gov.uk

www.tfgm.com

Tameside Sports Services / Libraries And Customer Service Centres

Tameside Council will do its best to deliver services as normal, but sometimes services may have to be cancelled. Please visit the council web site pages for the latest information.

www.tameside.gov.uk/libraries

Town Centre Car Parks

Tameside Council grit car parks as part of their normal duties and will do its best to ensure that all town centre car parks will be cleared of ice or snow prior to morning rush hour periods.

Advice for keeping warm

Be a Good Neighbour During the Winter Weather. The Council is asking local residents to keep an eye out for vulnerable older neighbours, family members and friends who may be at greatest risk as a result of the freezing conditions and plunging temperatures.

Cold Weather Payments

Details relating to the current situation will be given here.

Details of who is eligible for cold weather payments can be found at www.direct.gov.uk/en/Pensionsandretirementplanning/Benefits/ConcessionsAndOtherHelp/DG_10018668

Members of the public with queries should be asked to phone 0845 606 0265 - Monday to Friday between 8.00am to 8.00pm (pension age claimants). Text phone (for those with speech or hearing difficulties) 0845 606 0285.

0845 608 8526 Monday to Friday between 8.00am to 6.00pm (working age claimants). Text phone (for those with speech or hearing difficulties) 0845 608 8536.

Be Prepared at Home

Put together a Home Emergency Kit

Have a dedicated supply of bottled water and non perishable or canned food just in case you can't get to the shops for a few days. In case of power failures, ensure that you have a battery or wind up radio and torch in your kit, and don't forget to include some spare batteries.

Don't use gas stoves or barbeques indoors and avoid using candles if possible as they can be extremely dangerous.

Specifically for winter weather the following supplies are also very useful to keep as part of an emergency kit: Rock salt to melt ice on paths and driveways and a Snow Shovel. Also make sure that you have adequate clothing and blankets to keep you warm.

What to do if your power goes off

- Turn off all electrical appliances
- Turn on battery powered radio for information
- Don't panic. When doors and windows are kept closed, houses remain bearably warm for several hours
- Conserve fuel by warming only one room and keeping temperatures low but bearable. Wear heavy clothing
- Check plumbing to ensure that water pipes are not freezing up

If you have to leave your house

- Turn off main electrical switch
- Turn off water main where it enters house and cover the valve, inlet pipe, and pump or meter with a blanket or other insulating material
- Open the drain on the water heater and all taps inside the house, and flush toilets several times. Plunge toilet bowls, sink and bath drains and then add anti-freeze
- Check draining or frost protection instructions in operating manuals of appliances such as dishwashers, washing machines, etc.

When Power Returns

- If you have had to turn your water off, turn on main water valve, closing taps on the lowest level of the house first. Then, let water heater fill up before turning it on
- Warm house at temperature slightly above normal for a few hours to dry it out
- Check food supplies for spoilage - food kept in the freezer will remain frozen for 24 to 48 hours after power failure if freezer door remains closed
- Turn on the main electrical switch

Frozen Pipes

United Utilities are offering the following advice to customers whose own internal pipes are frozen:

- Thawing your pipes can take some time but it is possible to help yourself
- First, locate your main stop tap. It is usually under the kitchen sink or in a utility room closest to where the water supply enters your property
- Apply a hot water bottle to the pipe or use a hairdryer in short bursts
- Please note you should never use a naked flame near the pipes
- Avoid using heat on or near your water meter

If you are one of these people and need help from a Tameside business please look at the Buy with Confidence and Tameside Works First pages on the Tameside Council website.

United Utilities

You may also find that United Utilities will have information on their web site and they will also want people to report any burst water pipes they may spot.

www.unitedutilities.co.uk

Can United Utilities help you online? Visit their '[Ask us a question](#)' section to see if you can find your answer online.

Water and wastewater enquiries & emergencies (24-hour)

including water supply problems, discoloured water, drains and sewers

Telephone: 0845 746 2200

Textphone: 0808 143 0295

If you spot a leak in the road or public footpath

Telephone: 0800 330 033

Textphone: 0808 143 0295 Or [report a leak online](#)

Electricity emergencies (24-hour)

Telephone: 0800 195 4141

Textphone: 0800 458 9767

General electricity enquiries

Telephone: 0800 195 1452

(Lines open Monday to Friday 8.30am to 4.30pm)

Be Prepared to be a Good Neighbour

When the severe weather has passed, remember that it catches many people unaware every year in the UK, so always be prepared to keep safe and to help others. In the cold weather it's even more important to support vulnerable and older people, so the Council is asking local residents to keep an eye out for vulnerable older neighbours, family members and friends who may be at greatest risk as a result of the freezing conditions and plunging temperatures.

Call in regularly on elderly friends, neighbours and relatives to see if they need help staying warm or getting provisions.

Snow and Ice Guidance

Anyone can clear snow and ice from the pavement outside their home or public spaces to prevent slips and falls. Don't be put off clearing paths because you're afraid someone will get injured. It's unlikely you'll be held legally responsible for any injuries if you have cleared the path carefully.

Remember, people walking on snow and ice have a responsibility to be careful themselves.

Tips and advice on clearing snow and ice

- Start early - it's much easier to clear fresh, loose snow compared to compacted ice that has been compressed by people walking on it
- Don't use hot water to melt the snow, it may refreeze and turn to black ice, increasing the risk of injury
- Be a good neighbour - some people may be unable to clear snow and ice on paths from their property
- If shovelling snow, think where you are going to put it so that it doesn't block people's paths or drainage channels
- Make a pathway down the middle of the area to be cleared first, so you have a clear surface to walk on
- Spreading some salt on the area you have cleared will help stop ice forming - table salt or dishwasher salt will work, but avoid spreading on plants or grass as they may be damaged by it
- Pay particular care and attention to steps and steep gradients
- Use the sun to your advantage - removing the top layer of snow will allow the sun to melt any ice beneath; however you will need to cover any ice with salt to stop it refreezing overnight
- If there's no salt available, sand or ash are good alternatives

For more information go to www.direct.gov.uk

Neighbours

Neighbourhood Watch members are being asked to be even more vigilant in this period of severe weather, and to keep an eye out for people who may be vulnerable and need help from their neighbours. For further advice please see the Neighbourhood Watch Website on www.neighbourhoodwatch.net

4x4 Drivers

4x4 drivers can consider joining one of the 4x4 response groups located across the country. These offer a variety of services to Local Authorities, Emergency Services and other Volunteer Agencies. Principally this is providing reliable transport in times of severe weather (Snow, gales, heavy rain and floods) & Other Major Emergencies. This can be to transport essential

personnel or supplies to areas that would be hard or impossible to reach in normal vehicles and/or in support of local authorities rest centres. Across the Country there are at least 21 Response Groups. People interested in finding out more should contact www.4x4response.info/

Volunteering England

The umbrella organisation for volunteering in the UK has a number of ways to help people get involved in making a difference in their community.

For the current cold weather they say:

- Break the ice - call round to check on elderly friends and neighbours. You do not need a CRB check
- Think of an organisation that has helped you, and help them! Call your children's school, your health centre or a charity and see if they need a hand
- Stuck at home due to the snow? Ask your boss if you can use the day to volunteer locally
- Plumber? Tree surgeon? First-aider? Your skills are really valuable – why not offer to help
- Be alert – help keep people off frozen streams and ponds.

Volunteering does not have to be related to emergencies only. There are thousands of opportunities to make a difference in your community all year round and organisations such as Volunteering England are well equipped to identify opportunities across the country.

The location and contact details for the nearest office can be found on www.volunteering.org.uk/finder. Or call Volunteering England on 44 (0)20 7520 8900

Helping Other Drivers

The Red Cross advise that people stop and offer roadside assistance if they see someone's car has broken down during severe weather. This is a very small act of volunteering which could save someone's life. People interested in doing more should log on to the Red Cross website www.redcross.org.uk where more advice can be found on what to do in cases of hypothermia, frostbite

and falls and tumbles, or call their volunteer line on 0845 054 7111

Be Prepared to Travel

Introduction

Wind and rain, ice and snow - winter can throw the very worst at us. So to help you prepare for travel this season you will find advice from the Highways agency to help you prepare for a safe journey and also information on where you can find information on traveling on public transport.

Weather Warnings

Watch and listen out for the latest weather forecasts. You can find out information from the Television and radio and the Met Office have a very good web site (see link below), with the latest UK forecasts and updates together with any severe weather warnings that have been issued for the UK. If you are driving check the forecast for your route before you set off.

www.metoffice.gov.uk

Be Prepared to Drive

For a smoother journey check your vehicle is ready for winter

Regularly servicing and checking your vehicle is in good running order before setting out, will reduce your chances of breaking down on the road.

It's worth making these checks regularly - and particularly before a long journey:

- Check and replace the anti-freeze in the radiator
- Make sure your lights are clean and check the bulbs
- Ensure your windscreen is clean
- Replace the battery if it's not reliable
- Ensure your tyres are correctly inflated and replace them if the tread has reached the legal minimum. For further information please see www.tyresafe.org

For peace of mind always carry an emergency kit
Gather a few items and keep them in your car -
just in case. Below are items that should be in your
Emergency Kit:

- Ice scraper and de-icer
- Torch and spare batteries
- Warm clothes and a blanket
- Boots
- First aid kit
- Jump leads
- Food and a warm drink in a thermos
- some chocolate bars,
- A shovel
- Reflective warning sign
- a brightly-coloured headscarf
- Sunglasses - the glare off snow can be dazzling
- a sign that says HELP in big bright letters
- a mobile phone

For a safer journey adapt your driving in bad weather

Even after roads have been treated, driving conditions may remain challenging especially on stretches of road where there's greater risk of side winds or of ice forming.

These include places where:

- There are changes in road elevation or exposure
- Where the road passes under a bridge
- Objects at the side of the road create shade
- There is infrequent traffic

It's also advisable to slow down on corners where the risk of losing control is at its greatest.

Be a smarter driver - check traffic and weather updates

Before you set off it's worth taking a few minutes to make sure that there aren't any problems on your intended route. You can check for live updates as you travel too - but remember not to use your phone while driving.

- Visit www.highways.gov.uk/traffic/traffic
- Check the weather at www.metoffice.gov.uk/
- Call the Highways Agency information line on 08457 50 40 30
- Tune into DAB Traffic Radio

Remember to take regular breaks from driving - tiredness and loss of concentration are major contributing factors to road accidents.

If you do get stranded:

- Don't panic
- Stay with your car. You'll be sheltered and easier to find. Move your car off the roadway to avoid collisions with other vehicles. Do not attempt to walk for help. You could suffer from hypothermia or frostbite or even death
- Put the HELP sign in your window, tie the headscarf to your car's aerial, turn off the engine and curl up in the blanket
- Don't run your car's engine for more than a few minutes at a time and make sure its exhaust isn't blocked with snow
- Set out warning flares or other markers such as a bright cloth hung from the car window or aerial. Car engines should be run for ten minutes each hour
- Keep fresh air inside the car by slightly opening a window and running the motor sparingly
- Use side lights instead of headlights. Using headlights will run the battery down too quickly
- Keep moving. Exercise hands, arms and legs to prevent frostbite
- Watch for traffic or search parties. Don't fall asleep.



Be Prepared to Use Public Transport

Public Transport Travel Information

Buses: TfGM (formerly GMPTE), will have the latest information on their website with link to individual bus companies.

www.tfgm.com

Traveline

For all your journey planning questions, from bus, train and Metrolink tram times to service disruptions and ticketing:

Tel: 0871 200 2233 (7am to 8pm, Monday to Friday, and 8am to 8pm at weekends and bank holidays) Calls cost 10p a minute. Mobile and landline networks may charge an additional tariff. Metrolink: for information on Manchester trams look at www.metrolink.co.uk

Customer Services: 0161 205 2000 (open 07.00 – 23.00 Monday – Friday, 10.00 – 18.00 Saturday and Sunday).

National Rail Enquiries contact

www.nationalrail.co.uk

Tel: 08457 48 49 50

Be Prepared to Stay Healthy

Age Concern/Help the Aged say that in the cold weather it's even more important than ever to eat at least one hot meal and have hot drinks during the day. Include a good range of foods in your diet and aim for five portions of fruit and vegetables each day. Remember frozen vegetables are as good as fresh. Having a hot drink before bed and taking a flask to bed are good ideas too.

Anyone concerned about older neighbours can call the Age Concern helpline 0800 00 99 66.

Cold related health issues

Hypothermia

This condition is caused by prolonged exposure to the cold. Although the risk of hypothermia is greater outdoors, it can also develop indoors

in poorly heated homes. Elderly people, infants and those who are thin and frail are particularly vulnerable.

Again, if you know about people who may be vulnerable to hypothermic, keep an eye out for them. If you spot someone who may be suffering from hypothermia you should call an ambulance and do the following which can be found on the Red Cross website www.redcross.org.uk

1. The casualty should be re-warmed slowly. Cover the person with blankets – and a hat, if possible – and warm the room.
2. Give the casualty a warm drink and/or high-energy foods, such as chocolate.
3. Remember: in elderly people, hypothermia may also be disguising the symptoms of a stroke or heart attack.
4. Monitor the person's vital signs – breathing, temperature and response levels – while waiting for an ambulance.

Treatment for hypothermia when outdoors

1. Take the casualty to a sheltered place as quickly as possible. Shield them from the wind
2. Remove and replace any wet clothing if possible; do not give the casualty your clothes. Make sure their head is covered
3. Protect the casualty from the ground. Lay them on a thick layer of dry insulating material, such as pine branches, heather or bracken. Put the casualty in a dry sleeping bag and/or cover with blankets or newspapers. Wrap them in a plastic or foil survival bag, if available. You can also shelter and warm the person with your body
4. Ideally, two people should go for help and stay together if you are in a remote area. It is important that you do not leave the casualty alone - someone must remain with them at all times
5. To help re-warm a casualty who is conscious, give them warm drinks and high-energy foods such as chocolate, if available.
6. The casualty must be re-warmed gradually. Monitor and record their vital signs – level of response, breathing, pulse and temperature while waiting for help to arrive. When help arrives, the casualty should be taken to hospital by stretcher.

Frostbite

This condition usually occurs in freezing or cold and windy conditions. People who cannot move around to increase their circulation are particularly susceptible. In many cases, frostbite is accompanied by hypothermia and should be treated accordingly.

How to treat frostbite

1. Advise the casualty to put his hands in his armpits. Move the casualty into warmth before you thaw the affected part further.
2. Once inside, gently remove gloves, rings and any other constrictions, such as boots. Warm the affected part with your hands, in your lap or continue to warm them in the casualty's armpits. Avoid rubbing the affected area because this can damage skin and other tissues.
3. Place the affected parts in warm water at around 40°C (104°F). Dry carefully, and apply a light dressing of dry gauze bandage. Monitor and record the casualty's vital signs – level of response, breathing, pulse and temperature while waiting for help to arrive. Give him a warm drink such as soup and/or high-energy foods such as chocolate to help re-warm him.
4. Raise the affected limb to reduce swelling. An adult may take the recommended dose of paracetamol or her own painkillers. A child may have the recommended dose of paracetamol syrup (not aspirin). Take or send the casualty to hospital.

Falls and tumbles

Slippery and icy conditions make it much more likely that people will stumble and fall, possibly damaging their ligaments, muscles and tendons. It's often difficult to distinguish between muscle, joint and bone injuries – so if you suspect the injury may be more serious, seek immediate medical help. The initial treatment for both injuries is the same – the **RICE** procedure:

Rest the injured part

Ice– apply ice or a cold pad to the injured area

Comfortably support the injury using a bandage or soft padding

Elevate the injured part

NHS Direct is also a good source of advice for prompt health advice.

Tameside and Glossop Primary care Trust

If you want information on which pharmacies, doctors surgeries including the out of hours “Go to Doc” are open, then go to www.tamesideandglossop.nhs.uk or Tel: 0161 308 5000 (switchboard normally open from 08.30 – 17.30)

Be Prepared to Be Safe

Frozen Water

Frozen lakes, ponds and canal waterways can be fatal in this weather and Tameside Council is warning people to stay off the ice no matter how appealing it looks. People, especially dog owners love to go walking at this time of year but they should steer clear of frozen water.



Carl Baron, head of Tameside's Countryside Services said: "One of the biggest problems is with dog owners whose pets run onto the ice. The pets usually survive, but there are occasions when there owners have died when they venture onto the ice to fetch them back. Dogs need to be kept on a lead if they are near frozen water.

"The ice can look very inviting, particularly to children who want to try skating, but as soon as you take your first step on a frozen lake you are risking your life. There is no way of knowing how thick the ice is, particularly when it is covered by frost or snow and therefore no way of knowing whether it will hold your weight. Even strong swimmers can quickly succumb to freezing water. "Parents need to warn their children of the dangers of frozen water; stay safe and stay off the ice."

Homeless People

Homelessness is a year round problem and Homeless Link, the national umbrella body for the sector, says that charities providing services for homeless people welcome the contribution that volunteers can make.

People interested in volunteering in this sector can contact local homelessness charities which they can find by searching the Homeless UK website: www.homelessuk.org or call 0207 840 4430.

If you have concerns about homeless people you have seen sleeping outside in the cold weather contact Tameside Council on 0161 342 2222.

If you are really concerned about someone out of working hours call the police who should be able to contact local services.

If you know of any local homelessness charities you could contact them direct as they will know what local services are available.

Businesses

It's important that your business, as well as your home and family, is prepared for any disruptions.

Adverse weather is just one example of how continued disruption can impact a business. Would your business suffer because of employee

absence or because you couldn't get into your premises? It is always a good idea to plan ahead and to have a business continuity plan.

Businesses can minimise the disruption caused by adverse winter weather by introducing different working arrangements, such remote working. Giving employees the tools to be productive when out of the office, from communications to remote computer access can also help. Simple measures can help to minimise the impact of adverse weather, and can actually allow businesses to cope with any disruption.

Multi-skilling your employees will provide protection against loss or absence of key staff. This can help to prepare staff to deal with undertaking key activities and to take on the workloads of other colleagues where appropriate.

The steps below could help to assist you in developing and reviewing your Business Continuity Plan:

- Prepare or review your Business Continuity Plan and consider how you'll best be able to service your customers and suppliers if your business is disrupted.
- Make sure you have up to date contact details for all staff (including personal email and mobiles wherever possible) and other people you may need to contact, e.g. insurance company, emergency plumber and electrician.
- Encourage key staff to plan how they will get to work in the event that their usual route is disrupted.
- Work with your IT department to enable staff to work from home if appropriate.
- Advise your customers and suppliers of any problems as soon as possible.
- Ensure that HR policies for dealing with temporary staff absences are in place and well understood.
- Make sure that only essential business travel continues and wherever possible arrange meetings via teleconference facilities instead.
- Provide regular updates to your staff and customers.
- For large businesses, arrangements should be made for access routes to be inspected regularly.

Where can I find further information or help?

Tameside Emergency Planning Unit
www.tameside.gov.uk/emergencyplanning

UK Resilience
www.cabinetoffice.gov.uk/ukresilience.aspx

Preparing for Emergencies
www.direct.gov.uk

Be Prepared for Emergencies

Contacting the Emergency Service with important concerns

Greater Manchester Police

If your call is a matter of life and death then ring 999 as normal. But for less urgent issues, Greater Manchester Police can be contacted on: 0161 872 5050

For Information go to the GM Police web site at www.gmp.police.uk you can also find a link from this site to the Tameside Neighborhood policing teams.

Tameside East covers Mossley, Stalybridge South, Stalybridge North, Stalybridge/Dukinfield and Dukinfield.

Enquiry Desk Tel: 0161 872 9511
Email: Tameside.east@gmp.police.uk

Tameside North Covers Ashton Waterloo, Ashton Hurst, Ashton St Michaels and Ashton St Peters.
Enquiry Desk Tel: 0161 872 9350
Email: Tameside.north@gmp.police.uk

Tameside South Covers Hyde Newton, Longdendale and Hattersley, Hyde Godley and Hyde Werneth.
Enquiry Desk Tel: 0161 872 9484
Email: Tameside.south@gmp.police.uk

Tameside West Covers Droylsden West, Droylsden East, Audenshaw, Denton North East. Denton West and Denton South.
Enquiry Desk Tel: 0161 872 9390
Email: Tameside.west@gmp.police.uk

Greater Manchester Fire and Rescue Service

The Fire Service web site can be found at:
www.manchesterfire.gov.uk

You can also find out more information and advice on the Safe 4 Winter web site.
www.safe4winter.com

North West Ambulance Service (NWAS)

For Information from the ambulance service go to
www.nwas.nhs.uk

For News and other Stories on Winter Weather

www.bbc.co.uk

www.manchestersonline.co.uk

Listen to your local radio stations:

BBC Radio Manchester 95.1FM

Key 103 Manchester 103FM

Tameside Radio 103.6FM



The Tameside Winter Weather Pledge

We will...

- Grit all the main routes and do all we can to keep the priority roads open
- Collect your refuse when it is safe to do so
- Keep our website and Twitter site up to date with all the information you need
- Tweet all the important news as soon as it happens
- Provide regular updates on Tameside Radio
- Do all we can to support schools to remain open

You can help by...

- Clearing the snow on the pavements outside your house (do not use hot water to clear – please just shovel to the side)
- Using grit from the grit bins to keep side roads open, but please do not use on private drives
- Buying your own supply of grit from a local business for your own use
- Being a good neighbour - keep an eye on old and vulnerable neighbours to make sure they safe and warm, help clear their paths and driveways and let us know if you are concerned about their health or safety

Working together we can beat the big chill



Follow us on **Twitter** and at www.tameside.gov.uk/winterpledge

