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| **Severe Adverse Weather & Health Plan** for London Borough of Waltham Forest |
| **Purpose of the Severe Adverse Weather & Health Plan (SAWHP)**The purpose of this Severe Weather Plan is to reduce illness and death during either severe hot or cold weather by raising public awareness and by prompting Council services to take steps to reduce the impact of extreme cold & heat on our most vulnerable residents.  |
| Version 1June 2023 |
| Developed by Public Healthon behalf of the London Borough of Waltham Forest |

**This version has been approved by:**

**Joe McDonnell Signed: Date 23/06/23**

**Director of Public Health**

**London Borough of Waltham Forest**

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# Authority and Approval

## Plan development and ownership

|  |  |
| --- | --- |
| * **Lead development officer:**
 | Ed Stagg, Public Health Strategist (Civil Protection) |
| * **Ownership in draft:**
 | Public Health |
| * **Ownership on completion:**
 | Director of Public Health |

## Plan approval

This plan has been submitted to, scrutinised by and approved by the Director of Public Health, and agreed as fit for purpose. **This plan was approved by Director of Public Health on:**

|  |  |
| --- | --- |
| Date: |  |
|  |  |

## Participating services

|  |  |
| --- | --- |
| Director of Public Health | Families Directorate |
| Adult Social Care/Children Social Care | Facilities Management/ Health and Safety Team |
| Corporate Communications | Schools/Educational Settings |
| Human Resources | Commissioning |
| Events | Other Council services as necessary |
| Housing (inc. rough sleeping team) |  |

## Document control and distribution

This document is marked: OFFICIAL.

The Public Health responsible officer(s) will ensure that an up-to-date hard copy of the plan is available in the Borough Emergency Control Centre. Council services with responsibilities under this plan will receive an electronic copy.

## Review and amendments

This plan will be reviewed no less than every 3 years, or where:

* the Council undergoes significant restructure
* in the light of revised guidance
* at the order of the Director of Public Health

All major reviews will be carried out by Public Health, consulting with key Council services, with final agreement by the Director of Public Health. Minor amendments and versions of this plan will be approved by Public Health responsible officer(s).

The document version is recorded on the front cover page and in the header of each page, along with date of issue.

## Version control / history

|  |
| --- |
| **Title: LBWF Severe Adverse Weather & Health Plan** |
| **Location**: O:\Public Health\New Public Health\Health Protection and Emergency Planning\Emergency plans\Severe Adverse Weather & Health Plan |
| **Author:** | **Owner:** | **Approving body:** |
| Ed Stagg | Director of Public Health (complete)Public Health responsible officer(s) | Director of Public Health |
| **Version** | **Date of Change** | **Amendments** | **Responsible Officer** |
| 1 | June 2023 | Merged hot & cold weather plans. Cold weather info to be inputted in November 2023. | Edward Stagg |

# Summary and Purpose of Plan

## Plan aim

*To ensure that the London Borough of Waltham Forest is prepared for and is able to respond effectively to severe hot & cold weather.*

## Objectives

This plan outlines how the Council will:

* minimise the impact of severe hot & cold weather on vulnerable residents known to Council services
* minimise the impact of a severe hot & cold weather on staff and ‘critical services’
* warn and inform residents before and during severe hot & cold weather
* minimise the impact of severe hot & cold weather on vulnerable residents not known to Council services

## Scope

This plan is a guide to actions to be taken before and during a period of severe hot or cold weather.

It is not a Business Continuity response plan. Each service retains responsibility for preparing for disruption and documenting these arrangements in their Business Continuity Plan.

## Triggers

Actions in this plan are linked to the Alert Levels of the new Met Office Weather-Health alert system. This email alert system is run for the summer & winter months consists of the following Alert Levels:

|  |  |
| --- | --- |
| **Green (preparedness)***1 June – 30 September* *Winter months tbc* | No alert will be issued as the conditions are likely to have minimal impact and health; business as usual and summer/winter planning and preparedness activities.Council departments familiarise themselves with their action card and undertake preparedness actions |
| **Yellow (response)** | These alerts cover a range of situations. Yellow alerts may be issued during periods of heat/cold which would be unlikely to impact most people but could impact those who are particularly vulnerable.Council departments undertake Yellow response actions.  |
| **Amber (enhanced response)** | An amber alert indicates that weather impacts are likely to be felt across the whole health service, with potential for the whole population to be at risk. Non-health sectors may also start to observe impacts and amore significant coordinated response may be required.Council departments undertake Amber response actions.  |
| **Red (emergency response)** | A red alert indicates significant risk to life for even the healthy population.Council departments undertake Red response actions.  |

## Notification

Managers responsible for actions under the Severe Weather Plan need to receive the Weather-Health alert directly to ensure a timely response. See Appendix 1 to find out how to register, to see which Council officers are currently signed up and to see an example of an email alert.

## Monitoring and information cascade

Following an increase in the Alert Level, the Public Health responsible officer(s) will contact key Council services and seek assurances that appropriate actions have been taken.

The Public Health responsible officer(s) will also ensure that senior officers within the Council are kept updated. The diagram below shows who the Alert Level notifications needs to be cascaded to:

**Commissioned services**

**Day care centres**

**Tenants, rough sleepers**

**Schools and nurseries**

**Children’s centres**

**Voluntary sector organisations**

**Care homes, residential homes**

**Vulnerable residents**

**Met Office Weather-Health Alert**

**Local Authority**

* Chief Executive
* Public Health
* Directors of services with responsibilities as part of the Severe Weather Plan

Contingency Planning Team

**Frontline staff, residents**

**Residential/care homes**

Action card holders and sub holders for each of the following services:

* Adult Social Care
* Children’s Social Care
* Corporate Communications
* Health & Safety
* Facilities Management
* Housing
* Council Commissioned Services
* Voluntary & Community sector
* Education
* Rough Sleeping team
* Events

Borough Resilience Forum partners

**Pupils and parents**

**Council staff, managers**

**Foster carers, young carers**

**Figure 1: Cascade of Weather-Health Alerts**

## Activation

Once we are at Amber level, the Director of Public Health or nominated representative from the Public Health team will lead the Council response acting as the ‘Council Silver’ supported by the Public Health responsible officer(s). The Director of Public Health may also wish to take control of Council response at Yellow if level of risk is perceived to be high or there is more than 80% likelihood severe weather (Amber) will be forecast. An initial “Activation” team meeting will be scheduled by the Public Health responsible officer(s), with compulsory attendance from the Severe Weather Response Team, including the Director of Public Health and relevant Public Health colleagues, Director of Neighbourhoods, Corporate Communications and Contingency Planning team colleagues to begin coordinating response and confirmation of appropriate actions. Where required i.e. increased length of forecasted severe weather, this team will meet every few days as instructed by the Director of Public Health. Where required, additional colleagues may be invited to meetings i.e. lead/deputy action card holders.

The diagram below shows the escalation level and meetings required:

**Met Office Weather-Health Alert - Yellow**

Public Health responsible officer(s) notifies all action card owners via email of 80% likelihood of Amber, or Amber/Red alert met

Short Meeting with activation team members Scheduled by Public Health responsible officer(s) **within 24 hours** – 15 mins

**Met Office Weather-Health Alert- Yellow with DPH’s request or if 80%+ likelihood of Severe Weather (Amber) forecast**

**Met Office Weather-Health Alert – Amber/Red**

Public Health responsible officer(s) notifies all action card owners via email of Yellow alert & readiness **within 24 hours.**

If severe weather remains forecast for period longer than 3 days from initial Alert, the Public Health responsible officer(s) will set up additional short meetings every 2-3 working days with Severe Weather Response team, until Alert Level is downgraded to Yellow or below.

**Figure 2: Escalation level and meetings required**

## Stand-down

The issuing of a lower Alert Level by the Met Office will prompt a reduction in the Council response. This will also be confirmed via email by the Public Health responsible officer(s).

## Supporting documents

### Adverse Weather & Health Guidance

* Adverse Weather & Health plan

Available from: <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1155633/Adverse-weather-health-plan-2023-v2.pdf>

* Adverse Weather and Health plan – supporting evidence

Available from:<https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1155636/AWHP_Evidence.pdf>

* Weather-Health Alerting System: User Guide

Available from: <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1155634/User-guide-impact-based-weather-and-health-alerting-system-v2.pdf>

* *Workplace health, safety and welfare* (HSE)

Available from: [goo.gl/iE4GIY](http://goo.gl/iE4GIY)

### Hot Weather Guidance

Beat the Heat: Hot Weather Advice:

* Staying Safe in Hot Weather

Available from: <https://www.gov.uk/government/publications/beat-the-heat-hot-weather-advice/beat-the-heat-staying-safe-in-hot-weather>

* Keep Cool at Home Checklist

Available from: <https://www.gov.uk/government/publications/beat-the-heat-hot-weather-advice/beat-the-heat-keep-cool-at-home-checklist>

* Poster

Available from: <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1155714/Beat_the_Heat_2023.pdf>

* Heat-Health Alert action card for commissioners (UKHSA)

Available from: <https://www.gov.uk/government/publications/hot-weather-and-health-action-cards/heat-health-alert-action-card-for-commissioners>

* Heat-Health Alert action card for the Voluntary & Community Sector (UKHSA)

Available from: <https://www.gov.uk/government/publications/hot-weather-and-health-action-cards/heat-health-alert-action-card-for-the-voluntary-and-community-sector>

* Heat-Health Alert action card for Providers (UKHSA)

Available from: <https://www.gov.uk/government/publications/hot-weather-and-health-action-cards/heat-health-alert-action-card-for-the-voluntary-and-community-sector>

* *‘Adverse Weather & Health Plan for England Launch 2023: Stakeholder Webinar’* (UKHSA)

Webinar recording available from [here](https://protect-eu.mimecast.com/s/gvIsCjY19sAg0nGH7s-OS) (Opens in Microsoft Teams)

Webinar slides available from [here](https://cdn.eventsforce.net/files/ef-7277yma56ty4/website/1025/adverse_weather_and_health_plan_launch.pdf)

### Cold Weather Guidance

Tbc

# Managing our Severe Weather Response

## Corporate Emergency Management Plan (CEMP)

The Council’s *Corporate Emergency Management Plan* provides the framework for our response to a severe weather event even though a Major Incident is unlikely to be declared simply because it is exceptionally warm or cold. Useful components of the CEMP can be utilised as required.

Available from: [Waltham Forest](https://foresthub.walthamforest.gov.uk/sites/default/files/lbwf_-_corporate_emergency_management_plan_mb_approved_12_june_2018.pdf) Hub (LBWF staff only)

## Director of Public Health (DPH)

The Director of Public Health is the lead officer in the Council for health. Given the serious threat to health posed by a severe weather event, the Director of Public Health will take the lead during our severe weather response and in effect, will act as the Council’s ‘Council Silver’ (see CEMP for further discussion of this role).

The Director of Public Health will ensure that appropriate advice is communicated to the public and will seek assurances that Council services and local health and social care providers are taking appropriate actions to minimise the impact.

## Delegated responsibilities

Specific Council services will need to take appropriate actions before and during a severe weather event. These actions are described below, together with details of the officers responsible. For clarity there is an ‘Action Card’ for each service at the back of this document (see: Appendix 7).

The DPH will seek assurance that these actions have been carried out properly.

## Public Health

The Public Health responsible officer(s) will ensure that appropriate Council staff receive the Weather-Health Watch emails and will support the assurance process for the Director of Public Health. The following resources will support the Council response:

### Borough Emergency Control Centre (BECC)

Depending on the severity of the weather event, the Director of Public Health may want to meet with services that have responsibilities under the plan to be assured that appropriate actions are being taken. The BECC will be made available for this purpose. This meeting usually takes place remotely however.

### Situation reporting

During a severe weather event, the Public Health responsible officer(s) may be required to report to the regional resilience structures on any impacts and the actions taken by the Borough. These reports will also give the Director of Public Health an idea of how well the Council is implementing this plan. More information about situation reports can be found in Appendix X.

### Working with local responders

The Public Health responsible officer(s) will confirm that local responders - particularly from the Health sector (NHS, CCG, Adult Social Care, Children’s Social Care etc.) are aware of any increase in the Alert Level and will seek assurances that they are taking appropriate actions to minimise the impact of a severe weather event.

## Duty Council Silver

As the emergency services are unlikely to declare a Major Incident for severe hot or cold weather, the Duty Council Silver will not be required to coordinate the response; this role will be performed by the DPH. If the DPH is the Duty Council Silver when this plan is activated, the Contingency Planning team will ask another Chief Officer to cover the rest of the on-call week. The Public Health responsible officer(s) will ensure that the duty Council Silver is informed of the impacts of the cold weather and the Council’s response to it.

# Response tasks

The focus of the Council’s Severe Weather Plan is the relatively straightforward task of communicating the alerts to those who need to know and providing advice. This includes:

* the public
* key Council services
* care providers
* schools and children’s centres
* the community and voluntary sector
* partners in the Borough Resilience Forum (BRF)

The hot weather communications plan is attached in Appendix 2. All teams who have action cards should familiarise themselves with the key communications relevant to their service users in response to weather-health alerts and assure themselves that their service users are aware of key public health messages.

## Personalised support to the vulnerable

Staff who provide services to residents in their homes will be asked to consider what support could be given to service users to reduce the impact of severe hot or cold weather, for example the provision of electric fans or blankets. Adult Social Care, Children’s Social Care and Commissioning will decide if such support is appropriate and make any arrangements for this if necessary.

## Identification of the vulnerable by multi-agency partners

Some residents vulnerable to the impact of severe hot or cold weather will not be known to the Council but may be known to other agencies working in the Borough. During a severe weather incident, the Public Health responsible officer(s) will ask partner agencies to provide details of any vulnerable people they can identify. These details can then be shared with Adult Social Care and Children’s Social Care for cross-referencing against Council records to filter out duplicates (i.e. those residents who are already known to Council services). Adult Social Care, Children’s Social Care and Commissioning will then decide what support is appropriate for these additional vulnerable people.

## Identification of the vulnerable by ‘frontline’ Council services

Council services that work on our streets and engage directly with the public are well-placed to identify those residents who may be vulnerable to the effects of a severe weather incident but who are not known to Council services for example, a frail elderly resident living alone in a south-facing flat. During a prolonged period of severe hot or cold weather, the Director of Public Health may ask for these ‘frontline’ services to keep an eye out for residents that may struggle to cope with the weather and to pass any relevant information to Adult Social Care, Children’s Social Care and Commissioning colleagues.

## Monitoring of heat-related illness and deaths

During a prolonged period of hot or cold weather, the Director of Public Health will want to know what impact it is having on residents. The following datasets are available via UK Health Security Agency (UKHSA) and give an idea of severe weather-related illness at the national level:

* hot or cold weather-related calls to NHS 111
* hot or cold weather-related emergency department attendances
* hot or cold weather-related GP consultations

UKHSA also monitors mortality rates across England and Wales to determine whether more people are dying than we would normally expect i.e. excess deaths. During prolonged severe weather, action card holders for Adult Social Care, Children’s Social Care and Council Commissioned Services should also monitor hot or cold weather-related illness and deaths among service users and report this to the commissioning lead and/or the public health responsible officer.

## ‘Business as usual’ plans and procedures

During our response, a number of the Council’s ‘business as usual’ plans and procedures will have an important role in reducing the impact of severe weather on residents. The Director of Public Health will seek assurances that these are working effectively. These arrangements are summarised below:

### Supporting NHS Acute Services during winter pressures

NHS services can experience severe pressures during the winter as a result of the seasonal increase in influenza cases, outbreaks of norovirus (‘winter vomiting’) and the impact of lower temperatures and winter weather on the elderly and those with existing health problems. To minimise these pressures, the local health and social care systems work closely together to reduce the burden on acute care through timely and safe hospital discharge.

Responsible officer: Head of Service, Assessment and Care Management.

### Winter Service Plan

The Highways Service has arrangements to reduce the impact of ice and snow on the transport network. The Borough’s main roads are the focus of these arrangements together with key pedestrian routes in 11 identified shopping areas and transport hubs across Waltham Forest. The Highways Service receives detailed daily weather reports and if low road surface temperatures are predicted and frost and ice is likely then a decision is made to carry out pre-cautionary gritting in these areas. Daily updates are sent to senior Council Officers on any actions taken as part of the Winter Service Plan. Following exceptional snow fall, the Highways Service also has access to 2 snow plough attachments to clear snow from the roads. The Neighbourhoods team are responsible for clearing pedestrian routes when heavy snow fall has occurred. The Winter Service Plan is not linked to the Cold Weather Alerts but officers from the Highways Service are registered to receive them.

Responsible officer: Public Lighting, Drainage & Responsive Maintenance Manager.

### Severe Weather Emergency Protocol (SWEP)

The Housing Solutions Service (Rough Sleeping) has arrangements to ensure that no one dies on the streets due to severe weather. The SWEP is triggered by the GLA if a weather forecast of three days or more of sub-zero temperatures. These arrangements rely on national media sources for these forecasts – TV, radio and newspapers.

In Summer, SWEP is triggered when a Yellow Heat-Health Alert is received however, at this stage accommodation is not provided – instead, cool rooms around the borough and sunscreen, water bottles etc are provided. After an Amber or Red Heat-Health Alert, the councils Rough Sleeping team will provide a cool space which will be available overnight for any period the weather is over 35 degrees.

Responsible officers: Divisional Director- Housing Solutions, Rough Sleeping Coordinator

### Fuel Poverty Strategy

The Strategic Housing team in the Families Directorate is responsible for fuel poverty work. The team is working to tackle fuel poverty in privately rented and owner-occupied properties, as well as in social housing. Key initiatives include:

* **Fuel Poverty Strategy**
* **HEET** - LBWF contracts HEET, a local not-for-profit organisation who provide fuel poverty services to Waltham Forest households who receive certain benefits, or who are aged over 60
* **Older People and Fuel Poverty Campaign**

### Seasonal Flu Vaccination Programme

The Council’s Public Health team together with NHS England, Waltham Forest North East London Integrated Care Board (NEL ICB) and UKHSA undertake an influenza immunisation programme every year starting in September and continuing over the winter months. The programme is focused on those groups most at risk from the flu. Frontline health and social care staff are also encouraged to take up the offer of a vaccination from their employer. The annual immunisation programme plays a key role in reducing unplanned hospital admissions and pressures on the Emergency Department at Whipps Cross Hospital.

### Community Living Rooms

Community Living Rooms are a collection of community and Council settings across the borough that will be open to the community throughout the year. There are three types of Winter Space: Community Living Rooms, Community Kitchens and Community Desks. The settings that are part of the Winter Spaces Network are featured on the Winter Spaces Directory. The Winter Spaces Directory is a simple tool residents can use to find out the locations of Winter Spaces across the borough and the ones closest to their home. The Directory has all information needed on each Winter Space, such as opening hours, facilities and accessibility. More information on the Community Living Rooms Network, including access to the Directory, is available [here](https://www.walthamforest.gov.uk/get-involved/community-living-rooms).

**Appendices**

Appendix 1: Severe Weather Alerts

## UKHSA’s Met Office Weather-Health alerts

The council’s severe weather plan is activated by the Met Office Weather-Health Alert System. The Weather-Health Alert Service is designed to help healthcare professionals manage through periods of extreme temperature. The service acts as an early warning system forewarning of periods of high or low temperatures, which may affect the health of the UK public.

The heat-health alert (HHA) operates from 1 June to 30 September and the cold-health alert (CHA) operates from 1 November to 30 March. An out of season alert may still be issued if impacts from adverse weather on health (heat and cold) are expected.

Both systems are based on the Met Office forecasts and data. Depending on the level of alert, a response will be triggered to communicate the risk to the NHS England, government, and public health system

The alerts will be given a colour (yellow, amber or red) based on the combination of the impact the weather conditions could have, and the likelihood of those impacts being realised. These assessments are made in conjunction with the Met Office when adverse weather conditions are indicated within the forecast. The new impact-based HHAs will contain:

* headline weather conditions expected in the coming days
* an outline of what impacts might be expected
* brief overview of regional impact assessment
* links to additional information, advice and guidance



Action card holders and deputies named in this plan will be signed up to receive these email alerts automatically however, the Public Health responsible officer(s) will also circulate these to all action card holders and deputies when there is a change in alert level. **If you are not receiving these alerts, make sure you sign up for these by visiting:** <https://forms.office.com/pages/responsepage.aspx?id=mRRO7jVKLkutR188-d6GZn06Ss-xPLpCuYeyOZ-eFiFUMEVIMDRTOE5FVzFFM0NXNjFMWUlWMkJVMCQlQCN0PWcu>

For more information about these alerts, please visit: <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1155634/User-guide-impact-based-weather-and-health-alerting-system-v2.pdf>

## [Met Office National Severe Weather Warning Service (NSWWS)](https://www.metoffice.gov.uk/weather/guides/severe-weather-advice)

The Met Office National Severe Weather Warning Service (NSWWS) warns of the impacts caused by severe weather. Met Office weather warnings include a level of impact that the forecast weather is expected to bring and the likelihood of those impacts occurring.

These warnings are issued to:

* The public, to prompt consideration of actions they may need to take
* Emergency responders, to trigger their plans to protect the public from impacts in advance of an event, and to help them recover from any impacts after the event.

You can read more about the NSWWS and an indication of the types of impacts that could occur for each of the weather types that the Met Office warn by visiting <https://www.metoffice.gov.uk/weather/guides/severe-weather-advice>.

## Waltham Forest Weather-Health Alert Distribution List 2023/24

The following table lists all colleagues who will receive UKHSA’s Met Office Weather-Health Watch alerts in 2023/24. This list includes all action card holders and deputy action card holders listed in Appendix 9 and also Borough Resilience Forum partners. If you any of your LBWF colleagues are signed up to receive the Weather-Health Watch alerts and are not on this list, please update Ed Stagg (Edward.stagg@walthamforest.gov.uk) with this information.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name and E-mail address** | **Job Title** | **Department** | **Role (Strategic or Operational)** |
| Abigail Adieze<Abigail.Adieze@walthamforest.gov.uk> | Assistant Director of Corporate Parenting | Families | Strategic |
| Alam Khan <Alam.Khan@walthamforest.gov.uk> | Head of Service, Adult Social Care | Families | Strategic |
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Appendix 2: Public Health Communication Messages & Communications Plan

**KEY PUBLIC HEALTH MESSAGES AND RESOURCES**

This section summarises the key public health messages for staff and residents in preparation for and in response to severe hot & cold weather. You can use these messages to form the public health advice you provide to residents and staff - as per the responsibilities in in your action cards.

Council/resident focused public health messages related to hot weather will also be hosted on: <https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/stay-well-heat>

Council/resident focused public health messages related to cold weather will be hosted on: <https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter>

## Summary of key hot weather messages

Stay out of the heat:

* Keep out of the sun between 11am and 3pm
* If you have to go out in the heat, walk in the shade, apply sunscreen of at least SPF 30 and 4 or 5 star ultraviolet A (UVA) protectionand wear a hat and light scarf. Access cool spaces across the borough (details about these can be found in Appendix 5)
* Avoid extreme physical exertion. If you can’t avoid strenuous outdoor activity, keep it for cooler parts of the day such as early morning or evening
* Wear light, loose‑fitting cotton clothes

Cool yourself down:

* Move to a cooler place such as a room with air conditioning or somewhere in the shade
* Remove all unnecessary clothing like a jacket or socks
* Have plenty of cold drinks, and avoid excess alcohol, caffeine and hot drinks
* Eat cold foods, particularly salads and fruit with a high-water content e.g. watermelon, strawberries, melon, peach, pineapple, apple, ice lollies etc.
* Take a cool shower, bath or body wash
* Sprinkle water over the skin or clothing, or keep a damp cloth on the back of your neck

Keep your environment cool:

* Keeping your living space cool is especially important for infants, the elderly or those with chronic health conditions or who can’t look after themselves
* Place a thermometer in your main living room and bedroom to keep a check on the temperature
* Keep windows that are exposed to the sun closed during the day, and open windows at night when the temperature has dropped
* Close curtains that receive morning or afternoon sun, however, care should be taken with metal blinds and dark curtains, as these can absorb heat – consider replacing or putting reflective material in‑between them and the window space
* Turn off non‑essential lights and electrical equipment – they generate heat
* Keep indoor plants and bowls of water in the house as evaporation helps cool the air
* If possible, move into a cooler room, especially for sleeping
* Electric fans may provide some relief where temperatures are below 35°C. Do not use electric fans in rooms where someone has a suspected/confirmed case of COVID-19 as this may help spread COVID-19 droplets in the air

Look out for others:

* Keep an eye on people who live alone, elderly, ill or very young people and make sure they are able to keep cool
* Ensure that babies, children, elderly people or pets are not left alone in stationary cars
* Check on elderly or sick neighbours, family or friends every day during a heatwave
* Be alert and call a doctor or social services if someone is unwell or further help is needed
* Look out for children in prams or pushchairs in hot weather; keep them in the shade, remove excess clothing, ensure there is adequate air flow and check regularly to ensure they are not overheated

If you have a health problem:

* Keep medicines below 25 °C or in the refrigerator (read the storage instructions on the packaging)
* Seek medical advice if you are suffering from a chronic medical condition or taking multiple medications

If you or others feel unwell:

* Try to get help if you feel dizzy, weak, anxious or have intense thirst and headache; move to a cool place as soon as possible and measure your body temperature
* Drink some water or fruit juice to rehydrate
* Rest immediately in a cool place if you have painful muscular spasms (particularly in the legs, arms or abdomen, in many cases after sustained exercise during very hot weather), and drink oral rehydration solutions containing electrolytes
* Medical attention is needed if heat cramps last more than one hour
* Consult your doctor if you feel unusual symptoms or if symptoms persist

When to call 999

Call 999 if you or someone else has any signs of heatstroke, such as:

* Feeling unwell after 30 minutes of resting in a cool place and drinking plenty of water
* Not sweating even while feeling too hot
* A high temperature of 40°C or above
* Fast breathing or shortness of breath
* Feeling confused
* A fit (seizure)
* Loss of consciousness
* Not being responsive

Heatstroke can be very serious if not treated quickly. Put the person in the [recovery position](https://www.nhs.uk/conditions/first-aid/recovery-position/) if they lose consciousness while you're waiting for help.

If a person has improved after 30 minutes of resting in a cool place and drinking plenty of water but you still have concerns about them, contact your GP or NHS 111 for advice.

## Targeted public health messages for key groups

Contained in the following UKHSA documents are specific public health messages to be used with key groups such as: elderly individuals living in residential/care home settings; children & young people in early years setting or at schools; and individuals in contact with health and social care services across the borough. Professionals working in these areas can also use these messages with service users.

*Heatwave Plan for England: Advice for care home managers and staff* (UKHSA)
Available from: <https://tinyurl.com/33ae96u5>

*Looking after Schoolchildren and those in Early Years settings during heatwaves* (UKHSA)
Available from: <https://tinyurl.com/y8u2ruyj>

*Heatwave Plan for England: Advice for health and social care professionals* (UKHSA)
Available from: <https://tinyurl.com/2p9dzerv>

**SUMMARY OF SUGGESTED CONTENT FOR SOCIAL MEDIA**

The following public health messages can be used to notify staff and residents about how to mitigate the impacts of hot weather via social media. Further information about this can be found in the UKHSA Hot Weather Communications Toolkit for 2022 on page 37.

* Look out for older people and others who may find it more difficult to stay cool and hydrated in hot weather. Stay #WeatherAware.
* It is important to check that older friends, family and neighbours are coping during the hot weather. Keep in touch over the phone and follow the guidance on how to safely care for others #BeattheHeat
* Drink plenty of fluids and avoid excess alcohol during the hot weather. Stay #WeatherAware
* A cool living space is especially important for infants, older people or those with long-term health conditions #BeattheHeat
* Keep indoor plants and bowls of water in the house during hot weather: evaporation helps cool the air. #BeattheHeat
* Avoid extreme physical exertion during the hot weather. If you can’t avoid strenuous outdoor activity, keep it for cooler parts of the day e.g., early morning or evening. #BeattheHeat
* The best thing to do in the hot weather is stay out of the direct sun, especially between 11am and 3pm as UV rays are strongest during these hours. #BeattheHeat
* Stay #WeatherAware. Don’t leave babies, children, older people or vulnerable people or pets alone in stationary cars in hot weather
* If going out in the hot weather, walk in the shade, apply sunscreen, wear a hat and light, loose cotton clothes #BeattheHeat.
* Stay #WeatherAware: If you or others feel unwell, get dizzy, feel weak, anxious or have intense thirst, move to a cool place, rehydrate and cool your body down.
* Rest immediately in a cool place if you have painful muscular spasms and drink plenty of cool drinks. Seek medical attention if you feel unusual symptoms or if symptoms persist. Stay #WeatherAware #BeattheHeat
* Useful twitter handles: @MetOffice, @UKHSA, @OHID, @LGAcomms, @NHSEngland, @NHSChoices.
* Agreed hashtags to be included here: #heatwave #LBWF

UKHSA resources to share with the public/service users

* **Beat the Heat (Poster):** <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1075144/Beat_the_Heat_Poster_2022.pdf>
* **Beat the Heat:** Keep cool at home checklist

<https://www.gov.uk/government/publications/heatwave-plan-for-england/beat-the-heat-keep-cool-at-home-checklist>

* **Easy read version of the Heatwave Plan for England 2022**

[https://webarchive.nationalarchives.gov.uk/ukgwa/20220329202109mp\_/https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\_data/file/729085/Heatwave\_Plan\_2014\_EasyRead.pdf](https://webarchive.nationalarchives.gov.uk/ukgwa/20220329202109mp_/https%3A//assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/729085/Heatwave_Plan_2014_EasyRead.pdf)

Appendix 3: Groups Most Vulnerable to Extreme Hot & Cold Weather

Who is most at risk?

Severe hot or cold weather can impact anyone, but some people are at a greater risk of serious harm.

**Key groups at risk from hot weather**

Everyone is at risk from the health consequences of heat, but there are certain factors that increase an individual’s risk during a heatwave. These include:

* + older people aged over 65 years
	+ babies and young children under the age of 5 years
	+ people with underlying health conditions, particularly heart problems, breathing problems, dementia, diabetes, kidney disease, Parkinson’s disease or mobility problems
	+ people on certain medications
	+ people with serious mental health problems
	+ people who are already ill and dehydrated (for example from diarrhoea and vomiting)
	+ people who experience alcohol or drug dependence
	+ people who are physically active and spend a lot of time outside such as runners, cyclists and walkers
	+ people who work in jobs that require manual labour or extensive time outside
	+ people experiencing homelessness, including rough sleepers and those who are unable to make adaptations to their living accommodation such as sofa surfers or those living in hostels
	+ people who live alone and may be unable to care for themselves

**Key groups at risk from cold weather**

Cold-related ill-health is a complex issue involving many factors. However, there are a variety of health risks that can be brought on or exacerbated by cold weather. The key groups that are particularly at risk in the event of cold weather are:

* + older people aged over 65 years old
	+ people with pre-existing chronic medical conditions such as heart disease, stroke or TIA, chronic obstructive pulmonary disease or diabetes
	+ people with mental ill-health that reduces individual’s ability to self-care (including dementia)
	+ pregnant women (in view of potential impact of heat and cold on risk of preterm birth)
	+ children under the age of 5
	+ people with learning difficulties
	+ people assessed as being at risk of, or having had, recurrent falls
	+ people who live alone and may be unable to care for themselves
	+ people who are housebound or otherwise low mobility
	+ people living in deprived circumstances
	+ people living in houses with mould
	+ people who are fuel poor
	+ people experiencing homelessness or people sleeping rough
	+ other marginalised or socially isolated individuals or groups

# Appendix 4: Health Impacts of Hot & Cold Weather

**Health Impacts of Hot Weather**

The main causes of illness and death during a heatwave are **respiratory and cardiovascular diseases**.

Additionally, there are specific heat-related illnesses including:

* Heat cramps – caused by dehydration and loss of electrolytes, including after exercise
* Heat rash – small, red, itchy papules all over the body
* Heat oedema – swelling, particularly in the ankles, due to dilation of blood vessels and retention of fluid
* Heat syncope – dizziness and fainting, due to dehydration and vasodilation, worsened by cardiovascular disease and certain medications
* Heat exhaustion which occurs as a result of dehydration, with non-specific symptoms such as malaise, vomiting and circulatory collapse. It occurs when the core body temperature is between 37ºC and 40ºC. Left untreated, heat exhaustion may evolve into heatstroke
* Heatstroke - a more severe illness in which the body’s thermoregulation mechanism fails. Heatstroke is a medical emergency, with symptoms of confusion, disorientation, convulsions, unconsciousness and hot dry skin. It occurs when core body temperature exceeds 40ºC for over 45 minutes and can result in cell death, organ failure, brain damage or death. Heat stroke can be either classical or exertional (heat stroke that results from strenuous exercise)

**Health Impacts of Cold Weather**

Mortality is significantly higher during the winter months in the UK (December to March) when compared to other seasons. On average there are around 35,000 excess winter deaths (EWDs) each year in England and Wales, but this does tend to fluctuate, sometimes by a large amount.

There is a strong evidence-base on the risk to health from cold weather and about the effects of cold weather on health being predictable and mostly preventable. Cold temperatures and winter weather have direct and indirect effects on health.

Direct effects are:

* heart attack
* stroke
* respiratory disease
* influenza
* falls and injuries
* hypothermia

Indirect effects are:

* snow and ice causing disruption to healthcare services
* cold homes and fuel poverty which are linked with poor mental health and social isolation
* reduced education and employment success
* carbon-monoxide poisoning

# Appendix 5: Community Living Rooms

Information about how to search for community living rooms across the borough should be communicated along with the various public health communication messages in Appendix 2.

**COMMUNITY LIVING ROOMS NETWORK**

As part of the councils ongoing response to the cost-of-living emergency and to build on the success of the Winter Spaces Network, we are continuing our partnership approach with the voluntary and community sector to ensure that effective place-based support is available to residents across the borough throughout the whole year.

The Community Living Rooms Network is a collection of free to access, friendly community spaces across the borough where residents can relax in public, encounter familiar faces and make new acquaintances.

In the Summer and Winter, these spaces also provide a place for residents to go to get out of the hot or cold weather.

You can find out more about where the community living rooms are and what events are taking place by following the link <https://www.walthamforest.gov.uk/get-involved/community-living-rooms-network-accessible>.

An interactive map of all the venues that are part of the community living room network can be found here: <https://www.walthamforest.gov.uk/get-involved/community-living-rooms>

**WHAT ARE COOL SPACES?**

Cool Spaces are areas where people can take respite on hot days.

Cool Spaces are designated based on a set of criteria with three different tiers depending on the number of amenities offered. The tiered approach provides Londoners with a better understanding of what can be expected from spaces within the network and how certain spaces can better fit their needs. The criteria also help provide clarity and guidance for organisations wishing to register sites for Cool Spaces.

**COOL SPACES IN WALTHAM FOREST**

For a list of cool spaces and associated amenities available in Waltham Forest, use the interactive map on the Mayor of London website: <https://www.london.gov.uk/what-we-do/environment/climate-change/climate-adaptation/cool-spaces>

**SUGGEST A COOL SPACE**

Cool Spaces are suggested by boroughs, community groups, faith-based groups, cultural organisations and others, and then validated based on the criteria in the information document below.  Some areas of London might be less well covered because Cool Spaces rely on submissions from organisations.

If you would like to register a site, you can do so at the following address: <https://apps.london.gov.uk/cool-spaces-registration/#/>. Your submission will be reviewed and included in the next update of the map.

Appendix 6: Severe Weather Situation Report - SITREP

The link to the online form will be circulated following a Yellow or Amber alert by the Public Health responsible officer(s) to lead/deputy action card holders. Action card holders will need to appoint a member of their team to fill in the online form and submit by the deadline stipulated by the Public Health responsible officer(s).

You can complete the SITREP form online via this link: <https://forms.office.com/r/0G3pbmHCZ0>

Below is a paper version of this SITREP form, however please use the online form linked above unless otherwise advised.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name (completed by):** |  | **Date:** |  |
| **Job Title and Team** |  | **Time:** |  |
| **Email Address/Telephone number:** |  |
| **Discuss the impact/potential impact the hot weather is having on your services and service users?** |  |
| **If appropriate, discuss the impact/potential impact the hot weather is having on other service providers i.e. services you commission or partner with?** |  |
| **Have you activated the Council’s Heatwave Plan? [Y/N]****What actions have you/your team taken to reduce the negative impact of hot weather on residents and/or services?****Please include any actions taken from your action card, and any additional actions taken.**  |  |
| **Are you considering seeking mutual help?** (Yes/ No) | If yes, please describe what help is being sought and from whom |
| **What actions have you/your team taken to communicate with service users about the hot weather?****Please include any taken from your action cards or the hot weather comms plan.** |  |
| **What actions do you/your team intend to take over the next few days to mitigate the impact of the hot weather on staff/residents/service users?** |  |

Appendix 7: HOT WEATHER Action Cards

## Action Card 1 – Public Health

**RESPONSIBLE OFFICER(S)**

Director of Public Health
Interim Public Health Consultant

Public Health Strategist(s)

**RESPONSIBILITIES**

* Ensure that Heatwave plan is up to date
* Ensure that key staff receive Weather-Health alerts
* Lead the Council’s response
* Seek assurances that Council services are taking the actions outlined in this plan
* Seek assurances that resilience partners are prepared for heatwave impacts
* Monitor the impact of any heatwave on the Borough
* Provide strategic guidance to Directors and Chief Executive (if severity of heatwave requires it)
* Coordinate identification of vulnerable persons with other agencies

**ACTIONS**

|  |  |
| --- | --- |
| **Alert Level**  | **Actions to be taken**  |
| **GREEN (preparedness)** | * Ensure the Heatwave plan is up to date
* Ensure that appropriate Council staff are signed up to and receive [Weather-Health alerts](https://forms.office.com/pages/responsepage.aspx?id=mRRO7jVKLkutR188-d6GZn06Ss-xPLpCuYeyOZ-eFiFUMEVIMDRTOE5FVzFFM0NXNjFMWUlWMkJVMCQlQCN0PWcu&wdLOR=cEAB15F0F-25D3-423B-AA85-0B2C727C0852)
* Ensure the hot weather distribution list is up to date and includes representatives from all services listed in the action cards and also Borough Resilience Forum partners
* Ensure that template public health messages reflect the latest national guidance
* Distribute latest copy of plan to all appropriate Council staff and partners and ensure they are aware of their actions around hot weather
* Ensure current public health messages for heatwaves are reflected in Council’s business continuity plan.
* Ensure that hot weather considerations are included within Council business continuity plans
* Provide advice to relevant leads and services as per action cards below
* Ensure that Communications have copies of public health messages relevant to different levels of Heat alert and have plans in place to send these out internally and externally
* Confirm that multi-agency arrangements for identification of the vulnerable are up to date
 |
| **YELLOW (response)**  | * Consider if Director of Public Health needs to lead as Council Silver (80% chance of reaching Amber alert)
* Ask Council services to confirm they are implementing plan via SITREP (80% likelihood of reaching Amber)
* Ensure that staff are warned and given public health advice. Available at: [Stay well in the heat | London Borough of Waltham Forest](https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/stay-well-heat)
* Ask Council services to confirm they are prepared to implement plan
* Discuss with Adult Social Care the possibility of personalised support
* Discuss with DPH and Adult Social Care the need for ‘frontline’ staff to help identify vulnerable individuals
* Ask partner agencies to prepare to share information on vulnerable
 |
| **AMBER (enhanced response)** | * Act as Council Silver, advised by Public Health responsible officer(s)
* Hold heatwave activation meeting
* Ask Council services to confirm they are implementing this plan via SITREP
* If appropriate, ask ‘frontline’ services to identify vulnerable residents
* Provide strategic guidance to Directors and Chief Executive
* Request information on vulnerable residents from partner agencies
* Seek assurances that resilience partners are responding appropriately to mitigate the impact of the hot weather
* Monitor heat-related morbidity and mortality in the borough

When Level 3/4 is prolonged:* Hold heatwave response meeting and where assurance has not been ascertained, invite action card holders to a further meeting to provide updates on actions undertaken and issues arising, continuing daily until exiting level 3/4
 |
| **RED (emergency response)** | * As for Amber
* Follow national guidance as per media advice
 |

## Action Card 2 – Adult Social Care

**RESPONSIBLE OFFICER(S)**

Corporate Director Adult Social Care & Quality Standards

Assistant Directors - ASC & QS

Heads of Service, ASC

Managers, ASC & QA

**RESPONSIBILITIES**

* Ensure Councils social care services and staff receive Weather-Health alerts
* Ensure Councils social care services and staff are aware of the Severe Weather plan and actions they can take to mitigate the impact of hot weather on service users
* Seek assurances that council social care services are taking appropriate actions in response to Weather-Health alerts
* Consider taking additional steps to reduce impact of heatwave on vulnerable residents known to adult social care

**SETTINGS**

Settings include all adult care homes/adult social care services that are owned by LBWF i.e., Residential care homes, day opportunities centre, dementia centre and shared lives.

**ACTIONS**

|  |  |
| --- | --- |
| **Alert Level**  | **Actions to be taken**  |
| **GREEN (preparedness)**  | * Ensure key social care staff are signed up to receive [Weather-Health alerts](https://forms.office.com/pages/responsepage.aspx?id=mRRO7jVKLkutR188-d6GZn06Ss-xPLpCuYeyOZ-eFiFUMEVIMDRTOE5FVzFFM0NXNjFMWUlWMkJVMCQlQCN0PWcu&wdLOR=cEAB15F0F-25D3-423B-AA85-0B2C727C0852) (contact edward.stagg@walthamforest.gov.uk if you are not sure how to do this)
* Ensure social care staff, care home managers etc. are aware of the Severe Weather plan and their roles and responsibilities in response to Weather-Health alerts
* Ensure social care business continuity plans are up to date, include consideration of heatwaves and are shared with staff
* Ensure social care staff are aware of the risks of severe hot weather, who is most at risk and how to respond when a person drawing on care and support is unwell
* Ensure social care staff are aware of public health messages around hot weather and how they can support people drawing on care and support to stay cool. This includes staff who visit people in their own homes. Public health messages are available [here](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-social-care-managers-staff-and-carers#how-to-reduce-the-risks-of-hot-weather) and also on the [Council’s website](https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/stay-well-heat)
* Ensure social care staff are aware of community living rooms & cool spaces available across the borough and how service users can access these. Info. available at:
* Consider putting up UKHSA ‘Beat the Heat’ posters around settings to remind staff and service users how to stay safe during hot weather. Available [here](https://www.gov.uk/government/publications/beat-the-heat-hot-weather-advice).
* Ensure there are measures in place to identify and support vulnerable people drawing on care and support e.g. share advice on measures individuals and carers can take to keep cool, implement measures to keep social care settings cool, provide supplies to help keep people drawing on care and support cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell. Advice available [here](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-social-care-managers-staff-and-carers#how-to-reduce-the-risks-of-hot-weather)
* Ensure adult social care services are sufficiently prepared to prevent dehydration among people drawing on care and support. [Advice on how to prevent dehydration](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-social-care-managers-staff-and-carers#how-to-reduce-the-risks-of-hot-weather)
* Ensure plans to keep buildings cool are in place and fit for purpose
* Consider whether the Council intends to provide targeted support to vulnerable individuals during a heatwave e.g. electric fans, water jugs, sunscreen etc.
 |
| **YELLOW (response)**  | * Ensure key ASC staff are aware of the forecasted hot weather
* Ensure ASC staff are sharing news of the forecast with social care users
* Ensure front line social care staff are disseminating public health messages around hot weather and how people can stay cool and safe to people drawing on care and support
* Ensure business continuity plans are enacted, where appropriate
* Ensure social care staff are sharing details of community living rooms, cool spaces and other support available across the borough with people drawing on care and support
* Identify vulnerable people drawing on care and support and provide package of support to them where required e.g. share advice on measures individuals and carers can take to keep cool, provide supplies to help keep people drawing on care and support cool, implement measures to keep social care settings cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell. Advice available [here](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-social-care-managers-staff-and-carers#how-to-reduce-the-risks-of-hot-weather)
* Ensure social care staff are implementing measures to prevent dehydration among people drawing on care and support
* Ensure indoor temperatures remain under 26°C
* Discuss with adult social care services if there are any concerns they foresee in implementing the plan i.e. re: provision of supplies to residents
* Where necessary, adult social care staff should review care plans of people drawing on care and support and adapt these in light of any additional risk posed by the heatwave, making note of any additional people drawing on care and support that may be particularly vulnerable and/or socially-isolated. Further discussion to take place with adult social care services on the possibility of personalised support and additional welfare checks for some individuals as required
 |
| **AMBER (enhanced response)** | * Ensure that public health messages continue to be shared with people drawing on care and support
* Ensure details of community living rooms, cool spaces and other support available continue to be shared with people drawing on care and support
* Provide support to those who have been identified as vulnerable e.g. share advice on measures individuals and carers can take to keep cool, provide supplies to help keep people drawing on care and support cool, implement measures to keep social care settings cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell
* Ensure social care staff are implementing measures to prevent dehydration among people drawing on care and support
* Ensure indoor temperatures remain under 26°C
* Carry out welfare checks to all residents (in the settings above) noted as particularly vulnerable/socially-isolated that may be negatively affected by heatwave
* Support staff to remain fit and well during spells of hot weather. For example, ensuring they have regular breaks, and have access to cool and ventilated areas
* Seek regular feedback from frontline staff and people drawing on care and support about how well they are coping with the hot weather

If heatwave is prolonged: * Maintain Amber actions throughout the heatwave
* Increase support provided to the vulnerable, this could include increasing the frequency of welfare checks to ensure that people drawing on care and support are staying cool
* Monitor cold weather-related illness and deaths among people drawing on care and support and report this to your commissioning lead and/or the public health responsible officer (Ed Stagg)
 |
| **RED (emergency response)** | * As for Amber
* Follow national guidance as per media advice
 |

## Action Card 3 – Children’s Social Care

**RESPONSIBLE OFFICER(S)**

Corporate Director of Children’s Social Care

Assistant Director for Corporate Parenting

Interim Head of Early Help Delivery

Social Care Managers

**RESPONSIBILITIES**

* Ensure Councils children’s social care services and staff **(including foster carers)** receive Weather-Health alerts
* Ensure Councils children’s social care services and staff **(including foster carers**) are aware of the Severe Weather plan and actions they can take to mitigate the impact of hot weather on service users (**including young carers and their families**)
* Seek assurances that children’s council social care services are taking appropriate actions in response to Weather-Health alerts
* Consider taking additional steps to reduce impact of heatwave on vulnerable residents known to children’s social care

**SETTINGS**

Settings include all children’s care homes that are owned by LBWF, foster care and kinship care placements (both in and out of the borough)

**ACTIONS**

|  |  |
| --- | --- |
| **Alert Level**  | **Actions to be taken**  |
| **GREEN (preparedness)**  | * Ensure key social care staff are signed up to receive [Weather-Health alerts](https://forms.office.com/pages/responsepage.aspx?id=mRRO7jVKLkutR188-d6GZn06Ss-xPLpCuYeyOZ-eFiFUMEVIMDRTOE5FVzFFM0NXNjFMWUlWMkJVMCQlQCN0PWcu&wdLOR=cEAB15F0F-25D3-423B-AA85-0B2C727C0852) (contact edward.stagg@walthamforest.gov.uk if you are not sure how to do this)
* Ensure social care staff, care home managers etc. are aware of the Severe Weather plan and their roles and responsibilities in response to Weather-Health alerts
* Ensure social care business continuity plans are up to date, include consideration of heatwaves and are shared with staff
* Ensure social care staff are aware of the risks of severe hot weather, who is most at risk and how to respond when a service user is unwell
* Ensure social care staff are aware of public health messages around hot weather and how they can support service users to stay cool. This includes staff who visit people in their own homes. Public health messages are available [here](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/looking-after-children-and-those-in-early-years-settings-during-heatwaves-for-teachers-and-professionals#health-risks-from-heat) and also on the [Council’s website](https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/stay-well-heat)
* Ensure social care staff are aware of community living rooms & cool spaces available across the borough and how service users and families can access these. Info available at:
* Consider putting up UKHSA ‘Beat the Heat’ posters around settings to remind staff and service users how to stay safe during hot weather. Available [here](https://www.gov.uk/government/publications/beat-the-heat-hot-weather-advice).
* Ensure there are measures in place to identify and support vulnerable children’s social care users e.g. share advice on measures individuals and carers can take to keep cool, implement measures to keep social care settings cool, provide supplies to help keep social care users cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell. Advice available [here](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/looking-after-children-and-those-in-early-years-settings-during-heatwaves-for-teachers-and-professionals#health-risks-from-heat)
* Ensure plans to keep buildings cool are in place and fit for purpose
* Consider whether the Council intends to provide targeted support to vulnerable individuals during a heatwave e.g. electric fans, water jugs, sunscreen etc.
 |
| **YELLOW (response)**  | * Ensure key CSC staff are aware of the forecasted hot weather
* Ensure CSC staff are sharing news of the forecast with social care users
* Ensure front line social care staff are disseminating public health messages around hot weather and how people can stay cool and safe to service users
* Ensure business continuity plans are enacted, where appropriate
* Ensure social care staff are sharing details of community living rooms, cool spaces and other support available across the borough with service users and families
* Identify vulnerable children’s social care users and provide package of support to them where required e.g. share advice on measures individuals and carers can take to keep cool, provide supplies to help keep social care users cool, implement measures to keep social care settings cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell. Advice available [here](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/looking-after-children-and-those-in-early-years-settings-during-heatwaves-for-teachers-and-professionals#health-risks-from-heat)
* Ensure indoor temperatures remain cool
* Discuss with children’s social care services if there are any concerns they foresee in implementing the plan i.e. re: provision of supplies to residents
* Where necessary, children’s social care staff should review service users/residents care plans and adapt these in light of any additional risk posed by the heatwave, making note of any additional users that may be particularly vulnerable and/or socially-isolated. Further discussion to take place with children’s social care services on the possibility of personalised support and additional welfare checks for some individuals as required
 |
| **AMBER (enhanced response)** | * Ensure that public health messages continue to be shared with service users
* Ensure details of community living rooms, cool spaces and other support available continue to be shared with service users
* Provide support to those who have been identified as vulnerable e.g. share advice on measures individuals and carers can take to keep cool, provide supplies to help keep social care users cool, implement measures to keep social care settings cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell
* Ensure indoor temperatures remain cool
* Carry out welfare checks to all residents (in the settings above) noted as particularly vulnerable/socially-isolated that may be negatively affected by heatwave
* Support staff to remain fit and well during spells of hot weather. For example, ensuring they have regular breaks, and have access to cool and ventilated areas
* Seek regular feedback from frontline staff and service users about how well they are coping with the hot weather

If heatwave is prolonged: * Maintain Amber actions throughout the heatwave
* Increase support provided to the vulnerable, this could include increasing the frequency of welfare checks to ensure that service users are staying cool
* Monitor cold weather-related illness and deaths among service users and report this to your commissioning lead and/or the public health responsible officer (Ed Stagg)
 |
| **RED (emergency response)** | * As for Amber
* Follow national guidance as per media advice
 |

## Action Card 4 – Corporate Communications

**RESPONSIBLE OFFICER(S)**

Senior PR & Digital Manager

Strategic Communications Manager for Public Health

Senior PR & Digital Officer

Campaigns Officer

**RESPONSIBILITIES**

* Ensure residents, staff and the voluntary and community sector are aware of hot weather forecasts
* Ensure residents, staff and the voluntary and community sector are aware of ways they can stay cool and safe during severe weather

**ACTIONS**

|  |  |
| --- | --- |
| Alert Level | **Actions to be taken** |
| **GREEN (preparedness)**  | * Ensure key Communications staff are signed up to receive [Weather-Health alerts](https://forms.office.com/pages/responsepage.aspx?id=mRRO7jVKLkutR188-d6GZn06Ss-xPLpCuYeyOZ-eFiFUMEVIMDRTOE5FVzFFM0NXNjFMWUlWMkJVMCQlQCN0PWcu&wdLOR=cEAB15F0F-25D3-423B-AA85-0B2C727C0852) (contact edward.stagg@walthamforest.gov.uk if you are not sure how to do this)
	+ Check that template public health communication messages reflect the latest guidance (advised by Public Health)
	+ Ensure that the hot weather pages of the Council website are running and have been updated with the latest guidance. Available at: [Stay well in the heat | London Borough of Waltham Forest](https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/stay-well-heat)
	+ Agree and begin to issue proactive “*stay well in the heat*” messages to the public through the Council’s different communications channels. Consider how best to reach those who are most vulnerable to the impacts of hot weather and share plan with public health
	+ Disseminate proactive ‘thermal comfort’ communications to senior managers. This guidance is available from Health & Safety colleagues (David Garioch)
	+ Disseminate proactive public health heatwave weather messages to staff and the voluntary sector, again considering how best to reach those who are most vulnerable to the impacts of hot weather
	+ Share information with residents about services which vulnerable residents can access during the Summer months, this includes community living rooms and cool spaces across the borough
 |
| **YELLOW (response)**  | * Ensure key Communications staff are aware of the Weather-Health alert
	+ Continue to share public health hot weather messages to the public through the Council’s communications channels
	+ Continue to disseminate proactive ‘thermal comfort’ communications to senior managers. This guidance is available from Health & Safety colleagues (David Garioch)
	+ Continue to disseminate proactive public health heatwave weather messages to staff and the voluntary sector, again considering how best to reach those who are most vulnerable to the impacts of hot weather
	+ Continue to share information with residents about services which vulnerable residents can access during the Summer months, this includes community living rooms and cool spaces across the borough
	+ Continue to consider how best to reach those who are most vulnerable to the impacts of hot weather and prioritise as necessary
 |
| **AMBER (enhanced response)** | * + Maintain Yellow actions, including any new information relevant to Amber
	+ At this point, involve the on-call team to help with the dissemination of messages to staff and to the public
	+ Follow national guidance as per media advice
 |
| **RED (emergency response)** | * + As Amber
	+ Follow national guidance as per media advice
 |

## Action Card 5 – Housing (inc. Rough Sleepers & Those in Temporary Accommodation)

**RESPONSIBLE OFFICER(S)**

Corporate Director of Housing

Divisional Director of Housing Operations and Assets

Head of Housing Strategy

Interim Director of Housing Options and Homelessness

Strategic Housing Project Manager

Rough Sleeper Coordinator

**RESPONSIBILITIES**

* + Protect Waltham Forest residents and their homes from the effects of hot weather/heatwaves
	+ An added focus on protecting the vulnerable residents or those who are in sheltered housing, temporary accommodation or who are sleeping rough
	+ Ensure Severe Weather Emergency Protocol (SWEP) is reviewed and ready to activate
	+ Where required, to activate SWEP and support individuals sleeping rough to access an offer of emergency accommodation during the SWEP period

**ACTIONS**

|  |  |
| --- | --- |
| **Alert Level**  | **Actions to be taken** |
| **GREEN (preparedness)**  | **Rough Sleepers & those in Temporary Accommodation:*** Ensure key housing staff are signed up to receive [Weather-Health alerts](https://forms.office.com/pages/responsepage.aspx?id=mRRO7jVKLkutR188-d6GZn06Ss-xPLpCuYeyOZ-eFiFUMEVIMDRTOE5FVzFFM0NXNjFMWUlWMkJVMCQlQCN0PWcu&wdLOR=cEAB15F0F-25D3-423B-AA85-0B2C727C0852) (contact edward.stagg@walthamforest.gov.uk if you are not sure how to do this)
* Ensure housing staff are aware of the Severe Weather plan and their roles and responsibilities in response to Weather-Health alerts
* Ensure housing business continuity plans are up to date, including consideration of hot weather and are shared with key staff
* Be assured that commissioned housing providers have included consideration of hot weather/heatwaves as part of their routine business continuity plans
* Ensure housing staff are aware of public health messages around hot weather and how they can support tenants and customers to stay cool. This includes staff who visit people in their own homes. Public health messages are available [here](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-social-care-managers-staff-and-carers#how-to-reduce-the-risks-of-hot-weather) and also on the [Council’s website](https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/stay-well-heat)
* Work with the communications team to ensure that communications to Waltham Forest residents include advice about how to keep their homes cool during Summer and what residents can do if they are struggling to do so. Advice around how to keep homes cool is available [here](https://www.gov.uk/government/publications/beat-the-heat-hot-weather-advice/beat-the-heat-keep-cool-at-home-checklist)
* Ensure housing staff are aware of the risks of severe hot weather, who is most at risk and how to respond when tenant or customer is unwell
* Ensure housing staff are aware of community living rooms & cool spaces available across the borough and how tenants and customer can access these. Info. available [here](https://www.walthamforest.gov.uk/get-involved/community-living-rooms).
* Consider putting up UKHSA ‘Beat the Heat’ posters in communal settings to remind tenants how to stay safe during hot weather. Available [here](https://www.gov.uk/government/publications/beat-the-heat-hot-weather-advice)
* Ensure that agencies who also come into contact with residents and service users e.g. Tenant Management organisations, customer resolution service, Citizens Advice Bureau are aware of the public health messages to mitigate the impact of hot weather on service users and residents and that plans are in place to share these
* Ensure that plans are in place to support tenants and customers to maintain a “reasonable” temperature in their property during severe hot weather. Ensure staff are aware of these plans. *This could include checking room temperatures where disabled or vulnerable service users spend most of their time. Providing messages to keep rooms well-ventilated, keep curtains drawn over south facing windows, find cooler rooms in the house to sit in.*

**Rough Sleeping team:*** Liaise with providers of daytime provisions i.e. day-time shelters to manage health risks related to the hot weather.
* Plan SWEP with relevant partners, both internal and external
* Consider how people will travel to SWEP accommodation and ensure distances and travel costs are not a barrier for accessing the service
* Ensure there are measures in place to support individuals sleeping rough e.g. providing brief advice on measures individuals can take including staying in the shade, accessing cool spaces, providing sunscreen and bottled water where necessary. Further advice is available [here](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-people-homeless-and-sleeping-rough)
* Ensure information provided is available in other languages where required

**Residents in Council Housing:*** Ensure consideration of hot weather/heatwaves has been included as part of routine housing business continuity plans and is up

to date* Ensure that ‘stay well in the heat’ communications to Waltham Forest residents include advice about how to keep their homes

cool during summer and promote use of the ‘keep cool at home’ checklist. Communications could be sent out to Tenants & Residents Associations; Estate WhatsApp groups, notice boards and involved resident’s database as well as Community Centre users/stakeholders* Ensure that housing staff are aware of public health messages for service users and residents to minimize the impact of hot weather. This information is available in the local and national heatwave plan and in the UKHSA ‘Beat the Heat’ guidance.
* Ensure that agencies who also come into contact with residents and service users e.g. Tenant Management Organisations, customer resolution service, Citizens Advice Bureau are aware of the public health messages to mitigate the impact of hot weather on service users and residents and that plans are in place to share these
* Where LBWF is responsible for housing, ensure that plans are in place to support homes to maintain a “reasonable” temperature during severe hot weather. Ensure staff are aware of these plans. This could include checking room temperatures where disabled or vulnerable service users spend most of their time, providing messages to keep rooms well-ventilated, keep curtains drawn over south facing windows, find cooler rooms in the house to sit in.
 |
| **YELLOW (response)**  | **Rough Sleepers & those in Temporary Accommodation:*** Ensure key housing staff are aware of the forecasted hot weather
* Request the activation of commissioned providers’ housing business continuity plans
* Ensure housing staff are communicating public health messages to residents around hot weather and how they can support service users to stay cool, how they can keep their own homes cool etc. This includes staff who visit people in their own homes. Public health messages are available [here](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-social-care-managers-staff-and-carers#how-to-reduce-the-risks-of-hot-weather) and also on the [Council’s website](https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/stay-well-heat). Advice around how to keep homes cool is available [here](https://www.gov.uk/government/publications/beat-the-heat-hot-weather-advice/beat-the-heat-keep-cool-at-home-checklist)
* Ensure housing staff are sharing details of community living rooms & cool spaces available across the borough and how service users can access these
* Ensure that agencies who also come into contact with residents and service users e.g. Tenant Management organisations, customer resolution service, Citizens Advice Bureau are sharing public health messages to mitigate the impact of hot weather on service users and residents
* Activate plans to support council tenants and customers living in LBWF housing to maintain their homes at “reasonable” temperatures during hot weather, including ensuring vulnerable people are managing to stay cool. This may only be possible for sheltered housing settings where staff are on-site more regularly
* Consider suspending/partially suspending resident activities such as Murals on Estates and gardening projects if weather gets too hot

**Rough Sleeping team:*** Activate plans to individuals sleeping rough e.g., with brief advice on measures individuals can take including staying in the shade, accessing cool spaces, providing sunscreen and bottled water where necessary. Further advice is available [here](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-people-homeless-and-sleeping-rough)
* Ensure SWEP is ready to be activated and a SWEP a designated coordinator for single point of contact is identified
* Monitor temperatures and communicate with relevant partners to ensure provision can be implemented quickly
* Confirm SWEP plans with relevant partners
* Ensure that organisations/staff that may come into contact with people sleeping rough (especially out of hours) are aware of provisions and referral routes

**Residents in Council Housing:*** Ensure housing staff and projects teams are aware of the heatwave alert
* Ensure that housing staff are communicating messages to service users residents about how to keep their homes cool/how to mitigate the impact of hot weather, including encouraging use of the ‘keep cool at home’ checklist where appropriate. This can be done via daily contacts or via other communication channels to Tenants & Residents Associations; Estate WhatsApp groups, notice boards and involved residents database as well as Community Centre users/stakeholders
* Ensure that housing staff are sharing public health messages for service users and residents to minimize the impact of hot weather. This information is available in the local and national

heatwave plan and in the UKHSA ‘Beat the Heat’ guidance* Ensure that agencies who also come into contact with residents and service users e.g. Tenant Management organisations, customer resolution service, Citizens Advice Bureau are sharing public health messages to mitigate the impact of hot weather on residents
* Activate business continuity arrangements and emergency plans as required
* Activate plans to support those living in LBWF housing to maintain their homes at “reasonable temperatures’ during hot weather, as appropriate, including ensuring vulnerable people are managing to cool their home/stay cool
* Encourage staff to consider postponing/rearranging visits to cooler parts of the day (or different days)
* Consider holding outdoor consultation meetings indoors (if it is cooler than outside) or in cool/shaded areas
* Consider suspending/partially suspending activities such as Murals on Estates and gardening projects if weather gets too hot
 |
| **AMBER (enhanced response)** | **Rough Sleepers & those in Temporary Accommodation:*** Ensure commissioned providers’ housing business continuity plans continue to be activated as required
* Ensure housing staff continue to communicate public health messages to residents around hot weather and how they can support service users to stay cool, how they can keep their own homes cool etc. This includes staff who visit people in their own homes. Public health messages are available [here](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-social-care-managers-staff-and-carers#how-to-reduce-the-risks-of-hot-weather) and also on the [Council’s website](https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/stay-well-heat). Advice around how to keep homes cool is available [here](https://www.gov.uk/government/publications/beat-the-heat-hot-weather-advice/beat-the-heat-keep-cool-at-home-checklist)
* Ensure housing staff continue to share details of community living rooms & cool spaces available across the borough and how service users can access these
* Ensure that agencies who also come into contact with residents and service users e.g. Tenant Management organisations, customer resolution service, Citizens Advice Bureau continue to share public health messages to mitigate the impact of hot weather on service users and residents
* Continue to support those living in LBWF housing and temporary accommodation to maintain their homes at “reasonable” temperatures during hot weather, including ensuring vulnerable people are managing to stay cool. This may only be possible for sheltered housing settings where staff are on-site more regularly
* Encourage staff to postpone/rearrange visits to cooler parts of the day (or different days)
* Suspend/partially suspend resident activities such as Murals on Estates and gardening projects if weather gets too hot

**Rough Sleeping team:*** Continue to support individuals sleeping rough e.g. providing brief advice on measures individuals can take including staying in the shade, accessing cool spaces, providing sunscreen and bottled water where necessary. Further advice is available [here](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-people-homeless-and-sleeping-rough)
* Ensure SWEP is activated and night shelter has beds available
* Ensure key partners are undertaking appropriate action in response to alerts as part of the SWEP, as well as regular communications and updated with partner agencies
* Encourage partnership working between police and outreach services in order to identify and support individuals in need, and make them aware of the SWEP offers
* Encourage multi-agency communication daily between partners to coordinate SWEP to increase accessibility of provision- this could be daily email and phone calls about activation and options available

If heatwave is prolonged: * Contact housing associations across the borough who also provide social housing to check how the hot weather is impacting residents, to get an update as to whether they are aware of guidance and actions to mitigate the impact of hot weather

**Residents in Council Housing:*** Continue to implement actions as per Yellow alert, including continuing to communicate public health messages to service users and residents via the previously mentioned channels
* Ensure that agencies who also come into contact with residents e.g. Tenant Management organisations, customer resolution service, Citizens Advice Bureau are continuing to share public health messages to mitigate the impact of hot weather on service users and residents
* Ensure continuity arrangements are being enacted as appropriate (including by commissioned housing services)
* Encourage staff to postpone/rearrange visits to cooler parts of the day (or different days)
* Hold outdoor consultation meetings indoors (if it is cooler than outside) or in cool/shaded areas
* Suspend/partially suspend activities such as Murals on Estates and gardening projects if weather gets too hot

In the event of a prolonged heatwave:* Contact housing associations across the borough who also provide social housing to check how the hot weather is impacting residents, to get an update as to whether they are aware of guidance and actions to mitigate the impact of hot weather
 |
| **RED (emergency response)** | * + As Amber
	+ Follow national guidance as per media advice
 |

## Action Card 6 – Council Commissioned Services

**RESPONSIBLE OFFICER(S)**

Divisional Director of Integrated Commissioning

Head of Placements & Supplier Quality

Interim Assistant Director for Integrated Commissioning

Contract Monitoring Officer

Contracts Co-Ordination Officer

Service Managers for Commissioned Services

**RESPONSIBILITIES**

* To ensure commissioned services/service providers are aware of cold weather alerts, the cold weather plan and their responsibilities in response to cold weather alerts
* To seek assurance from commissioned services/service providers about actions being taken to minimise the impact of cold weather on their clients / customers.
* (Service Managers) To lead the response for your individual service and undertake actions outlined in this plan to minimise risk to service users

**SETTINGS**

Settings include all commissioned services (older, working-age and young people) as well as services where the Council has a legal duty of care because the settings are in LBWF

**ACTIONS**

|  |  |
| --- | --- |
| **Alert Level**  | **Actions to be taken** |
| **GREEN (preparedness)**  | **Commissioner/Action Card holder:** * Ensure commissioned services are aware of the Severe Weather plan and their responsibilities in this action card
* Seek assurance that commissioned services have the arrangements in place below
* Share this action card with service managers of commissioned services
* Be assured that commissioned housing providers have included consideration of hot weather as part of their routine business continuity plans
* Share information with service managers about how residents can access community living rooms & cool spaces available across the borough and how service users can access these. Info. available at:

 **Service managers for commissioned services:** * Ensure key service staff are signed up for the [Weather-Health alerts](https://forms.office.com/pages/responsepage.aspx?id=mRRO7jVKLkutR188-d6GZn06Ss-xPLpCuYeyOZ-eFiFUMEVIMDRTOE5FVzFFM0NXNjFMWUlWMkJVMCQlQCN0PWcu&wdLOR=cEAB15F0F-25D3-423B-AA85-0B2C727C0852) (contact edward.stagg@walthamforest.gov.uk if you are not sure how to do this)
* Ensure frontline staff are aware of the Severe Weather plan and their roles and responsibilities in response to Weather-Health alerts
* Ensure social care business continuity plans are up to date, include consideration of heatwaves and are shared with staff
* Ensure staff are aware of the risks of severe hot weather, who is most at risk and how to respond when a service user is unwell
* Ensure staff are aware of public health messages around hot weather and how they can support service users to stay cool. This includes staff who visit people in their own homes. Public health messages are available on the [Council’s website](https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/stay-well-heat). Specific messages for staff supporting vulnerable people are available in the following guidance documents: [social care managers,](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-social-care-managers-staff-and-carers) [healthcare professionals](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-healthcare-professionals), [those supporting rough sleepers](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-people-homeless-and-sleeping-rough) and [those supporting children](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/looking-after-children-and-those-in-early-years-settings-during-heatwaves-for-teachers-and-professionals)
* Ensure social care staff are aware of community living rooms & cool spaces available across the borough and how service users and families can access these. Info available at:
* Consider putting up UKHSA ‘Beat the Heat’ posters around settings to remind staff and service users how to stay safe during hot weather. Available [here](https://www.gov.uk/government/publications/beat-the-heat-hot-weather-advice).
* Ensure there are measures in place to identify and support vulnerable service users e.g. share advice on measures individuals and carers can take to keep cool, implement measures to keep buildings cool, provide supplies to help keep service users cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell. Advice available in the following guidance documents: [social care managers,](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-social-care-managers-staff-and-carers) [healthcare professionals](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-healthcare-professionals), [those supporting rough sleepers](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-people-homeless-and-sleeping-rough) and [those supporting children](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/looking-after-children-and-those-in-early-years-settings-during-heatwaves-for-teachers-and-professionals)
* Ensure plans to keep buildings cool are in place and fit for purpose
 |
| **YELLOW (response)**  | **Commissioner/Action Card holder:** * Ensure that commissioned services are undertaking actions in this action card
* Continue to share information with service managers about how residents can access community living rooms & cool spaces available across the borough and how service users can access these
* Feedback any concerns raised by service managers to the appropriate leads in adult and/or children’s social care

**Service managers for commissioned services:** * Ensure key staff are aware of the forecasted hot weather
* Ensure staff are sharing news of the forecast with social care users
* Ensure front line staff are disseminating public health messages around hot weather and how people can stay cool and safe to service users
* Ensure business continuity plans are enacted, where appropriate
* Ensure staff are sharing details of community living rooms, cool spaces and other support available across the borough with service users and families
* Identify vulnerable service users and provide package of support to them where required e.g. share advice on measures individuals and carers can take to keep cool, provide supplies to help keep social care users cool, implement measures to keep social care settings cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell.
* Ensure indoor temperatures remain cool
* Where necessary, staff should review service users/residents care plans and adapt these in light of any additional risk posed by the heatwave, making note of any additional users that may be particularly vulnerable and/or socially isolated. Further discussion should take place on the possibility of personalised support and additional welfare checks for some individuals as required
* Where requested, provide assurance to commissioners about what actions you are taking to mitigate the impact of the hot weather on service users
* Discuss with your commissioning lead any concerns you foresee in your ability to implement the plan i.e. re: provision of supplies to service users
 |
| **AMBER (enhanced response)** | **Commissioner/deputies:** * Seek assurance that commissioned services are continuing to undertake actions below
* Continue to share information with service managers about how residents can access community living rooms & cool spaces available across the borough and how service users can access these
* Continue to feedback any concerns raised by service managers to the appropriate leads in adult and/or children’s social care

**Service managers for commissioned services:** * Ensure that public health messages continue to be shared with service users
* Ensure details of community living rooms, cool spaces and other support available continue to be shared with service users
* Provide support to those who have been identified as vulnerable e.g. share advice on measures individuals and carers can take to keep cool, provide supplies to help keep social care users cool, implement measures to keep social care settings cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell
* Ensure indoor temperatures remain cool
* Carry out welfare checks to service users noted as particularly vulnerable/socially-isolated that may be negatively affected by heatwave
* Support staff to remain fit and well during spells of hot weather. For example, ensuring they have regular breaks, and have access to cool and ventilated areas
* Seek regular feedback from frontline staff and service users about how well they are coping with the hot weather
* Discuss with your commissioning lead any difficulties you are experiencing in implementing the plan and any support you may require

If heatwave is prolonged: * Maintain Amber actions throughout the heatwave
* Increase support provided to the vulnerable, this could include increasing the frequency of welfare checks to ensure that service users are staying cool
* Monitor hot weather-related illness and deaths among service users and report this to your commissioning lead and/or the public health responsible officer (Ed Stagg)
 |
| **RED (emergency response)** | * As Amber
* Follow national guidance as per media advice
 |

## Action Card 7 – Schools & Educational Settings

**RESPONSIBLE OFFICER(S)**

Director of Learning

Children’s Services: Head of Human Resources

Head of Education Business Effectiveness

Head of Early Years, Childcare & Business Development

Place Development & Premises Manager

Out of School & Positive Activity Officer

Headteachers/Governors

**RESPONSIBILITIES**

* Ensure schools are aware of how staff, pupils and parents can stay well during severe hot weather
* Advise schools of how best to prepare and respond to severe hot weather (alongside schools’ own business continuity plans)
* Ensure schools are implementing actions to protect staff, pupils and parents during severe hot weather
* (Headteachers/Governors) To lead the response for your individual school and undertake actions outlined in this plan to minimise risk to pupils

**ACTIONS**

|  |  |
| --- | --- |
| **Alert Level**  | **Actions to be taken** |
| **GREEN (preparedness)**  | **Director of Learning/Action Card holder**:  * Ensure schools are aware of the Severe Weather plan and their responsibilities in this action card
* Seek assurance that schools have the arrangements in place below
* Share this action card with Headteachers/Governors of schools
* Be assured that schools have included consideration of hot weather as part of their routine business continuity and out of school plans
* Share information with schools about how families can access community living rooms & cool spaces available across the borough. Info. available at:

**Headteacher/Governors**: * Ensure key staff are signed up for the [Weather-Health alerts](https://forms.office.com/pages/responsepage.aspx?id=mRRO7jVKLkutR188-d6GZn06Ss-xPLpCuYeyOZ-eFiFUMEVIMDRTOE5FVzFFM0NXNjFMWUlWMkJVMCQlQCN0PWcu&wdLOR=cEAB15F0F-25D3-423B-AA85-0B2C727C0852) (contact edward.stagg@walthamforest.gov.uk if you are not sure how to do this)
* Ensure staff are aware of the Severe Weather plan and their roles and responsibilities in response to Weather-Health alerts
* Ensure school business continuity and out of school plans are up to date, include consideration of heatwaves and are shared with staff
* Ensure staff are aware of the risks of severe hot weather, who is most at risk and how to respond when a pupil is unwell
* Ensure staff are aware of public health messages around hot weather and how they can support pupils to stay cool. Public health messages are available on the [Council’s website](https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/stay-well-heat) and specific guidance for staff and teachers [supporting children](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/looking-after-children-and-those-in-early-years-settings-during-heatwaves-for-teachers-and-professionals) available here
* Ensure staff are aware of community living rooms & cool spaces available across the borough and how pupils and families can access these. Info available at:
* Consider putting up UKHSA ‘Beat the Heat’ posters around schools to remind staff and pupils how to stay safe during hot weather. Available [here](https://www.gov.uk/government/publications/beat-the-heat-hot-weather-advice).
* Ensure there are measures in place to identify and support vulnerable pupils e.g. share advice on measures individuals and carers can take to keep cool, implement measures to keep buildings cool, provide supplies to help keep pupils cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell. Guidance for [those supporting children](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/looking-after-children-and-those-in-early-years-settings-during-heatwaves-for-teachers-and-professionals) is available here
* Ensure plans to keep buildings cool are in place and fit for purpose
 |
| **YELLOW (response)**  | **Director of Learning/Action Card holder**:  * Seek assurance that schools are undertaking actions in this action card
* Continue to share information with schools about how families can access community living rooms & cool spaces available across the borough
* Feedback any concerns raised by Headteachers/Governors to public health

**Headteacher/Governors:** * Ensure key staff are aware of the forecasted hot weather
* Ensure staff are sharing news of the forecast with pupils and parents
* Ensure staff are disseminating public health messages around hot weather and how people can stay cool and safe to pupils and parents
* Ensure business continuity and out of school plans are enacted, where appropriate
* Ensure staff look for signs of hot weather-related illness
* Ensure staff are sharing details of community living rooms, cool spaces and other support available across the borough with pupils and families
* Identify vulnerable pupils and provide package of support to them where required e.g. share advice on measures individuals and parents can take to keep cool, provide supplies to help keep pupils cool, implement measures to keep buildings cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell
* Ensure indoor temperatures remain cool
* Where requested, provide assurance to the Council’s Education team about what actions your school is taking to mitigate the impact of the hot weather on pupils
* Discuss with the Council’s Education team any concerns you foresee in your ability to implement the plan i.e. re: provision of supplies to pupils
 |
| **AMBER (enhanced response)** | **Director of Learning/Action Card holder:** * Seek assurance that schools are continuing to undertake actions below
* Continue to share information with service managers about how residents can access community living rooms & cool spaces available across the borough and how service users can access these
* Continue to feedback any concerns raised by headteachers/governors to public health

**Headteacher/Governors:** * Ensure that public health messages continue to be shared with pupils and parents
* Ensure details of community living rooms, cool spaces and other support available continue to be shared with pupils and parents
* Ensure staff continue look for signs of hot weather-related illness
* Provide support to those who have been identified as vulnerable e.g. share advice on measures individuals and carers can take to keep cool, provide supplies to help keep pupils cool, implement measures to keep buildings cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell
* Ensure that on very hot days (in excess of 30°C) children do not take part in vigorous physical activity
* Encourage children playing outdoors to stay in the shade as much as possible
* Provide children and parents/carers with advice e.g. wearing loose, light-coloured clothing, applying suncream (at least factor 15 with UVA protection) and drinking more water than usual
* Ensure indoor temperatures remain cool
* Support staff to remain fit and well during spells of hot weather. For example, ensuring they have regular breaks, and have access to cool and ventilated areas
* Seek regular feedback from staff and pupils about how well they are coping with the hot weather
* Discuss with the Council’s Education team any difficulties you are experiencing in implementing the plan and any support you may require

If heatwave is prolonged: * Maintain Amber actions throughout the heatwave
* Monitor hot weather-related illness and deaths among pupils and report this to the Council’s Education team
* Monitor temperatures and be prepared to rearrange school start, finish, and play times to avoid teaching during very hot conditions or if necessary close the school when conditions are too hot.
 |
| **RED (emergency response)** | * As Amber
* Follow national guidance as per media advice
 |

## Action Card 8 – Events

**RESPONSIBLE OFFICER(S)**

Head Of Enterprise And Operations

Head Of Creative Engagement

Assistant Director, Culture & Heritage Services

**RESPONSIBILITIES**

* Ensure that all event organisers are aware of heatwave warnings
* Seek assurances that they are taking appropriate actions to minimise impact of heatwave on public

**ACTIONS**

|  |  |
| --- | --- |
| **Alert Level**  | **Actions to be taken** |
| **GREEN (preparedness)**  | * Ensure that key staff and event organisers are signed up for the Weather-Health alerts (contact edward.stagg@walthamforest.gov.uk if you are not sure how to do this)
* Ensure that all staff and event organisers are aware of the heatwave plan and their roles and responsibilities in response to weather health alerts
* Ensure staff and event organisers are aware of public health messages to mitigate the impact of hot weather on staff and residents. Public health messages are available on the [Council’s website](https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/stay-well-heat). Depending on the target audience of the event, staff should be aware of specific guidance for vulnerable people: [social care managers,](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-social-care-managers-staff-and-carers) [healthcare professionals](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-healthcare-professionals), [those supporting rough sleepers](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-people-homeless-and-sleeping-rough) and [those supporting children](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/looking-after-children-and-those-in-early-years-settings-during-heatwaves-for-teachers-and-professionals)
* Ensure staff and event organisers are aware of the risks of severe hot weather, who is most at risk and how to respond when someone is unwell
* Ensure staff and event organisers are aware of the actions they can take to minimise the impact of hot weather on residents for both indoor and outdoor events. This information can be found [here](https://www.gov.uk/government/publications/hot-weather-and-health-events-and-mass-gatherings/hot-weather-advice-planning-events-and-mass-gatherings)
* Consider putting up UKHSA [‘Beat the Heat’ posters](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1155714/Beat_the_Heat_2023.pdf) around event venues to remind staff and residents how to stay safe during hot weather
 |
| **YELLOW (response)**  | * Ensure that event organisers are aware of forecast and are prepared to take actions (such as warning attendees about the weather, provide first aid support, free water and supplies of ice, cool and shaded areas at the event)
* Advise event organisers to take appropriate actions to minimise the impact of hot weather. This may include cancelling or rescheduling events that are due to take place during heatwave. More information about what measures to consider can be found [here](https://www.gov.uk/government/publications/hot-weather-and-health-events-and-mass-gatherings/hot-weather-advice-planning-events-and-mass-gatherings)
 |
| **AMBER (enhanced response)** | * Ensure that event organisers are taking appropriate actions to mitigate the impact of hot weather on staff and residents

If heatwave is prolonged: * Seriously consider cancelling or rescheduling events that are due to take place during a prolonged heatwave
 |
| **RED (emergency response)** | * As Amber
* Follow national guidance as per media advice
 |

## Action Card 9 – Health & Safety (inc. Facilities Management)

**RESPONSIBLE OFFICER(S)**

Interim Director of People, Organisational Development and Business Support

Head of Health, Safety and Wellbeing

Head of Facilities Management

**RESPONSIBILITIES**

* Keep office temperatures reasonable
* Ensure that staff working from home know how to keep their working space cool during hot weather

**ACTIONS**

|  |  |
| --- | --- |
| **Alert Level**  | **Actions to be taken** |
| **GREEN (preparedness)**  | * Ensure key Health & Safety and facilities staff are signed up to receive Weather-Health alerts (contact edward.stagg@walthamforest.gov.uk if you are not sure how to do this)
* Check plans for keeping office temperatures reasonable during severe hot weather are up-to-date, in place and managers are aware of them.
* Check plans for supporting staff to stay cool and well during heatwaves (including arrangements/advice for home working) are in place
* Work with the communications team to develop communications to disseminate to all managers/staff which includes info. about how to maintain a reasonable office temperature and how staff can keep cool at home. Info is available in thermal comfort guidance, on [Forest Hub](https://foresthub.walthamforest.gov.uk/heatwave-information-staff) on the [Councils website](https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/stay-well-heat) and in [‘Beat the Heat’ guidance](https://www.gov.uk/government/publications/beat-the-heat-hot-weather-advice/beat-the-heat-keep-cool-at-home-checklist)
* Ensure that HR are aware of and approve these plans and communications
* Ensure that ways for staff and managers to raise any issues they are facing in maintaining reasonable room temperatures are in place and are known by staff. Consider promoting these channels in any communications developed
 |
| **YELLOW (response)**  | * Ensure key Health & Safety and facilities staff are aware of the hot weather alert
* Implement plans to keep office temperatures reasonable
* Ensure that the communications team share communications and advice with staff around maintaining a cool environment at home
* Ensure the communications team share communications about how to maintain a reasonable office temperature and how staff can keep cool at home with all relevant teams/managers
* Ensure that ways for staff and managers to raise any issues they are facing in maintaining cool room temperatures are communicated and any issues responded to
 |
| **AMBER (enhanced response)** | * Continue to implement plans to keep office temperatures reasonable
* Ensure that the communications team continue to disseminate communications to all managers/staff about maintaining reasonable office temperatures (and keeping cool) during severe hot weather
* Continue to respond to issues raised by staff around maintaining reasonable office temperatures

If heatwave is prolonged:* Maintain Amber actions
 |
| **RED (emergency response)** | * As Amber
* Follow national guidance as per media advice
 |

## Action Card 10 – Voluntary & Community Sector

**RESPONSIBLE OFFICER(S)**

Assistant Director – Strategy & Design – Corporate Development

Head of Communities & Participation

**RESPONSIBILITIES**

* To ensure the voluntary and community sector are aware of hot weather alerts, the Severe Weather plan and actions they can take to support the local community in response to hot weather
* To identify ways in which LBWF and the voluntary and community sector can work together to reduce the impact of hot weather among local residents

ACTIONS

|  |  |
| --- | --- |
| **Alert Level**  | **Actions to be taken** |
| **GREEN (preparedness)**  | * Ensure key VCSOs (particularly those who support vulnerable residents) are signed up to receive Weather-Health alerts (contact edward.stagg@walthamforest.gov.uk if you are not sure how to do this)
* Explore opportunities to develop a community emergency plan to ensure that the role of the community and voluntary sector in response to hot weather is clear
* Explore opportunities to set up rotas of volunteers to keep the community safe during severe hot weather and to check on vulnerable people and neighbours
* Explore opportunities for the voluntary and community sector to support in checking on the welfare of vulnerable people during hot weather and disseminate public health messages to residents about how to stay cool. Public health messages are available on the [Council’s website](https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/stay-well-heat) and advice around how to keep homes cool is available [here](https://www.gov.uk/government/publications/beat-the-heat-hot-weather-advice/beat-the-heat-keep-cool-at-home-checklist). Depending on the beneficiaries of the VCSO, staff should be aware of and disseminate specific guidance for different groups of vulnerable people: [social care managers,](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-social-care-managers-staff-and-carers) [healthcare professionals](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-healthcare-professionals), [those supporting rough sleepers](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-people-homeless-and-sleeping-rough) and [those supporting children](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/looking-after-children-and-those-in-early-years-settings-during-heatwaves-for-teachers-and-professionals)
* Consider including the role of the voluntary and community sector in business continuity plans for responding to the hot weather
* Ensure key VCSO staff are aware of the risks of severe hot weather, who is most at risk and how to respond when a beneficiary is unwell
* Ensure key VCSO staff are aware of community living rooms & cool spaces available across the borough. Info. available at:
* Share UKHSA ‘Beat the Heat’ posters with key VCSOs – these can be displayed around VCSO buildings to remind beneficiaries how to stay safe during hot weather. Available [here](https://www.gov.uk/government/publications/beat-the-heat-hot-weather-advice)
* Explore putting measures in place with VCSOs measures to identify and support vulnerable beneficiaries e.g. share advice on measures individuals and carers can take to keep cool, implement measures to keep VCSO settings and beneficiaries homes cool, provide supplies to help keep beneficiaries cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell. Advice for how to support different groups of vulnerable people is available in the following documents: [social care managers,](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-social-care-managers-staff-and-carers) [healthcare professionals](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-healthcare-professionals), [those supporting rough sleepers](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-hot-weather-people-homeless-and-sleeping-rough) and [those supporting children](https://www.gov.uk/government/publications/hot-weather-and-health-supporting-vulnerable-people/looking-after-children-and-those-in-early-years-settings-during-heatwaves-for-teachers-and-professionals)
* Explore with VCSOs, plans to keep buildings cool (below 26°C)
 |
| **YELLOW (response)**  | * Ensure key VCSOs (particularly those who support vulnerable residents) are aware of the forecasted hot weather
* Activate any community emergency plans as appropriate
* Activate any plans to keep the community safe during severe hot weather and to check on vulnerable people and neighbours
* Work with the voluntary and community sector to implement ways of checking on the welfare of vulnerable people during hot weather and to disseminate public health messages to residents about how to stay cool
* Ensure VCSO staff are looking out for signs of hot weather-related illness
* Ensure VCSO staff are sharing details of community living rooms & cool spaces available across the borough. Info available at:
* Ensure vulnerable beneficiaries are identified by VCSOs and provided package of support where required e.g. share advice on measures individuals and carers can take to keep cool, implement measures to keep VCSO settings and beneficiaries homes cool, provide supplies to help keep beneficiaries cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell
* Ensure VCSOs have activate plans to keep buildings cool (below 26°C) where appropriate
 |
| **AMBER (enhanced response)** | * Work with the voluntary and community sector to continue to check on the welfare of vulnerable people during hot weather and to continue to disseminate public health messages to residents about how to stay cool
* Ensure VCSO staff continue to look for signs of hot weather-related illness
* Ensure VCSO staff continue to share details of community living rooms & cool spaces available across the borough. Info available at:
* Ensure that VCSOs continue to provide package of support to vulnerable beneficiaries where required e.g. share advice on measures individuals and carers can take to keep cool, implement measures to keep VCSO settings and beneficiaries homes cool, provide supplies to help keep beneficiaries cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell
* Ensure that VCSOs are continuing to keep buildings cool (below 26°C)
* Seek regular feedback from VCSO staff about how well staff and beneficiaries are coping with the hot weather

If heatwave is prolonged: * Maintain Amber actions throughout the heatwave
* Ask VCSOs to increase support provided to the vulnerable, this could include increasing the frequency of welfare checks to ensure that beneficiaries are staying cool
* Ask VCSOs to monitor hot weather-related illness and deaths among service users and report this to the council’s VCSO team
 |
| **RED (emergency response)** | * As Amber
* Follow national guidance as per media advice
 |

# APPENDIX 8 – COLD WEATHER ACTION CARDS

Cold weather action cards will be developed and distributed in late October 2023, before the cold weather period starts in November. If you would like to review the action card for your service for last year, please contact edward.stagg@walthamforest.gov.uk and request that this be shared with you.

# Appendix 9: Action Card Holders Distribution List

For each action card a ‘Lead Action Card Holder has been identified as the key person leading the response in the relevant action card area of the Local Authority. ‘Deputy Card Holders are nominated colleagues that may be able to respond on behalf of the Lead Action Card Holder or in support to the SITREP questions which relate to specific points/areas on the action card.

|  |  |  |
| --- | --- | --- |
| **ACTION CARD** | **LEAD ACTION CARD HOLDER**  | **DEPUTY ACTION CARD HOLDER**  |
| 1 – PUBLIC HEALTH (page 38) | DIRECTOR OF PUBLIC HEALTH – **JOE MCDONNELL** | INTERIM CONSULTANT IN PUBLIC HEALTH – **EMILY GRUNDY**PUBLIC HEALTH STRATEGIST- **ED STAGG**PUBLIC HEALTH STRATEGIST- **CLAIRE MOSS** |
| 2 – ADULT SOCIAL CARE (page 40) | CORPORATE DIRECTOR ADULT SOCIAL CARE & QUALITY STANDARDS– **DARREN MCAUGHTRIE**    | ASSISTANT DIRECTOR OF ASC OPERATIONS - **CATH SCHOLEFIELD** ASSISTANT DIRECTOR ADULTS CARE AND QUALITY STANDARDS – **MAUREEN MCELENEY** HEAD OF SERVICE, ADULT SOCIAL CARE - **HANNAH MENSAH** HEAD OF SERVICE, ADULT SOCIAL CARE- **ALAM KHAN**  |
| 3 – CHILDREN’S SOCIAL CARE (page 43) | CORPORATE DIRECTOR CHILDREN’S SOCIAL CARE - **DANIEL PHELPS**    | ASSISTANT DIRECTOR OF CORPORATE PARENTING – **ABIGAIL ADIEZE** INTERIM HEAD OF EARLY HELP DELIVERY **- SADE ALADE**  |
| 4 – CORPORATE COMMUNICATIONS (page 46) | STRATEGIC COMMUNICATIONS MANAGER FOR PUBLIC HEALTH – **WILLIAM HAYDON** SENIOR PR & DIGITAL MANAGER **– NICK DOVEY**  | CAMPAIGNS OFFICER - **MARTA MAZZOLI**SENIOR PR & DIGITAL OFFICER - **ELEANOR LEVY** |
| 5 - HOUSING (inc. Rough Sleepers & those in Temporary Accommodation) (page 48) | CORPORATE DIRECTOR OF HOUSING - **JOE GARROD**LSA TO JOE GARROD **- MARNIE COTTEN** | DIVISIONAL DIRECTOR OF HOUSING OPERATIONS AND ASSETS – **JANE MARTIN** HEAD OF HOUSING STRATEGY – **EOIN QUIERY** INTERIM DIRECTOR OF HOUSING OPTIONS AND HOMELESSNESS - **LINDSAY MEGSON** STRATEGIC HOUSING PROJECT MANAGER – **SARAH WILSON**ROUGH SLEEPER COORDINATOR – **PAULINE JONES**  |
| 6 - COUNCIL COMMISSIONED SERVICES (page 54) | DIRECTOR OF INTEGRATED COMMISSIONING – HEAD OF PLACEMENTS & SUPPLIER QUALITY – **MANDY-HOLLAND MARTIN**   | INTERIM ASSISTAND DIRECTOR FOR INTEGRATED COMMISSIONING - **ANNA SAUNDERS** CONTRACT MONITORING OFFICER **- RAMESH DHOKIA** CONTRACTS CO-ORDINATION OFFICER **- FEMI FAMOSA**  |
| 7 – SCHOOLS AND EDUCATIONAL SETTINGS (page 58) | DIRECTOR OF LEARNING – **LAUREN OVENDEN (**PA – **BIANCA DEFELICE)**  | CHILDREN’S SERVICES: HEAD OF HUMAN RESOURCES – **GERRY KEMBLE** HEAD OF EDUCATION BUSINESS EFFECTIVENESS - **LINDSAY JACKSON** HEAD OF EARLY YEARS, CHILDCARE AND BUSINESS DEVELOPMENT – **EVE MCLOUGHLIN** PLACE DEVELOPMENT AND PREMISES MANAGER - **KEVIN MURPHY** OUT OF SCHOOL AND POSITIVE ACTIVITY OFFICER - **FERN EDWARDS**  |
| 8 - EVENTS (page 61) | HEAD OF ENTERPRISE AND OPERATIONS - **BISI OYEKANMI** HEAD OF CREATIVE ENGAGEMENT - **HADRIAN GARRARD**  | ASSISTANT DIRECTOR, CULTURE AND HERITAGE SERVICES **- LORNA LEE**  |
| 9 – HEALTH AND SAFETY (Inc. Facilities Management (page 63) | INTERIM DIRECTOR OF PEOPLE, ORGANISATIONAL DEVELOPMENT AND BUSINESS SUPPORT – **MARTIN COX**  | HEAD OF HEALTH, SAFETY AND WELLBEING - **DAVID GARIOCH** / **GEOFF SCHOOLING**HEAD OF FACILITIES MANAGEMENT – **AYDIN SIPALOGLU** |
| 10 – VOLUNTARY & COMMUNITY SECTOR (page 65) | Assistant Director – Strategy & Design – Corporate Development – **JonathAn LLoyd** | Head of Communities & Participation – **Yvonne campbell** |

# Appendix 10: Heatwave Action Card Holders Contact details

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| --- | --- | --- | --- |
| **ACTION CARD** | **ACTION CARD HOLDER**  | **EMAIL ADDRESS** | **PHONE NUMBER** |
| 1 – PUBLIC HEALTH  | JOE MCDONNELLEMILY GRUNDYED STAGGCLAIRE MOSS | joe.mcdonnell@walthamforest.gov.ukemily.grundy@walthamforest.gov.uk edward.stagg@walthamforest.gov.ukClaire.Moss@walthamforest.gov.uk  | 07730 76642107551 575301 |
| 2 – ADULT SOCIAL CARE  | DARREN MCAUGHTRIECATH SCHOLEFIELDMAUREEN MCELENEYHANNAH MENSAHALAM KHAN | darren.mcaughtrie@walthamforest.gov.ukcath.scholefield@walthamforest.gov.ukmaureen.mceleney@walthamforest.gov.ukhannah.mensah@walthamforest.gov.ukalam.khan@walthamforest.gov.uk  | 07816 13512407866 85394507968 25430407553 02902607741 327835 |
| 3 – CHILDREN’S SOCIAL CARE | DANIEL PHELPSABIGAIL ADIEZESADE ALADE | daniel.phelps@walthamforest.gov.ukabigail.adieze@walthamforest.gov.uk sade.alade@walthamforest.gov.uk  | 07765 25177807715 53686907816 152341 |
| 4 – CORPORATE COMMUNICATIONS | NICK DOVEYWILLIAM HAYDONELEANOR LEVYMARTA MAZZOLI | nick.dovey@walthamforest.gov.uk william.haydon@walthamforest.gov.uk eleanor.levy@walthamforest.gov.uk marta.mazzoli@walthamforest.gov.uk  | 07918 77074507967 348679 |
| 5 – HOUSING (inc. Rough Sleepers)  | JOE GARRODLINDSAY MEGSONJANE MARTINEOIN QUIERYPAULINE JONES | joe.garrod@walthamforest.gov.uklindsay.megson@walthamforest.gov.uk jane.martin@walthamforest.gov.uk eoin.quiery@walthamforest.gov.uk pauline.jones@walthamforest.gov.uk  | 07741 66039907817 03172607891 945724 |
| 6 - COUNCIL COMMISSIONED SERVICES incl. Care Homes and Residential Homes  | MANDY-HOLLAND MARTINANNA SAUNDERSRAMESH DHOKIAFEMI FAMOSA | mandy.holland-martin@walthamforest.gov.uk anna.saunders@walthamforest.gov.ukramesh.dhokia@walthamforest.gov.ukfemi.famosa@walthamforest.gov.uk |  |
| 7 – SCHOOLS AND EDUCATIONAL SETTINGS | LAUREN OVENDENGERRY KEMBLELINDSAY JACKSONEVE MCLOUGHLINKEVIN MURPHYFERN EDWARDS | lauren.ovenden@walthamforest.gov.uk gerry.kemble@walthamforest.gov.uk lindsay.jackson@walthamforest.gov.uk eve.mcloughlin@walthamforest.gov.ukkevin.murphy@walthamforest.gov.uk fern.edwards@walthamforest.gov.uk  | 07817 43146407817 43230407969 023814020 8496 508907854 268393 |
| 8 - EVENTS | BISI OYEKANMIHADRIAN GARRARDLORNA LEE | bisi.oyekanmi@walthamforest.gov.uk hadrian.garrard@walthamforest.gov.uk lorna.lee@walthamforest.gov.uk  | 07786 56107907791 742836 |
| 9 – HEALTH AND SAFETY (INCL. FACILITIES MANAGEMENT) | MARTIN COXGEOFF SCHOOLINGDAVID GARIOCHAYDIN SIPALOGLU | martin.cox@walthamforest.gov.uk geoffrey.schooling@walthamforest.gov.ukdavid.garioch@walthamforest.gov.uk aydin.sipaloglu@walthamforest.gov.uk  | 07967 59001107423 501148 |